



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

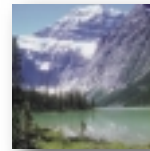
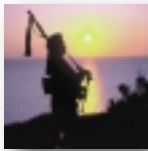
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ELCOME TO CANADA



W

HAT YOU SHOULD KNOW



Canada

O Canada

O Canada! Our home and native land!
True patriot love in all thy sons command
With glowing hearts we see thee rise
The true North strong and free!
From far and wide, O Canada
We stand on guard for thee.
God keep our land glorious and free!
O Canada, we stand on guard for thee.
O Canada, we stand on guard for thee.

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Également disponible en français sous le titre *Bienvenue au Canada : Ce que vous devriez savoir.*

Welcome to Canada!

Congratulations! You have taken a big step. Moving to a new country takes courage. It also creates exciting opportunities and new beginnings. Taking the time to learn what to expect — and what is expected of you — will help you succeed. This guide tells you a little about what it's like to live in Canada. It also lets you know who can help if you need more information. We hope it will help you adapt to your new life. Be assured that those who already live in Canada add their wishes for your happiness and success in your new country.

Your first year in Canada will be emotional and full of change. You may be looking for a place to live, a job, and schools for your children. You will probably make many new friends. Some of them will know how it feels to move to a new community or new country.

Regardless of your situation, being a newcomer may mean giving up some familiar things for a new way of life. As a result, you may feel anxious or afraid, especially during the first few days and weeks. Almost all newcomers experience these emotions as they settle in. Feeling at home in a new country takes time.

The best way to adjust to your new community is to become involved! Do not hesitate to speak English or French, even if you make mistakes. Understanding and speaking one of Canada's official languages will help you adapt more easily. As you talk with the people you meet, you will feel more in control of your new life. Use each day as an opportunity to learn. Ask questions whenever you need to. Most people are pleased to help. Canadians believe in the spirit of community. No matter which city or town you choose to live in, you will find people who can help you adapt to your new life, and fit into Canadian society.

In the weeks, months and years ahead, you will have many opportunities to participate fully in Canadian life. Take them. You and your family can grow together, side by side with other Canadians, and make a better life for everyone. This is your new home. Welcome to Canada!

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Sources of information

How to find information

The Government of Canada has designed this guide for you — the new resident in Canada. It includes some basic information about living in Canada. The guide also contains many telephone numbers and addresses which should be helpful in the next few days, and during the next few years. It can refer you to the help you need, or tell you how to find it.

You may have already received general information about your new country. But what you'll need to know now is more specific. Where can you take language classes? What about housing? How do you go about finding a job in Canada? Whom do you call to find out about schools for your children?

The *Welcome to Canada* guidebook and pamphlets can help you find the answers to these questions. Canada is a huge country, and every province is different. While we can't provide you with all the information you need, we may be able to refer you to the departments, agencies, and organizations which can help you. Some may be able to help you directly; others may refer you to another source of information.

Immigrant-serving organizations can help you to settle into Canadian society, and many of their services are free. Contact an immigrant-serving organization to find what services are provided. You may find the addresses and telephone numbers of some of these organizations in the pamphlet called *Finding Help in Your Community*, which is in the back pocket of this guide. Many of these organizations represent a number of different immigrant services and groups, so they are a great place to start.

Canada's three levels of government — federal, provincial and municipal — also offer a variety of helpful programs and services for newcomers. Who offers these programs and services may vary across Canada, since different provinces have different immigration agreements with the federal government. You will find commonly used government telephone numbers listed in the pamphlet called *Key Information Sources*, which is in the back pocket of this guide. To find out about free language training in your area, please refer to the pamphlet called *Language Training*, also in the back pocket of this guide.

Since the province of Quebec looks after many important aspects of its immigration program, this guide does not attempt to cover services in this province. If you are planning to move to Quebec, you may wish to pick up their guide for newcomers, entitled: *Bienvenue au QUÉBEC!* You can obtain this booklet from the *ministère des Relations avec les citoyens et de l'Immigration (MRCI)*. You will find the MRCI telephone numbers for your area listed in the pamphlets called *Key Information Sources* and *Finding Help in Your Community*, which are in the back pocket of this guide.

Churches, community groups, ethnic associations and newcomer clubs which can give you a hand are probably right in your neighbourhood.

Remember, the information and services provided may vary from one place to another. To get the most out of this guide and the pamphlets that go with it, we suggest that you:

- get a map of your community;
- get a copy of the local telephone book; and
- contact the immigrant-serving organizations in your community.

This guide, along with an immigrant-serving organization, can help you through the steps you need to take to settle. It can help you sort out the information you are missing and what services you need. The *Welcome to Canada* guide also includes a checklist to help you with the things you need to do first.

Getting around

It is useful to have a map of the area where you will be living. It will help you to get around and find the services you need. Most book stores, gas stations and convenience stores sell maps at a reasonable price. You may also be able to get a map of your community free through your local Chamber of Commerce or municipal office. You can also look at maps in the library, at no cost. However, you can't take maps out of the library.

Using the telephone

Canadians like to use the telephone for communicating. They talk on the telephone everywhere — at home, in their cars, on the street, in telephone booths. You will find that telephone books are great sources of information. Most of the important telephone numbers you need can be found in the telephone book. You will receive one from the company which installs a telephone in your home. You may also be able to pick one up

from a phonecentre. Phonecentres are often located in large shopping malls. There are also telephone books at the library, and where you find pay phones.

At home: You pay a basic rate each month for telephone service. This pays for all local calls. You will be charged extra for each long distance call you make. Long distance calls are made to telephone numbers outside your local area.

Away from home: Pay phones in most provinces cost 25 cents per local call, and you can find them in most public places. If you do not know a telephone number, dial 411 and ask the operator. There is a charge for using this number.

The telephone book

Telephone books in Canada include white, blue, and yellow pages. The white pages list home telephone numbers in and around your area, as well as some businesses. The blue pages list government numbers. The yellow pages list business numbers — restaurants, services, stores, and so on. These are listed by subject or product.

In the front part of the telephone book you will find emergency numbers like fire departments and ambulance services. The most important number listed here is an emergency number, 911 in many provinces, which you can call for help in life-threatening emergencies.

The white pages of the telephone book list home and business numbers in alphabetical order, from A to Z, using the last name of the person listed. So look up John Smith under S, for Smith.

The blue pages of the telephone book list telephone numbers for Canadian government departments, including the federal, provincial, municipal and regional governments. For frequently used government telephone numbers, see the pamphlet called *Key Information Sources*, in the back pocket of this guide.

The yellow pages are found in a separate telephone book in some of the larger cities in Canada.

Call centres and touch-tone telephones

Many businesses and government departments receive so many calls that they have set up “call centres” to help them answer the most commonly asked questions. Call centres use a series of messages which have already been recorded to answer your questions. You

find these messages by using the numbers, letters and symbols on the keys of your touch-tone telephone. The call centre message will tell you which keys on your telephone to press for the information you need. If you miss it the first time around, the message will usually tell you which key to press to hear it again. The list of messages is usually called a “menu.” You choose and order the information you want.

You can also enter information into some call centres, using the keys on the telephone.

Remember: the “pound” key is the one that looks like this [#]. The “star” key looks like this [*].

Emergency 911

If you fear for your safety, or the safety of someone in your family, you should call your local emergency number for help. In many Canadian cities this number is 911. This connects you immediately to ambulances, fire departments, the police, and other emergency services. In other communities not equipped with 911 services, dial 0 and ask the operator for help. Other medical emergency numbers are listed in the first few white pages of the telephone book. These may include a poison information number, a distress or sexual assault help line, and a number to call if you or someone in your family is being abused.

Voice mail

Many Canadians, and most Canadian businesses and departments, have some form of answering machine or service to take messages for them when they are away from their phones. The telephone may ring several times, and then a recorded message will ask you to leave your name and number and a short message. You will usually hear a beeping sound followed by a silence. At this point leave your spoken message and remember to speak clearly and slowly. You may want to repeat your telephone number twice.

Pay phones

You may want to use a public telephone when you are out, or before you get your telephone installed. There are many pay telephone booths set up on city streets, in shopping malls, in airports — anywhere there are lots of people. You pay for these telephone calls as you use the telephone. For local calls, you put in 25 cents (this charge may vary in some provinces) and make your call. You should have the right number of coins to put in the slot. If the call is long distance, you will need to put in more money (coins) as you go along, and an operator, or the message across the screen on the pay

telephone, will tell you how much. Make sure you have lots of coins with you! Eventually, you may want to get a calling card from a telephone company. This card allows you to dial in a special code and make calls on public phones without putting in any money. These calls are then billed on your regular telephone bill at home.

Directory assistance

If you need help finding a telephone number, you may call for assistance. Call 411 for local numbers, and 0 for overseas numbers. All telephone numbers have an area code, which refers to the location of the number. You can look up these codes in your local telephone book. If the call you wish to make is outside the local area code, it is probably going to be long distance. Call 1+AREA CODE+555-1212 if you need help to find the number. Remember, there is a charge for using this service.

Toll-free numbers

Canada is a very large country, and it can be expensive to make calls from one city to another. Many businesses and government departments use telephone numbers that start with 1-800, 1-888, or 1-877. This lets you call them for free, within a province, or within Canada. These are known as toll-free numbers. Simply dial the 1-800, 1-888, or 1-877 number exactly as listed.

Telemarketing

You may get calls from people who are trying to sell you something. They may be honest; but then again, they might be dishonest. The best way to protect yourself is never to give out any personal or financial information to anyone over the telephone. If you feel uneasy about the caller, just hang up.

Telephone services for people with special needs

Many telephone companies in Canada can provide special telephone equipment for people with a hearing, speech, visual or physical disability. Contact your local telephone company to get more information on these kinds of services and equipment. You can find the name of the telephone company in your area by looking at a telephone book in a pay telephone. The Customer Service number should be in the first few pages of the book. In areas served by Bell Canada, you can also visit a Bell Phonecentre. These are usually found in large shopping malls.

Using computers

A great deal of helpful information is now available through the Internet, a world-wide resource and information system. You don't need to own a computer or have Internet access at home to use it. You can often use the Internet (or "surf the web," as Canadians like to say), free of charge at your local library, community centre, school, immigrant-serving organization or Human Resources Development Canada office. Useful information can be found on various "web sites," which are like codes or addresses on the Internet.

- *Do you have a map of the area where you will be living?*
- *Do you know how to use a telephone book?*

Getting to know Canada

The Canadian way of life

Canada is an immense country. It is very diverse in its people, its landscape, its climate and its way of life. However, Canadians do share the same important values. These values guide and influence much of our everyday life. These are values of pride, a belief in equality and diversity and respect for all individuals in society. Women, men, children and seniors are all equally respected in Canada. Canadians may be different from each other but it is these shared values that make Canada a friendly, caring, peace-loving and secure society in which to live.

Fairness, tolerance and respect. Canadians want fairness and justice for themselves, their children and their families. And most are fair and just to others, no matter who they are or where they come from.

Diversity and cooperation. Canadians understand the value of cooperation. In a country as large and diverse as Canada, people must be able to learn to resolve or ignore small conflicts in order to live happily and peacefully.

Equal opportunity. Canadians believe in equality. Each person is equal before the law and is treated equally by the law. Women and men have the same opportunity for success. Canadians let people live as they wish, as long as they do not limit how others live.

Civil responsibility. Canadians appreciate their rights and freedoms, which are the same without regard to gender, race, or ethnicity. Most also want to contribute to our society. As a newcomer, you should be aware of your rights and responsibilities. The right to participate in Canadian society implies an obligation to help it succeed. Canadian citizenship is about caring enough to want to get involved and make Canada even better.

Environmental responsibility. Canadians are especially conscious of their environment and the need to both respect and protect it for the future. For example, individual Canadians participate in recycling programs that help convert “garbage” into usable materials. Canadians also like to keep their parks and streets clean, by putting their garbage into garbage cans and cleaning up after their animals.

Basic services

Citizenship and Immigration Canada (CIC) Call Centres

You can get general information about immigration and citizenship by calling the CIC Call Centre. Recorded information is available 24 hours a day, seven days a week, in English or French. If you have access to the Internet, you can also view the CIC Web site (<http://www.cic.gc.ca>) for recent announcements, publications, and application kits and guides. (See the section on “Using computers” for further information on Internet web sites.)

CIC Call Centres can provide:

- general information about immigration and citizenship programs and services;
- general information about your application;
- application and information kits;
- help with fee calculations.

Remember: If you have an immigration client identification (ID) number, you will need it to obtain information about your application.

