



**Mennonite  
Central  
Committee**



MCCO REFUGEE SUPPORT MANUAL  
Waterloo Region

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## Information about Waterloo Region

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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)
- <http://www.211ontario.ca/>

### **Waterloo Immigration Website**

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

- Information for newcomers settling in the Waterloo Region.

### **Waterloo Region Welcomes Refugees**

<http://www.wrwelcomesrefugees.ca/en/index.asp>

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## Settlement Services and Multicultural Centres

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### **Kitchener-Waterloo Multicultural Centre**

102 King Street West, Kitchener ON N2G 1A6  
519-745-2531

<http://www.kwmc.on.ca/>

- Settlement and integration of newcomers
- Employment services
- Language services (for a cost)
- Community outreach program
- Waterloo region trauma service initiative
- Multicultural Festivals

### **Kitchener-Waterloo YMCA – Immigrant Services**

800 King St. W, 3<sup>rd</sup> Floor, Kitchener, ON N2G 1E8  
519-579-9622 9624

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

- Newcomer information session program
- Settlement counselling services
- Coordinated Language Assessment and Referral Services
- Community connections mentorship program
- Career mentorship
- Adult conversation circles

### **YMCA of Cambridge – Immigrant Services**

258 Hespeler Rd, Cambridge, ON N1R 3H3  
519-621-1621

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

- Newcomer information session program
- Settlement counselling services

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- Coordinated Language Assessment and Referral Services
  - Community connections mentorship program
  - Career mentorship
  - Adult conversation circles

***ShamRose for Syrian Culture***

ShamRose Refugees Support Center at The Working Centre  
58 Queen Street South, Kitchener ON N2G 1V6  
519-749-9177 ext. 220

<http://shamrose.ca/>

- Settlement counselling services
- Arabic Interpretation
- ShamRose Arabic School
- English Speaking Café

***Najda Now***

65 Hanson Avenue Kitchener, ON N2C 2H6  
519-572-7284

<http://www.najdanowcanada.org/>

- Settlement and integration of Syrian or Arabic-speaking newcomers
- Arabic Interpretation

***Bring Back Hope***

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

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

- Settlement and integration of Syrian or Arabic-speaking newcomers
- Arabic Interpretation

***Muslim Association of Canada (MAC) – Embrace Syria***

1017 Victoria St. N, Kitchener  
226-476-3366

[eabuewimer@macnet.ca](mailto:eabuewimer@macnet.ca)

<http://embracesyria.com/waterloo/>

- Volunteer Interpreters
- Newcomer to Local Family Pairing
- Cultural Sensitivities Workshops

***Muslim Social Service Kitchener Waterloo (MSS)***

65 Hanson Avenue Kitchener, ON N2C 2H6  
519-772-4399 ext.3

<http://muslimsocialserviceskw.org/>

- Social Service programming

***Focus for Ethnic Women, Waterloo Region***

550 Parkside Dr. Unit A8, Waterloo ON N2L 4V5  
519-746-3411 6799

[www.few.on.ca](http://www.few.on.ca)

- Industrial sewing training
- Employment preparation
- Life skills
- Computer training
- Healthy lifestyle
- Workshop on women's health, parenting

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## Health

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### **Health Information for Refugees**

- Health Coverage: All convention 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, pharmacies, labs; Nearly all hospitals.
    - Check if they are registered before accessing services.
  - 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**

- Ontario Government Refugee Healthline: 1-866-286-4770

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

- To find a physician in greater Kitchener Waterloo, you can call the Chamber of Commerce hotline 519-749-60433.
- 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

### **Sanctuary Refugee Health Centre**

687 King Street West Kitchener ON, N2G 1C9  
226-336-1321

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

Hours: Wednesday 9 am – 4 pm, Thursday 9 am – 4 pm Appointments required

### **Waterloo 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:**

#### **Langs-North Dumfires Community Health Centre Satellite**

2958 Greenfield Road Ayr, On N0B 1E0

519-632-1229

Website: [www.langs.org](http://www.langs.org)

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**Langs**

1145 Concession Road Cambridge, ON N3H 5K4  
519-653-6277  
Website: [www.langs.org](http://www.langs.org)

**Kitchener Downtown Community Health Centre**

44 Francis Street South Kitchener, ON N2G 2A2  
519-745-4404  
Website: <http://kdchc.org>

**Woolwich Community Health Centre**

P.O. Box 370 10 Parkside Drive St. Jacobs, ON N0B 2N0  
519-664-3794  
Website: [www.wchc.on.ca](http://www.wchc.on.ca)

