



REFUGEE SUPPORT MANUAL  
The Niagara Region



**Mennonite  
Central  
Committee**

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## Information about Niagara

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### **24/7 Information Line: Dial 2-1-1**

- Available to answer your questions about what services are available in your region.
- Available in 150 languages.
- Brochure in 3 languages:  
[http://www.incommunities.ca/wp-content/uploads/2013/03/Syrian-211\\_Information\\_Card\\_Multi-languages.pdf](http://www.incommunities.ca/wp-content/uploads/2013/03/Syrian-211_Information_Card_Multi-languages.pdf)

### **Niagara Immigration Website**

<http://www.niagaraimmigration.ca/Immigration/Home.aspx>

- Information for newcomers settling in the Niagara Region.

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## Settlement Services and Multicultural Centres

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### **Niagara Folk Arts Multicultural Centre (St. Catharines)**

85 Church St., St. Catharines, L2R 3C7

(905) 685-6589 x225

<http://www.folk-arts.ca/>

- Care for Newcomer Children
- Community Connections
- ESL Classes
- Job Search Programs
- Settlement Services
- Skills Training Programs
- Youth Services

### **Niagara Folk Arts Settlement Services Centre (Niagara Falls)**

8123 Lundy's Lane, Niagara Falls, L2H 1H2

289-296-7379

<http://www.folk-arts.ca/>

<https://niagara.cioc.ca/record/NIA5862>

- Settlement Service
- Community Connections
- Youth Services
- Skills Training
- Job Search Workshops

### **Multicultural Network of Niagara Falls**

5485 Victoria Ave., Niagara Falls, L2E 3L3

905-356-2249 or 1-888-764-9041

<http://mnnf.ca/>

- Employment Solutions
- English Classes
- Settlement Counseling

### **Fort Erie Multicultural Centre**

52 Jarvis Street, Fort Erie

905-871-3641

<http://www.firststepsincanada.com/>

- Settlement Support Services
- Education

- Counselling
- Language Instruction (LINC)

**Welland Heritage Council and Multicultural Centre**

26 East Main Street, Welland, L3B 3W3

905-732-5337

<http://www.wellandheritagecouncil.com/>

- ESL Classes
- Immigration Expert Services
- Student/Youth Services
- Immigrant Women’s Entrepreneurship Development
- Children’s Activities
- Computer Training Access Program
- Emergency Shelter
- Mentorship
- Employment Services
- Healthy Choices Workshops and Classes
- Workshops available on living and working in Canada. Examples of topics: wills, insurance, Substitute Decisions Act, Banking and Finance, Employment Standards, Driving in Canada, Family Law, Children’s Rights, Human Rights, Workplace Harassment and Safety, Accessing a Hospital, Emergency Care, Education.

**YMCA – Newcomer Information Centre (NIC) – 2 locations in Niagara Falls & St. Catharines**

[http://www.ymcaofniagara.org/employment\\_newcomer\\_servicesnewcomer\\_services.php](http://www.ymcaofniagara.org/employment_newcomer_servicesnewcomer_services.php)

At each NIC you can receive information on many topics including:

- Essential Government Documents and Benefits
- Immigration and citizenship
- Employment
- Education and Training
- Credential Assessment
- Language classes (LINC, ESL, FSL, etc.)
- Health
- Housing
- Legal and Social Services
- Child, Youth and Family Resources
- Community and Recreation
- Consumer Information
- Personal Finance and Income Tax
- Shelter, Food and Clothing and more...

**YMCA LOCATIONS:**

**Niagara Falls Newcomer Information Site**  
 YMCA Newcomer Information Centre  
 8123 Lundy’s Lane, Niagara Falls, Ontario, L2H 1H3  
 289-296-7369

**St. Catharines Newcomer Information Site**  
 YMCA Employment and Newcomer Services  
 285 Bunting Rd St. Catharines, Ontario L2M 7T9  
 905-684-3500 ext. 450

**Centre de Sante Communautaire Niagara**

810 East Main St., Welland, L3B 3Y4

1-866-885-5947

Crisis Phone (Victims of women abuse): 1-877-336-2433

<http://www.cschn.ca/>

- Settlement Program: wide range of services to assist refugees to integrate into Canadian Society including orientation programs, language and skills training for employment, pre- and post-arrival information and referral, assistance to establish social and professional networks.
- Settlement workers available.
- Agency serving the FRENCH SPEAKING population of Niagara.