Here's how it works:

1. A recorded message will tell you to press 1 or 2 to select English or French.
2. The recorded message will list a “menu” from which to choose the information you need. Press the star [*] key to repeat the message.
3. Press 9 to return to the main menu and make your choice.
4. During normal business hours (8 a.m. to 4 p.m.) across Canada, you can press 0 to speak directly to a program assistant. If all the assistants are busy, stay on the line until one becomes free.

How to contact the Call Centre:

If you are in the local calling area of:

Montreal, call: 514-496-1010
Toronto, call: 416-973-4444
Vancouver, call: 604-666-2171

If you are anywhere else in Canada, call toll-free: 1-888-242-2100.

Remember: One of the most frequent reasons for calling the Call Centre is to obtain application kits for Citizenship and Immigration services. These include sponsorship or citizenship applications. You don't need to speak to an assistant to order these kits — simply follow the recorded instructions and leave your name and mailing address, including the postal code.

Immigrant-serving organizations

Canada has hundreds of organizations which help newcomers settle into life in Canada. Many of them represent a number of different multicultural agencies and associations, so they can help you in several ways. They may provide language training, or help you find housing, or look for a job. They may also provide support for women, children, and families who are dealing with domestic violence. Some of these organizations can provide these services in your first language, which may be helpful in the first few months. The addresses and telephone numbers of many of these organizations are listed in the pamphlet *Finding Help in Your Community*, found in the back pocket of this brochure.

Immigrant Settlement and Adaptation Program (ISAP)

The ISAP is a federal government program. Under ISAP, immigrant-serving organizations provide essential services to newcomers throughout Canada, with the exception of Quebec, Manitoba and British Columbia. These provinces are responsible for the administration and delivery of programs and services for newcomers to Canada living in their province. The services provided under ISAP include:

- helping newcomers in their first few days in Canada;
- directing them to helpful resources in their community;
- offering advice in dealing with the challenges of everyday life in a new country, such as banking, shopping, and managing a household;

- providing interpretation or translation services;
- providing short-term counselling;
- providing employment-related services.

Employment-related services could include job-finding clubs which help newcomers by offering workshops or courses on résumé writing, the use of the telephone, and so on. They can also help newcomers obtain the required certification of their educational or trade documents.

Government services

The main telephone numbers for federal, provincial, and municipal or regional government departments are listed in the blue pages of your local telephone book. Some are listed by department, or by service. Frequently called numbers are often listed at the beginning of each section, including a central information number.

If you need help to find a federal government program or service, call Information on the Government of Canada at 1-800-667-3355.

If you wish to use the Internet, the address is:

http://www.gc.ca/directories/infor_e.html (English)

http://www.gc.ca/directories/infor_f.html (French).

Where to begin

Papers and other identity documents

Official papers which relate to who you are and where you come from are extremely important. They can be hard to replace if you lose them. These include health records, birth certificates, and Records of Landing (IMM 1000). If you are living in Quebec, you will have a *Certificat de selection du Québec* (CSQ). You will need these papers to apply for important government services and benefits, and to obtain a Social Insurance Number card and Health Insurance Card. So it is very important to keep them in a safe place at all times, and not to lend them to your friends or let someone else use them. You could lose your benefits if you give your cards to someone else.

It is not necessary to carry your passport or visa around with you, but it is important to have a couple of pieces of ID (identification) with you at all times. Any two of the following would be good: a driver's licence, a photocopy of your permanent resident papers (the original should be kept in a safe place or in a safety deposit box at the bank), a Social Insurance Number card, a Health Insurance Card, and a credit card.

Using public transportation

Getting around in Canada is fairly easy. Most cities have urban transportation systems, including buses, streetcars, and trains, and some of the larger cities also have subways.

You can board these systems at regular stops along their routes. Some let you pay with cash; others require tickets. If you don't have a ticket for the bus, you must pay with the right amount of money (exact fare). This is because the driver does not carry any change. Once you get settled, you may want to buy a monthly pass or a package of tickets to save money. You can buy subway tickets at the subway station.

If you have to take several buses or the subway for a single trip, you do not need to pay each time. Simply ask the driver for a transfer, or pick one up from the machines on the subway platform.

If you are not sure where to board the bus or the streetcar, just ask someone, or follow the crowd. It's usually at the front of the bus, where you show your pass to the driver. When using public transportation, Canadians line up. First come, first served, is a common approach to many activities in Canada.

Maps of routes and schedules are usually available from the public transit company in your area, and there may also be a telephone information line. You may want to ask someone for the name of the transit company where you live, and then look it up in the white pages of your telephone book.

Where to stay

For the first few weeks or months, you will probably want to find some temporary housing while you look for a more permanent place to live. Hotels can be quite expensive, so you may want to rent a furnished room or apartment at first.

To help you in your search, you could check the classified ads in the daily newspaper in your area. Look under Apartments or Houses for Rent. You should also talk to the immigrant-serving organizations in your community. They might be able to help.

Canadian money

Canada's currency is the dollar. There are 100 cents in a dollar. Canadian coins include the penny (1 cent), nickel (5 cents), dime (10 cents), quarter (25 cents), a one-dollar coin known as the "loonie," and a two-dollar coin called a "toonie." The most common paper bills are \$5, \$10, \$20 and \$50.

Chances are that when you get to Canada you will have some Canadian money with you. If you don't, you may wish to exchange a small amount of your native currency for some Canadian money as soon as you arrive. Most airports have foreign exchange offices which can do this for you. Try not to exchange too much, however, since the rate of exchange (how much your money will buy) may not be as good as at a local bank.

Shopping

In the first few days you may need a few supplies, like food and extra clothing. Stores in Canada may be set up a little differently than in your native country.

Most Canadian stores have central cashiers where you pay for your goods, but they can be hard to find. Grocery stores usually have rows of cashiers at the entrance to the store, and you bring your goods to the cash, line up and pay. Department stores, which sell a variety of products, are sometimes set up this way too. Other stores have cashiers set up in different places around the store, and you pay at the nearest cashier. You will receive a paper receipt for whatever you buy, and this is your “proof of payment.”

Many stores in Canada have metal shopping carts where you can put your purchases as you make your way through the store to the cashier.

Many Canadian stores are grouped together in large shopping malls, so you can do all your shopping in one place. Remember that each store has its own cash register where you pay for your purchases.

Many places in Canada also have large open-air markets, where you can buy fresh fruits and vegetables from local farmers. You pay for your purchases as you go along, from the farmers at each “stand.”

Going out of town

Buses, trains and planes travel throughout Canada. For out-of town trips, contact travel agencies, airline companies or bus lines. For information about train travel, contact Via Rail. The telephone numbers are listed in the yellow pages.

- *Have you got any Canadian money?*
- *Are your identity papers in a safe place?*
- *Do you have some form of identification with you?*

Health services

Applying for a Health Insurance Card

Canada has one of the finest health insurance programs in the world. Health insurance means that you don't have to "pay" directly for most health care services. They are paid for through your taxes. When you use these services, you simply present your Health Insurance Card.

While health insurance is a national service, each province administers its own program. There may be some variations for eligibility from province to province. In some provinces you will have to pay a small monthly fee for this insurance. It is important to apply for your Health Insurance Card as soon as possible, because most provinces have a waiting period before you can receive benefits. You will receive your Health Insurance Card from the province where you live. You can get an application form at a doctor's office, a hospital, a pharmacy or an immigrant-serving organization. You can also get forms from the provincial ministry responsible for health, listed in the blue pages of your telephone book. You will need to show some identification, such as your birth certificate or passport and/or Record of Landing (IMM 1000).

During the waiting period, which could be several months, you may have to apply for private, alternative coverage. Private insurance companies are listed in the yellow pages of the telephone book, usually under "Insurance." Private health insurance is also available for services which are not covered under the government health insurance plan. These might include dental costs or private hospital rooms. Some employers also offer additional health insurance for a monthly deduction from your paycheque. Also, in most provinces, health insurance does not cover the cost of prescription drugs.

Remember: Each member of your family needs his or her own Health Insurance Card. Always bring your card with you when you go to the doctor or the hospital.

A Health Insurance Card must not be exchanged with anyone else. It is for your use only and you could lose the benefits it provides by letting other people use it. You could also face criminal charges and be removed from Canada.

Finding doctors and clinics

Most Canadians have a family doctor and dentist. Ask an immigrant service organization or someone you know to recommend one. You can also look them up in the yellow pages of the telephone book under “Physicians and Surgeons,” or “Dentists.” Canada also has a large number of medical clinics, which can offer a variety of health services without an appointment, or in a minor emergency. These are listed under “Clinics” or “Clinics-Medical” in the yellow pages.

Emergency help

If you need urgent medical help, quickly go to the emergency department of your nearest hospital or call the emergency number “911.”

If you have a serious medical condition, such as diabetes, high blood pressure or allergies to medications, ask your doctor or hospital about Medic Alert tags and bracelets. These can provide useful information in an emergency.

Immunization for children

Immunization or vaccination for children is one of the most effective ways we protect all Canadians, young and old, from getting serious infectious diseases. These diseases include diphtheria, polio and tetanus. Your child gets a small dose of vaccine to help him or her build up “immunity” to these diseases. You can arrange to have your child inoculated through your doctor or pediatrician, or through a public health clinic. You will receive an immunization or vaccination record, which you may have to provide to your child’s school.

In Canada there is a “schedule” for these immunizations. For example, some shots are given when your child is two months old, at four months, at six months, and so on. Ask your doctor or pediatrician for a copy of this schedule, or look up the municipal department responsible for school immunization in the blue pages of your telephone book. You may also find a central help line listed under “Immunization” in the white pages of the telephone book. The schedule varies slightly from province to province.

Immunization for adults

If you were not immunized against preventable diseases before coming to Canada, you should contact your doctor or local public health clinic immediately.

Medical surveillance

During the medical exam you underwent before becoming a Canadian resident, you may have been told that you needed a follow-up medical exam once you got to Canada. This is known as medical surveillance for those who have an inactive infectious disease. You must report, by telephone, to the public health authority of the province or territory where you live within 30 days of entering Canada. You will find this number in the blue pages of your telephone book. This is very important for your health, and for the health of your fellow Canadians.

Pregnancy

Maternity leave is the right of all working mothers in Canada. If you are pregnant and have to stop working for a while, you can take leave, from your employer for a set period of time. You may also be entitled to paid leave, or maternity benefits. You can get more information from the provincial ministry responsible for labour or from a Human Resources Development Canada office.

For help and information before and after your baby is born, contact your local community service centre or hospital. They offer prenatal courses, medical help, nursing care, and a way to meet other new mothers. They can also give you information on registering the birth with the province, so that you receive an official birth certificate. They can also advise you about birth control and abortion.

- *Have you applied for your Health Insurance Card?*

To find out more...

Key medical emergency numbers are listed in the front section of the white pages of your telephone book. Look up doctors and clinics in the yellow pages. There is also printed health information available from provincial ministries of health and from Citizenship and Immigration Canada. Free pamphlets are also available on a variety of topics from Health Canada (found in the federal listings in the blue pages of your telephone book), or from doctor's offices and drug stores.

Establishing yourself

Applying for a Social Insurance Number card

Applying for a Social Insurance Number (SIN) card is one of the most important things you will do after coming to Canada. You will need one to work here or to obtain your tax credit. This number tells the government who is earning money, paying taxes, paying into pension plans, and using government services. Your employers will ask you for this number.

To apply for one, simply go to your nearest Human Resources Development Canada office (listed in the blue pages of your telephone book). As a new immigrant, you will need to provide the original of your Record of Landing (IMM 1000). If the name you are using to apply for your SIN card is different than the one found on the document you are providing, you must also provide either a marriage certificate or a change of name document.

Remember: You must make sure that the name on all documents is the same name. This name must always belong to the same person, and it must be spelled correctly.

Applying for the Canada Child Tax Benefit

If you have children under 18, the Government of Canada may be able to help you with some of the costs of raising them. This monthly tax-free payment is called the Canada Child Tax Benefit. The amount of the benefit is based on several factors, such as: your family income, the number of children you have and their ages, and your province or territory of residence. When you apply, you must provide proof of your Canadian immigration status, and proof of birth for any of your children born outside of Canada.

To apply for the Canada Child Tax Benefit, you must have filed an Income Tax and Benefit Return. If you were not residents of Canada in time to fill out a return, you will need to complete a separate form to declare your world income. You can get these forms and more information on the Canada Child Tax Benefit by calling Revenue Canada's toll-free number: 1-800-387-1193.

If you live in Quebec, Revenue Canada will automatically send the Régie des rentes du Québec all information needed to register your children for the Quebec family allowance.

Finding a place to live

Renting

Many Canadians rent housing, and so do most newcomers, at least for the first few years. Apartments and houses for rent are usually listed in the classified advertising section of the newspaper. It is also a good idea to walk around an area you would like to live in, and see if there are any signs posted on or by the buildings. Do not take the first place you see — try to shop around a little, see what's available. Prices often vary considerably.

