

# WINDSOR

ESSEX COUNTY AND CHATHAM KENT



## *A Guide for Newcomers*

Funded By  Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada

**WELCOME**  
We are here for you



**Produced by:**  
**Language Instruction for Newcomers to Canada**

## A Guide for Newcomers

A Guide for Newcomers in Windsor, Essex County and Chatham-Kent is a collaborative project of the Language Assessment and Resource Centre and the LINC (Language Instruction for Newcomers to Canada) providers in the areas.

We are pleased to share this resource with you. We hope that it will assist you to integrate smoothly into this region. The resource contains key contacts for services that you would require to settle into your new life.

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*Immigration is the sincerest form of flattery.*  
(Jack Paar)



## TABLE OF CONTENTS

### Part A - Let's Begin

#### **WELCOME**

Questions to ask yourself .....	10
Welcome: Information for Newcomers .....	11
Things to do now that you are in Canada .....	12
Getting to know the Region .....	13

#### **WEATHER**

Weather in Southwestern Ontario .....	14
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#### **HOUSING**

Subsidized Housing .....	23
Emergency Housing .....	24

#### **FOOD BANKS**

Food Banks .....	24
Food Bank Directory .....	25

#### **EMPLOYMENT**

Social Insurance Number .....	30
Finding a Job .....	32
Searching for a Job .....	33
Getting Help Finding a Job .....	34
Job Search Programs and Assistance .....	35

#### **YOUR HEALTH**

Your Health Insurance .....	37
Finding a Doctor .....	39
Walk-In Clinics .....	39
Finding a Dentist .....	40
Your Ontario Health Insurance Plan (OHIP) .....	41

## TABLE OF CONTENTS cont'd

### EDUCATION

School Boards .....	45
Adult Education and Continuing Education .....	46

### **Part B - Finding Help**

Settlement Agencies.....	48
Citizenship and Immigration Services.....	49
LINC.....	51
Language Assessment and Resource Centre.....	52
Where English Classes are located.....	54
English Classes.....	57
Childminding.....	59
The HOST program.....	60
Activity Groups.....	61
Windsor Resettlement Assistance Program.....	64
Enhanced Language Training.....	65
Immigrant Settlement and Adaptation Program.....	66
Job Search Workshops.....	67
Settlement Workers in Schools.....	68
Agencies and Services Provided.....	71
Notes and Contacts.....	76





**PART A**  
**LET'S BEGIN**



# Ask Yourself

## QUESTIONS TO ASK YOURSELF

What do I do now that I am in Canada?

What is the weather like?

How do I find a place to live?

How do I start looking for a job?

How do I look after health for myself and my family?

How do I get to know the education system?

How do I learn or improve my English?

Can I find help in settling here?

# INFORMATION FOR NEWCOMERS

Welcome to Windsor, Essex County and Chatham-Kent, the southernmost region of Canada! Coming to one of these areas is an opportunity. Find out how to get help and learn about living here.

## ADVICE FOR NEWCOMERS

Keep important papers and other identity documents in a safe place. You will need these papers to apply for government services and benefits and to obtain a Social Insurance Number (SIN) card and an Ontario Health Insurance Plan (OHIP).

It is important to keep photocopies of ID (identification) such as a driver's license, a photocopy of your permanent resident papers, or a Social Insurance Number card with you. Also, keep your OHIP card or your interim Health paper with you at all times.

## KEY INFORMATION SOURCES:

### Government Phone Numbers

Look in the blue pages of your local telephone book. Call **1-800-622-6232** or go to: [www.canada.gc.ca](http://www.canada.gc.ca)

### Federal Government Numbers

For information on sponsorship, citizenship Applications or immigration in general, call **1-888-242-2100** or go to: [www.cic.gc.ca](http://www.cic.gc.ca)

### Provincial Government Numbers

For information about health insurance cards, birth certificates, driver's licenses, immunization, etc., call Service Canada at **1-800-268-1154**.

For Legal Aid, call **1-800-668-8258**



**Visit your Local Settlement Agency and get Assistance with:**

Applying for a Social Insurance Number (SIN)

Opening a bank account

Applying for a Health Card (OHIP Card)

Locating your closest Walk-In Clinic

Applying for the Child Tax Benefit

Looking for employment

Getting proof of your child's immunization to register for school


Taking an English language course

**HELPFUL ADVICE**

Don't try to do everything alone. Moving is one of the top 5 stressful situations in our lives. Make things easier:

- Visit one of the settlement agencies for assistance.
- Join a group or club to get to know people who are in the same situation as you and to make new friends.
- When you feel stressed, take a long walk.
- Remember all the positive reasons you came to Canada.