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## Health

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### **Health Information for Refugees**

- Health Coverage: All arrived refugees will have IFHP (Federal government health insurance) upon arrival; this will last 1 year. A summary of coverage:
  - IFHP covers medical visits and other costs – for providers who are registered: Some doctors, dentists, optometrists. Nearly all pharmacies, labs, hospitals
  - Medications: covered for 1 year
  - Dental: Emergency dental is covered for 1 year
  - Optometry: coverage for basic eye care and glasses for 1 year
  - Medical visits, tests, x-rays, hospital costs are covered
- All are immediately OHIP-eligible. Must apply at Service Ontario and are exempt from the 3-month waiting period
  - Once they have OHIP, the federal coverage will continue for drugs, dental, etc.
  - One reason to get OHIP: some doctors don't accept payment from the federal government

### **Health Related Inquiries**

- Niagara Refugee Health Website: <http://www.folk-arts.ca/niagara-syrian-refugee-health/>
- Niagara Refugee Healthline: 905-688-2558 x301
- Ontario Government Refugee Healthline: 1-866-286-4770
- [niagaraprimryhealthcare@gmail.com](mailto:niagaraprimryhealthcare@gmail.com)

### **Looking for a Doctor?**

- Niagara Refugee Healthline: 905-688-2558 x301
- Information Phone Number – 905-378-4647 ext. 44773  
Has a recorded message listing current doctors within the Health System accepting patients in all cities.
- Website: <http://www.stcatharines.ca/en/livein/FindAFamilyDoctor.asp>  
Has updated list of clinics in St. Catharines accepting new patients.
- Health Care Connect: Provincial program helps connect people with family doctor. Must register with your health card at <http://www.health.gov.on.ca/en/ms/healthcareconnect/public/> or by calling 1-800-445-1822
- Can contact local Multi-cultural Centre for assistance.

### **Niagara Region Community Health Centres**

- About: Holistic health care services; one location in the community with a team of professionals, including physician, nurse practitioners, registered nurses, health promoters, community outreach workers and other support professionals.
- Centres are designed to service individuals experiencing social, economic and cultural barriers.
- A client of the Centre receives care and support from the whole team.
- Does not provide emergency care.
- Must enroll at the Centre as a client. There is no fee associated with this. Process of enrollment at the Centre depends on the Centre.
- Services are covered by OHIP.
- May be a wait list to receive service as not always taking on new clients.
- Provides various programs/workshops to the community depending on the Centre.

#### **Locations:**

**Niagara Falls Community Health Centre**  
4481 Queen Street, Niagara Falls  
905-356-4222

<http://nfchc.ca/>

\*\*Intake process involves completing an enrollment package and attending an orientation.

**Quest Community Health Centre (St. Catharines)**

145 Queenston Street, Suite 100, St. Catharines, L2R 2Z9

905-688-2558

<http://www.questchc.ca>

\*\*Intake process involves an appointment with an intake worker (1 hour long) involving a health history and an initial physical exam with a physician.

**Bridges Community Health Centre (2 locations)**

**Fort Erie**

1485 Garrison Rd., Fort Erie, L2A 1P8

905-871-7621

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

**Port Colborne**

177 King St., Port Colborne, L2K 4G5

289-479-5017

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

\*\*Intake process for both locations is completing an intake form and attending an initial appointment with a Nurse Practitioner.

**Centre de santé Communautaire (Welland – French Speaking Centre)**

810 East Main Street, Welland, L3B 3Y4

905-734-1141

Toll free: 1-866-885-5947

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

**Niagara Region Public Health**

**Men's Health Clinic**

Male public health nurse available.

**Sexual Health Centres**

- Sexually transmitted infection testing and treatment
- Birth Control at a reduced price
- Pregnancy testing
- Morning after pill
- Choice Counselling
- Free condoms

**Immunizations**

Niagara Region Public Health Immunization Clinics:

Mondays and Thursdays 1-4pm & Tuesdays 5:30-8pm

Available at various locations in the Niagara Region.