Some apartments can be rented by the month, but with most rented housing you sign a lease for a year. This is a legally binding contract between you and the landlord. Make sure you understand exactly what you have to pay for, and what is included in your rent. For example, do you pay for the heating costs or are they included? Canada is a cold country in the winter, and heating can be expensive. Are you allowed to have pets? Are the fridge and stove included? Do you have to pay municipal taxes? Also, you may have to pay a security deposit (such as the first month's rent) to rent the apartment you have chosen. Read the lease over carefully before you sign it.

You should also purchase tenant's insurance to cover the costs of replacing the household contents of your apartment. It is probably a good idea to ask someone in your local community group or immigrant-serving organization for information about housing. They can also explain the legal terms used in leases.

Remember: Avoid signing a lease if you plan to move again soon.

Your rights as a tenant

Both tenants (someone who rents a room, an apartment or house) and landlords both have legal rights. There are laws which protect you from sudden rent increases or being forced to leave your apartment. You have the right to live anywhere you choose. Discrimination on the basis of colour, creed, sex, age or disability is not allowed by the *Canadian Charter of Rights and Freedoms*. Provincial landlord and tenant laws also protect against such discrimination. You also have responsibilities. It is important to keep the house or apartment you are renting in the same condition you found it. Call

the provincial or municipal government department responsible for housing, sometimes called a rental board, if you need information or help, or look up the provincial Landlord and Tenant Regulations. You will find the numbers in the blue pages of the telephone book. You can also ask community groups for information or help.

Buying

Buying a home is a big step, and you might want to wait until you are settled before you do so. Most homes in Canada are sold through real estate agents, although some owners do it themselves. You may see “For Sale” signs posted in front of homes, and you can also read the classified advertising section of the daily newspaper.

When buying a house, it’s important to remember that there are many hidden costs. These may include the agent’s fee, in some provinces, as well as lawyer’s or notary’s fees, yearly property tax, house insurance, registration fees, various home buyer taxes, and the cost of maintaining the house — heat, hydro, water, sewer, and so on. Make sure you know exactly what your costs will be before you buy.

You may want to find out about the First Home Loan Insurance Program, run by Canada Mortgage and Housing Corporation. It enables you to buy a home with a smaller down payment. The Corporation’s fee is rolled into the total mortgage in the form of a small percentage.

Heat and hydro

Whether you rent or buy, you will need to sign up for various basic services, such as heat and hydro (electricity). In Canada, some homes are heated by gas, others by oil, and others by electricity. Frequently, there are one or two main companies which provide these services in an area, and you can find these in the yellow pages of the telephone book. Try looking under “Gas,” “Heating Companies,” “Oils/Fuel,” and “Hydro-Electric.”

- *Have you contacted your telephone company?*
- *Do you have your address and telephone number with you?*
- *Do you know how to get heat and light?*

Getting a telephone

You will want to get a telephone installed quickly, so that you can reach the people and the services you need from the comfort of your home. Bell Canada operates most of the telephone service across Canada, but you can find out the name of the telephone company in your area in a telephone book. The Customer Service number should be in the first few pages of the book. The telephone company in your area normally has phonecentres in large shopping malls. You can visit them to get your service set up.

You can either rent a telephone from your telephone company and pay month by month or buy one. The cost of making local calls is covered by the monthly service fee, which is added to the cost of renting the telephone. Long distance and overseas calls are not covered by this monthly fee, and can be quite expensive. Many telephone companies offer special plans which can reduce the costs of long distance calls.

Remember: Canada is a very large country, so even when you're calling within the same province or city, long distance charges may apply.

Furnishing

Chances are you're going to need some basic furniture and household appliances. You can buy new, which can be costly, or wait for stores to have sales and buy things gradually. You can also buy used furniture and appliances, which is what many Canadians do. Articles or furniture for sale listings are found in the classified advertising section of the newspaper. You can also try used furniture stores, church and local rummage or garage sales, or community organizations. Your local community immigrant service organization should be able to help you with names and addresses.

To find out more...

Probably one of the best sources of information is your local immigrant-serving organization. You might also want to consult the provincial or municipal department responsible for housing, listed in the blue pages of your telephone book. They may have a central information number.

The Canada Mortgage and Housing Corporation (CMHC) has a free pamphlet entitled *Homebuying, Step by Step*. They also run the Canada Housing Information Centre, and can provide information on the rental and housing markets across Canada. Call their toll-free number for more information: 1-800-668-2642 or visit their website at <http://www.cmhc.schl.gc.ca>

Protecting your money

Banks and other financial institutions

Most Canadians keep their money in the bank. A bank account is a safe place to keep your money. Banks let you write cheques, earn interest, apply for credit, and pay your bills. These kinds of financial services are also offered by credit unions, caisses populaires and trust companies.

Opening an account

Most banks have various kinds of accounts, and you can discuss which kind you need with them. To open one, you should be prepared to provide certain kinds of personal information, as well as various forms of identification, such as your passport, or your Social Insurance Number. The bank will need your Social Insurance Number for income tax purposes. This is the same for anyone, at any bank. If you have not received your SIN card when you go to open your account, you should present proof that you have applied for one.

Remember: Post Office savings accounts do not exist in Canada.

Using banking machines

Many Canadians now use Automated Banking Machines, known as ATMs, to do most of their banking. It's like a self-service bank, one that's "open" 24 hours a day, seven days a week. With a bank card, you can use these machines to get cash from your accounts, to pay bills, to deposit cheques, and so on. You will likely pay a small fee for this service.

You can apply for a card at your bank. You will need to create a Personal Identification Number (PIN) for yourself to access your accounts. Don't lend your bank card to anyone, or tell anyone your PIN. Don't even let anyone see your PIN number when you enter it in the banking machine. This will keep your account (and your money) safe.

Bank cards can also be used to buy things at many stores. The money is taken directly from your account when you use your card. This is known as Interac Direct Payment.

While all of these services are useful, keeping track of all your bank transactions can get complicated. Remember to record everything and take note of your balance and the fees charged by your financial institution.

Direct deposit

Direct deposit has become very popular with Canadians. It means that money owed to you, such as a paycheque or a government payment, is put electronically into your account. You have access to the money immediately, and you don't have to wait for the cheque to come in the mail or line up at the bank to deposit it. You can request this service if you expect to receive regular payments. Most government departments offer this service, as well as many companies.

Sending money

If you send money outside Canada, don't send cash. Use a certified cheque or money order. Ask your bank about these options. You can also buy a money order at the post office.

Applying for credit

Getting credit means that you borrow money to buy something now and pay it back later, with interest. Interest is the fee charged for using the money. Interest rates can be quite high, so you should be very careful how you use credit.

Credit comes in many forms — credit cards, lines of credit, mortgages, loans. You can apply for credit cards at banks and trust companies. These cards allow you to buy items on credit and be billed for them within a month. If you pay the full amount back by the due date, you won't be charged any interest.

If you borrow any money on credit, make sure you understand exactly when you have to pay it back and how much it will cost. This includes monthly payments if you are borrowing money on an installment plan.

Many department stores now advertise special sales which claim that you can buy something now and pay for it in a year, or in six months with no interest, and so on. Make sure you understand exactly what you must pay and when, before you sign anything. If any information is hard to understand, ask someone you trust for a clear explanation.

To find out more...

There is a great deal of free information available to you from your bank, including financial advice. The Canadian Bankers Association also offers a free series of publications, ranging from how to open an account, how to manage your money, how to use bank machines, and how to save for your children's education. You can call their toll-free number to obtain copies: 1-800-263-0231 or you can visit their website at <http://www.cba.ca>

- *Have you opened a bank account?*

Finding a job

At first you may find it difficult to get work that matches your skills. It may also be difficult to find a job that pays as much as you want until you get Canadian experience. Try not to be discouraged. When the right job does come along, you will have the benefit of that previous experience.

When you apply for a job in Canada, the employer will want some information about you. Bring a list of your education and work experience (a résumé). Also bring letters of reference from your former employers, your professional degrees and trade certificates. You may be asked to provide English or French copies of these documents.

Remember that certain trades or professions are regulated, which means that you must be licensed, registered or certified to practise them. In other words, you must meet certain standards which are set by the organization responsible for your profession in the province where you plan to work. The standards vary from province to province. So even though you may be qualified in another country, your qualifications must meet Canadian standards for you to be licensed to practise.

If you cannot speak the language used by the employer, ask a friend to interpret for you, or get a translator through an immigrant-serving organization. You might also want to ask about job finding clubs, about workshops, and about getting help with preparing a résumé or writing a letter. These services are often provided by immigrant-serving organizations themselves or by the province.

Human Resources Development Canada offices

Many jobs are posted either on billboards or on self-serve computers at your local Human Resources Development Canada (HRDC) office. The Canadian government runs HRDC offices throughout Canada. They provide information and services for people looking for work. Some offer free use of computers, printers, the Internet, telephones, fax service, and resource libraries. They may offer workshops on how to prepare a résumé or look for work, as well as computer training and other courses.

HRDC also runs the Job Bank, and the Electronic Labour Exchange (ELE), an Internet site that matches jobs to people and people to jobs. Employers use the exchange to

advertise a job and you can use it to advertise your skills to thousands of potential employers. The Internet address for this site is <http://www.ele-spe.org>

You may be able to use the Internet free of charge at some HRDC offices. There are several “sites” which may be useful, such as “Worksearch.” This is an easy-to-use site which can help you with all aspects of looking for work. The Internet address for this site is www.worksearch.gc.ca

You can find the nearest Human Resources Development Canada office listed in the blue pages of the telephone book, under Human Resources Development Canada.

Using the newspaper and other resources

Many jobs are listed in newspapers. Look in the classified advertisements section under “Help Wanted” and “Careers”. There may also be a separate career section in the weekend paper.

Libraries are also helpful. They have books on how to find a job or write a résumé, and they often keep directories of businesses across Canada or in your area. These publications can help you to find information about potential employers. Their “periodical” section will also have copies of various weekly magazines which provide new listings of jobs across Canada. You can also access the Internet at most public libraries. Ask for more information at the reference desk.

“Networking” is also a popular way of finding a job in Canada. This means contacting all the people you know, including your friends and relatives, and letting them know you are looking for work. This may help you to find a job which is not actually advertised anywhere. Job-finding clubs run by immigrant-serving organizations may also be useful.

There are also private job placement agencies which may be able to help you find permanent, temporary or contract work. Remember that since employers pay a fee to use these agencies, your salary may be somewhat lower than it would be if you found the job by yourself. These agencies are listed in the yellow pages of the telephone book. Look under “Employment Agencies.”

Documents and foreign credentials

You may need Canadian qualifications to work at a licensed trade or profession. You may have to write an examination or work as a trainee to qualify. The requirements vary from province to province and from profession to profession. You might want to contact the national and/or provincial association which looks after accreditation in your profession or trade. You can also contact the Canadian Information Centre for International Credentials, or other international credentials evaluations services. These are listed in the pamphlet *Key Information Sources* at the back of this brochure.

Getting paid

Employers have the choice to pay their workers every week, every two weeks or once a month. You can be paid in cash, by cheque or by direct deposit to your bank account. Your pay stub (the piece of paper attached to your paycheque) shows how much you earned. It also lists any money taken off (deductions) for federal and provincial taxes, pension plans, employment insurance, and any other items.

Working for yourself

More and more Canadians are working for themselves and running home-based businesses. You too might want to join this fast-growing group of entrepreneurs and go into business for yourself, or with a partner. Numerous information resources are available to you.

The Canadian Bankers Association offers a free publication entitled *Starting a Small Business*. This contains most of the information you will need at the beginning. You can order this by calling their toll-free number: 1-800-263-0231.

The Business Development Bank of Canada also provides a book for newcomers interested in working for themselves, called *Starting a Business in Canada: A Guide for New Canadians*. They also offer management training, counselling and planning services for entrepreneurs. Call their toll-free number for more information: 1-888-463-6232 or visit their website at <http://www.bdc.ca>

Canada Business Service Centres provide a central resource for Canadian business information, especially government information. You can find them in every province, and territory. They offer service on the Internet, or you can speak directly to a business information officer. To find the Canada Business Service Centre nearest you, look in the blue pages of your telephone book under the federal government.

The *Small Business Loans Act* helps small businesses get loans from banks and other lenders. Contact Industry Canada in the federal government listings in the blue pages of your telephone book for more information.

Business and travel

Although the Canadian government realizes that travel is often part of doing business, you may lose your permanent resident status if you stay outside of the country for more than 183 days in a year. Before you leave for business, you should check with a CIC Call Centre.

