

2012

# NORTH ETOBICOKE NEWCOMER SERVICES RESOURCE BOOKLET



Developed by North Etobicoke  
Local Immigration Partnership

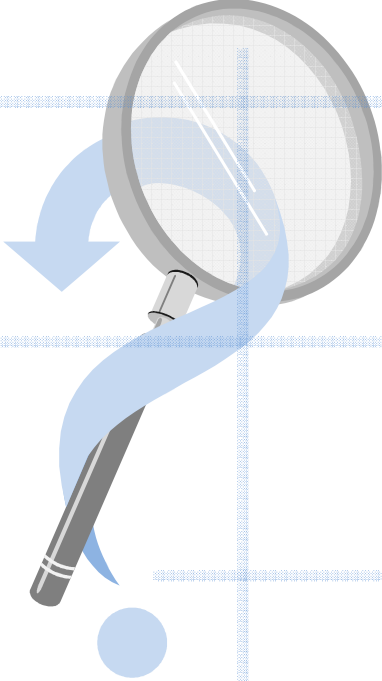


## Introduction

This resource booklet is designed for front-line staff to easily and quickly find local services while they are helping newcomers with settlement-related issues. The booklet identifies key services for immigrants at their upon-arrival point and in the settlement and post-settlement phases. The quick checklist below is to help staff navigate the booklet more efficiently. The booklet can be downloaded at [www.northetobicokelip.org](http://www.northetobicokelip.org). Please note some programs or contact information may change over time. If you find any incorrect information in the booklet, please contact LIP office at 416-745-0062 ext. 401.

This booklet was developed by the North Etobicoke Local Immigration Partnership (LIP) project, with great support from work group members, representing Albion Neighbourhood Services, Community MicroSkills Development Centre, Ernestine's Women's Shelter, Rexdale Community Health Centre, Toronto Public Health, YMCA-Rexdale Youth Resource Centre and community representatives. Development and printing of the resource booklet has been funded through Citizenship and Immigration Canada.

## Settlement Checklist

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- ✓ Find a place to live.....Pages 14-15
  - ✓ Apply for a Social Insurance Number (SIN).....Page 3
  - ✓ Apply for an Ontario Health Card (OHIP).....Page 3
  - ✓ Open a bank account.....Page 21
  - ✓ Find settlement services .....Page 5
  - ✓ Locate a doctor, dentist or other health services.....Pages 11-14
  - ✓ Contact an employment centre to find a job.....Page 7
  - ✓ Find a public library and other community services.....Page 19
  - ✓ Get information about your rights as an employee or tenant.....Pages 14, 17-18
  - ✓ Find a school.....Page 6
  - ✓ Apply for the Canada Child Tax Benefit (CCTB).....Page 10
  - ✓ Get a map of the community and learn about public transportation.....Page 22
  - ✓ Find language classes.....Pages 15-16
  - ✓ Learn about where to buy things for daily life.....Page 21
  - ✓ Apply for a Driver's Licence.....Page 4

*The list identifies key services for newcomers. The prioritized needs of newcomers from different countries may vary.*

Source: [www.ontarioimmigration.ca](http://www.ontarioimmigration.ca)

## Table of Contents

No.	Item	Page
<b>I.</b>	<b>Upon-Arrival Phase</b>	3
	1. At Airport--Welcome Package	3
	2. Government Documents	3
	a) Social Insurance Number (SIN)	3
	b) Health Card (OHIP)	3
	c) Driver's License	4
	d) Ontario Photo Card	4
<b>II.</b>	<b>Settlement Phase</b>	5
	1. Education	6
	2. Employment Programs	7
	3. Government Benefits	9
	4. Health Services	11
	5. Housing	14
	6. Language Training Programs	15
	7. Rights and Responsibilities	17
	8. Safer Community	18
	9. Services for Children/Youth/Seniors	19
	10. Shopping	21
	11. Translation and Interpretation Services	21
	12. Transportation	22
	13. Violence Against Women, Children and Elders	23
<b>III.</b>	<b>Post-Settlement Phase</b>	24
	1. Citizenship Application	24
	2. Citizenship Test	24
	3. Canadian Citizens	24
<b>Appendix</b>	<b>List of Settlement-Related Government Agencies</b>	25

## Upon-Arrival Phase

### 1. At Airport--Welcome Package

Welcome packages are distributed to newcomers at the airport. The welcome package is available in more than 10 languages.

For an electronic copy, visit: [www.settlement.org/sys/library\\_detail.asp?doc\\_id=1005101](http://www.settlement.org/sys/library_detail.asp?doc_id=1005101)

### 2. Government Documents

#### a) Social Insurance Number (SIN)

To work in Canada or to receive government benefits and services, residents need a Social Insurance Number (SIN). Contact **Service Canada** for application information.

1-800-O-CANADA (1-800-622-6832), [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

Application forms can be downloaded at [www.servicecanada.gc.ca/eforms/forms/nas-2120-\(01-12\)e.pdf](http://www.servicecanada.gc.ca/eforms/forms/nas-2120-(01-12)e.pdf).

Residents can apply for a SIN card at any of the organizations listed below. Please contact them directly for service schedules.

1. Rexdale Women's Centre 416-745-0062
2. Humber Community Employment Services 416-748-7200
3. Attwell Employment and Social Services 416-392-6402

Each SIN card is issued to one person only. It cannot legally be used by anyone else. The SIN is confidential. Protect the SIN card from inappropriate use, fraud and theft. Do NOT use the SIN card as a piece of identification. Do NOT give the SIN over the phone. To find more information, please visit the Service Canada website [www.servicecanada.gc.ca/eng/sin/protect/provide.shtml](http://www.servicecanada.gc.ca/eng/sin/protect/provide.shtml).

#### b) Health Card (OHIP)

Ontario residents must have a health card to show eligibility for health care services paid by the Ontario Health Insurance Plan (OHIP). Contact **Service Ontario** for application information.

1-888-376-5197, [www.services.gov.on.ca](http://www.services.gov.on.ca)

Application forms can be downloaded at [www.health.gov.on.ca/en/public/forms/ohip\\_fm.aspx](http://www.health.gov.on.ca/en/public/forms/ohip_fm.aspx).

Residents can apply for a Health Card at the following **Registration Counters**:

1. Etobicoke Counter, Unit 142, 3300 Bloor Street West, Toronto  
*Mon-Wed & Fri 8:30am-5pm, Thur 8:30am-8pm, Sat 9am-1pm*
2. North York Counter, Unit 4A, 4400 Dufferin Street, Toronto  
*Mon & Tue 8:30am-7pm, Wed & Fri 8:30am-5pm, Thur 8:30am-8pm, Sat 9am-1pm*

There is a **3-month waiting period** before newcomers can use the Health Card. Newcomers are advised to purchase private health insurance in home countries before arrival. If not, they should purchase the plan within 3 months after arrival in Canada. To find insurance companies, visit the **Canadian Life and Health Insurance Association Inc.** website [www.clhia.ca/](http://www.clhia.ca/).

## Upon-Arrival Phase

### c) Driver's License

To drive in Canada, residents need to apply and qualify for a driver's licence. The **Ministry of Transportation of Ontario (MTO)** is the government department that controls driver's licences and vehicle registration in Ontario. Residents can contact MTO to apply for a driver's licence or to find Drive Test Centres and Driving Schools.

416-235-2999, TTY: 1-866-471-8929, [www.mto.gov.on.ca/english/dandv/driver/drvlicen.shtml](http://www.mto.gov.on.ca/english/dandv/driver/drvlicen.shtml)

#### Drive Test Centres in Toronto West

Centennial Park Plaza

5555 Eglinton Avenue West

Etobicoke, ON M9C 5M1

Mon-Sat 8:30 a.m. to 5:00 p.m.