## GETTING TO KNOW THE REGION



You have a lot to do when you first arrive. You need to spend part of your time learning about Windsor and the surrounding regions of Essex and Chatham-Kent. The best way to do this is to act like a tourist! Get tourist information about the city or county where you are planning to settle.

When you arrive, spend a few days looking around the city or county with someone who knows the area. This will help you in many ways. Exploring your new home will help you see where different stores are and learn about activities and places. It is a great way to relax before you start all the work of settling into your new home.

A person wearing a bright yellow raincoat and a dark, textured knit hat is shown in a snowy, outdoor setting. Snow is falling around them, creating a soft, white atmosphere. The person is looking down, and their face is partially obscured by the hat and the word 'WEATHER' overlaid on the image. The background consists of blurred, snow-covered trees and ground.

# WEATHER



# WINTER

December 20– March 19


In winter, temperatures are cold. There is often snow. During the winter months, the temperature usually stays below 0°C, day and night. Snow can be on the ground for most of the winter. SO...be sure to wear warm clothing:

- Warm boots
- Lined gloves
- A hat that covers the ears
- A scarf around the neck
- A thick, windproof coat



## SPRING


March 20—June 20

A close-up photograph of a person's hand holding a single white daisy flower with a yellow center. The background is a soft-focus green field under a blue sky.

Spring is the rainy season. Daytime temperatures rise throughout the season, but the nights remain cool. Average daytime temperatures are 12°C in March, April and early May.

## SUMMER


June 12—September

A photograph of two young children swinging happily on a swing set in a park. The child in the foreground is wearing a purple and white striped shirt and pink leggings. The child behind is wearing a striped shirt. They are both smiling and holding onto the yellow swing ropes. A black tire swing is visible in the background.

In summer, the weather is very warm. Daytime temperatures are usually above 20°C and often rise above 30°C. It can be hot and very humid. On TV and radio, you will hear warnings about health issues caused by heat or the sun and smog.

## FALL

September 20-December 20

A photograph of several vibrant autumn leaves in shades of orange, yellow, and red scattered on a paved sidewalk. The scene is lit with warm, golden light, suggesting late afternoon or early morning.

In the fall, the weather gets cool and the leaves on many trees change colours and fall. It can be very rainy. Average daytime temperatures are about 10 to 12°C.



# HOUSING

## FINDING A PLACE TO STAY

### TEMPORARY ACCOMMODATION:

You can call Tourism Ontario at :

1-800-ONTARIO (1-800-668-2740)

Tourism Ontario can help you to find a room and make a reservation. The service is free.

You need to stay somewhere while you look for a place to live. You can look for:

- a hotel
- bed-and-breakfast
- apartment hotel
- a travel hostel
- a student residence in a university or college

You may be able to stay in travel hostels or student residences for days, weeks, or months for less money than a hotel.

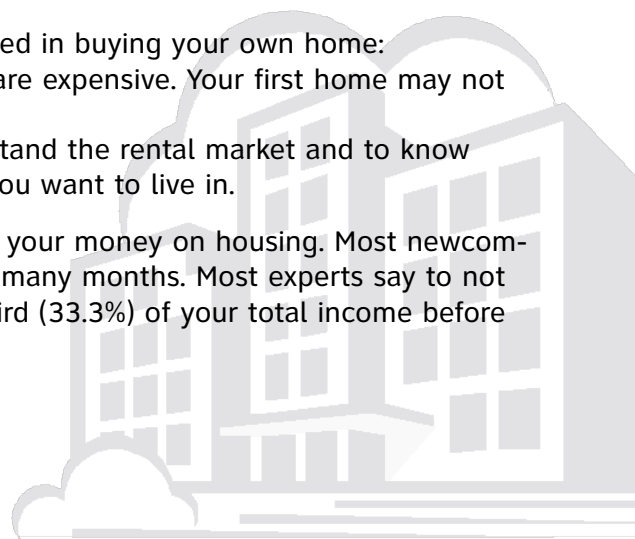
A bed-and-breakfast is a room in someone's house where the owner gives you breakfast.

### PERMANENT ACCOMMODATION:

You may also be interested in buying your own home: Many homes in Ontario are expensive. Your first home may not be the one you want.

You need time to understand the rental market and to know which neighbourhoods you want to live in.

Try not to spend a lot of your money on housing. Most newcomers do not find a job for many months. Most experts say to not spend more than one-third (33.3%) of your total income before taxes on a place to live.