For more information or to book an appointment call: 905-688-8248 or 1-888-505-6074 x. 7425

**Dental**

Free dental program for: children under Ontario Works, children under Ontario Disability Support Program, children under the Assistance for Children with Severe Disabilities program, Healthy Smiles Ontario program.

**Healthy Smiles Ontario**

- Free preventative, routine, and emergency dental services for children and youth 17 years and under from low-income households.

**Locations:**

Fort Erie  
1264 Garrison Rd., Unit 12  
905-871-5320

Niagara Falls  
5710 Kitchener St.  
905-358-3636

St. Catharines  
277 Welland Ave.  
905-688-387

Welland  
200 Division St.  
905-734-1014

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- Program includes: check-ups, cleaning, fillings, x-rays, scaling, urgent or emergency dental care.
  - Automatic enrollment if: households on OW, ODSP, Temporary Care Assistance, Assistance for Children with Severe Disabilities
  - Link to apply: <http://www.healthunit.org/dental/healthysmilesontario.html>

#### **Dental Health Clinics for Healthy Smiles Ontario**

- Call to book an appointment: 905-688-8248 or 1-888-505-6074 x. 7399 (various locations on different days).
- Mobile Dental Clinic: Call the Dental Health Line at 905-688-8248 or 1-888-505-6074 ext. 7399.

## **Mental Health**

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### ***Psychiatric Services Information***

<http://coastniagara.ca/helpful-information/>

- Helpful information regarding psychiatric services in Niagara.

### ***Mental Health and Addictions Access Line***

1-866-550-5205

- 24/7 access line for urgent and non-urgent mental health referrals
- Patients, family/friends, or health professionals can access this line.

### ***Distress Centre Niagara***

24/7 telephone service for those in crisis.

- Locations:
  - St. Catharines, Niagara Falls and Area  
905-688-3711
  - Port Colborne, Wainfleet and Area  
905-734-1212
  - Fort Erie and Area  
905-382-0689
  - Grimsby, West Lincoln  
905-563-6674

### ***Canadian Mental Health Association - Niagara Branch (ADULTS)***

Various Location throughout Niagara: <http://cmhaniagara.ca/contactus/>

905-641-5222

[info@cmhaniagara.ca](mailto:info@cmhaniagara.ca)

- Provides urgent support services, crisis beds, walk-in & short-term counseling, and a mobile crisis rapid response team.
- Employment Services – program to promote employment, education or volunteer opportunities.
- Residential services – offers transitional housing and a subsidized housing program.
- Case Management – offers regular visits to individuals in the community to address everyday challenges of living with a mental illness.

### ***COAST Niagara (ADULTS)***

- Mobile Crisis Line: 1-866-550-5205 (Press 1)
- Mobile Crisis Team – consists of mental health professional and plainclothes police officer, all trained in mental health to respond to crisis interventions in the community.

### ***Contact Niagara (CHILDREN)***

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23 Hannover Dr., Unit 8, St. Catharines, L2W 1A3  
905-684-3407

<http://www.contactniagara.org>

- First contact for all children's mental health up to 18.
- Referral agency to assist in connecting families to help in the community that is the right fit for their child.

## Optometrists

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The following optometrists have stepped forward to offer their services to Syrian refugees:

***Dr. Francis Dube***

1264 Garrison Rd, Unit 4, Fort Erie, ON L2A 1P1  
Phone: 905-991-1515

***Dr. Art Marchand***

191 Welland Ave., St-Catharines, ON L2R 2P2  
Phone: 905-641-4464

***Dr. Kevin Ahokas***

535 Upper Wellington St., Hamilton, ON L9A 3P7  
Phone: 905-389-4201

## Education

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***Settlement Worker in Schools (SWIS)***

YMCA Newcomer Services

- In partnership with Public board and Catholic board.
- SWIS worker assists students to orient them to school, connect them to resources and specific services. They are a link between newcomer families, the school and the community.
- Staff can communicate in Arabic, Chinese (Mandarin and Cantonese), Hindi, Korean, Spanish, Russian, Ukrainian, Urdu, Pashto and Punjabi.