Downsview Park

37 Carl Hall Road

Toronto, ON M3K 2E2

Mon-Fri 8:30 a.m. to 5 p.m.

### d) Ontario Photo Card

The Ontario Photo Card is a government-issued photo identification that allows non-drivers aged 16 years of age and over to access government, financial or business services that require proof of identity.

[www.ontario.ca/en/services\\_for\\_residents/ONTO6\\_026364.html](http://www.ontario.ca/en/services_for_residents/ONTO6_026364.html)

To find information or to book an appointment for a Photo Card, please call 416-235-2999, 1-800-387-3445, or TTY 1-800-268-7095.

### Identity Theft

Identity thieves steal key pieces of personal information — either physically or in other ways, without card holders' knowledge — and use it to impersonate card holders and commit crimes in their names. Identity thieves can use stolen identities to conduct spending sprees, open new bank accounts, divert mails, apply for loans, credit cards and social benefits, rent apartments and even commit more serious crimes.

Check the Ministry of Consumer Services website [www.sse.gov.on.ca/mcs/en/Pages/Identity\\_Theft.aspx](http://www.sse.gov.on.ca/mcs/en/Pages/Identity_Theft.aspx), to see tips on how to avoid it and what to do if it happens.

## Settlement Phase

### **Settlement or Newcomer Services**

Newcomers can access settlement services to discuss their personal needs, explore community services and programs. Staff at settlement agencies can also help newcomers complete government forms and apply for tax benefits or income supports. The agencies listed below are funded by Citizenship and Immigration Canada to provide settlement services.

#### **Community MicroSkills Development Centre**

1 Vulcan Street, 416-247-7181, [www.microskills.ca](http://www.microskills.ca)

#### **Rexdale Women's Centre**

Rexdale Community Hub, 21 Panorama Court, Suite 2300, 416-745-0062, [www.rexdalewomen.org](http://www.rexdalewomen.org)

#### **YMCA-Rexdale Youth Resource Centre**

1530 Albion Road, Unit 83, 416-241-8714, [www.rexdaleyouth.org](http://www.rexdaleyouth.org)

#### **YWCA-JUMP**

222 Dixon Road, 416-964-3883, [www.ywcatoronto.org](http://www.ywcatoronto.org)

#### **Settlement Workers in Schools**

##### **North York Community House**

416-781-7457 ext. 221, [www.nych.ca/programs-nc.html#l3](http://www.nych.ca/programs-nc.html#l3)

#### **Library Settlement Partnerships**

##### **Rexdale Women's Centre**

416-745-0062, [www.lsp-peb.ca](http://www.lsp-peb.ca)

### **Rexdale Community Hub**

21 Panorama Court

*The multi-service space provides a range of services for seniors, families, children and youth. Agencies in the Hub include Albion Neighbourhood Services, Rexdale Community Health Centre, Delta Family Resource Centre, Rexdale Women's Centre, Toronto Employment and Social Services, Dejinta Beesha (Multi Service Centre), Somali Business Development Centre, Big Brothers and Big Sisters of Toronto, Rexdale Community Legal Clinic, Community MicroSkills Development Centre, and Pro-tech Media Centre.*

## Settlement Phase

### 1. Education

#### a) Register Children in School

All children attending school in Toronto must have an up-to-date **immunization** record or a valid exemption form on file with Toronto Public Health.

Elementary School Ages 4-13 (Kindergarten to Grade 8), Secondary School Ages 14-17 (Grades 9-12)

#### Toronto District School Board (TDSB)

Available to non-status immigrant children

Elementary schools and secondary schools are open to all students.

To find a local school call 416-394-7526 or check online at [www.tdsb.on.ca/MOSS/asp\\_apps/find\\_your\\_school](http://www.tdsb.on.ca/MOSS/asp_apps/find_your_school)

#### Toronto Catholic District School Board (TCDSB)

Elementary schools are open only to Catholic children or children of Catholic parents.

Secondary schools are open to all students residing in the City of Toronto.

To find a local school, visit [www.tcdsb.org/trustees/tcdsbmaps.asp](http://www.tcdsb.org/trustees/tcdsbmaps.asp).

#### b) Education Savings for a Child

The Government of Canada offers incentives to encourage families to save for a child's post-secondary education: the **Registered Education Savings Plan (RESP)**, the **Canada Education Savings Grant (CESG)** and the **Canada Learning Bond (CLB)**.

For detailed information, visit the **Human Resources and Skills Development Canada (HRSDC)** website [www.hrsdc.gc.ca/eng/learning/education\\_savings/index.shtml#b](http://www.hrsdc.gc.ca/eng/learning/education_savings/index.shtml#b).

#### c) High School Equivalency

##### 1. GED - high school equivalency

For youth not completing high school, the GED is a series of tests that provides the Ontario High School Equivalency Certificate.

##### ReLINK

c/o Somali Youth Association of Toronto

Albion Library, 1515 Albion Road

*This program provides literacy/ math assessment; referral services and tutoring for GED testing. The program includes the cost of GED testing.*

##### 2. Academic Upgrading (English, Math, Chemistry & Biology)

This program helps students prepare for college, university, employment and apprenticeship opportunities. It is provided at community colleges.

##### Humber College

416-675-3111 ext. 4326, [www.humber.ca/liberalarts/programs/academic-upgrading](http://www.humber.ca/liberalarts/programs/academic-upgrading)

##### 3. Alternative High School

Burnhamthorpe Learning Centre

500 The East Mall, 416-394-7130, [www.burnhamthorpe.org/](http://www.burnhamthorpe.org/)



## Settlement Phase

### d) Post-Secondary Education

#### 1. Universities

To find the complete list of Canadian universities, visit the Association and Universities and Colleges of Canada website [www.aucc.ca/canadian-universities/our-universities](http://www.aucc.ca/canadian-universities/our-universities).

#### 2. Community Colleges

To find the complete list of Ontario colleges, visit [www.ontariocolleges.ca/ontcol/home/plan/about-the-colleges.html](http://www.ontariocolleges.ca/ontcol/home/plan/about-the-colleges.html).

#### 3. Private Career Colleges in Ontario

To find a list of private colleges, visit the Service Ontario website [www.ontario.ca/en/services\\_for\\_residents/053263.html](http://www.ontario.ca/en/services_for_residents/053263.html).

### e) Financial Assistance for Post-Secondary Education

The **Ontario Student Assistance Program (OSAP)** provides eligible students with financial assistance. This assistance is intended to supplement, not to replace, the resources of the students and their families. Detailed information is available at [osap.gov.on.ca/OSAPPortal](http://osap.gov.on.ca/OSAPPortal).

## 2. Employment Programs

### Employment Service Providers

#### **Attwell Employment and Social Services**

220 Attwell Dr., 416-392-6402, [www.toronto.ca/socialservices](http://www.toronto.ca/socialservices)

#### **Community MicroSkills Development Centre**

1 Vulcan St., 416-247-7181, [www.microskills.ca](http://www.microskills.ca)

#### **Humber Community Employment Services**

1620 Albion Rd., 2<sup>nd</sup> Floor, 416-748-7200, [jobs.humber.ca](http://jobs.humber.ca)

#### **The Career Foundation**

2150 Islington Ave., Suite 210, 416-235-1091, [www.careerfoundation.com](http://www.careerfoundation.com)

#### **VPI**

56 Aberfoyle Cres., Suite 600, 1-888-336-9550, [www.vpi-inc.com](http://www.vpi-inc.com)

#### **YMCA-Rexdale Youth Resource Centre**

1530 Albion Rd., Unit 83, 416-241-8714, [www.rexdaleyouth.org](http://www.rexdaleyouth.org)

#### **YWCA JUMP**

222 Dixon Rd., 416-964-3883, [www.ywcatoronto.org](http://www.ywcatoronto.org)

## Settlement Phase

### a) Credential Assessment

For some jobs, mostly regulated occupations, and college/university applications, newcomers need to have their foreign credentials assessed. Credential assessment services in Ontario are provided by three agencies:

**1. World Education Services (WES)**

2 Carlton Street, Suite 1400, Toronto, 416-972-0070, [www.wes.org/ca](http://www.wes.org/ca)

**2. Comparative Education Services**

University of Toronto, School of Continuing Studies, 158 St. George Street, Toronto, [learn@utoronto.ca](mailto:learn@utoronto.ca)

**3. International Credentials Assessment Service (ICAS)**

Ontario Agri Centre, 100 Stone Road West, Suite 303, Guelph, [www.icascanada.ca](http://www.icascanada.ca)

### b) Professional Licensing

For **internationally trained health professionals**, contact Health Force Ontario at 416-862-2200, [www.healthforceontario.ca](http://www.healthforceontario.ca).