For assistance with finding a house or an apartment in the region, contact the following :

**In WINDSOR:**

**The Windsor-Essex Community Housing Corporation (CHC)**  
945 McDougall  
Windsor, ON.  
Phone: 519-254-1681

**In ESSEX COUNTY:**

15-C Talbot N.  
Essex, ON. 519-776-4631  
**The Windsor Essex-County Real Estate Board**  
3020 Deziel Drive  
Windsor, ON. N8W 5H8  
Phone: 519-966-6432  
Fax: 519-966-4669  
Email: info@windsorrealstate.com

**In CHATHAM:**

**Realty House Inc.**  
19 Raleigh St.  
Chatham, ON N7M 2M6  
Phone: 519-354-3600  
Fax: 519-354-7944  
Email: [chatham@realtyhouse.ca](mailto:chatham@realtyhouse.ca)

For Chatham-Kent information on housing, visit the website:  
<http://directory.chathamkentdirect.info/> or visit:

**Chatham-Kent Social Housing**  
435 Grand Avenue West  
Chatham, ON.  
Phone: 519-351-8573

## RENTING

You can save money if you share an apartment or house with other people. You pay different amounts for rent in different parts of the city. Learn as much as you can about the rental market.



## QUESTIONS TO ASK BEFORE YOU RENT

1. Is the apartment close to buses?
2. What other services are close? (schools, stores, parks, community centres, medical clinics, places of worship, etc.)
3. What are the other tenants like?
4. If you have a car, is there a place to park?
5. Is the neighbourhood safe?
6. If you have children, is it close to a school?
7. Do you pay extra for heat and electricity?

*For further information about housing and tenant rights, visit :*  
<http://windsor.ontariotenants.ca>

## DOCUMENTS AND APPLICATIONS

**You may need to provide these documents with a rental application:**

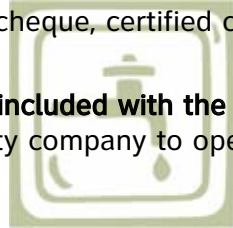
- a letter from your employer stating your income
- a bank statement or credit check
- a guarantor or co-signer (a person who promises to pay your rent if you cannot pay it, if your income is low, or if you have no income)
- personal references from previous landlords, friends, settlement workers or language instructors.

## DEPOSITS

You usually have to pay a deposit for the last month's rent before you move in. You can pay this with cash, cheque, certified cheque or money order. **Always ask for a receipt!**

### **Are utilities such as water and electricity included with the rent?**

If they are not, you must contact the utility company to open an account and start the services.



## LEASE

When the landlord approves your application, he/she is ready to rent you an apartment. This is a legal agreement between you (the Tenant) and the person or company you rent from (the Landlord). Sometimes, the landlord will not ask you to sign a lease. You can choose to sign a lease or rent month-to-month. In both cases, you and your landlord must obey the laws of the Residential Tenancy Act.

*Read your lease carefully. You must agree with all the statements in the lease before you sign it.*

## WHAT DOES THE LEASE STATE?

It states:

- how long the agreement is for
- how much you must pay for the rent
- when the rent will increase
- what is included in the rent (for example: parking or utilities)
- other information/rules

## NOTE:

**Do NOT** pay more than first and last month's rent for a deposit! You must get a written receipt. Your landlord must pay you interest each year on the deposit. The landlord will pay you the deposit and any interest owing when you move out. *This is the only type of deposit the law permits!* It is illegal for a landlord to ask a tenant to pay a "security deposit" to pay for possible damages or "key money" that is more than the cost to replace the keys.



## WHAT HAPPENS AT THE END OF THE LEASE?

### At the end of the lease:

1. You can renew it or
2. Rent from month-to-month.

You do not have to sign a new lease. If you want to move out, you must write a letter to the landlord *60 days* before you move to say when you are going to leave.

### What must a Tenant do?

A Tenant must:

- Pay rent on time. The rent is usually due on the first day of each month.
- Keep apartment clean and put garbage in the proper place.
- Do not let extra people live in the apartment. (Visitors may stay with you for a few days but not for a long time.)
- Do not disturb other tenants.

### Tenants have the right to:

- A clean, well-maintained home with electricity, running water, appliances that work (fridge and stove) and heat.
- Privacy. The landlord must give you a letter 24 hours before he/she enters your apartment unless an emergency happens (for example: fire).
- To end their tenancy within the time allowed in the lease or by law.

For Ontario Tenants' Rights, please visit: [www.ontariotenants.ca](http://www.ontariotenants.ca)

### Did you know ?

Your landlord must wait 12 months before increasing your rent and must give you 90 days notice of the rent increase.