***District School Board of Niagara***

*Guide for Newcomer Families* – Guide to children enrolled in public schooling:

<http://settlement.org/ontario/education/elementary-and-secondary-school/newcomers-guides-to-education/the-newcomer-s-guide-to-elementary-school-in-ontario/>

Welcome Centre for Newcomer Families  
191 Carlton Street, St. Catharines, L2R 7P4  
[www.dsbni.edu.ca/welcome-centre](http://www.dsbni.edu.ca/welcome-centre)

- First stop if attending school in Canada/Ontario for the first time.
- Must book an appointment:  
905-641-1550 x. 54152  
[welcomecentre@dsbn.org](mailto:welcomecentre@dsbn.org)
- Closed from June 25 - August 21, but appointment can still be booked during this time:  
Janice Weber, x. 54136
- During visit to the Centre you will receive a *Guide for Newcomer Families* regarding public schooling (available in multiple languages), ESL Language program information, and connection with a settlement worker.



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**Niagara District Catholic School Board**

427 Rice Road, Welland, L3C 7C1

905-735-0240

[info@ncdsb.com](mailto:info@ncdsb.com)

<http://www.niagaracatholic.ca/join-us/>

## ESL Learning

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**YMCA – Newcomer Information Centre (NIC) – 2 locations in Niagara Falls & St. Catharines**

[http://www.ymcaofniagara.org/employment\\_newcomer\\_servicesnewcomer\\_services.php](http://www.ymcaofniagara.org/employment_newcomer_servicesnewcomer_services.php)

- Prior to registering for a language class, newcomers must complete a language assessment.  
To book an appointment for a language assessment, please call 289-213-5311 or 289-407-3682.

**Welcome Centre for Newcomer Families – District School Board of Niagara**

191 Carlton Street, St. Catharines, L2R 7P4

[www.dsbni.edu.ca/welcome-centre](http://www.dsbni.edu.ca/welcome-centre)

- ESL program provide extra language support to students once enrolled in a school.

**\*\*Also see Settlement Services and Multicultural Centres pp. 2-3 above\*\***

## Translation/Interpretation

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**Niagara Folk Arts**

85 Church St., St. Catharines, L2R 3C7

905-685-6589 x.242

[generalenquiries@folk-arts.ca](mailto:generalenquiries@folk-arts.ca)

- Volunteer translators with police checks and orientation

**Access Alliance**

<http://accessalliance.ca/programs-services/language-services/interpretation-services/>

(fee is charged)

- R.I.O. Remote Interpretation Ontario Network – provides over-the-phone interpretation, 24/7 days.
- Face-to-face interpretation at workplace or at client's home.
- Translation for health and legal documents

**Interpreters Niagara/Hamilton**

905-682-1900, Ext 218

[interpreters@incommunities.ca](mailto:interpreters@incommunities.ca)

- Services available for: counselling settings, shelters, court preparation, police interaction, appointments with housing and social assistance, legal appointments, hospitals, medical appointments, parent-teacher meetings, government, health, community and/or family service interactions.
- Fees are charged to the organization that requests the interpreter service.

**Welland Heritage Council and Multicultural Centre**

26 East Main Street, Welland, L3B 3W3

905-732-5337; 1-888-764-9041

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[info@wellandheritagecouncil.com](mailto:info@wellandheritagecouncil.com)

- Settlement Counselors speak French, Shona, Spanish, Portuguese, and Arabic as well as English. They provide access to interpreters to assist in the removal of barriers or access to services.

## Employment Help

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### ***Employment Solutions***

3 East Main Street, Welland, L3B 3W4  
905-788-3751

[info@employment-solutions.org](mailto:info@employment-solutions.org)

- Assists newcomers to Canada with employment needs such as academic credential assessments and licensing, access to regulatory bodies and professional association, information on translation of foreign documents.

### ***Welland Heritage Council and Multicultural Centre***

26 East Main Street, Welland, L3B 3W3  
905-732-5337; 1-888-764-9041

[info@wellandheritagecouncil.com](mailto:info@wellandheritagecouncil.com)

- Mentorship Program: intended for unemployed or underemployed new Canadians to be matched with a business mentor in your career field.
- Also provides “Canadian Access for Internationally Trained Professionals and Skilled Trades (CAIPS).” Provides employment information, learning and mentoring opportunities through networking, one-on-one counselling, and access to employment resources.
- “Making Healthy Choices” program assists with job search skills and financial literacy skills.
- “Women’s Entrepreneurship Development” is an 8-week training program for those seeking to begin their own business.
- “Community Access Program” offers computer training that includes using email, internet, and Microsoft Word, Excel, and Power Point.