For **internationally trained professionals in other regulated professions**, contact Global Experience Ontario at 416-327-9694 or 1-866-670-4094, [www.ontarioimmigration.ca/en/geo/index.htm](http://www.ontarioimmigration.ca/en/geo/index.htm).

To find out

- career maps for regulated professions and trades
- the list of regulatory associations
- how to register in a regulated profession and apply for licensing

Clients could also receive free one-on-one advisement as to how they may obtain their professional recognition in Canada at:

**Accreditation Assistance Access Centre**

9100 Jane Street, Building H, Units 56-57, (Beside Vaughan Mills Mall), Vaughan  
1-877-761-1155, [www.aaacentre.ca](http://www.aaacentre.ca)

### c) Training Programs for Internationally Trained Professionals

**1. Bridging programs** help skilled newcomers get their license or certificate in their profession or trade, so that they can work in Ontario. [www.citizenship.gov.on.ca/english/keyinitiatives/bridgetraining.shtml](http://www.citizenship.gov.on.ca/english/keyinitiatives/bridgetraining.shtml)

Two organizations in North Etobicoke provide bridging programs:

**1) Community MicroSkills Development Centre**

[www.microskills.ca/bridge-to-employment-for-internationally-trained/](http://www.microskills.ca/bridge-to-employment-for-internationally-trained/)

**2) Humber Institute of Technology and Advanced Learning**

[Newtocanada.humber.ca](http://Newtocanada.humber.ca)

**2. Career Bridge** is a paid internship program offered by the Career Edge Organization to internationally trained professionals.

1-888-507-EDGE (3343), [www.careeredge.ca/careerbridge/intro.asp](http://www.careeredge.ca/careerbridge/intro.asp)

## Settlement Phase

3. The **Mentoring Partnership** matches skilled immigrants with a mentor from a similar professional background, to help mentees build professional networks and develop effective job search strategies. [www.thementoringpartnership.com](http://www.thementoringpartnership.com)

### Two organizations in North Etobicoke providing the Mentoring Partnership program:

#### 1) Community MicroSkills Development Centre

1 Vulcan St., 416-247-7181, [www.microskills.ca](http://www.microskills.ca)

#### 2) Humber Community Employment Services

1620 Albion Rd., 2<sup>nd</sup> Floor, 416-748-7200, [jobs.humber.ca](http://jobs.humber.ca)

555 Burnhamthorpe Rd., Suite 500, 416-234-8942, [jobs.humber.ca](http://jobs.humber.ca)

4. The **Placement (Co-op) program** is offered by the Toronto District School Board for internationally-trained professionals to enter the workforce on a volunteer basis in order to gain valuable Canadian work experience. For more information, visit the TDSB website [www.tdsb.on.ca/scripts/IndexResult.asp?schooltype=ConEd](http://www.tdsb.on.ca/scripts/IndexResult.asp?schooltype=ConEd).

### Programs in Etobicoke:

#### 1) Emery Adult Learning Centre

3395 Weston Road, 416-395-3225, [emeryadult.com/emery/coop/coop\\_main.htm](http://emeryadult.com/emery/coop/coop_main.htm)

#### 2) Burnhamthorpe Learning Community

500 The East Mall, 416-394-7130, [www.burnhamthorpe.org/](http://www.burnhamthorpe.org/)

### d) Apprenticeship

There are many different ways the resident can get apprenticeship training and prepare for a new career. For more information about the apprenticeship program, visit the **Ministry of Training, Colleges and Universities** website [www.tcu.gov.on.ca/eng/employmentontario/training/pathways.html](http://www.tcu.gov.on.ca/eng/employmentontario/training/pathways.html).

### e) Self-Employment

The **MicroSkills Women's Enterprise and Resource Centre** offers training and support services to women who want to establish and operate small businesses.

7 Vulcan Street, 416-247-7181 ext. 2304, [www.microskills.ca/self-employment/](http://www.microskills.ca/self-employment/)

### Home-Based Childcare Program for Women

The program offers 16 weeks of classroom training and 4 weeks of practicum, for low-income women, unemployed and immigrant women, women receiving social assistance benefits (OW or ODSP).

[www.microskills.ca/includes/pdf/HCCP\\_November\\_2011.pdf](http://www.microskills.ca/includes/pdf/HCCP_November_2011.pdf) .

## 3. Government Benefits

### a) Employment Insurance (EI)

EI provides temporary financial assistance for unemployed Canadians. Employment insurance may also be available to people who are on maternal, parental, sickness and compassionate care leave from their work.

Contact **Service Canada** for application information.

1-800-206-7218, [www.servicecanada.gc.ca/eng/ei/application/applying\\_for\\_benefits.shtml](http://www.servicecanada.gc.ca/eng/ei/application/applying_for_benefits.shtml)

## Settlement Phase

### b) Income Tax and Tax Benefits

Residents must file income tax **every year before April 30**. The Government of Canada offers the following tax benefits to eligible individuals or families.

1. The **Working Income Tax Benefit (WITB)** is a refundable tax credit intended to provide tax relief for eligible working low-income individuals and families.
2. The **GST/HST Credit** is a tax-free quarterly payment to individuals and families with low or modest incomes.
3. The **Canada Child Tax Benefit (CCTB)** is a tax-free monthly payment made to eligible families raising children under age 18.
4. The **Universal Child Care Benefit (UCCB)** is for children under the age of 6 years and is paid in instalments of \$100 per month per child.

For more information, visit the **Canada Revenue Agency** website [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca).

#### Benefits for seniors

- Canada Pension Plan (CPP)
- Old Age Security Pension (OAS)
- Guaranteed Income Supplement (GIS)

Recipients need to meet the Canadian legal status and residence requirements. Visit the **Service Canada** website [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) for more information.

Newcomer seniors may also be eligible to apply for senior benefits from their home country.

**Free Income Tax Clinics** support eligible individuals (no/low-income residents) to file tax returns and apply for tax benefits every March.

#### 1. Community MicroSkills Development Centre

1 Vulcan St., 416-247-7181, [www.microskills.ca](http://www.microskills.ca)

#### 2. Albion Neighbourhood Services

1530 Albion Rd., Suite 205, 416-741-1553, [www.albionservices.ca](http://www.albionservices.ca)

### c) Income Supports

1. **Ontario Works (OW)** provides financial assistance, monthly drug cards and employment services to residents without income. The financial assistance includes money for food, shelter, clothing and other household costs for people who meet the financial and program criteria.

**Online application:** [www.mcsc.gov.on.ca/en/mcsc/programs/social/apply\\_online.aspx](http://www.mcsc.gov.on.ca/en/mcsc/programs/social/apply_online.aspx)

**Attwell Employment & Social Services** (primary service catchment area: *postal codes M9R, M9V and M9W*)  
220 Atwell Drive, Suite 4, 416-392-6405, [www.toronto.ca/socialservices/applyworks.htm#a](http://www.toronto.ca/socialservices/applyworks.htm#a)

2. The **Ontario Disability Support Program (ODSP)** assists people living with disabilities in financial need, through supporting their living expenses, like food and housing. Find more information on the **Ministry of Community and Social Services** website [www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp/index.aspx](http://www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp/index.aspx). To apply, contact the **Toronto West Office** at 416-325-5900.