## **SUBSIDIZED HOUSING**

Individuals and families who have low incomes and cannot afford the total rental amount for shelter, might be eligible for subsidized housing. There are four kinds of subsidized housing:

1. Non-Profit Housing—owned and managed by non-profit groups (for example, a church).
2. Co-op Housing—there is no landlord, rather, the building is managed by a board of directors and the people who live in the co-op (the tenants).
3. Public Housing—owned and managed by the provincial government; many people wait several years before a unit becomes available.
4. Rent Supplements—the tenant pays 30% of his/her income and the provincial government provides the rest to the landlord as a ‘subsidy’.

**Windsor public housing, rent geared to income accommodations, and government benefits for the disadvantaged:**

### **Windsor Essex County Housing Corporation,**

Public Housing, Office:

945 McDougall Ave.

Phone: (519) 254-1681

### **Windsor Social Housing**

Housing Information Services of Windsor and Essex County Inc.,

3450 Ypres Avenue, Suite 200,

Phone: (519) 254-4370

### **City of Windsor - Social Services**

(Ontario Works and Social Assistance)

Phone: (519) 255-5200

## EMERGENCY SHELTER

Sometimes people and families get into financial difficulties and they need a helping hand until they can get 'back on their feet'. There is no shame in asking for and receiving help from government-funded programs. They exist to help all of us through challenging times and give us hope for a better day. Several organizations can help you and your family in times of crisis. They can help you with food, shelter, clothing and emergency financial aid.

### **Downtown Mission**

664 Victoria Ave.  
Windsor, Ontario  
Phone: 519-973-5573

### **Salvation Army**

355 Church St.  
Windsor, Ontario  
Phone: 519-253-7473 ext. 44

*Please check with your settlement worker for further information and help.*

## FOOD BANKS

If you find that you are unable to provide food for you and your family, there is assistance available. A food bank is a place that has food for families and individuals who really need it. Usually this food is "non-perishable", which means it does not go bad (usually food in cans and packages). Your comfort and confidentiality is ensured. Sometimes you can walk into a food bank and get help immediately; other places might require that you are referred by an agency first. Some food banks are open every day, while others might be open only once a week in a church or community centre.

(This is only a partial list. Most of these services can refer you to other services available.)

### **Ambassador Baptist Church**

Food Cupboard, 3285 Manchester Rd.,  
Tues. 10am-12pm  
Phone: (519) 256-8431



*Continued....*

## FOOD BANKS DIRECTORY CONT'D

### **St Mary's Church**

Food Cupboard,  
1983 St Mary's Gate,  
Monday, Wednesday and Friday 9am-12noon  
Phone: (519) 253-5221

### **St Vincent de Paul**

354 Chilver Road  
Mon-Fri 8:30am-5pm  
(call for closest church to you)  
Phone: (519) 253-7481

### **Salvation Army**

355 Church Street  
Monday to Friday 1pm-4pm  
Phone: (519) 253-7474

### **Unemployed Help Centre of Windsor - Food Bank**

6955 Cantelon Drive  
Mon-Fri 8:30am-11:30am & 12:30pm-3:30pm  
Phone: (519) 944-4900

## FOOD BANKS DIRECTORY CONT'D

### **Well-Come Centre**

263 Bridge Avenue  
Mon & Wed 12noon-3pm  
Phone: (519) 971-7595

### **Drouillard Place (for Drouillard Road Area)**

1102 Drouillard Road  
Mon, Tue, Wed, Fri  
1:30pm-3:30 pm  
Phone: (519) 253-1073  
(by appointment)

### **Grace Baptist Church**

3150 Tecumseh Road East  
Tue 9:30am- 11:30am  
Phone: (519) 948-0846

### **Parkwood Gospel Temple Outreach**

Mission  
3005 Temple Drive  
Tue and Fri 10am-1pm  
Phone: (519) 948-7055

## FOOD BANKS DIRECTORY CONT'D

### ESSEX COUNTY FOOD BANKS

#### **Amherstburg Food Bank**

68 Murray Street  
Amherstburg, Ontario  
Thu. & Fri. 10am-1pm

#### **Salvation Army—Essex**

26 Talbot Street South.  
Essex, Ontario  
Mon, Wed. & Fri 9am-12noon  
Phone: (519) 776-7887

#### **Salvation Army—Leamington**

88 Settingington Street  
Leamington, Ontario  
Tues, Wed, Thu. 9am-12:00am  
Phone: (519) 326-0319

#### **Lakeshore Community Services**

571 Notre Dame St. Unit B  
Belle River, Ontario  
Phone: (519) 728-1435  
(by appointment only)

### CHATHAM-KENT

#### **Outreach for Hunger**

67 Centre Street,  
Chatham, Ontario  
Mon, Wed, Fri 12-3  
Phone: (519) 351-8381



## BUYING A HOME

To learn all about buying a house in Canada, visit the Website for the Canada Mortgage and Housing Corporation (CMHC) at <http://www.cmhc-schl.gc.ca>

OR call 1-800-668-2642 and ask for a free information package about buying a house.