**Woolwich Community Health Centre-Wellesley Township Community Health Centre**

1180 Queen's Bush Road, P.O. Box 187 Wellesley, ON N0B 2T0  
519-656-9025  
Website: [www.wchc.on.ca](http://www.wchc.on.ca)

**Region of Waterloo Public Health and Emergency Services**

General Inquiries

99 Regina Street South, Waterloo ON N2J 4V3  
519-575-4400

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

- Child, youth & family health
- Health living & health protection
- Clinics, classes & events
- Research, resources & publications
- Partners & professionals

**Men's Health Clinic**

Male public health nurse available.

**Sexual Health Centres**

<http://chd.region.waterloo.on.ca>

- Sexually transmitted infection testing and treatment
- Access to birth Control methods and pap tests
- Pregnancy testing
- Follow-up on post-therapeutic abortion
- Choice Counselling
- Treatment for genital warts (HPV)

**Immunizations**

Regular clinic location and hours

Waterloo

99 Regina Street South 2<sup>nd</sup> floor  
519-575-4400

Hours: Tuesday, Thursday 8:45 pm – 7 pm

Cambridge

150 Main Street 1<sup>st</sup> floor (rear of building)

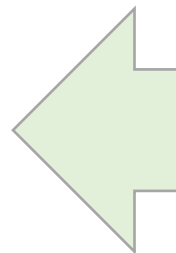
**Locations:**

Waterloo  
99 Regina St. South 2<sup>nd</sup> floor  
519-883-2267

Cambridge  
150 Main St. 1<sup>st</sup> floor  
519-883-2267

Cambridge YMCA  
Youth-only Clinic  
258 Hespeler Road  
519-883-2267

Kitchener  
Youth-only Clinic  
35-B Weber St. West  
519-883-2267



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519-575-4400

Hours: Tuesdays Noon-7 pm

### **Dental**

IFHP only covers emergency dental. Many dental costs will not be covered and decisions for what procedures to continue and how to pay for them must be made.

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.
- Program includes: check-ups, cleaning, fillings, x-rays, scaling, tooth extraction, 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**

- Address for application drop-off and program eligibility determination  
99 Regina Street South, 2<sup>nd</sup> floor, Waterloo ON n2J 4V3  
Phone number: 519-883-2222 select option #1  
Email: [dentalprogram@region.waterloo.on.ca](mailto:dentalprogram@region.waterloo.on.ca)

## **Developmental Needs – Resources for HIGH needs newcomers**

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### ***Before the family arrives:***

1. Make sure you have arranged accessible accommodation. Doors and hallways must be wide enough for a wheelchair. There are all kinds of assistive devices available to make toilets and bath tubs accessible - don't purchase them before the family has arrived or taken possession.
2. Make sure you have a dedicated translator, someone who can be relied upon to be available when needed. Having a back up, is a good idea. A disabled person increases the need for a translator that is familiar with the family and their needs.
3. Search for potential employment for the family breadwinner, even on an internship, volunteer, minimum wage or other low pay basis. If he/she is able to retain their dignity, it is much easier for the family to move forward. That directly benefits the disabled person as those around him/her will have some level of esteem and confidence.
4. If the sponsor is a group, make one person responsible for the day to day needs of and interaction with the family. Decision by committee is not the right way to go with a disabled person.
5. Contact community groups and agencies that may be helpful:

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6. Contact a representative of the faith community that would service your family. They will be a great resource for getting the family integrated into their new home and may be able to connect your newcomers with other families that have a disabled person.
  7. Contact a representative of any local refugee support or advocacy group. They have heard it all before. They can help you avoid the pitfalls of sponsorship and can teach you about the culture of the newcomers and may be able to connect you with others families dealing with disabilities. In K-W, good contacts are Najda Now, Bring Back Hope and Muslim Social Services. All can be found on the web.
  8. Search the internet and determine if your municipality had any meetings about the influx of refugees before they actually started arriving. The minutes of those meetings will direct you to all the groups and organizations that will be able to provide you with information and help including those dealing with accessibility, mental health, etc.
  9. Contact the MultiCultural Society in your community and find out what services they offer.
  10. Contact the nearest Muslim Social Services (if the newcomers are Muslim). MSS has a wide variety of programmes and contacts to make the transition easier for you and the newcomers. They too can help connect families dealing with disabilities.
  11. Contact the organization in your community that is responsible for refugee resettlement. In K-W it is the YMCA. Make an appointment and visit before the family arrives, so that you have a contact to call when they do show up. They will arrange language assessment, English classes, job search assistance, school enrolment, etc. They will appoint a dedicated resettlement counsellor for families with a disabled person. They will also help find a family doctor. (Dr. Micheal Stephenson operates Sanctuary, a refugee medical practice, and uses an on call translation service.)

***After the family arrives:***

1. Become knowledgeable about the **Interim Federal Health Program**. Almost any medical or rehabilitation service you can imagine is covered by the plan. Be creative. Get a physician to recommend any service that you think might be helpful. Physiotherapy, vocational therapy, occupational therapy, medications, dental, etc. Your newcomers are automatically enrolled for 12 months.
2. Get OHIP cards. Although your newcomers arrive with an OHIP number and certificate it is best to get to Service Ontario and apply for the actual OHIP cards. Many health care providers are not familiar with the certificates. Some are reluctant to do anything without the actual card.
3. As soon as possible, get each family member into vision, medical and dental assessments. They have the IFHP benefits for only 12 months, so use them before they are lost. You will want a Canadian baseline assessment for the disabled person. The medical information that comes from the United Nations and other sources can be filled with errors.
4. Ask the doctor whether a CCAC referral would be appropriate for respite or care purposes.



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5. Ask the doctor to make a referral to any specialists (hearing, vision, physiatry, neurology, etc.) that might be helpful. Remind the doctor that benefits are only there for 12 months, so you need to move quickly.
  6. Ask the doctor to review any existing medications. In our case, tweaking the medications resulted in dramatic changes.
  7. Seek out Arabic speaking health care providers. In K-W, we have found that emergency medical care (Onyx) and dental care (Everest) in Arabic are easily accessible. They are also familiar with the IFHP benefit program.
  8. The IFHP covers assessments, do not hesitate to take your disabled person to a physiotherapy clinic that includes someone trained in occupational therapy. It is amazing what they can do.
  9. If your disabled person is a child, contact **KidsAbility**. They have excellent facilities and programs. A medical referral is not needed. They have in house social workers that will assist with accessing services. They will arrange for translation services when your newcomers are accessing their programs.
  10. If a specialised vision assessment is needed, contact the University of Waterloo, School of Optometry Special Needs Clinic.
  11. Fill out any applications that might increase funds or help for your disabled newcomer. Some resources that you might find helpful are listed below. If you need help applying, the YMCA settlement counsellor and/or Developmental Access Services, Waterloo Region will look after you. You can also complete these forms on your own.

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

#### **Developmental Services Ontario / Developmental Services Resource Centre**

Manages the application process for all provincially-funded developmental services and supports for adults with a developmental disability in Ontario. Services for Adults with Developmental Disabilities are accessed through Developmental Services Ontario (DSO). DSO is a separate organization from DSRC, but they share the same office location. To make a referral to DSO you would need to contact Wanda Hehn, DSO Intake Coordinator at (519) 741-1121 ext. 2350 or [w.hehn@dscwr.com](mailto:w.hehn@dscwr.com).

1120 Victoria St. North Kitchener, ON N2B 3T2  
(519) 741-1121

<http://www.dscwr.com/>, <http://www.dsocwr.ca/>

#### **Different programs offered by Developmental Services Ontario**

##### **Passport**

Program that helps adults 18 years or older with a developmental disability to participate in their communities. It also helps caregivers of an adult with a developmental disability take a break from their caregiving responsibilities.

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## Mental Health

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### ***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.