## Settlement Phase

### 4. Health Services

#### a) Dental Care

To find a dentist, visit [www.oda.on.ca/Find-A-Dentist.html](http://www.oda.on.ca/Find-A-Dentist.html)

Toronto Public Health offers free and low cost dental services for children (0-17) and seniors (65+). Services are available at

**Available to people without OHIP**

1. **Etobicoke Civic Centre** 399 The West Mall, 416-338-1486
2. **Rexdale Community Health Centre** 8 Taber Road, 416-744-0066, [www.rexdalechc.com](http://www.rexdalechc.com)
3. **Rexdale Community Hub** 21 Panorama Court

#### b) Diabetes Management

1. **Rexdale Community Health Centre** **Available to people without OHIP**  
8 Taber Rd., or Rexdale Community Hub (21 Panorama Court), 416-744-0066, [www.rexdalechc.com](http://www.rexdalechc.com)  
*Diabetes Education Program, Diabetes Prevention Program, Diabetes Support Group*

2. **Etobicoke General Hospital (William Osler Health System)**  
89 Humber College Blvd., Suite 224, 416-747-3400 ext. 32393  
*Diabetes Education Centre and South Asian Diabetes Program*

#### c) Emergency Health Services

**Etobicoke General Hospital (William Osler Health System)**  
101 Humber College Blvd., 905-494-2120, [www.williamoslerhc.on.ca](http://www.williamoslerhc.on.ca)

For minor problems, patients are recommended to call family doctors or visit a local After Hours Clinic. Visit [www.williamoslerhs.ca/body.cfm?id=150](http://www.williamoslerhs.ca/body.cfm?id=150), to know how to avoid a trip to the Emergency Department.

#### d) Family Doctors

To find a **family doctor** or a **walk-in clinic**, search on the **Ministry of Health and Long Term Care** website [www.hco-on.ca/english/Search/](http://www.hco-on.ca/english/Search/)

For people without a family health care provider (family doctor or nurse practitioner), register with **Health Care Connect**. 1-800-445-1822, [www.ontario.ca/healthcareconnect](http://www.ontario.ca/healthcareconnect)

**MedVisit** arranges for a qualified medical doctor to go to patients' home. The visit is free of charge with OHIP. To book a doctor visit, call 416-631-3000. For more information, visit [www.medvisit.ca/](http://www.medvisit.ca/).

**Telehealth Ontario** provides free health advice by a Registered Nurse over phone.  
1-866-797-0000, TTY 1-866-797-0007 (Free access 24/7)

**Available to people without OHIP**

For people without OHIP, health services are provided free or with a small fee at:

**Rexdale Community Health Centre**  
8 Taber Rd., or Rexdale Community Hub (21 Panorama Court), 416-744-0066, [www.rexdalechc.com](http://www.rexdalechc.com),

## Settlement Phase

### e) Food Access

Newcomers face challenges in adapting to new ways to access, prepare and eat food in Canada, while attempting to preserve their healthy food knowledge and practices.

**Eat Right Ontario** offers information on healthy eating, menu planning, budgeting and recipes. Call 1-877-510-5102 to speak to a dietitian, or visit [www.eatrightontario.ca](http://www.eatrightontario.ca).

#### **Nutrition Programs in North Etobicoke** Available to people without OHIP

**1. Rexdale Community Health Centre**

8 Taber Rd., 416-744-0066

**2. Rexdale Women's Centre**

23 Westmore Dr., 416-745-0062

#### **Food Banks in North Etobicoke** Available to non-status immigrants

**1. Apostles Continuation Church** (Thurs 1:30pm-4pm)

10 Belfield Rd., 416-247-7048

**2. Braeburn Neighbourhood Place** (Operates a food bank and children's nutrition program)

75 Tandridge Cres Unit 108, 416-745-3113

**3. Central Etobicoke Economic Support (West United Church)** (Tues, Wed, Thurs 10am-12pm)

8 Templar Dr., Basement Level, 416-242-2666

**4. Foodshare** (Residents can start their own GOOD FOOD BOX distribution location)

416-363-6441

**5. Meals on Wheels** (11am to 1:30 pm)

21 Randolph Ave., 416-480-2500, [www.mealsonwheels.ca](http://www.mealsonwheels.ca)

**6. Our Saviour Lutheran Church** (Thurs, 2 pm-4 pm, 6 pm-8 pm)

2705 Islington Ave., 416-476-4242

**7. Salvation Army Community and Family Services** (Tues, Wed, Fri 1:30pm-4:30pm)

2152 Kipling Ave, 416-743-1282

**8. Thistletown Community Services Unit** (Wed 11am-3pm, Thurs 10am-3pm)

246 Jamestown Cres, 416-745-2822

### f) Hardship Fund

Toronto Employment and Social Services provides special need items (ie. eye glasses, prescription drugs, dentures and dental services) for persons not in receipt of Social Assistance.

**Attwell Employment and Social Services**

220 Atwell Drive, Suite 4, 416-392-8623, [www.toronto.ca/socialservices](http://www.toronto.ca/socialservices)

## Settlement Phase

### g) Immunization and Vaccines

Available to people without OHIP

Immunization (needle shots) could be received at family doctor clinics. For child and adult immunization schedule, visit the Toronto Public Health website

[www.toronto.ca/health/immunization\\_children/immunization\\_schedule.htm](http://www.toronto.ca/health/immunization_children/immunization_schedule.htm)

For people with no health card, call the Immunization Information Line at 416-392-1250.

Children attending school in Toronto must have an up-to-date immunization record or a valid exemption form on file with Toronto Public Health. [www.toronto.ca/health/immunization\\_children/index.htm](http://www.toronto.ca/health/immunization_children/index.htm)

### Free Flu Vaccination (Injection)

Flu vaccination can be received at doctors' offices, walk-in medical clinics, some pharmacies and at public health clinics. See Toronto Public Health's flu shot schedule to find out the nearest location.

[www.toronto.ca/health/flu/index.htm](http://www.toronto.ca/health/flu/index.htm)

### h) Mental Health Services

#### 1. Etobicoke Children's Centre

65 Hartsdale Dr, 416-240-1111, [www.etobicokechildren.com](http://www.etobicokechildren.com)

*Serves children from birth to age 12 and their families who live in Etobicoke.*

#### 2. Etobicoke General Hospital (William Osler Health System)

101 Humber College Blvd, 416-494-2120, [www.williamoslerhc.on.ca](http://www.williamoslerhc.on.ca)

*The EGH Mental Health program offers mental health inpatient and outpatient services for adults (16+).*

#### 3. Etobicoke Services for Seniors

2245 Lawrence Ave West, 416-243-0127, [www.esssupportservices.ca](http://www.esssupportservices.ca)

*Offers day programs for clients' with Alzheimer's and respite for family members*

#### 4. George Hull Center for Children & Families

600 The East Mall, 3rd Floor, 416-622-8833 ext.174, [www.ebfc.ca](http://www.ebfc.ca)

*Provides collaborative programming in the Early Years sector within Etobicoke communities.*

#### 5. Integrated Community Mental Health

Crisis Response Program (services Etobicoke & North York)

Part of Canadian Mental Health Association, 416-498-0043, [www.toronto.cmha.ca](http://www.toronto.cmha.ca)

*Continuum of services include mobile crisis intervention; support available in the consumer's home or at meeting place of their choice; telephone access and support available to family members, significant others and caregivers.*

#### 5. Reconnect Mental Health Services

400-56 Aberfoyle Cres, 416-248-2050, [www.reconnect.on.ca](http://www.reconnect.on.ca)

*Provides a range of recovery-based programs for adults experiencing serious mental illness.*

## Settlement Phase

### i) Sexual Health Clinics

Available to people without OHIP

The Toronto Public Health Sexual Health Clinics provide STI (Sexually Transmitted Infections) tests for anyone but mainly focused on youth (15 – 24 years old). Clinics also offer subsidized contraceptives.