If you are an entrepreneur who has been admitted to Canada on certain conditions, Citizenship and Immigration Canada will check to see how your business is doing. The Department will also provide special counselling services to help you. If after two years you have not fulfilled the conditions under which you were admitted, you and your dependants may be asked to leave. Remember, this only applies to those who come in as entrepreneurs under certain terms and conditions.

Daycare

When you do find work, you must remember that it is illegal in Canada to leave children under the age of 12 at home by themselves. You may need to pay someone to look after your children while you work. There are several options you can look into, such as licensed day care centres, home-based day care, nursery schools, and “drop-in” day care centres. You can also hire someone to come into your home and look after your children. Look in the yellow pages under “Day Nurseries” or “Day Care.” Also check the classified advertisements section of the newspaper under “Employment Wanted” to find a caregiver in your area.

Labour laws and human rights

In Canada there are provincial and federal labour laws designed to protect employees and employers. These laws set minimum wage levels, health and safety standards, hours of work, maternity leave, annual paid vacations and provide protection for children. There are also human rights laws which protect employees from unfair treatment by employers based on sex, age, race, religion or disability.

You also have the right to join a labour union in Canada. Unions negotiate wages, hours of work and working conditions. Union fees will be deducted from your salary.

If you feel you are being treated unfairly by your employer, you may seek advice and/or assistance from an officer of the Ministry of Labour in the province where you work. You can also contact the Canadian Human Rights Commission or a Human Resources Development Canada office, where you can talk to a federal government labour affairs officer.

Volunteering

You might wish to help out in an agency or community organization as a volunteer. This means that you volunteer your time but you do not get paid. However, volunteering can help you develop Canadian job experience, get a practical knowledge of the Canadian workplace, practise your English or French and make new friends, as well as help others. You can find volunteer centres in the yellow pages of your telephone book, or contact your local community agency.

Host Program

An example of volunteering is the Host Program. The Canadian government funds the Host Program to help newcomers adapt, settle and integrate into Canadian life. Host volunteers are Canadians who offer their time to be with newcomers and introduce them to the Canadian way of life. As well as practising English or French with you, he or she could talk to you about community services, go with you on your first visit to a community resource centre, and show you how to participate in your new community.

- *Do you know that it is illegal to leave children under 12 at home alone?*
- *Have you applied for a Social Insurance Number card at the Human Resources Development Canada office?*

Learning English or French

There are two official languages in Canada — English and French. Almost everyone in Canada speaks at least one of these languages and millions of Canadians speak both. There are anglophone and francophone communities in every province and territory. English is the language of the majority everywhere in Canada, except in the province of Quebec where French is the official language. French is spoken in many communities in other provinces, especially New Brunswick, Ontario and Manitoba. New Brunswick is an officially bilingual province.

One of the most important skills you will need to adapt to life here in Canada is to speak English or French. Once you learn one or both of these languages, you will find it easier to get a job, to understand Canada, and to communicate with your children, who will be busy learning English or French at school. You will also need to know English or French to become a Canadian citizen.

There are many language courses available, and many of them are free. Sometimes these courses are called “ESL” for English as a Second Language courses, or “FSL,” for French as a Second Language courses.

Language Instruction for Newcomers to Canada (LINC)

The Government of Canada, in cooperation with provincial governments, school boards, community colleges, and immigrant-serving organizations, offers free language training across the country to adult permanent residents. In most provinces, the name of the program is LINC. (In French this program is known as CLIC, for Cours de langue pour les immigrants au Canada.) LINC can also assess your current language skills, to find out which training program would be best for you.

LINC offers both full- and part-time classes, to suit your needs. Most LINC centres can also refer you to other non-LINC classes in your area, and some offer free childcare while you attend classes.

Remember, language classes are available for all the adults in your family, not just the person who may be looking for work.

To find out more...

To find out where you can get LINC classes in your area, you will find a listing of LINC assessment centres in the pamphlet called *Language Training*, in the back pocket of this guide. You could also contact your local immigrant-serving organization. They will likely refer you to a LINC assessment centre, which will then refer you to organizations offering LINC classes. You might also want to telephone your local school board directly to find out about classes in your community.

Most universities and community colleges also offer language classes, as well as some private language schools and community organizations. You can contact these groups directly for more information. Remember to ask about fees, since these courses may not be free.

- *Do you know where the LINC assessment centre is in your community?*

Education

Children between 6 and 16 must attend school, and most of them go to public schools. Classes usually start in early September and end in late June. There is a two-week vacation at Christmas and one-week vacation in either February or March. Children attend school Monday to Friday, for about six hours per day. They usually bring their lunch with them.

There are also private schools, but these can be quite expensive. Public and separate (Catholic) schools are paid for through your taxes.

Finding schools

The best way to find out which schools your children should attend is by phoning the school boards in your area. These are listed under “Schools” in the yellow pages of your telephone book. This choice is usually based on where you live and which system you prefer.

Many schools are not within walking distance, and children often take school buses (provided by the school at minimal or no cost to you) or public transportation to get there. This is something to consider when choosing either a school or a place to live.

Enrolling your children

When you enroll your children, take their birth certificates or other identity documents to the school. If the originals of the documents are in languages other than English or French, you should have them translated into English or French. Also bring their Record of Landing (IMM 1000), passport and any former school and health records. You could also be asked for immunization records.

Adult education

Learning is a lifelong activity in Canada, and many Canadians continue to study as adults. While adult education is not free, the benefits may well be worth the money. You may wish to train for a new job, or to improve the skills you already have. You may also wish to apprentice for a trade. The qualifications for many trades are different from province to province, and you must obtain a licence before you can practise. Remember that some Canadian schools will not give credit for a course or diploma obtained outside Canada.

If you want information on continuing education, contact the school board, college or university in your community. Look these up in the yellow pages of the telephone book under “Schools,” “Colleges,” and “Universities.” You can also get a list of the educational institutions in your area from an immigrant-serving organization.

You might also want to look up professional or trade associations in the province where you live for information on qualifications.

To find out more...

Other sources of information are:

- provincial departments of education;
- school boards;
- universities and community colleges;
- professional or trade associations;
- immigrant-serving organizations.

- *Are your children registered in school?*
- *Have your educational credentials been translated into English or French?*

Taxation

Canadian residents can benefit from programs that have been paid for from their taxes and payroll contributions. These programs include social assistance for people in need; employment insurance for workers who have lost their jobs; worker's compensation for workers injured on the job; old-age pensions for citizens 65 years of age and older.

Income tax

Canadians pay a variety of taxes. Income taxes are used by governments to provide services, such as roads, schools and health care. All residents of Canada are subject to income tax. Each year you must submit an Income Tax and Benefit Return to tell the government how much money you earned and how much tax you paid. Taxes are deducted automatically from most income you receive. If you paid too much, you will get a refund. If you paid too little, you will have to pay more.

Filing an income tax return is extremely important. You will need to file one each year to qualify for various government benefits, such as the Child Tax Credit. You can get the forms for the federal income tax from any post office or Revenue Canada tax services office. Revenue Canada has several publications for newcomers which should be helpful. (Call 1-800 387-1193 or visit <http://www.rc.gc.ca>) They also have volunteers who can help you fill out your tax forms, under the Community Volunteer Income Tax Program. This is a free service. The deadline for completing your tax return is April 30 of each year. Remember, if you lived in Quebec during the year you will also have to file a separate provincial tax return.

Other taxes

Whenever you buy something, a Goods and Services Tax (GST) will be added to the price. This includes everything from socks to a new house. You may also pay a provincial sales tax (PST), which varies from province to province. If you own your own home, you will also pay property and school taxes. For more information on these taxes, contact either your local school board or your municipal government.

To find out more...

Contact

- Revenue Canada,
- the provincial Ministry of Revenue, or
- your local school boards, all of which are listed in the telephone book.

Canadian law

Canada is governed by an organized system of laws. These laws are created by governments which are chosen freely by the people. The law in Canada applies to everyone, including the police, judges, politicians, and members of the government. The main purposes of our laws are to provide order in society, to provide a peaceful way to settle disputes, and to express the values and beliefs of Canadian society. Everyone in Canada, whether a citizen or a permanent resident, has equal access to the justice system.

Police

The police are there to keep people safe and enforce the law. You can ask the police for help in all kinds of situations — if there's been an accident, if someone has stolen something from you, if you are a victim of assault, if you see a crime taking place, if someone you know has gone missing, etc.

There are different types of police in Canada, including provincial police departments and the Royal Canadian Mounted Police, who enforce federal laws. Remember, the police are there to help you. Don't hesitate to call 911 or 0 for the operator to contact your local police force in an emergency.

If for some reason you are questioned by the police or arrested, do not resist. Remember, in Canada, you are presumed innocent until proven guilty. Communicate as clearly as possible and look directly at the officer. Be ready to show some kind of identification. If you are taken into custody you have the right to know why and to have a lawyer and a translator, if needed. Under Canadian law, it is a serious crime to try to bribe the police by offering money, gifts or services in exchange for special treatment.

Legal services

If you need a lawyer to protect your interests in court, then you can hire one, for a fee. You may also be entitled to free legal services, or "legal aid," depending on your income. You will find the numbers for provincial legal aid in the booklet called *Key Information Sources* in the back pocket of this guide. An immigrant-serving organization will also be able to tell you where and how to obtain these services.

Children's rights

Parents in Canada have a legal duty to provide their children with the necessities of life until they reach age 16. It is illegal in Canada to abuse your children, either physically, psychologically, or sexually. All forms of child abuse are serious crimes. Abuse can include spanking children enough to cause bruises, terrorizing or humiliating them, any kind of sexual contact, and neglect. Police, doctors, teachers and children's aid workers will take action if they think children are being harmed. In serious cases, children can be taken away from their parents. Some cultural practices are not acceptable in Canada. For instance, all forms of female genital mutilation (FGM) are prohibited under Canadian law.

Women's rights

In Canada, men and women are equal. They have the same rights, as outlined in the *Canadian Charter of Rights and Freedoms*. Discrimination against women and violence towards women are both against the law. Women who are abused by their husbands can seek help for themselves and their children in community shelters. They are also entitled to legal protection to keep them safe.

There are a number of organizations in Canada which work to safeguard and promote the rights of women, and some of these organizations work to help immigrant women in particular. Your local immigrant-serving agency will be able to provide you with the names of these organizations. Information on legal rights and shelters can be found near the front of your telephone book under "Distress Centres," "Child Abuse," or "Sexual Assault."

Domestic violence

Violence towards any person — man, woman or child — is against the law in Canada. No one has the right to hit or threaten people or to force them into sexual activities. The law applies no matter who it is — wife/husband, partner, girlfriend/boyfriend, parent, or another relative.

If you or your children are being abused, call the police at 911 or your local emergency number. They can help you find medical help or drive you to a safe place, if you wish. Emergency shelters, counselling and free legal advice are available for adults and children who are being abused. There are also Rape Crisis and Sexual Assault Support Centres listed in the first few pages of the telephone book. They are there to help you.

In many Canadian cities there are also 24-hour-a-day telephone help lines, if you just need someone to talk to. They can also refer you to the help you need.

Many community centres also offer counselling for abusive partners who are seeking help, for families who wish to stay together, and for children.

Seniors' rights

A senior citizen is someone 65 years of age or older. If you are a senior, you may be entitled to certain government benefits, such as the Old Age Security pension (OAS) and the Guaranteed Income Supplement (GIS). In order to qualify, you must meet certain residence requirements. You may also be eligible for old age security benefits from your former country. Some provinces supplement these plans, and offer extra benefits, such as prescription drug plans. For information, call 1-800 277-9914 (toll-free). If you have a hearing or speech impairment and you use a TDD/TTY device, please call 1-800 255-4786. The French toll-free number is 1-800 277-9915.

Many businesses also offer special rates for senior citizens, or special areas where seniors can be served more comfortably.

- *Do you know that violence towards any person — man, woman or child — is against the law in Canada?*
- *Do you know that the practice of female genital mutilation (FGM) is against the law?*

Transportation

Getting a driver's licence

You need a valid driver's licence to drive a car in Canada, and these are issued by the province or territory where you live. Your foreign driver's licence may be valid for a short time after you arrive in Canada, but eventually you will need to take a Canadian driving test to remain licensed. This will help you to learn about the rules of the road in Canada. You may also want to obtain an International Driving Permit. Find out more from your provincial ministry of transportation or from your provincial motor vehicle licensing agency.

Driving lessons are available from private companies, for a fee. You may want to have a few lessons before you take your test. Look in the yellow pages under "Driving Instruction."

Remember: It is a legal requirement to carry your driver's licence with you whenever you drive. You should also carry your car registration and vehicle permit with you. It is good advice to carry a copy of your car insurance certificate.