### ***Canadian Mental Health Association – Waterloo Wellington Dufferin***

Various office location: <http://wwd.cmha.ca/about-us/office-locations/#.VyEMMfkrKM8>

The toll-free phone number for all CMHA WWD offices is 1-844-CMHA-WWD (264-2993)

- Developmental services
- Distress line
- Here 24/7 crisis support
- Services for adults/children/eating disorder/seniors/youth

### ***Canadian Mental Health Association: Distress Centre of Waterloo Region***

24/7 distress centre telephone lines are answered by trained volunteers who work in collaboration with crisis services staff providing crisis assessment, problem solving, referral and encouragement for self-interventions. The distress lines include:

The general distress line: 519-745-1166 for supportive listening

The youth line: 519-745-1166 for callers 18 years and younger

The EARS line: 519-570-3277 for adult male victims of sexual abuse

The community links line: 519-744-5594 connecting you to community resources

Grand River Mental Health and Addictions Directory: 519-744-5594 for mental health and community referral information

### ***Mental Health Helpline***

1-866-531-2600

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

- 24/7 toll-free helpline from anywhere in Ontario
- Provide information about counselling services and support in your community
- Listen, offer support and provide strategies to help meet your goals
- Provide basic education about mental illness

### ***Lutherwood (Children's Mental Health)***

1770 King Street East Kitchener, ON N2P 2G1

519-749-2932

<https://www.lutherwood.ca/>

285 Benjamin Road Waterloo, ON N2J 3Z4

519-884-1470

- Residential treatment and assessment services
- Family crisis and prevention counselling
- Community and school based interventions
- Operate a youth shelter

### ***Muslim Social Service Kitchener Waterloo (MSS)***

65 Hanson Avenue Kitchener, ON N2C 2H6

519-772-4399 ext.3

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<http://muslimsocialserviceskw.org/>

- Drop in counselling services available
- Language served: English, Arabic, Gujrati, Kutchi, Urdu, Swahili

### ***KW Counselling Services***

480 Charles Street East Kitchener, ON N2G 4K5  
519-884-0000 24/7 phone number 1-844-437-3247

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

- Walk in counselling clinic
- Individual, family and couples counselling
- Kids who experience trauma
- Women who have experienced abuse & their kids
- Multicultural counselling
- For multilingual services, call 519-884-0000 ext. 222

## **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.

### ***Newcomer's Guide to Education***

Guides for enrolling in public schooling, both elementary and secondary:

<http://settlement.org/ontario/education/elementary-and-secondary-school/>

### ***Waterloo Region District School Board***

#### ***Welcome Centre for Newcomer Families***

<http://www.wrdsb.ca/learning/how-to-register/international-student-registration/welcome-centre-for-newcomers-2/>

Margaret Avenue Public School

325 Louisa Street Kitchener, ON N2H 5N1

519-576-3018 (Assessments are by appointment only)

- First stop if attending school in Canada/Ontario for the first time.
- Must book an appointment by calling 519-576-3018
- 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.

### ***Waterloo Catholic District School Board***

Waterloo Region Catholic Education Centre

35 Weber Street, West Kitchener, ON N2M 4G2

519-578-3660

<https://www.wcdsb.ca/>

Newcomer Reception Centre for Waterloo Catholic District School Board

104 Ontario Street North (at the corner of Duke St.) Kitchener, ON n2H 4Y6

519-743-3328

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Email: [newcomercentre@wcdsb.ca](mailto:newcomercentre@wcdsb.ca)  
Website: <http://newcomer.wcdsb.ca/location.html>

## ESL Learning

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### **YMCA – Newcomer Information Centre (NIC)**

<http://www.ymcacambridgekw.ca/en/immigrant-services/Language.asp>

Prior to registering for a language class, newcomers must complete a language assessment. To book an appointment for a language assessment, please call 519-579-9622 (Kitchener) or 519-621-1621 (Cambridge).

Kitchener Office  
800 King Street West 3<sup>rd</sup> Floor Kitchener, ON N2G 1E8  
519-579-9622 ext. 256

Cambridge Office  
258 Hespeler Road Cambridge, ON N1R 3H3  
519-621-1621 ext. 289

### **Welcome Centre for Newcomer Families - Waterloo Region District School Board**

<http://www.wrdsb.ca/learning/how-to-register/international-student-registration/welcome-centre-for-newcomers-2/>

Margaret Avenue Public School  
325 Louisa Street Kitchener, ON N2H 5N1

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

### **Language Instruction for Newcomers to Canada (LINC) – Adult**

LINC is open to adult landed immigrants and refugees. Classes are free and child care is provided. LINC is offered by these schools:

Conestoga College (offers Literacy to LINC 7)  
800 King Street office  
519-886-3300  
Email: [linc@conestogac.on.ca](mailto:linc@conestogac.on.ca)