#### 1. Etobicoke Civic Centre

399 The West Mall, 416-338-1517

#### 2. Rexdale Community Health Centre

8 Taber Road, 416-744-0066

#### 3. YMCA-Rexdale Youth Resource Centre (must be less than 28 years of age)

Albion Mall, 1530 Albion Road, 416-741-8714

### j) Vision Care

To find an Optometrist, visit [www.optom.on.ca/find\\_an\\_optometrist](http://www.optom.on.ca/find_an_optometrist). An eye examination is covered by OHIP once a year for persons under 20 years and those 65 years or older.

## 5. Housing

### a) Affordable Housing

**Housing Connections**, which is a part of Toronto Community Housing Corporation, provides information on affordable housing. [www.housingconnections.ca](http://www.housingconnections.ca)

To apply for the subsidized housing:

#### Albion Neighbourhood Services

Rexdale Community Hub, 21 Panorama Court, Suite 14, 416-741-1553

### b) Tenant Rights

Available to non-status immigrants

Most residential rental units are covered by the **Residential Tenancies Act**, with some exceptions. However, the Act may not apply to non-profit and public housing. For more information about the Residential Tenancies Act, contact the **Landlord and Tenant Board** at 416-645-8080 or Toll free 1-888-332-3234.

The **Federation of Metro Tenants' Association** provides knowledge on renter's rights and obligations; advice on rent increases, maintenance, eviction and more. They do not offer legal advice. Counselling services are available in 150 languages through a telephone interpreting service.

**Tenant Hotline** 416-921-9494.

### c) Complaints related to building structural and safety standards

Available to non-status immigrants

For complaints about building structural and safety standards in residential rental property, contact **Municipal Licensing and Standards**

416-394-2535, 311 (for after-hour inquiries), [www.toronto.ca/licensing](http://www.toronto.ca/licensing)

### d) Complaints related to bedbugs and other health issues

Available to non-status immigrants

For complaints related to health issues such as mould, bedbugs, hoarding, contact **Toronto Public Health** 416-338-7600, 311 (for after-hour inquiries), [www.toronto.ca/health/](http://www.toronto.ca/health/)



## Settlement Phase

### e) Housing Market

1. To rent an apartment, please visit [viewit.ca/](http://viewit.ca/).
2. For information on purchasing a house, visit the Canada Mortgage and Housing Corporation website [www.cmhc.ca/newcomers/english/index.html](http://www.cmhc.ca/newcomers/english/index.html).  
To search for a property, visit [www.realtor.ca](http://www.realtor.ca).

## 6. Language Training Programs

### a) Language Instruction for Newcomers to Canada (LINC)

Eligibility: Permanent Residents, Convention Refugees and Live-in-Caregivers (must have initial approval for permanent residence). 18 years or older. Not open to Canadian Citizens and Refugee Claimants. Before enrolling, students must attend a language assessment test at the YMCA Assessment & Referral Centre.

#### YMCA Language Assessment & Referral Centre

1530 Albion Rd., Suite 83, 416-925-5462 (for appointment booking), [www.ymcatoronto.org](http://www.ymcatoronto.org)

#### LINC classes in North Etobicoke:

##### 1. Community MicroSkills Development Centre: Levels 2-7

1 Vulcan St., 416-247-7181, [www.microskills.ca](http://www.microskills.ca)

##### 2. Rexdale Women's Centre: Literacy – Level 4

925 Albion Rd., Suite 207, 416-745-0062 ext. 400 [www.rexdalewomen.org](http://www.rexdalewomen.org)

##### 3. TDSB-Albion LINC: Literacy-Level 7

1530 Albion Rd., 416-394-6232

##### 4. TDSB-Rexdale LINC: Levels 1-7

2267 Islington Ave., 416-394-6225

##### 5. YWCA LINC: Literacy-Level 6 (only for women)

222 Dixon Rd., 416-242-3939, [www.ywca.org/employment/ywca\\_linc.htm32](http://www.ywca.org/employment/ywca_linc.htm32)

### b) English as a Second Language (ESL)

Eligibility: Canadian Citizens, Permanent Residents, Refugee Claimants and Convention Refugees. 18 years or older. Visitors and visa students may register as fee-paying students.

ESL classes are offered by the school boards. Please call for a location near you.

TCDSB: 416-397-6600 [www.tcdsb.org/adulted/](http://www.tcdsb.org/adulted/), TDSB: 416-338-4000 [www.esltoronto.ca](http://www.esltoronto.ca)

#### ESL classes in North Etobicoke:

##### 1. Rexdale Women's Centre

8 Taber Rd., 416-745-0062 ext. 400

##### 2. TCDSB - St. Andrew Catholic School

2533 Kipling Ave., 416-397-6600

##### 3. TDSB - North Albion Collegiate Institute

2580 Kipling Ave., 416-394-7550

##### 4. School of Experimental Education

40 McArthur Street (Dixon & Islington), 416-338-4300

## Settlement Phase

### c) Occupation-Specific Language Training (OSLT)

OSLT classes combine language upgrading with sector-specific language skills required for the workplace. Courses are offered at Ontario Colleges for the following areas of study: Business, Health Sciences, Human Services, Construction, Automotive Trades, and Technology.

Detailed information is available at [www.co-oslt.org/index.html](http://www.co-oslt.org/index.html)

In North Etobicoke, the **Humber College** offers courses in Business, Health Sciences and Technology. North Campus- 205 Humber College Blvd., 416-675-6622 x 5125, [www.newtcanada.humber.ca](http://www.newtcanada.humber.ca)

### d) Enhanced Language Training (ELT)

ELT provides higher levels of language training (CLB 7-10), including job-specific language training and a bridge-to-work component.

Contact the school boards for a full listing.

**TCDSB** 416-397-6959 [www.tcdsb.org/adulted/elt.html](http://www.tcdsb.org/adulted/elt.html), **TDSB** 416-338-4300, [www.esltoronto.ca](http://www.esltoronto.ca)

### e) Specialized Language Training (SLT)

School boards across Ontario are offering this job-specific language training in one of two ways:

- The **Language Training for the Workplace (LTFW)** assists immigrants in finding work in a specific field, by offering sector-specific English as a Second Language (ESL) training; and
- The **Language Training in the Workplace (LTIW)** helps immigrants who are already employed to improve their ESL language skills at work.

[www.ontarioimmigration.ca/en/learn/OI\\_LEARN\\_SPECIALIZED.html](http://www.ontarioimmigration.ca/en/learn/OI_LEARN_SPECIALIZED.html)

### TCDSB-Specialized Language Training for Child Care

416-397-6959, [www.tcdsb.org/adulted/sltchildcare.html](http://www.tcdsb.org/adulted/sltchildcare.html)

### f) Literacy and Basic Skills (LBS)

LBS is funded by the MTCU and open to people whose first language is English. It helps people develop skills based on their individual assessments, i.e. write a letter, read prescriptions, fill applications forms, prepare a budget, prepare for General Educational Development (GED) or get into an apprenticeship.

In North Etobicoke, LBS is provided at the **School of Experimental Education**  
40 McArthur Street (Dixon & Islington), 416-338-4300

## Settlement Phase

### 7. Rights and Responsibilities

#### a) Community Legal Clinic (CLC)

Available to non-status immigrants

The Community Legal Clinics offer legal assistance related to housing problems, tenant rights, Employment Insurance, Welfare/ Ontario Works, the Ontario Disability Support Program, the Canada Pension Plan, workers' compensation, etc. Please note each CLC serves residents in specific geographic area.