Buying a car

Cars can cost a lot of money, whether they are used or new. Make sure you can afford the upkeep, the gas, the monthly payments and the costs of registering and insuring it. Some Canadians lease cars if they don't have enough money to buy one. Leasing can be handy, but there are a number of hidden costs involved, such as administrative fees or handling taxes. Whichever option you choose, make sure you understand exactly what your financial obligations are.

Car insurance is another major expense. All cars must be registered with the provincial motor vehicle licensing agency where you live, and must be insured. This is the law. Car insurance can be expensive, but it protects you and other drivers in case of an accident. You buy insurance through private insurance companies, listed in the yellow pages under "Insurance". Some provinces also sell insurance through provincial corporations. Shop around for the best rates. An accident-free record will help you get a better

insurance rate. In most provinces, you can obtain more information by calling the toll-free number of the Insurance Bureau of Canada at 1-800-361-5131 or visit their website at <http://www.abc.ca>

Use of seat belts

You and your passengers must wear seat belts at all times when you are driving in Canada. This is the law. The use of a seat belt can save your life in an accident, and you can be fined for not wearing one.

Car seats for children

Babies and children who are too small to wear seat belts safely must be placed in car seats whenever you drive. These can also help to save lives in case of an accident. There are different types of car seats for different ages and weights. For example, infants must be placed in special seats that face the back of the car. Children over 18 kg need a booster seat.

In case of an accident

Call 911 or your local emergency number right away if you need medical help. Stay where you are, and get someone to call the police. You should also report the accident immediately to your car insurance company. It is also important to exchange your name, address, and telephone number, as well as your insurance and driver's licence numbers with the other driver. Never leave the scene of an accident, especially if you have hit someone. This is a serious offence known as "hit-and-run."

To find out more...

Contact the public transit organizations, provincial ministries of transportation, provincial motor vehicle licensing offices or insurance associations listed in the telephone book.

- *Do you have a valid driver's licence?*
- *Do you have car insurance?*
- *Do you have a car seat for your child?*

Keeping in touch

Canada Post

Canada's mail is handled by the Canada Post Corporation. To send mail, use a postage stamp. You can buy postage stamps at any post office. They are also sold in many drug stores, hotel lobbies, airports, railway stations, bus terminals and some newsstands. The cost of the stamp is based on the weight and size of the letter or package, and where your mail is going. When you send something to an address in Canada, remember to include the six-digit postal code for that address, and also a return address. This will speed up delivery. If you are sending something overseas, you must use the special code for that country. You can find these at a post office.

Mail your letter or small package either at a post office or in the red Canada Post mail boxes you will find on streets and in shopping malls all across Canada. Take large parcels to a post office.

Canada Post offers many other services too, such as express delivery, postal money orders and insurance for very important mail. This insurance can protect your mail against loss or damage. Express delivery is more expensive than regular letter mail. Check the rates at the nearest Canada Post office. There are also private special delivery or courier services. Look these up under "Courier" in the yellow pages of the telephone book. Mail is distributed daily from Monday to Friday, except on official holidays. This includes home delivery, to post office boxes, or to community mail boxes. If you want to send a telegram, look up "Telegram Services" in the yellow pages for more information.

Returning Resident Permits

From time to time you may wish to leave Canada to visit your relatives. If you are not a Canadian citizen, and you plan to be outside Canada for more than 183 days in a year, you will need to apply for a Returning Resident Permit. If you don't have one, you could be refused entry into Canada when you return. You could lose your permanent resident status. Before you go you should telephone a CIC Call Centre for information and an application form. Remember there is a processing fee for this service.

Becoming a Canadian

Although you can't apply for Canadian citizenship until you have lived in Canada for at least three years, you can be thinking about what it means from the moment you arrive. Canadians believe that Canada is a special place. Most Canadians agree with the United Nations that "Canada is the best country in the world in which to live."

To obtain Canadian citizenship, you will have to demonstrate a deep commitment to this country.

- You will need to meet the physical residence requirements. You must live in Canada for at least three years before applying to become a citizen.
- You will need to have sufficient knowledge of either English or French.
- You will need to demonstrate your knowledge of Canada and the responsibilities and privileges of citizenship.
- You must be 18 years of age or older.

The rights and responsibilities of citizenship

For many newcomers, this gift of citizenship, this special sense of belonging, is a goal that guides much of what they do every day. It involves pride. A belief in equality and diversity. Respect for others. It means accepting the shared values that make Canadians who they are, and respecting both the rights and the privileges of being Canadian.

Canadian citizenship is precious and respected. Citizenship is a contract between you and your country, to share in the rights and privileges citizenship offers, and to fully carry out the responsibilities that go with it.

How to apply

To obtain information and an application kit to become a Canadian citizen, contact a CIC Call Centre. For the telephone number, refer to the section: **Basic Services:** Citizenship and Immigration Canada (CIC) Call Centres.

A few last words

We hope this guide has given you some understanding of what it means to live in Canada. We've tried to combine practical information with an idea of the values and beliefs which keep us together as Canadians, and as a country. As you journey towards Canadian citizenship, we sincerely hope this information helps you feel at home, feel that special sense of belonging. We are a nation of newcomers, and we welcome you to our family.

"I've become a Canadian citizen and feel proud, happy and lucky. I was so grateful to Canada. I had missed my childhood and now was starting another period of my life. I think every Canadian should be proud. Even if I am a different colour, I have my rights. I am a Canadian."

Channa Som, Survivor, Cambodian "killing fields."

"To me, Canada is a unique combination of many things and many people from many places. It's a creation that the world — and we — should cherish and nourish."

Serge Radchuk, originally from Ukraine.

"I'll never forget the immigration officer I met at Dorval. He had an enormous, long ginger handlebar moustache that looked like a flaming sword. This man turned to me and spontaneously said, 'Welcome to Canada.' I was so touched that he knew I needed some reassurance and that he would understand my feeling of nervousness."

Hubert de Santana, originally from Kenya.

Please Note

This guide contains information that was current at the time of publication. It features information from many sources, and should not be confused with official statements of policy or programming. The Government of Canada is not responsible for information that changes between printings.

Living in Canada: Your checklist

With so much to remember, we decided to create a checklist to help you to get the important things done first. We hope you find it useful.

In Your First Few Weeks

You will need to...

- Exchange your money for Canadian currency
- Find temporary accommodation
- Have some identification (ID) with you
- Apply for private Health Insurance
- Get a map of the area and find out about transportation in your area
- Get your own telephone book
- Contact an immigrant-serving organization in your community

In Your First Few Months

You will need to...

- Find permanent housing
- Get a telephone installed
- Register your children in school
- Get a family doctor
- Have your children immunized
- Fill out the forms for a Social Insurance Number card and a Health Insurance card
- Open a bank account
- Look for a job
- Carry your address and telephone number with you
- Explore your community with a Canadian HOST volunteer
- Know where the Language Instruction for Newcomers (LINC) assessment centre is in your community and register for language classes

In Your First Year

You will need to...

- Get a valid driver's licence
- Practise and improve your language skills
- Register for adult continuing education classes
- Take time to relax and participate in community activities
- Understand your rights and responsibilities under Canadian law
- Know that you can apply for Canadian citizenship after living in Canada for three years



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

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ELCOME TO CANADA



Finding Help in Your Community

Canada

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Available in alternate formats upon request.

Finding Help in Your Community

There are many organizations which provide services designed for newcomers to Canada. In fact, your local immigrant serving organization should be your first point of contact. Many of these organizations across the country are listed in this directory, organized by province.

Since Quebec looks after many aspects of its immigration program, this pamphlet does not attempt to cover services in that province. However, it does list the phone numbers for the *ministère des Relations avec les citoyens et de l'Immigration*, which offers many services to newcomers in Quebec. If you are living in, or planning to move to Quebec, you may wish to pick up their guide for newcomers, entitled: *Bienvenue au QUÉBEC!*

You may also wish to refer to the other two pamphlets in the back pocket of your guide: *Key Information Sources*, and *Language Training*.

Remember when you use the telephone, speak slowly and clearly, and have a pen or pencil and some paper to write down information. You may be referred to another phone number, or be given other useful information.

Key immigrant serving organizations Across Canada

Newfoundland

Association for New Canadians
P.O. Box 2031, Station C
St. John's, Nfld. A1C 5R6
709-722-9860

Nova Scotia

YMCA of Greater Halifax and Dartmouth
2269 Gottingen Street
Halifax, N.S. B3K 3B7
902-422-9622

Metropolitan Immigrant
Serving Association
2131 Gottingen Street, Suite 200
Halifax, N.S. B3K 5Z7
902-423-3607

Prince Edward Island

PEI Association for Newcomers
to Canada
179 Queen Street
Charlottetown, PEI C1A 8C4
902-628-6009

Mailing address: P.O. Box 2846,
Charlottetown, PEI C1A 8C4

New Brunswick

Multicultural Association of Greater
Moncton Area
1299A Mountain Road, Suite 2
Moncton, N.B. E1C 2T9
506-858-9659

Multicultural Association
of Fredericton
123 York Street, Suite 201
Fredericton, N.B. E3B 3N6
506-454-8292

Fredericton YM-YWCA
28 Saunders Street
Fredericton, N.B.
506-462-3000

Saint John YM/YWCA
19-25 Hazen Avenue
Saint John, N.B. E2L 3G6
506-634-4930

Quebec

To contact immigrant serving
organizations in the province of
Quebec, contact the *ministère des
Relations avec les citoyens et de
l'Immigration* (MRCI). MRCI is
organized by region:

Direction régionale de Montréal
415, rue Saint-Roch
Métro Parc
Montréal, Québec H3N 1K2
514-864-9191

Bureau de Trois-Rivières
100, rue Laviolette, R.C. 26
Trois-Rivières, Québec G9A 5S9
819-371-6011

Direction régionale de l'Estrie
740, rue Galt Ouest, bureau 400
Sherbrooke, Québec J1H 1Z3
819-820-3606

Direction régionale de Québec
890, avenue de Lévis
Québec, Québec G1S 3E1
418-643-1435 or
1-888-643-1435 (toll-free)

Direction régionale de la Montérégie
2533, rue Cartier
Longueuil, Québec J4K 4G5
450-928-5087

Direction régionale de Laval-
Laurentides-Lanaudière
800, boulevard Chomedey
Tour C, bureau 200
Laval, Québec H7V 3Y4
450-681-2593 or
1-800-375-7426 (toll-free)

Direction régionale de l'Outaouais
259, boulevard Saint-Joseph
Bureau 101
Hull, Québec J8Y 6T1
819-772-3021 or
1-888-295-9095 (toll-free)

Dixie-Bloor
3439 Fieldgate Drive
Mississauga, Ontario L4X 2J4
905-629-1873

Halton Multicultural Association
635 4th Line, Unit 48
Oakville, Ontario L6L 5W4
905-842-2486

Ontario

Immigrant Settlement and
Counseling Services of Brantford
320 North Park Street, Unit 2
Brantford, Ontario N3R 4L4
519-753-9830

India Rainbow Community
Services of Peel
3038 Hurontario Street, Suite 206
Mississauga, Ontario L5B 3B9
905-275-2369

Settlement and Integration Services
Organization of Hamilton
135 Rebecca Street
Hamilton, Ontario L8R 1B9
905-521-9917

Malton Neighbourhood Services
7200 Goreway Drive
Mississauga, Ontario L4T 2T7
905-677-6270
905-672-3660

Kingston and District
Immigrant Services
322 Brock Street
Kingston, Ontario K7L 1S9
613-548-3302

Inter-Cultural Neighbourhood
Social Services
3050 Confederation Parkway Street
Mississauga, Ontario L5B 3Z6
905-273-4884

Quinte United Immigrant Services
Mailing address:
Box 22141
Belleville, Ontario K3P 5V7

Barrie YMCA Immigrant Services
22 Grove Street West
Barrie, Ontario L4N 1M7
705-726-6421 ext. 264

32 Bridge Street East
Belleville, Ontario K8N 5N9
613-968-7723

New Canadians Centre – Peterborough
205 Sherbrooke Street, Unit D
Peterborough, Ontario K9J 2N2
705-743-0882

London Cross-Cultural Learner Centre
717 Dundas Street East
London, Ontario N5W 2Z5
519-432-1133

Social Development Council Ajax,
Pickering
132A Commercial Avenue
Ajax, Ontario L1S 2H5
905-686-2661

Brampton Neighbourhood
Resource Centre
168 Kennedy Road South
Units 3 and 4
Brampton, Ontario L6W 3G6
905-452-1262

Catholic Immigration Centre
219 Argyle Avenue
Ottawa, Ontario K2P 2H4
613-232-9634

Jewish Family Services of
Ottawa-Carleton
1774 Kerr Avenue, Suite 230
Ottawa, Ontario K2A 1R9
613-722-2225