English at First (offers Literacy to LINC 4)  
16 William Street West, Waterloo (basement of First United Church)  
519-571-0360  
Email: [EnglishatFirst@bellnet.ca](mailto:EnglishatFirst@bellnet.ca)

St. Louis Adult Learning Centres (Offers Literacy to LINC 7 and LINC for seniors)

St. Louis – Kitchener Main Campus  
80 Young Street Kitchener ON, N2H 4Z1  
519-745-1201  
Email: [stlouis@wcdsb.ca](mailto:stlouis@wcdsb.ca)

St. Louis – St. Benedict Campus  
50 Saginaw Parkway Cambridge, ON N1R 5W1  
519-745-1201  
Email: [stlouis@wcdsb.ca](mailto:stlouis@wcdsb.ca)

St. Louis – St. Mary's Campus  
77 Young Street Kitchener ON, N2H 4Y9  
519-745-1201  
Email: [stlouis@wcdsb.ca](mailto:stlouis@wcdsb.ca)

St. Louis – St. Francis Campus  
154 Gatewood Road Kitchener ON N2M 4E4  
519-745-2551  
Email: [stlouis@wcdsb.ca](mailto:stlouis@wcdsb.ca)

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Emmanuel United Church  
22 Bridgeport Road, West Waterloo ON, N2L 2Y3  
519-745-1201  
Email: [stlouis@wcdsb.ca](mailto:stlouis@wcdsb.ca)

### **ESL Conversation Circles**

There are many Conversation Circles for English Language Learners. Great way to practice and to meet other newcomers. Some lists include:

<http://www.wrwelcomesrefugees.ca/en/resourcesGeneral/English-Language-Programs.pdf>  
<http://www.theworkingcentre.org/communicating-all-situations/1384-english-conversation-circles>

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

## **Translation/Interpretation**

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### ***Kitchener – Waterloo Multicultural Centre***

<http://www.kwmc.on.ca/content/language-services>

- Services available for: face-to-face interpretation, home visit interpretation, group interpretation, message relay, personal, medical, and legal documents
- Provides interpretation for victims of Domestic Violence, Sexual Assault and Human Trafficking at no cost to the client or service provider
- Fees are charged

### ***Language Linx***

<http://www.languagelinx.ca/index.aspx>

- 24/7/365 days a year translation and interpreting services available
- Fees are charge

### ***Access Alliance***

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

- 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
- Fees are charged

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

## **Employment Help**

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### ***Lutherwood***

Kitchener location: 165 King Street East Kitchener, ON N2G 2K8

519-743-2460 (After hours: 519-743-2246)

Cambridge location: 35 Dickson St. Cambridge, On N1R 7A6

519-623-9380 (After hours: 519-623-9383)

<https://www.lutherwood.ca>

- Services for immigrants (job search workshop for immigrants, mentorship for internationally trained professionals)

- Employment Ontario services
- Online employment counselling
- Resource centres
- Job search resources

**Agilec (formerly Northern Lights Canada Employment Services Centre)**

185 Weber Street South Waterloo, ON N2J 2B1  
519-576-2681

<http://www.agilec.ca/our-locations/kitchener-waterloo>

- Job search training, including resume preparation
- Information about jobs, labour market
- Employment and training opportunities
- On the job training, work experience

**YMCAs of Cambridge & Kitchener-Waterloo Employment Services**

Kitchener location: 800 King Street West, 3<sup>rd</sup> floor, Kitchener On  
519-579-9622 ext. 244

Cambridge location: 258 Hespeler road, Cambridge On  
519-621-1621 ext. 291

<http://www.ymcacambridgekw.ca/en/employment-services/employment-services.asp>

**Kitchener-Waterloo Multicultural Centre**

102 King Street West, Kitchener ON N2G 1A6  
519-745-2531

<http://www.kwmc.on.ca/>

- Employment Workshops

**The Working Centre**

58 Queen Street South Kitchener, ON N2G 1V6  
519-743-1151

<http://www.theworkingcentre.org/>

- Job Search Resource Centre
- Employment Counselors
- Newcomer- Employer matching program