[www.legalaid.on.ca/en/contact/contact.asp?type=cl](http://www.legalaid.on.ca/en/contact/contact.asp?type=cl)

#### 1. Rexdale Community Legal Clinic

Rexdale Community Hub, 21 Panorama Court, Suite 24, 416-741-5201, [www.rexdalecommunitylegalclinic.ca](http://www.rexdalecommunitylegalclinic.ca)

#### 2. Jane Finch Community Legal Services

1315 Finch Avenue West, Suite 409, 416-398-0677, [www.janefinchcommunitylegalservices.ca](http://www.janefinchcommunitylegalservices.ca)

#### b) Immigration/citizenship application matters

Available to non-status immigrants

There is an advice lawyer on immigration issues who sees people at the **Rexdale Community Health Centre** on Mondays by appointment only, 416-744-0066.

#### Refugee Law Office

20 Dundas St West, Suite 202, 416-977-8111

Residents could also contact **local MP or MPP office** regarding immigration or citizenship application.

Federal Member of Parliament

**Dr. Kirsty Duncan, MP**

815 Albion Rd., Etobicoke

Tel: 416-747-6003

Fax: 416-747-8295

[www.kirstyduncan.ca/](http://www.kirstyduncan.ca/)

Ontario Member of Provincial Parliament

**Dr. Shafiq Qaadri, MPP**

823 Albion Rd., Etobicoke

Tel: 416-745-2859

Fax: 416-745-4601

[www.shafiqqaadri.onmpp.ca/](http://www.shafiqqaadri.onmpp.ca/)

#### c) Family matters

Available to non-status immigrants

#### Toronto North Family Law Service Centre

45 Sheppard Ave. East, 416-730-0936

*The services include early identification of vulnerable clients in serious domestic violence cases and child protection cases; family breakup, family law and the family justice system.*

#### d) Human Rights

Available to non-status immigrants

For any discrimination based on the Ontario Human Rights Code, contact the **Human Rights Tribunal of Ontario** to make a complaint or to get more information at 1-866-598-0322.

#### e) Consumer Rights

Available to non-status immigrants

To know more about consumer rights or make a complaint, visit the **Ministry of Consumer Services** website [www.sse.gov.on.ca/mcs/Pages/AskAQuestion.aspx](http://www.sse.gov.on.ca/mcs/Pages/AskAQuestion.aspx).

To know how to prevent the identity theft and top scams, visit the **Canadian Anti-Fraud Centre** website [www.Antifraudcentre.ca](http://www.Antifraudcentre.ca). To report a fraud, contact the **Canadian Anti-Fraud Centre** at 1-888-495-8501.

## Settlement Phase

### f) Workers' Rights

Available to non-status immigrants

All workers have the right to refuse unsafe work environment, to know workers' rights and responsibilities, to learn how to stay safe at the workplace, and to find employment standards, health and safety and other issues. Please refer to Ontario's **Occupational Health and Safety Act** (OHS Act) on the Ontario Ministry of Labour website [www.labour.gov.on.ca/english/](http://www.labour.gov.on.ca/english/).

### Work Smart Ontario

[www.worksmartontario.gov.on.ca](http://www.worksmartontario.gov.on.ca)

### Workers Action Centre

Workers' Rights Information Phone Line: 416-531-0778

### Work related injuries/ coverage for health care and loss wages

Workplace Safety and Insurance Board administers Ontario's no-fault workplace insurance for employers and their workers.

[www.wsib.on.ca/en/community/WSIB](http://www.wsib.on.ca/en/community/WSIB)

## 8. Safer Community

Emergency for Police/Fire/Ambulance: 911 Available to non-status immigrants

Non-Emergency: 416-808-2222

### 23 Division policing in North Etobicoke

5230 Finch Ave. West, Toronto, 416-808-2300, [www.torontopolice.on.ca/d23/](http://www.torontopolice.on.ca/d23/)

### Victim Services Toronto

Crisis Line: 416-808-7066

*Provide immediate crisis response, intervention and prevention services which are responsive to the needs of individuals, families and communities affected by crime and sudden tragedies.*

### Community Crisis Response Program in Rexdale/Jamestown

Important contact to activate protocol:

Saleha Nahdi

Community Development Officer, Crisis Response Program

Tel: 416-392-8697/647-210-8189

## Settlement Phase

### 9. Services for Children/Youth/Seniors

#### Recreational Programs

Available to non-status immigrants

**Community Recreation Centres** offer a wide range of facilities such as gymnasiums, pools, weight rooms and meeting space. Visit the Parks, Forestry and Recreation website [www.toronto.ca/parks](http://www.toronto.ca/parks) or call 311 for a list of parks, community centres in your area.

#### **Welcome Policy**

A fee subsidy program provides free access to City-operated recreation programs to families with limited income. [www.toronto.ca/parks/torontofun/welcome\\_policy.htm](http://www.toronto.ca/parks/torontofun/welcome_policy.htm)

#### Reading and Computer Training Programs

Available to non-status immigrants

The **Toronto Public Library** services are free for anyone who lives, works, goes to school or owns land in the City of Toronto. At the library you can borrow books, movies, CDs and much more for fun, study or self-interest. The library also has many free programs and services for everyone.

To find the local libraries, visit [www.torontopubliclibrary.ca](http://www.torontopubliclibrary.ca).

### a) Services for Children

Available to non-status immigrants

#### Child Care

To find a child care centre or to learn how to apply for a child care fee subsidy, visit the **Toronto Children's Services** website, [www.toronto.ca/children/](http://www.toronto.ca/children/)

Tel: 416-392-5437 or call 311

#### Children's Programs

##### 1. After 4

c/o Elmbank Community Centre

*Free after-school tutoring, recreation and healthy eating for students in grades 2-6. Include recreational field trips and workshops.*

##### 2. Albion Neighbourhood Services- Albion Boys and Girls Club

Rexdale Community Hub, 21 Panorama Court, Suite 14, 416-746-9143, [www.albionservices.ca](http://www.albionservices.ca)

##### 3. Camp Choice

c/o Humber College

*3-day residential education camp for students in grades 6, 7 & 8 to introduce students to educational programs and careers. Camps usually in the months of May and June. Check with your child's school for group rates.*

##### 4. Camps United (Summer Camp)

c/o Parks, Forestry & Recreation and It's In Me

*Contact PFR for locations, dates and time*

## Settlement Phase

### b) Services for Youth

Available to non-status immigrants

#### Youth Programs

##### 1. Breaking the Cycle

1790 Albion Rd., #215, 416-745-1829, [www.cantraining.org](http://www.cantraining.org)

*For youths who are either gang involved or at risk of gang involvement*

##### 2. Microskills Youth Centre

235 Dixon Rd., Units 12 & 106, 416-247-7181 ext.2601, [www.microskills.ca/YouthCentre.html](http://www.microskills.ca/YouthCentre.html)

##### 3. Rexdale Protech Media Centre

Rexdale Community Hub, 21 Panorama Court, 1<sup>st</sup> Floor, 416-744-9549, [www.microskills.ca](http://www.microskills.ca)

##### 4. Somali Youth Association of Toronto (SOYAT)

208A Duncanwoods Dr., 416-247-6333, [www.soyat.org](http://www.soyat.org)

##### 5. Your Road To Success

c/o Somali Youth Association of Toronto

*Assists incarcerated youth reintegrate back into the community. Case management to address immediate needs: advocacy, housing, employment, education. Provides skill building workshops and training.*

##### 6. Youth without Shelter

6 Warrendale Court, Etobicoke, 416-748-0110, [www.yws.on.ca](http://www.yws.on.ca)

#### Teen Moms (Young Parents)

##### 1. First Stage North Albion

2580 Kipling Avenue, 416-394-4688, [firststagenorthalbion@yahoo.ca](mailto:firststagenorthalbion@yahoo.ca)

##### 2. Learning, Earning and Parenting (LEAP)

Attwell Employment and Social Services, 416-392-8623, [www.toronto.ca/socialservices](http://www.toronto.ca/socialservices)