Within the website, you can also find free publications called Housing for Newcomers which is available in several different languages.

For lots of valuable information about buying a house, you can also visit <http://www.settlement.org>

Houses and condominiums can be purchased using a real estate agent or privately. Most people use a real estate agent.

To find a realtor, you can ask people you know for a referral; you can call directly when you see a house with a 'For Sale' sign on it; or you can go online at: [www.mls.ca](http://www.mls.ca) and click on "Realtor Search".



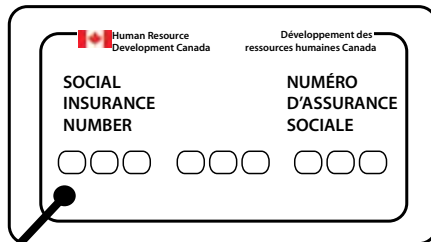
A young Black man with a short haircut is smiling warmly at the camera. He is wearing a blue and white plaid button-down shirt. He is positioned in front of a large, textured tree trunk. The lighting is bright and natural, suggesting an outdoor setting. The word "EMPLOYMENT" is overlaid in large, bold, red capital letters across the middle of the image.

**EMPLOYMENT**

# S.I.N

## SOCIAL INSURANCE NUMBER

You must have a Social Insurance Number (SIN) to work in Canada. It is illegal for an employer to hire you without this number. You also use this number when you apply for government services or pay your taxes.



Your Social  
Insurance  
Number

## APPLYING FOR A SIN

To apply for a SIN, you need to go to a Service Canada Centre.

Phone 1-800-206-7218 to find the centre nearest to you, or visit [www.Settlement.Org](http://www.settlement.org) and search the Employment section.

For information on applying for a Social Insurance Number or for available jobs, look in the "Government of Canada" listings in the blue pages of your telephone book, under "Human Resources and Skills Development Canada." Also, go to: [www.hrsdc.gc.ca](http://www.hrsdc.gc.ca)  
Job Bank: <http://jb-ge.hrhc-drhc.gc.ca>  
[www.worksearch.gc.ca](http://www.worksearch.gc.ca)

## **SOCIAL INSURANCE NUMBER CONT'D**

At the Service Canada Centre, you need to complete an application form. You must also show them your documents to prove who you are and to confirm your immigration status.

To learn which documents they accept, visit the Service Canada website at

<http://www.servicecanada.gc.ca>

When they accept your application, they will send you a card with **your SIN** on it.

Showing your SIN card to your employer.

Employers must ask to see the SIN card of all new employees as soon as they are hired. You must show your SIN card to the employer within three (3) days of starting your job. If your SIN starts with the number "9" it is a temporary SIN. Before an employer can hire you, he/she must also see your work permit from Citizenship and Immigration Canada.

# FINDING A JOB

## FINDING A JOB IN ONTARIO

### 1 Is it easy to find a job in Ontario?

It is not always easy to find work that is right for your skills and experience.

### 2. Do employers want 'Canadian' experience?

Employers think Canadian experience proves that you have

- Good language and communication skills.
- You know how the Canadian business culture works.

### 3 So, what do you need to do?

You need to learn how to show the value of your foreign education and work experience. Many employers do not know how to assess your experience, so you need to show them how it can be valuable to them.

### 4 How important are your English language skills?

If this guide is hard for you to read, you may not be ready to work in a technical English language workplace in Ontario. Being fluent in English will help in your work and it will make it easier for you to settle in your new community. If your goal is to remain in Ontario, you must learn to speak English well and have good reading and writing skills.

1

## Application Form

**1) General Information**  
Please review all questions carefully before preparing your application

Position applied for			
First and middle initial			
Address include apartment number if any		E mail	Phone Number
Country	Prov	Postal Code	

Are you legally eligible for work in Canada YES  NO

List below present and past employment beginning with the most recent

Name and address of company		Telephone	Date From	mo	yr
Describe the work you did		Reason for leaving	Date To	mo	yr

## BUSINESS CULTURE

You may see some differences in how people work and do business in Canada compared to your country. You will need to work in Ontario to learn that. Then, you can see how to convince an employer that you are the kind of employee he/she wants for their company.