### ***Niagara Immigrant Employment Council***

36 Page Street, Unit 404, St. Catharines, L2R 4A7  
905-641-1981

<http://neic.ca>

- Employment Services
- Language and Assessment Training
- Credential Assessment & Licensing
- Mentorship

## Parenting & Families

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### ***Welland Heritage Council and Multicultural Centre***

26 East Main Street, Welland, L3B 3W3  
905-732-5337; 1-888-764-9041

[info@wellandheritagecouncil.com](mailto:info@wellandheritagecouncil.com)

- Child Minding Centre offers daily, theme-related, structured and open-ended activities for children of all ages.

### ***Ontario Early Years Centres in Niagara***

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- Provides free programs and services (activities, play, workshops, obtain support and guidance, meet other parents, borrow resources from Resource Room/Library) to parents and caregivers with children newborn to six years old. Drop-in anytime, open year round, weeknights and weekends.
  - Every location has different days and hours centre it is running open; call to gather more information.

### **Locations**

#### **Lincoln Centennial Public School**

348 Scott Street, St. Catharines, L2N 1J5  
905-937-5110

#### **YMCA of Niagara**

25 YMCA Drive, St. Catharines, L2N 7P9  
905-938-9392

#### **Bethlehem Early Learning Centre**

58 Welland Ave., St. Catharines, L2R 2M5  
905-641-1660 x. 25

#### **Connaught Public School**

28 Prince Street, St. Catharines, L2R 3X7  
905-682-6609

#### **Brighter Day Early Learning Centre**

1 Monck St., St. Catharines, L2S 1L5  
905-685-0366

#### **Early Childhood Education Community Development Centre**

3340 Schmon Prkwy., Thorold, L2V 4Y6  
905-646-7311

#### **Mary Ward Catholic School**

2999 Dorchester Rd., Niagara Falls, L2J 2Z9  
905-357-2398

#### **Kate S. Durdan Public School**

6855 Kalar Rd., Niagara Falls, L2H 2T3  
905-356-0488

#### **Parent Direct Niagara (CAS Niagara Region)**

12 Young St., Welland, L3B 4C4  
905-734-3563 or 1-888-937-7731 x. 2217

#### **Plymouth Public School**

111 First St., Welland, L3B 4S1  
905-732-4110

#### ***Parent Direct Niagara***

<http://www.parentdirectniagara.ca/>

- An online directory to help you find information and links to programs, services, and resources for children and families in Niagara.

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## Identification

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### **Service Ontario Centres**

- Health Cards (renewal or application)
- Car ownership documentation and licence/licence plate renewal
- Ontario Photo Card (apply, renew, change information, replace)

#### **Locations:**

Niagara-on-the-Lake  
1501 Niagara Stone Rd.  
905-468-3939

Grimsby  
41 Main St. W, Unit A  
905-945-1132

Fort Erie  
350B Walden Blvd.  
905-871-3161

Fonthill  
227 Regional Rd. 20 E  
905-892-8700

Port Colborne  
216 King St.  
905-834-3636

Niagara Falls  
6788 Thorold Stone Rd., Unit 4  
905-358-5021

St Catharines  
301 St. Paul Street, Mezzanine  
1-800-267-8097

350 Scott Street, Unit 110  
905-641-4427

Welland  
300 Lincoln St. E, Unit 10  
905-735-1590

Smithville  
124 Griffin St. N  
905-957-4222

### **Birth Certificate**

- Niagara Falls Community Health Centre:  
Birth Certificate Clinic  
<http://nfchc.ca/index.php/programs/whats-happening-at-nfchc/>

## Other Helpful Resources

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### **Refugee Sponsorship and Training Program (RSTP)**

- Handbook for Sponsoring Groups
  - <http://www.rstp.ca/en/resources/handbook-for-sponsoring-groups/>
- Sponsorship Responsibilities
  - <http://www.rstp.ca/en/sponsorship-responsibilities/>
- Managing Expectations Tool Kit
  - <http://www.rstp.ca/wp-content/uploads/2014/03/expecttool2013.pdf>

### **Settlement.Org**

- Settlement information for newcomers in Ontario: <http://settlement.org/>