*Helps young parents, ages 16 to 21, with financial, educational, employment and parenting supports.*

##### 3. Toronto Public Health

416-338-7600

Available to people without OHIP

*Provides supports with reproductive/child health, parenting, sexual health, etc.*

##### 4. Young Parents No Fixed Address

647-219-6500, [yfnfa@rogers.com](mailto:yfnfa@rogers.com)

### c) Services for Seniors

Available to non-status immigrants

##### 1. CANES Community Care

135 Queen's Plate, Suite 400, 416-743-3892, [www.canes.on.ca](http://www.canes.on.ca)

*Nutrition programs, referrals to family doctors, fitness health, homemaking, home maintenance, transportation, community outreach.*

##### 2. Rexdale Community Health Centre

8 Taber Rd., or Rexdale Community Hub (21 Panorama Court), 416-744-0066, [www.rexdalechc.com](http://www.rexdalechc.com)

*Diabetes program, foot care, etc.*

##### 3. Rexdale Women's Centre

23 Westmore Dr., Suite 400, 416-745-0062, [www.rexdalewomen.org](http://www.rexdalewomen.org)

*Ethno-cultural senior programs, opportunities for civic engagement, settlement supports and many more*

## Settlement Phase

### 10. Shopping

Check the Yellow Page to find the shopping areas.

#### Shopping on a limited budget:

One can purchase gently used items such as furniture, clothing, books, toys, houseware at local Salvation Army Thrift Stores, Goodwill, Value Village.

The **Albion Islington Square Business Improvement Area** (Albion/Islington) is a unique shopping district, showcasing a mix of retail shops, such as the highest concentration in Toronto of jewellers that specialize in 22 and 24 karat gold and diamond designer jewellery. You could also find ethnic food restaurants, clothing & textile shops, featuring traditional, casual and exquisite hand-embroidered apparel, and stores of items for religious ceremonies in this area. [www.albionislingtonsquare.com/shops.htm](http://www.albionislingtonsquare.com/shops.htm)

Most stores accept one or more of the following types of payment: Cash, Debit (bank) cards, Credit cards, Store credit cards, Personal cheques. Visit the Canadian Bankers Association website [www.cba.ca/en/consumer-information/40-banking-basics/479-newcomers-to-canada](http://www.cba.ca/en/consumer-information/40-banking-basics/479-newcomers-to-canada), to know how to **open a bank account** and how to **apply for a credit card**.

### 11. Translation and Interpretation Services

#### For accredited interpretation and translation services:

#### 1. Access Alliance Language Services-Remote Interpretation Ontario

340 College Street West, Suite 500, 416-324-2731, 1-888-278-8007, [www.rionetwork.ca](http://www.rionetwork.ca)

#### 2. COSTI Corvetti Education Centre

760 College St, 2nd Fl, 416-534-7400, [www.costi.org](http://www.costi.org)

#### 3. Multilingual Community Interpreter Services

789 Don Mills Rd, Ste 608, 416-426-7051, [www.mcis.on.ca](http://www.mcis.on.ca)

#### Settlement agencies provide interpretation or translation services:

#### 1. Auberge Francophone (French)

2191 Kipling Ave., 416-848-3879, [www.aubergefrancophone.org/index\\_en.jsp](http://www.aubergefrancophone.org/index_en.jsp)

#### 2. Dejinta Beesha Multi-Service Centre (Somali)

Rexdale Community Hub, 21 Panorama Court, 416-743-1286, [www.dejinta.org](http://www.dejinta.org)

#### 3. Iraqi Community Services of Ontario (Arabic)

1790 Albion Rd., Suite 203, 647-477-8675, [www.icson.org/english/](http://www.icson.org/english/)

#### 4. Rexdale Women's Centre

Arabic, Assyrian, Bosnian, Croatian, Dari, Spanish, English, Farsi, Gujarati, Hindi, Mandarin, Pashto, Punjabi, Serbian, Somali, Tamil, Twi, Urdu, West Indian Dialect and French (upon request).

Rexdale Community Hub, 21 Panorama Court, Suite 2300, 416-745-0062, [www.rexdalewomen.org](http://www.rexdalewomen.org)

#### 5. Somali Canadian Association of Etobicoke (Somali)

925 Albion Rd., 2<sup>nd</sup> Floor, 416-742-4601, [www.somalicanadian.com](http://www.somalicanadian.com)

## Settlement Phase

### 12. Transportation

#### a) Public Transit

Available to non-status immigrants

##### Toronto Transit Commission (TTC)

The TTC is a quick, convenient and safe way to get around Toronto. The subway system is linked with buses and streetcars. For trip planning, contact the Customer Information at 416-393-4636 ( Available daily from 8am – 6pm, except statutory holidays), [www3.ttc.ca/Trip\\_planner](http://www3.ttc.ca/Trip_planner)

The **TTC Wheel-Trans** provides door-to-door accessible transit service for persons with physical disabilities. The service is available every day from 6:00am to 1:00am in Toronto and to the Pearson International Airport. Arrangements can be made for connections to services in adjacent municipalities. The cost of a Wheel-Trans ride is a regular TTC Fare paid directly to the driver.

An in-person interview is requested to determine the eligibility for the service. Contact the Wheel-Trans Customer Service at 416-393-4111 (Weekdays, 8am to 4pm).

##### Transportation for Seniors & Adults with Physical Disability in North Etobicoke

The Seniors Ride Connect provides seniors (55+) with transportation services to medical/health appointments as well as to shopping and social events.

Contact **CANES** at 416-743-3892 ext. 222, [www.canes.on.ca/services/seniors-ride-connect](http://www.canes.on.ca/services/seniors-ride-connect).

##### GO Transit

GO Trains and GO Buses are the regional public transit service for the Greater Toronto and Hamilton Area. The price of the trip is based on the travelling distance and passenger category.

For trip planning, 416-869-3200, [www.go transit.com/](http://www.go transit.com/)

##### VIA Rail

The train serves across Canada.

1-888-842-7245, [www.viarail.ca/en/main](http://www.viarail.ca/en/main)

#### b) Driving and Licensing

Most vehicles on Ontario roads must be registered, insured and maintained to meet certain basic standards.

##### Vehicle Licensing

Newcomers who bring a car or truck from another country have 30 days to register their vehicles and get Ontario licence plates and vehicle permits.

To renew plates, visit the **Service Ontario** website [www.ontario.ca/en/services\\_for\\_residents/ONTo4\\_020860](http://www.ontario.ca/en/services_for_residents/ONTo4_020860)

or go to a local **Driver and Vehicle Licence Issuing Office**

988 Albion Road, Toronto (Mon-Wed & Fri 9am- 5pm, Thur 9am-7pm, Sat 9am-1pm)

##### Automobile Insurance

Ontario has compulsory automobile insurance. Private companies provide insurance coverage. Drivers must carry the pink liability insurance card for that particular vehicle, when driving their own or someone else's vehicle. If not, they can be fined up to \$400.



## Settlement Phase

### 13. Violence Against Women, Children and Elders

#### a) Child Abuse

Available to non-status immigrants

Based on the Ontario's Child and Family Services Act (CFSA) of Section 72, residents, including professionals who work with children, must promptly report any suspicions that a child is or may be in need of protection to a children's aid society. What must be reported to a children's aid society includes physical, sexual and emotional abuse, neglect, and risk of harm.