You may not find your dream job right away. You may have to take a “survival job” when you first arrive. If you are lucky, this job may be in your occupation but at a lower level than the job you had before.

## SEARCHING FOR A JOB

Take time to research the Canadian job market. Job searches in Ontario may be very different from your experience.

You may have to learn how to:

- write a résumé or
- create a portfolio of your work.

Do you know the type of résumé employers in your industry expect you to provide?

### ASK YOURSELF

- How do I find jobs that are not advertised?
- How do I know if my English is good enough?
- Am I willing to start at a junior level for my first job?
- Do I understand the Canadian work culture and the importance of teamwork?

## GETTING HELP IN FINDING A JOB

Many community agencies provide employment services at no cost.

Settlement agencies can help you find a job and settle in your community. You can get:

- one-on-one advice.
- help to create your résumé and cover letter and to find local companies.

There are also programs where you can learn how to find work in Canada.

To find agencies near you, visit the:

Settlement.Org Find Help Close to Home section.

[www.settlement.org](http://www.settlement.org)

They will also be able to tell you about employment services for specific groups such as: women, internationally educated professionals and trades people, youth and older workers.

Many settlement agencies in Ontario provide Job Search Workshops at no cost, to help newcomers learn how to find work in Canada. The workshops usually last 3 or 4 days. To take part, you must be a Permanent Resident who is legally able to work in Canada. You may need or want to learn new skills or upgrade your skills.

Settlement organizations can help you find out more about what training you can take.

See PART B of this directory for the list of Service Providers in our area who can assist you with job opportunities.



## EMPLOYMENT STANDARDS

Federal and Provincial Labour laws protect your rights as a worker. Visit the website: [www.settlement.org](http://www.settlement.org)

### NOTE

*No one may discriminate against you because of your age, gender, religion, race or sexual orientation.*

*Workers have responsibilities under the law, too. You have to learn how the laws can keep you safe and healthy at work.*

## JOB SEARCH PROGRAMS AND ASSISTANCE

Finding your first job in Canada is not easy. The job you want and the job you will actually get can often be quite different. This means you may work in a different industry; or perhaps you will work in a similar occupation, but not the exact same job as in your native country. There are many agencies that can help you.

Start by looking up the Employment Ontario website at:  
[www.edu.gov.on.ca](http://www.edu.gov.on.ca)

# OHIP

**DID YOU KNOW?** OHIP does not pay for all health services that you may need for the first three months in Ontario. Ask your doctor if a procedure is covered.



**YOUR HEALTH**

# YOUR HEALTH

## PRIVATE HEALTH INSURANCE

We have a list on [settlement.org](http://settlement.org) of private insurance companies that provide individual health insurance plans. It is best to talk to many companies to find the best insurance for you.

Usually, the coverage you want would be for "visitors to Canada." Ask the insurance company if they provide coverage for new immigrants to Canada.

**You MUST buy this insurance within 5 days of arriving in Ontario, or the insurance companies may not provide coverage for you.**

Find out more in the Settlement.org article *Private Health Insurance for New Immigrants*. [www.settlement.org](http://www.settlement.org)

### It is important to know that:

- Insurance companies charge a daily premium for each person
- Depending on your age and the insurance plan, your premium can be from \$2.00 a day to over \$8.00 a day.
- Most private health insurance companies will NOT pay for treatment for health conditions you had before you got the insurance, even if you did not know about them.
- There is often a SHORT WAITING PERIOD before you can make claims.
- Most insurance covers medical emergencies, necessary treatments, medical tests and medication prescribed by a doctor. Most temporary private health insurance plans for newcomers do not pay for "regular" check-ups and visits to a family doctor. When you need health services, call the insurance company first and ask if it will pay for them.

## FINDING A DOCTOR

A family doctor is also called a Family Physician, General Practitioner or a G.P. You need to find a doctor who is taking new patients.

When you have a family doctor, you go to this doctor when you are sick, unless it is an emergency and you have to go to the hospital. Your doctor keeps a record of your medical conditions and treatments and gets to know you and your family.

## HOW TO FIND A FAMILY DOCTOR

### **Find a Doctor service:**

Use the Find a Doctor service of the College of Physicians and Surgeons of Ontario to locate a doctor in your area.

Call: 1-800-268-7096 ext 626

### **Yellow Pages:**

Look in the Yellow Pages of the telephone book. Look under Physicians & Surgeons for Family Practice or a Doctor.