**Conestoga Career Centre**

Off Campus-Waterloo: 285 Weber Street North. Waterloo  
519-772-4605 ext. 5601

On Campus-Waterloo: 108 University Ave., East, Waterloo  
519-885-0300 ext. 5226

Doon Campus – Kitchener: 299 Doon Valley Dr., Kitchener  
519-748-3535 or 1-877-748-3535

<http://www.conestogac.on.ca/caa/careercentre/>

**Region of Waterloo Employment & Income Support**

235 King Street East, Kitchener  
519-883-2101

<http://www.regionofwaterloo.ca/en/servicesforyou/employment.asp>

**Focus for Ethnic Women**

145 Columbia Street West, Unit 9, Waterloo  
519-746-3411

## Parenting & Families

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### **Ontario Early Years Centres in Waterloo Region**

- 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**

##### **YMCA Ontario Early Years Centre**

161 Roger Street Waterloo, ON N2J 1B1  
519-741-8585

719 Erbsville Road Waterloo, ON N2J 3Z4

519-885-0552

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

##### **Our Place Family Resource & Early Years Centre**

St. Francis School

154 Gatewood Drive Kitchener, ON N2M 4E4

(Driveway is off of Blueridge Ave) Entrance B

519-571-1626

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

##### **Cambridge Family Early Years Centre**

149 Ainslie Street North Cambridge, ON N1R 3P4

519-740-8353

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

##### **Wilmot Family Resource Centre**

1-175 Waterloo Street New Hamburg, ON N3A 1S3

519-662-2731

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

##### **Woolwich Community Services**

5 Memorial Avenue Elmira, ON N3B 2P8

519-669-5139

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

### **Directory of Community Services and Agencies for Children and Parents**

<http://www.spccnd.org/userContent/documents/Directories/Child%20and%20Parent%20Directory.pdf>

- Compiled by Information Cambridge and North Dumfries, a service of Social Planning Council
- Parent support groups, daycare centres, schools
- Support for children with disabilities
- Children's mental health
- Recreation assistance
- List of Neighbourhood organizations

- Libraries and computer access
- Health care providers
- Family fun

**Family and Children’s Services of the Waterloo Region – Family Centre**

65 Hanson Avenue Kitchener, ON N2C 2H6  
519-772-4399 ext. 0

<https://www.facswaterloo.org/familycentre/about-the-family-centre>

- Family fun activities
- Free art activities
- Movie night at the family centre
- Child and youth resilience project

**Identification**

**Service Ontario Centres**

[https://www.services.gov.on.ca/locations/start.do?redirected\\_slf=1](https://www.services.gov.on.ca/locations/start.do?redirected_slf=1)

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

**Locations:**

Kitchener  
Unit 5, 1151 Victoria Street North  
519-578-3211

Kitchener  
Unit 2A, 30 Manitou Drive  
1-800-267-8097

Kitchener  
2<sup>nd</sup> floor, 30 Duke Street West  
1-800-267-8097

Waterloo  
Unit 16, 105 Lexington Road  
519-746-8332

Cambridge  
Unit 1B, 561 Hespeler Road  
(519) 621-2100

New Hamburg  
Unit B, 100 Mill Street  
(519) 662-3420

Elmira  
13-B Industrial Drive  
519-669-2040

**Birth Certificate**

Kitchener Downtown Community Health Centre  
44 Francis Street South Kitchener, ON N2G 2A2  
519-745-4404

<https://regionofwaterloo.cioc.ca/bresults.asp?ORGNUM=CND1454&LL1=Kitchener+Downtown+Community+Health+Centre>

- The clinic provides assistance to obtain health ID including: OHIP card, birth certificate or Record of Landing.

**Cambridge – Birth Certificates**

Paper application: 2<sup>nd</sup> floor, 50 Dickson Street, Clerk’s Division  
519-740-4680 ext. 4234

Online application: visit <http://www.ontario.ca/en/residents/119274>



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## Support for Other Refugee Categories

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### ***Reception House Waterloo Region***

101 David St. Kitchener ON N2G 1Y1

519-743-2113 519-576-8570

<http://receptionhouse.ca/>

- Resettlement assistance program for Government Assisted Refugees (GARs)

### ***Mennonite Coalition for Refugee Support (MCRS)***

58 Queen Street South Kitchener, ON N2G 1V6

519-571-1912

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

- Refugee claim process
- Support for Refugee Claimants (not convention refugees)

## 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/>