#### Important phone numbers:

**Catholic Children's Aid Society:** 416-395-1500, **Children's Aid Society:** 416-924-4646

**Kids Help Line:** 1-800-668-6868

#### b) Elder Abuse

Available to non-status immigrants

Abuse of seniors may involve mistreatment, violence or even neglect. Abuse can be at the hands of a spouse, an adult child or other family members. Abuse can be inflicted by a caregiver, a service provider, or other person in a situation of power or trust. An older adult may experience one or more kinds of abuse, including physical, sexual, psychological, emotional, financial, neglect.

#### Important phone numbers:

**Distress Centre:** 416-408-4357

**Ontario Network for the Prevention of Elder Abuse – Senior Safety Line:** 1-866-299-1011

#### c) Violence against Women

Available to non-status immigrants

Violence against women can take many forms, including physical violence, emotional/psychological violence, sexual violence, financial violence, neglect. A woman who has permanent resident status cannot lose that status or be removed from Canada only because she leaves an abusive relationship.

#### Important phone numbers:

**Assaulted Women's Help Line:** 1-866-863-0511, **Toronto Rape Crisis Centre:** 416-597-8808

**Barbara Schlifer Clinic:** 416-393-9149 (counselling, legal, interpreter services)

#### Emergency Shelters or Transitional and Housing Support Programs:

##### 1. Ernestine's Women's Shelter

Crisis Line: 416-746-3701, [www.ernestines.ca/](http://www.ernestines.ca/)

##### 2. Oasis Centre Des Femmes

416-591-6565, [www.oasisfemmes.org/index.html](http://www.oasisfemmes.org/index.html)

##### 3. Women's Habitat of Etobicoke

Crisis Line: 416-252-5829, [www.womens-habitat.ca](http://www.womens-habitat.ca)

##### 4. Yorktown Shelter for Women

Crisis Line: 416-394-2950, [www.yorktownfamilyservices.com/shelter/home.cfm](http://www.yorktownfamilyservices.com/shelter/home.cfm)

#### Programs for women experiencing violence:

##### 1. Medical and Legal Referrals and Client Accompaniment, Support Groups for Women on Spousal Abuse, Partner Assault Response Program Group

Rexdale Women's Centre, 23 Westmore Drive, Suite 400, 416-745-0062, [www.rexdalewomen.org](http://www.rexdalewomen.org)

##### 2. Women in Transportation Program

Community MicroSkills Development Centre, 1 Vulcan Street, 416-247-7181 ext. 2328, [www.microskills.ca](http://www.microskills.ca)

## Post-Settlement Phase

### 1. Citizenship Application

To become a Canadian Citizen, the applicant must be at least 18 years old; have permanent resident status in Canada and that status must not be in doubt; have lived in Canada for at least three years (1,095 days) in the past four years before applying. Children do not need to meet this requirement.

To apply for the citizenship, download the application package, verify the status of application, visit the **Citizenship and Immigration Canada** website [www.cic.gc.ca/english/citizenship/become-how.asp](http://www.cic.gc.ca/english/citizenship/become-how.asp) or call 1-888-242-2100.

Local CIC offices

**Etobicoke** (Refugee claimants only)  
5343 Dundas Street West, 3<sup>rd</sup> Floor,  
Etobicoke  
Mon-Fri, 8am–4pm

**Toronto (St. Clair)**  
55 St. Clair Avenue East, Suite 200, Toronto  
Mon-Fri, 8am–4pm

### 2. Citizenship Test

Applicants between the ages of 18 and 54 need to take the citizenship test. Applicants who are 14 or older need to attend a citizenship ceremony.

In order to acquire the Canadian citizenship, applicants must demonstrate an adequate knowledge of English or French. The citizenship knowledge test and applicant's interaction with the CIC staff will be used to assess if the applicant has an adequate ability to communicate in either English or French.

How to prepare for the test:

1. The Citizenship Test Study Guide could be downloaded or ordered on line.  
[www.cic.gc.ca/english/resources/publications/discover/index.asp](http://www.cic.gc.ca/english/resources/publications/discover/index.asp)
2. The Toronto Public Library website has the practice test to help applicants prepare for the Citizenship Test.  
[www.torontopubliclibrary.ca/new-to-canada/citizenship.jsp](http://www.torontopubliclibrary.ca/new-to-canada/citizenship.jsp)
3. The **Toronto District School Board** provides citizenship class at North Albion Collegiate Institute (NACI), school library, 416-394-7550  
Wednesdays, 6:30pm-8pm

### 3. Canadian Citizens

The **Citizenship Card** certifies a person's citizenship. It has a photo, signature, name, date of birth, height and sex. It is an official document that is issued by the Government of Canada.

The **Canadian Passport** is issued to Canadian citizens for the purpose of international travel. To apply for the passport and to download the application package, visit the **Passport Canada** website [www.ppt.gc.ca](http://www.ppt.gc.ca).

## Appendix: List of Settlement-Related Government Agencies

### **Federal Government**

#### **Citizenship and Immigration Canada**

On the website [www.cic.gc.ca](http://www.cic.gc.ca), you could find the information on or download forms of:

- Immigration application, including (1) Federal Skilled Worker, (2) Sponsorship of a Spouse, Common-law Partner, Conjugal Partner, (3) Canadian Experience Class, (4) Investors, Entrepreneurs and Self-Employed Persons, (5) Provincial Nominees, (6) Refugee Claims
- Permanent resident documents, including Permanent Resident Card
- Temporary Resident Visas, including visit, study and work visas and permits
- Canadian Citizenship application
- Modernized approach to settlement services, etc.

#### **Canada Revenue Agency**

On the website [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca), you could find the information on or download forms of:

- Tax return and tax package
- GST/HST Credit
- Working Income Tax Benefit (WITB)
- Canada Child Tax benefit (CCTB)
- Universal Child Care Benefit
- Registered Retirement Savings Plan (RRSP) and related plans, etc.

#### **Service Canada**

On the website [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca), you could find the information on or download forms of:

- Social Insurance Number (SIN)
- Employment Insurance (EI)
- Canada Pension Plan (CPP)
- Old Age Security Pension (OAS)
- Guaranteed Income Supplement (GIS)
- Passport application and renewal, etc.

### **Provincial Government**

#### **Service Ontario**

On the website [www.serviceontario.ca](http://www.serviceontario.ca), you could find the information on or download forms of:

- Driver's licence, and vehicle licence plate stickers
- Health Card (OHIP)
- Business registration and renewal
- Birth certificate, marriage certificate, death certificate, etc.

#### **Ministry of Citizenship and Immigration**

On the website [www.citizenship.gov.on.ca](http://www.citizenship.gov.on.ca), you could find the information on or download forms of:

- Newcomer Settlement Program, which are open to all newcomers, including permanent residents, Canadian citizens and refugee claimants.
- Ontario Bridge Training Program
- Global Experience Ontario (GEO)

Language Interpreter Services, which help victims of domestic violence who have limited English or French language skills get social, healthcare and legal services, including the Domestic Violence Court System.

#### **Ministry of Training, Colleges and Universities**

On the website [www.tcu.gov.on.ca](http://www.tcu.gov.on.ca), you could find the information on or download forms of:

- Ontario Student Assistance Program (OSAP)
- Post-Secondary Education in Ontario
- Employment Ontario
- Second Career
- Apprenticeship, etc.

#### **Ministry of Community and Social Services**

On the website [www.mcscs.gov.on.ca](http://www.mcscs.gov.on.ca), you could find the information on or download forms of:

- Ontario Works
- Ontario Disability Support Program (ODSP), etc.

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### **Municipal Government**

#### **City of Toronto**

On the website [www.toronto.ca](http://www.toronto.ca), you could find the information on or download forms of:

- Public transit
- Pay tickets, including (1) City of Toronto parking tickets, (2) Provincial Offences Act tickets, which are fines issued by the OPP, Toronto Police Service, GO Transit, TTC and others.
- City parks and recreation programs
- Public libraries
- Business licence or permit
- Marriage licence, etc.

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