You can also ask your friends or relatives if their doctor is accepting new patients.

Do not wait until you are sick to find a family doctor. You may not be able to find a doctor nearby who takes new patients.

## WALK-IN CLINICS

You may need to go to a walk-in medical clinic. These clinics have doctors, nurses and other health care workers so you will still get medical care from a doctor. You do not need to make appointments to go to most walk-in clinics but you may have to wait to see a doctor.



## WALK-IN CLINICS CONT'D

To find a walk-in clinic, look in the Yellow Pages of your local telephone book under "Clinics-medical." Some clinics have extended hours so you can visit a doctor in the evening and on weekends.

Many hospitals have walk-in clinics for non-emergency health problems.

## FINDING A DENTIST

Use the Find a Dentist service of the Ontario Dental Association. To find a dentist, call 416-922-3900. There will be a cost for this long distance call. Yellow Pages: You can also look in the Yellow Pages of your local telephone book under 'Dentists'.



# APPLYING FOR THE ONTARIO HEALTH INSURANCE PLAN



## YOUR HEALTH CARD

OHIP is the Ontario Health Insurance Plan.

It pays for most basic and emergency health care services. OHIP does not pay for the cost of medication or dental services. Health care service providers, like doctors, hospitals and walk-in clinics, will check your Health Card (OHIP card) each time you visit.

**Most newcomers cannot get an OHIP card until after they have lived in Ontario for three (3) months.** OHIP will mail your card to you three months after you apply for it. It is very important that you apply for your Health Card as soon as possible.

It is a good idea to buy health insurance from a private company within days of arriving, so you can have health care during the 3-month waiting period. Contact the Canadian Life and Health Insurance Association (CLHIA) for information about insurance companies. Call:

**1-800-268-8099**, a free call from anywhere in Ontario.

It is important to always carry your Health Card so you can receive medical help in an emergency!



Note: The OHIP (Ontario Health Insurance Plan) office will ask you for your Permanent Residence Card and proof of address. Please follow this advice:

1. First, open a bank account.
2. Ask the bank employee to send you a letter to your home address indicating that you have an account. This will serve as proof of residence which you will need to show in order to obtain a Health Card.
3. Ask the bank employee to make sure that your full name is given within this letter. 'Mr. or Ms' with the last name should be avoided.
4. Keep this envelope and letter and take them with you to the OHIP office at 400 City Hall Square in Windsor, ON or call **1-888-376 5197** to book an appointment within the surrounding smaller municipalities.
5. At the OHIP office, you will be asked for your Permanent Resident Card and proof of address.
6. Complete the application form and any further required correspondence.

#### NOTE

If you have children 15 1/2 years of age and older, they must go with you to the OHIP office. The staff there will take their picture, too, for their card.



**EDUCATION**

19

# EDUCATION

## ENROLLING YOUR CHILDREN IN SCHOOL

All children from 6 to 18 years old must go to school. But most children begin school in kindergarten class when they are 4 or 5 years old. After one or two years in Kindergarten, they go to Grade 1. Kindergarten to Grade 8 is called elementary school. Grade 9 to Grade 12 is called secondary school or high school.

You must register your children at the local school or school board. Call the local school board to find the location of the nearest school and how to register your child. Children who are old enough to go to high school, may want to find out about special programs at some schools before they choose where to go. You can ask about these at your local school or school board.

Most children in Ontario attend public schools. There is also a separate public system of Catholic schools. Different local school boards manage the schools in each system. The school board can tell you the names of the schools that your child can attend.

The school year begins the day after Labour Day in September and finishes at the end of June. Each school board makes its own decisions about allowing children to start school part way through the year.

### DID YOU KNOW?

An Ontario Secondary School Diploma (OSSD) can only be offered by the school boards and the diploma is granted by the Ministry of Education. As an *adult*, you can study for the courses you need to get your high school diploma but you don't have to do it at high school with teenagers! There are adult learning centres you can attend. Every course you pass (called a "credit") goes towards your Ontario Secondary School Diploma.