Lebanese and Arab Social Services
Agency of Ottawa-Carleton
151 Slater Street, Suite 707
Ottawa, Ontario K1P 5H3
613-236-0003

Ottawa Carleton Immigrant
Services Organization
959 Wellington Street
Ottawa, Ontario K1Y 4W1
613-725-0202

Ottawa Chinese Community
Service Centre
391 Bank Street, 2nd Floor
Ottawa, Ontario K2P 1Y3
613-235-4875

Folk Arts Council of St. Catharines
85 Church Street
St. Catharines, Ontario L2R 3C7
905-685-8878

Sudbury Multicultural
Folk Arts Association
196 Van Horne Street
Sudbury, Ontario P3E 1E5
705-674-0795

Thunder Bay Multicultural Association
17 North Court Street
Thunder Bay, Ontario P7A 4T4
807-345-0551

Afghan Association of Ontario
29 Pemican Court, #6
Weston, Ontario M9M 2Z3
416-744-9289

Afghan Women's Counseling and
Integration Community Support
Organization
2333 Dundas Street West, Suite 205A
Toronto, Ontario M6R 3A6
416-588-3585

Arab Community Centre
5468 Dundas Street West, Suite 324
Etobicoke, Ontario M9B 6E3
416-231-7746

Bloor Information and
Life Skills Centre
672 Dupont Street, Suite 315
Toronto, Ontario M6G 1Z6
416-531-4613

Canadian Centre for Victims
of Torture
192-194 Jarvis Street, 2nd Floor
Toronto, Ontario M5B 2B7
416-363-1066

Canadian Ukrainian Immigrant
Aid Services
2150 Bloor Street West, Suite 96
Toronto, Ontario M6S 1M8
416-767-0036

Caribbean Youth Partnership Tropical
and Community Services
670 Progress Avenue, Unit 14
Scarborough, Ontario M1H 3A4
416-439-9009

Catholic Community Services
of York Region
21 Dunlop Street
Richmond Hill, Ontario L4C 2M6
905-770-7040

Catholic Cross-Cultural Services
10 Mary Street, Suite 410
Toronto, Ontario M4Y 1P9
416-324-8225

Peel location:
37 George Street North, Suite 403
Brampton, Ontario L6X 1R5
905-457-7740

Scarborough location:
780 Birchmount Road, Unit 3
Scarborough, Ontario M1K 5H4
416-757-7010

Centre for Information and
Community Services of Ontario
(CICS)
3852 Finch Avenue East, Suite 310
Scarborough, Ontario M1T 3T9
416-292-7510

Centre for Spanish-Speaking Peoples
1004 Bathurst Street
Toronto, Ontario M5R 3G7
416-533-8545

COFTM Centre Francophone
20 Lower Spadina Avenue
Toronto, Ontario M5V 2Z1
416-203-1220

COSTI-IIAS Immigrant Services
1710 Dufferin Street
Toronto, Ontario M6E 3P2
416-658-1600

CultureLink
474 Bathurst Street, 3rd Floor
Toronto, Ontario M5T 2S9
416-923-0038

Dejinta Beesha Family Service
355 Church Street
Toronto, Ontario M5B 1Z8
416-586-9777

Dejinta Beesha
8 Taber Road
Etobicoke, Ontario M9W 3A4
416-743-1286

Ethiopian Association in Toronto, Inc.
2057 Danforth Avenue, 3rd Floor
Toronto, Ontario M4C 1J8
416-694-1522

Jamaican Canadian Association
995 Arrow Road
North York, Ontario M9M 2Z5
416-746-5772

Jewish Immigrant Aid Services
of Canada
4600 Bathurst Street, Suite 325
North York, Ontario M2R 3V3
416-630-6481

Kababayan Community Service Centre
1313 Queen Street West, Suite 133
Toronto, Ontario M6K 1L8
416-532-3888

Mennonite New Life Centre
1774 Queen Street East
Toronto, Ontario M4L 1G7
416-699-4527

MIDAYNTA
1992 Yonge Street, Suite 203
Toronto, Ontario M4S 1Z8
416-544-1992
416-440-0520

Northwood Neighbourhood
Services (C.S.)
2300 Sheppard Avenue West
Suite 101, Lower Level
Weston, Ontario M9M 3A4
416-748-0788

Polish Immigrant and
Community Services
3363 Bloor Street West
Etobicoke, Ontario M8X 1G2
416-233-0055

Rexdale Women's Centre
8 Taber Road, 2nd Floor
Etobicoke, Ontario M9W 3A4
416-745-0062

Riverdale Immigrant Women's Centre
1326 Gerrard Street East, Suite 100
Toronto, Ontario M4L 1Z1
416-465-6021

Scadding Court Community Centre
707 Dundas Street West
Toronto, Ontario
M5T 2W2
416-392-0335

South Asian Family Support
Services (SAFS)
1200 Markham Road, Suite 214
Scarborough, Ontario M1H 3C3
416-431-4847

South Asian Women's Centre
1332 Bloor Street West
Toronto, Ontario M6H 1P2
416-537-2276

Tamil Eelam Society of Canada
861 Broadview Avenue
Toronto, Ontario M4K 2P9
416-463-7647

Thornccliffe Park
Neighbourhood Services
45 Overlea Boulevard, Unit 32
Toronto, Ontario M4H 1C3
416-421-3054

Toronto Chinese Community
Services Association
310 Spadina Avenue, Suite 301
Toronto, Ontario M5T 2E8
416-977-4026

Toronto Organization for Domestic
Workers' Rights (INTERCEDE)
234 Eglinton Avenue East, Suite 205
Toronto, Ontario M4P 1K5
416-483-4554

Vietnamese Association of Toronto
1364 Dundas Street West
Toronto, Ontario M6J 1Y2
416-536-3611

Woodgreen Community Centre
of Toronto
835 Queen Street East
Toronto, Ontario M4M 1H9
416-469-5211

Working Women Community Centre
533A Gladstone Avenue
Toronto, Ontario M6H 3J1
416-532-2824

YMCA ASK! Community
Information Centre
185 Fifth Street
Toronto, Ontario M8V 2Z5
416-252-6471

YMCA of Metro Toronto
(Korean Community Services)
604 Bloor Street West, 2nd Floor
Toronto, Ontario M6G 1K4
416-538-9412

Youth Assisting Youth
1992 Yonge Street, Suite 300
Toronto, Ontario M4S 1Z7
416-932-1919

YMCA of Cambridge
250 Hespeler Road
Cambridge, Ontario N1R 3H3
519-621-3250

Guelph and District
Multicultural Centre
214 Speedvale Avenue West, Unit 7
Guelph, Ontario N1H 1C4
519-836-2222

Kitchener-Waterloo YMCA
25 Frederick Street, Location 300
Kitchener, Ontario N2H 6N8
519-579-9622

Mennonite Central Committee
of Ontario
50 Kent Avenue
Kitchener, Ontario N2G 3R1
519-745-8458

Windsor Essex County Family YMCA
511 Pelisser Street
Windsor, Ontario N9A 4L2
519-256-7330

Multicultural Council of Windsor
and Essex County
370 Victoria Avenue
Windsor, Ontario N9A 4M6
519-255-1127

The Job Search Workshops in Ontario
1-800-813-2614

Manitoba

International Centre of Winnipeg
406 Edmonton Street
Winnipeg, Manitoba R3B 2M2
204-943-9158

Jewish Child and Family Services
Suite C200-123 Doncaster Street
Winnipeg, Manitoba R3N 2B2
204-477-7430

Lao Association of Manitoba
7-983 Arlington Street
Winnipeg, Manitoba R3E 2E6
204-774-1115

Indochina Chinese Association
648 McGee Street
Winnipeg, Manitoba R3E 1W8
204-772-3107

Immigrant Women Association
of Manitoba
204-290 Vaughan Street
Winnipeg, Manitoba R3B 2L9
204-989-5800

Philippine Association of Manitoba
88 Juno Street
Winnipeg, Manitoba
204-772-7210

Employment Projects for Women
990-167 Lombard Avenue
Winnipeg, Manitoba R3B 0V3
204-949-5300

Success Skills Centre
616-1661 Portage Avenue
Winnipeg, Manitoba R3J 3T7
204-786-3200

Ukrainian Canadian Congress
456 Main Street
Winnipeg, Manitoba R3B 1B6
204-942-4627

Black Youth Helpline
P.O. Box 11
1631 St-Mary's Road
Winnipeg, Manitoba R2M 4A5
204-339-2769

Citizenship Council of Manitoba
406 Edmonton Street, 2nd Floor
Winnipeg, Manitoba R3B 2M2
204-943-9158

Manitoba Interfaith
406 Edmonton Street
Winnipeg, Manitoba R3B 2M2
204-943-9158

Saskatchewan

Moose Jaw Multicultural Council
60 Athabasca Street East
Moose Jaw, Saskatchewan S6H 0W6
306-693-4677

Saskatoon Open Door Society
311 4th Avenue North
Saskatoon, Saskatchewan S7K 2L8
306-653-4464

Regina Open Door Society
1855 Smith Street
Regina, Saskatchewan S4P 2N5
306-352-3500

Prince Albert Multicultural Council
17 11th Street West, Box 624
Prince Albert, Saskatchewan S6V 3A8
306-922-0405

Alberta

Calgary Catholic Immigration
3rd Floor, 120-17 Avenue SW
Calgary, Alberta T2S 2T2
403-262-2006

Calgary Immigrant Aid Society
12th Floor, 910-7 Avenue SW
Calgary, Alberta T2P 3N8
403-265-1120

Calgary Immigrant
Women's Association
300, 750 – 11 Street SW
Calgary, Alberta T2P 3N7
403-263-4414

Calgary Mennonite Centre
for Newcomers
200, 3517 – 17 Avenue SE
Calgary, Alberta T2A 0R5
403-569-0409

The Calgary Bridge Foundation
4112-4 Street NW
Calgary, Alberta T2K 1A2
403-230-7745

Catholic Social Services
10709-105 Street
Edmonton, Alberta T5H 2X3
780-424-3545

Changing Together – A Centre for
Immigrant Women
#103, 10010 - 107A Avenue
Edmonton, Alberta T5H 4H8
780-421-0175

Edmonton Chinese Community
Services Centre
9540 - 102 Avenue
Edmonton, Alberta T5H 0E3
780-429-3111

Edmonton Immigrant Services
Association
11240 - 79 Street
Edmonton, Alberta T5B 2K1
780-474-8445

Edmonton Mennonite Centre for
Newcomers
#101, 10010 - 107A Avenue
Edmonton, Alberta T5H 4H8
780-424-7709

Millwoods Welcome Centre for
Immigrants
#201, 8704 - 51 Avenue
Edmonton, Alberta T6E 5E8
780-462-6924

New Home Immigration
and Settlement
572 Hermitage Road
Edmonton, Alberta T5A 4N2
780-456-4663

The Reading Network – Grande
Prairie Regional College
Lower Level, 9920 - 100 Avenue
Grande Prairie, Alberta T8V 0T9
780-538-4363

YMCA of Wood Buffalo
#200, 9913 Biggs Avenue
Fort McMurray, Alberta T9H 1S2
780-743-2970

Lethbridge Immigrant Settlement
212 13th Street South
Lethbridge, Alberta T1J 2V4
403-327-5333

SAAMIS Immigration Services
177 12 Street NE
Medicine Hat, Alberta T1A 5T6
403-504-1188

Catholic Social Services - Red Deer
#202, 5000 Gaetz Avenue
Red Deer, Alberta T4N 6C2
403-347-8844

Central Alberta Refugee Effort
5000 Gaetz Avenue
Red Deer, Alberta T4N 6C2
403-346-8818

British Columbia

Abbotsford Community Services
2420 Montrose Avenue
Abbotsford, BC V2S 3S9
604-859-7681

Mennonite Central Committee of BC
31414 Marshall Road, Box 2038
Abbotsford, BC V2T 3T8
604-850-6639

Burnaby Family Life Institute
32-250 Willingdon Avenue
Burnaby, BC V5C 5E9
604-659-2200

Burnaby Multicultural Society
6255 Nelson Avenue
Burnaby, BC V5H 4T5
604-431-4131

Campbell River and Area Multicultural
and Immigrant Services Association
15-1480 Elm Street
Campbell River, BC V9W 3A6
250-830-0171

Chilliwack Community Services
45938 Wellington Avenue
Chilliwack, BC V2P 2C7
604-792-4267

Comox Valley Family
Service Association
1415 Cliffe Avenue
Courtenay, BC V9N 2K6
250-338-7575

Cowichan Valley Multicultural and
Immigrant Aid Society
3-83 Trunk Road
Duncan, BC V9L 2N7

Kamloops Cariboo Regional
Immigrant Services Society
110-206 Seymour Street
Kamloops, BC V2C 2E5
250-372-0855

Multicultural Society of Kelowna
1920 Windsor Road
Kelowna, BC V1Y 4R5
250-762-2155

Langley Family Services Association
5339-207th Street
Langley, BC V3A 2E6
604-534-7921

Central Vancouver Island
Multicultural Society
114-285 Prideaux Street
Nanaimo, BC V9R 2N2
250-753-6911

Lower Mainland Purpose Society
for Youth and Families
40 Begbie Street
New Westminster, BC V3M 3L9

Penticton and District
Multicultural Society
7-220 Manor Park Avenue
Penticton, BC V2A 2R2
250-492-6299

Immigrant and Multicultural Services
Society of Prince George
1633 Victoria Street
Prince George, BC V2L 2L4
250-562-2900

Richmond Multicultural
Concerns Society
210-7000 Minorou Boulevard
Richmond, BC V6Y 3Z5
604-279-7160

Family Services of Greater Vancouver
250-7000 Minorou Boulevard
Richmond, BC V6Y 3Z5
604-279-7100

Richmond Connections
190-7000 Minorou Boulevard
Richmond, BC V6Y 3Z5
604-279-7020

Surrey Delta Immigrant
Services Society
1107-7330 137th Street
Surrey, BC V3W 2P2
604-597-0205

Options: Services to Community
100-6846 King George Highway
Surrey, BC V3W 4Z9
604-596-4321

Progressive Intercultural Community
Services Society
109-12414-82nd Street
Surrey, BC V3W 3E9
604-596-7722

Family Services of the North Shore
101-255 West 1st Street
Vancouver, BC V7M 3G8
604-988-5281

Immigrant Services Society
530 Drake Street
Vancouver, BC V6B 2H3
604-684-7498

Collingwood Neighbourhood House
5288 Joyce Street
Vancouver, BC V5R 6C9
604-435-0323

Jewish Family Service Agency
300-950 West 41st Avenue
Vancouver BC V5Z 2N7
604-257-5151

Kiwassa Neighbourhood House
2425 Oxford Street
Vancouver, BC V5K 1M7
604-254-5401

Little Mountain
Neighbourhood House
3981 Main Street
Vancouver, BC V5V 3P3
604-879-7104

MOSAIC
1522 Commercial Drive, 2nd Floor
Vancouver, BC V5L 3Y2
604-254-9626

North Shore Multicultural Society
102-123 East 15th Street
North Vancouver, BC V7L 2P7
604-988-2931

Public Legal Education Society
150-900 Howe Street
Vancouver, BC V6Z 2M4
604-688-2565

Ray-Cam Cooperative Centre
920 East Hastings Street
Vancouver, BC V6A 3T1
604-257-6949

Riley Park Community Association
50 East 30th Avenue
Vancouver, BC V5V 2T9
604-257-8641

South Vancouver
Neighbourhood House
6470 Victoria Drive
Vancouver, BC V5T 3X7
604-324-6212

SUCCESS
28 West Pender Street
Vancouver, BC V6B 1R6
604-684-3328

Frog Hollow Neighbourhood House
2131 Renfrew Street
Vancouver, BC V5M 4M5
604-251-1225

Hispanic Community Centre
Society of BC
4824 Commercial Street
Vancouver, BC V5P 1T5
604-872-4431

Pacific Immigrant Resources Society
385 South Boundary Road
Vancouver, BC V5K 4S1
604-298-4560

Vancouver Association for the
Survivors of Torture (VAST)
3-3664 East Hastings Street
Vancouver, BC V5K 2A9
604-299-3539

West End Community Centre
Association
870 Denman Street
Vancouver, B.C. V6G 2L8
604-257-8333

Vernon and District
Immigrant Services
100-3003 30th Street
Vernon, BC V1T 9J5
250-542-4177

Victoria Immigrant and
Refugee Centre
305-535 Yates Street
Victoria, BC V8W 2Z6
250-361-9433

Intercultural Association of Victoria
930 Balmoral Road
Victoria, BC V8T 1A8
250-388-4728

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Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

W

ELCOME TO CANADA



Key Information Sources

Canada

C&I-328-11-99

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Cat. no.: Ci51/87/2-1999
ISBN 0-662-64166-3

Available in alternate formats upon request.

Key Information Sources

This pamphlet lists key federal and provincial government phone numbers and Internet addresses, which may be helpful to you as a newcomer to Canada. It also lists other useful numbers, such as the Business Development Bank and various national accreditation services. You may also wish to refer to the other two pamphlets in the back pocket of your guide: *Finding Help in Your Community*, and *Language Training*.

Since Quebec looks after many aspects of its immigration program, this pamphlet does not attempt to cover services in that province. However, it does list the phone numbers for the *ministère des Relations avec les citoyens et de l'Immigration*, which offers many services to newcomers in Quebec. If you are living in, or planning to move to Quebec, you may wish to pick up their guide for newcomers, entitled: *Bienvenue au QUÉBEC !*

Remember:

When you use the telephone, speak slowly and clearly, and have a pen or pencil and some paper to write down information. You may be referred to another phone number, or be given other useful information.

Unless the telephone number is a toll-free number you may have to pay long distance rates.

How to find government numbers in the phone book

The main phone numbers for federal, provincial, and municipal or regional government departments are listed in the blue pages of your local phone book. Some are listed by department, or by service. Frequently called numbers are often listed at the beginning of each section, including a central information number.

If you need help to find a federal government program or service, call:

Information on the Government of Canada at 1-800-667-3355

If you wish to use the Internet, the address is:
http://www.gc.ca/directories/infor_e.html

KEY FEDERAL GOVERNMENT NUMBERS

Citizenship and Immigration Call Centres

You may be looking for information on:

- sponsorship
- citizenship applications
- immigration in general

If you are in the local calling area of:

Montreal, call:	514-496-1010
Toronto, call:	416-973-4444
Vancouver, call:	604-666-2171

If you are anywhere else in Canada, call toll-free: 1-888-242-2100.

If you wish to use the Internet, the address is: <http://www.cic.gc.ca>

Human Resources Development Canada

You may be looking for information on:

- applying for a Social Insurance Number
- available jobs

You can find the nearest Human Resources Development Canada office in the telephone book. Look in the “Government of Canada” listings in the blue pages of your phone book, under “Human Resources Development Canada”.

If you wish to use the Internet for information, the following addresses are helpful:

<http://www.hrdc-drhc.gc.ca>

<http://www.hrdc-drhc.ca/career-carriere/>

Job Bank: <http://jb-ge.hrdc-drhc.gc.ca>

WorkSearch: <http://www.worksearch.gc.ca>

Revenue Canada

You may be looking for information on:

- income tax
- child tax benefit
- government benefit payments

Toll-free general information line: 1-800-387-1193

If you wish to use the Internet, the address is: <http://www.rc.gc.ca>

Health Canada

You may be looking for information on:

- general health issues

Information line: 1-613-957-2991

If you wish to use the Internet, the address is: <http://www.hc-sc.gc.ca>

KEY PROVINCIAL INFORMATION NUMBERS

Newfoundland

Health and Community Services

General information: (709) 738-4800
Health Insurance Card: (709) 758-1500 or 1-800-563-1557
(toll-free in Newfoundland)
Immunization: (709) 729-3110

Education

General information: (709) 729-5097 (St. John's)

Legal Aid (709) 753-7860

New Brunswick

Health and Community Services

Health Insurance Card: (506) 684-7901 or 1-888-762-8600
Immunization: 1-888-762-8600 (toll-free in New Brunswick)

Education (Fredericton)

General information: (506) 453-3678

Legal Aid (506) 451-1424

Nova Scotia

Department of Health

Health Insurance Card: (902) 468-9700 or 1-800-563-8880
(toll-free in Nova Scotia)
Immunization: (902) 481-5800 or (902) 424-5011

Education

General information: (902) 424-5168

Legal Aid (902) 420-6565

Prince Edward Island

Health and community services

General information: (902) 368-6130 (Charlottetown)
Health Insurance Card: (902) 838-0900 or 1-800-321-5492
Immunization: (902) 368-4530

Education

General information: (902) 368-4600

Legal Aid

(902) 368-6015 or 6016

Quebec

In the province of Quebec, newcomers should contact the *ministère des Relations avec les citoyens et de l'Immigration* (MRCI). MRCI is organized by region:

Direction régionale de Montréal
415, rue Saint-Roch
Métro Parc
Montréal, Québec H3N 1K2 • 514-864-9191

Bureau de Trois-Rivières
100, rue Laviolette, R.C. 26
Trois-Rivières, Québec G9A 5S9 • 819-371-6011

Direction régionale de l'Estrie
740, rue Galt Ouest, bureau 400
Sherbrooke, Québec J1H 1Z3 • 819-820-3606

Direction régionale de Québec
890, avenue de Lévis
Québec, Québec G1S 3E1 • 418-643-1435 or 1 888 643-1435 (toll-free)

Direction régionale de la Montérégie
2533, rue Cartier
Longueuil, Québec J4K 4G5 • 450-928-5087

Direction régionale de Laval-Laurentides-Lanaudière
800, boulevard Chomedey, Tour C, bureau 200
Laval, Québec H7V 3Y4 • 450-681-2593 or 1-800-375-7426 (toll-free)

Direction régionale de l'Outaouais
259, boulevard Saint-Joseph, bureau 101
Hull, Québec J8Y 6T1 • 819-772-3021 or 1-888-295-9095 (toll-free)

Ontario

Health and community services

General information: (416) 327-4327
Health Insurance Card: (416) 314-5518 (Toronto) or
1-800-268-1154 (toll-free in Ontario)
Immunization: 1-800-268-1154

Education (416) 325-2929

Legal Aid (416) 979-1446 or 1-800-668-8258
(toll-free in Ontario)

Manitoba

Health and community services

General information: (204) 788-6701 (Winnipeg)
Health Insurance Card: (204) 786-7101 or 1-800-392-1207
(toll-free in Manitoba)
Immunization: (204) 788-6739

Education (204) 945-8867 or (204) 945-6899

Legal Aid (204) 985-8500

Saskatchewan

Health and community services

General information: (306) 787-3475
Health Insurance Card: (306) 787-3251 or 1-800-667-7551
(toll-free in Saskatchewan)
Immunization: (306) 787-7113 or 1-800-667-7766
(toll-free in Saskatchewan)

Education

General information: (306) 787-6030 (Regina)

Legal Aid

1-800-667-3764 or look in blue pages
of the telephone book

Alberta

Health and community services

General information: (780) 427-1432 (Edmonton)
(403) 297-6411 (Calgary) or
310-0000 (toll-free in Alberta)
Health Insurance Card: (780) 427-1432 (Edmonton),
(403) 297-6411 (Calgary),
310-0000 (toll-free in Alberta)
Immunization: Call the Public Health Officer
(780) 427-7164

Education

General information: (780) 427-2285 (Edmonton)

Legal Aid

(780) 427-8530

British Columbia

Health and Community Services

General information: (250) 952-1742 or 1-800-465-4911
(toll-free in B.C.)

Health Insurance Card: (250) 386-7171 (Victoria),
(604) 683-7151 (Vancouver), or
1-800-663-7100 (all others, toll-free)

Immunization: (250) 952-1742 or 1-800-465-4911
(toll-free in B.C.)

Education

General information: (250) 387-6399 (Victoria)

Legal Aid (604) 601-6000

Yukon, Northwest Territories and Nunavut

Health and Community Services

General information: (867) 920-8946 (Yellowknife)

Health Insurance Card: (867) 667-5209 (Whitehorse)

Immunization: (867) 667-8341

Education (867) 667-5141

Legal Aid (867) 667-5210

Municipal Government Services

You may be looking for information on:

- public transportation
- immunization
- housing
- health clinics

Municipal governments are responsible for police and fire protection, local courts and jails, garbage and snow removal, road maintenance and public health services. You can find municipal government departments listed in the blue pages of your telephone book.

Other national services of interest to new immigrants

Accreditation

Canadian Information Centre for International Credentials
Toronto, Ontario • (416) 964-1777

International Credentials Evaluation Service
Burnaby, British Columbia • (604) 431-3402

International Credential Evaluation Services
Vancouver, British Columbia • (604) 431-3402

International Qualifications Assessment Service
Edmonton, Alberta • (780) 427-2655

Services des équivalences
Montréal, Québec • (514) 873-5647

Academic Credentials Evaluation Service
North York, Ontario • (416) 736-5787

Ontario Comparative Education Service
Toronto, Ontario • (416) 978-2185

Banking

Canadian Bankers Association • 1-800-263-0231

Housing

Canada Mortgage and Housing Corporation • 1-800-668-2642

Starting a Business

Business Development Bank of Canada • 1-888-463-6232

If you want to use the Internet for helpful information, the address is:
<http://www.bdc.ca>

Private Insurance

Insurance Bureau of Canada • 1-800-361-5131
(not available in Alberta and Ontario)

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Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

W

ELCOME TO CANADA



Language Training

Canada

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Available in alternate formats upon request.

Language Training

Language is the key!

The Government of Canada, in cooperation with provincial governments, school boards, community colleges, and immigrant and community organizations, offers free language training across the country for adult permanent residents. In most provinces, the name of the program is LINC, which stands for Language Instruction for Newcomers to Canada. This pamphlet lists the LINC assessment centres across Canada. These centres can assess your language training needs and refer you to the right LINC classes for your needs.

Most universities and community colleges also offer language classes, as do some private language schools and community organizations. You can contact these groups directly for more information. Remember to ask about fees, since these courses may not be free.

You may also wish to refer to the other two pamphlets in the back pocket of your guide: *Finding Help in Your Community*, and *Key Information Sources*.

Language Instruction for Newcomers to Canada (LINC) Program

LINC offers both full- and part-time classes to suit your needs, and some centres offer free childcare while you attend classes. Most LINC centres can also refer you to other language training classes in your area.

Remember, language classes are available for every adult in your family, not just the person who may be looking for work.

To find out more...

Contact your local immigrant serving organization or one of the LINC assessment centres listed below, depending on where you live.

Remember: when you use the telephone, speak slowly and clearly, and have a pen or pencil and some paper to write down information. You may be referred to another phone number, or be given other useful information.

LINC Assessment Centres

Newfoundland

Citizenship and Immigration Canada
P.O. Box 13667
St. John's, Newfoundland A1B 4G1
(709) 772-5521

Association for New Canadians
P.O. Box 2031, Station C
St. John's, Newfoundland A1C 5R6
(709) 726-6848

Nova Scotia

Metropolitan Immigrant
Settlement Association
2131 Gottingen Street, Suite 200
Halifax, Nova Scotia B3K 5Z7
(902) 423-3607

Prince Edward Island

PEI Association for Newcomers
to Canada
P.O. Box 2846
Charlottetown, PEI C1A 8C4
(902) 628-6009

New Brunswick

English Language Program
University of New Brunswick
P.O. Box 4400
Fredericton, New Brunswick E3B 5A3
(506) 453-3564

Citizenship and Immigration Canada
189 Prince William Street, 1st floor
Saint John, New Brunswick E2L 2B9
(506) 636-4020

Quebec

Contact the *ministère des Relations avec
les citoyens et de l'Immigration* (MRCI).

Direction régionale de Montréal
415, rue Saint-Roch
Métro Parc
Montréal, Québec H3N 1K2
(514) 864-9191

Bureau de Trois- Rivières
100, rue Laviolette, R.C. 26
Trois-Rivières, Québec G9A 5S9
(819) 371-6011

Direction régionale de l'Estrie
740, rue Galt Ouest, bureau 400
Sherbrooke, Québec J1H 1Z3
(819) 820-3606

Direction régionale de Québec
890, avenue de Lévis
Québec, Québec G1S 3E1
(418) 643-1435 or
1 888 643-1435 (toll-free)

Direction régionale de la Montérégie
2533, rue Cartier
Longueuil, Québec J4K 4G5
(450) 928-5087

Direction régionale de Laval-
Laurentides-Lanaudière
800, boulevard Chomedey
Tour C, bureau 200
Laval, Québec H7V 3Y4
(450) 681-2593 or
1-800-375-7426 (toll-free)

Direction régionale de l'Outaouais
259, boulevard Saint-Joseph
Bureau 101
Hull, Québec J8Y 6T1
(819) 772-3021 or
1-888-295-9095 (toll-free)

Ontario

Social Development Council
of Ajax, Pickering
132A Commercial Avenue
Ajax, Ontario L1S 2H5
(905) 686-2661

YMCA Immigrant Services
22 Grove Street West
Barrie, Ontario L4N 1M7
(705) 722-3365

English Testing Centre
Brampton Civic Centre
150 Central Park Drive, Suite 200
Brampton, Ontario L6T 1B4
(905) 791-6700

Immigrant Settlement and
Counselling Services
320 North Park Street, Unit 2
Brantford, Ontario N3R 4L4
(519) 753-9830

Guelph Multicultural Centre
214 Speedvale Ave. West, Unit # 7
Guelph, Ontario N1H 1C4
(519) 836-2222

Halton Adult Learning Network
225 Main Street East, Units 3&4
P.O. Box 567
Milton, Ontario L9T 4Z1
(905) 875-3851

Settlement and Integration Services
Organization (SISO)
135 Rebecca Street
Hamilton, Ontario L8R 1B9
(905) 521-9917

The Limestone Board of Education –
School of Continuing and
Community Education
164 VanOrder Drive
Kingston, Ontario K7M 1C1
(613) 542-7369

Kitchener-Waterloo YMCA Language
Assessment Centre
25 Frederick Street
Market Square, Location 300
Kitchener, Ontario N2H 6M8
(519) 579-9622

Kerry Reade Newcomers Centre
171 Queen's Avenue, Suite 510
London, Ontario N6A 5J7
(519) 675-3401/3402/3299

London Cross Cultural Learner Centre
717 Dundas Street East
London, Ontario N5W 2Z5
(519) 432-1133

English Testing Centre – Malton
Dunrankin Public School
3700 Dunrankin Drive, Room 212
Malton, Ontario L4T 1V9
(905) 677-0007

Centre for Language Training and
Assessment Testing
100 Elm Drive, Room 117
Mississauga, Ontario L5B 1L9
(905) 270-6000

Dufferin-Peel Roman Catholic
Separate School Board
40 Matheson Boulevard West
Mississauga, Ontario L5R 1C5
(905) 890-0708

English Testing Centre – Mississauga
100 Elm Drive West, Room 117
Mississauga, Ontario L5B 1L9
(905) 270-6000

YMCA
1315 Finch Avenue West, Suite 503
North York, Ontario M3J 2G6
(416) 635-9622

Ottawa-Carleton Language Assessment
and Resource Centre
177 Nepean Street, Suite 308
Ottawa, Ontario K2P 0B4
(613) 594-0351

New Canadians' Centre – Peterborough
205 Sherbrooke Street, Unit D
Peterborough, Ontario K9J 2N2
(705) 743-0882

LINC Assessment and
Outreach Services
P.O. Box 29076
125 Carlton Street
St. Catharines, Ontario L2R 7P9
(905) 984-5001

George Perry Adult Learning Centre
660 Oakdale Avenue
Sarnia, Ontario N7V 2A9
(519) 383-8787

Sudbury Multicultural/
Folk Arts Association
196 Van Horne Street
Sudbury, Ontario P3E 1E5
(705) 674-0795

Thunder Bay Multicultural Association
17 North Court Street
Thunder Bay, Ontario P7A 4T4
(807) 345-0551

YMCA of Greater Toronto
42 Charles Street East, 4th Floor
Toronto, Ontario M4Y 1T4
(416) 925-5462

YMCA
10 Milner Business Court, Suite 600
Scarborough, Ontario M1B 3C6
(416) 609-9622

English Testing Centre
1021 Ottawa Street
Windsor, Ontario N8X 2E3
(519) 253-2724

The Career Foundation
9050 Yonge Street, Suite 318
Richmond Hill, Ontario L4C 9S6
(905) 707-1555
1-800-477-4217 (toll-free in Ontario)

Manitoba

Citizenship Division (Manitoba)
5th floor – 213 Notre Dame Avenue
Winnipeg, Manitoba R3B 1N3
(204) 945-6300

Saskatchewan

The Assessment Centre/
Canada Immigration Centre
1871 Hamilton Street
Regina, Saskatchewan S4P 2B9
(306) 780-7786

Regina Open Door Society
1855 Smith Street
Regina, Saskatchewan S4P 2N5
(306) 352-3500

Citizenship and Immigration Canada
410 22nd Street East, Room 660
Saskatoon, Saskatchewan S7K 5T6
(306) 975-4619

Saskatoon Open Door Society
311 4th Avenue North
Saskatoon, Saskatchewan S7K 2L8
(306) 653-4464

Saskatchewan of Institute of Applied
Science and Technology
P.O. Box 556 Albert South Campus
Regina, Saskatchewan S4P 3A3
(306) 787-1354

University of Regina
Language Institute
2nd Floor
Regina, Sask S4S 0A2
(306) 585-4971

Moose Jaw Multicultural Council
60 Athabasca Street East
Regina, Saskatchewan S6H 0L2
(306) 693-4677

Cypress Hills Regional College
129-2nd Avenue NE
Swift Current, Saskatchewan S9H 2C6
(306) 778-5477

Parkland Regional College
72 Melrose Avenue
Yorkton, Saskatchewan S3N 1Z2
(306) 786-2590

Alberta

Alberta Vocational College
332 - 6 Avenue SE
Calgary, Alberta T2G 4S6
(403) 297-4057

Calgary Catholic Immigration Centre
120 - 17 Avenue SW, 3rd Floor
Calgary, Alberta T2S 2T2
(403) 262-2006

Calgary Immigrant Aid Society
910 - 7 Avenue SW, Suite 1401
Calgary, Alberta T2P 3N8
(403) 262-2656

ILVARC
910 -7th Avenue SW, Room 1401
Calgary, Alberta T2P 3N8
(403) 262-2656

YWCA of Calgary
600 - 100 4th Avenue SW
Calgary, Alberta T2P 3N2
(403) 750-2525

LARCC
10709 - 105th Street
Edmonton, Alberta T5H 2X3
(780) 424-3545

Alberta Vocational College
CLBA Itinerate Services
11140-131st Street
Edmonton, Alberta T5M 1C1
(780) 422-9061

Edmonton Catholic School District
7330 - 113 Street
Edmonton, Alberta T6G 1L6
(780) 944-2014

Edmonton Public Schools
10310 - 102 Avenue, Suite 100
Edmonton, Alberta T5J 2X6
(780) 496-1203
Sue Mitchell Consultants
1722 Lakehill Crescent South
Lethbridge, Alberta T1K 3H8
(403) 329-4578

Karen Ziemann Consultants
1657 31st Street SE
Medicine Hat, Alberta T1A 8J9
(403) 527-5062

LINC Assessment Centre
202-5000 Gaetz Avenue
Red Deer, Alberta T4N 6C2
(403) 346-8818

British Columbia

Note: LINC is called ELSA in British Columbia. ELSA stands for English Language Services for Adults

College of New Caledonia
545 Highway 16
Burns Lake, BC C0J 1E0
(250) 692-1700

North Island College
Campbell River, BC
(250) 923-9770

North Island College
Courtenay, BC
(250) 334-5205

Cowichan Valley
Multicultural Association
8-83 Trunk Road
Duncan, BC V9L 2N7
(250) 748-3112

College of the Rockies
P.O. Box 376
Golden, BC V0A 1H0
(250) 344-5901

Kamloops Immigrant Services Society
206 Seymour Street. #110
Kamloops, BC V2C 2E5
(250) 372-0855

Multicultural Society of Kelowna
1920 Windsor Road
Kelowna, BC V1Y 4R5
(250) 762-2155

Central Vancouver Island
Multicultural Association
285 Prideaux Street, Room 114
Nanaimo, BC V9R 2N2
(250) 753-6911

Penticton and District
Immigrant Services
7-220 Manor Park Avenue
Penticton, BC V2A 2R2
(250) 492-6299

Vasso Vahlas
140 McDermid Drive
Prince George, BC V2M 4T7
(250) 561-8378

College of New Caledonia
3300 22nd Avenue
Prince George, BC V2N 1P8
(250) 561-5826

Continuing Education
Quesnel School District
241 Kinchant Street
Quesnel, BC V2J 2R3
(250) 983-6900

Okanagan University College
P.O. Box 4500
Revelstoke, BC V0E 2S0
(250) 837-4235

Okanagan University College
Box 189
Salmon Arm, BC V1E 4N3
(250) 804-8888

Timeline Data Solutions
200-7525 King George Highway
Surrey, BC V3W 5A8
(604) 507-4150

Western ESL Services
Suite 102
395 West Broadway
Vancouver, BC V5Y 1A7
(604) 876-5756

Vernon and District Immigrant
Services Society
100-3003- 30th Street
Vernon, BC V1T 9G5
(250) 542-4177

Intercultural Association
of Greater Victoria
930 Balmoral Road
Victoria, BC V8T 1A8
(250) 388-4728

University College of the Cariboo
383 Oliver Street, Room 301
Williams Lake, BC V2G 1M4
(250) 392-8001

**Yukon/Northwest
Territories/Nunavut**

Director, Aurora College
Bag Service 9700
Yellowknife, NWT X1A 2R3
(867) 920-3034

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