# SCHOOL BOARDS

## WINDSOR and ESSEX COUNTY

### **Greater Essex County District School Board**

451 Park St. West  
Windsor, ON. N9A 6K1  
Phone: 519-255-3200

### **Windsor Essex Catholic District School Board**

1325 California Ave.  
Windsor, ON. N9B 3Y6  
Phone: 519-253-2481

## CHATHAM-KENT

### **Lambton Kent District School Board**

476 McNaughton Avenue East,  
Chatham, ON. N7M 5L7  
Phone: (519) 354-3770

### **St. Clair Catholic District School Board**

420 Creek Street,  
Wallaceburg, ON. N8A 4C4  
Phone: (519) 627-6762  
toll-free: (866) 336-6139

## French Boards in the area

### **Conseil scolaire de district du Centre-Sud-Ouest**

1-888-538-1702

### **Conseil scolaire de district des écoles catholiques du Sud-Ouest**

7515 Forest Glade Drive, Windsor, ON  
Phone: (519) 948-9227 or Toll Free: 1 888 768 2219  
519-948-9227

## ADULT EDUCATION

A person wearing a dark suit jacket is holding a rolled-up diploma. The diploma is white and tied with a gold ribbon. The person's hand is visible, gripping the diploma. The background is dark and out of focus.

### ADULT AND CONTINUING EDUCATION

Lifelong learning is considered to be very important in the world of work. Employers will look at the additional courses, training and professional development you have done during your career. It is also an opportunity for you to learn new skills; do something just for fun; and to increase your knowledge.

### HIGH SCHOOL DIPLOMA

If you do not have a high school diploma, there are two ways you can get one: by writing the General Equivalency Development test (GED); or by completing the requirements for an Ontario Secondary School Diploma.

A woman with glasses, wearing a black blazer over a white and black striped shirt, is standing in a library aisle. She is looking down at an open red book she is holding. The library shelves are filled with books, and the lighting is warm and focused on the woman.

**PART B**  
**FINDING HELP**

Settlement Agencies



## SETTLEMENT AGENCIES

There are many agencies that can help you start your life in the Windsor-Essex County, Chatham-Kent areas. They are called Immigrant Settlement and Adaptation Service Agencies.

You may be staying in a hotel when you first arrive. Settlement agencies can help you find your first place to live. They can also help you learn about your new community.

You may hear people call these centres ISAP Agencies or multicultural centres. In Canada, settlement services are always confidential and are at no cost. Here are some of the services:

- Help with finding a place to stay
- English classes
- A job
- Training programs
- Information about places to buy food, clothes or furniture at a low cost
- Help with completing forms and paperwork
- Interpretation and translation of documents



# CITIZENSHIP AND IMMIGRATION CANADA PROGRAMS OFFERED BY AREA PROVIDERS

## 1. LINC *Language Instruction for Newcomers to Canada.*

LINC is a program that provides English instruction from beginner to advanced levels to eligible adult immigrants at no cost.

## 2. HOST

A program to help you start your new life in Canada with the help of Canadian volunteers.

## 3. WRAP (*Windsor Resettlement Assistance Program*)

A program which helps government assisted refugees and protected persons resettle in Canada. Funds are provided for such assistance as temporary accommodation and help in finding permanent housing. The Better Access to Services in the Community (BASIC) is also part of this program.

## 4. ISAP (Immigrant Settlement and Adaptation Program)

A program to help you with interpretation, housing, education, employment, health, legal issues, etc. The Job Search Workshop (JSW) is also part of this program.

## 5. SWIS (Settlement Workers in Schools)

A program which helps newcomer students and their families settle in their school and community.

## 6. ELT (Enhanced Language Training)

This is a more advanced English language program which also includes an opportunity to gain Canadian work experience through an unpaid work placement or mentorship. It may include job-specific language training, business English, how to job search in Canada, how to write a resume and understanding Canadian business culture. Each organization manages its ELT program differently, so be sure to ask for details.

LINC  
Language Instruction  
for Newcomers to Canada

**LEARN**



**ENGLISH**

Language Assessment and Resource Centre  
1410 Ouellette Avenue,  
Windsor, ON • N8X 5B2  
Phone: 519-253-2724

# JOINING LINC

## How do I join LINC?

You must first have your eligibility for LINC and level of English determined by a certified LINC assessor at the Language Assessment and Resource Centre, 1410 Ouellette Avenue, Windsor.

## How do I make an appointment for a LINC assessment?

Contact: Language Assessment and Resource Centre at 1410 Ouellette Avenue

Phone: 519-253-2724

Office Hours:

8:30a.m. - 4:30 p.m. Monday to Friday

## How do I get to the Assessment Centre?

Taking the Bus:

Transway 1A or 1C

For more information on buses to this location, call 519-944-4111 or visit the website at:

[www.city.windsor.on.ca/transitwindsor](http://www.city.windsor.on.ca/transitwindsor)

### DID YOU KNOW?

Before starting a LINC class, your English language must first be assessed at the:

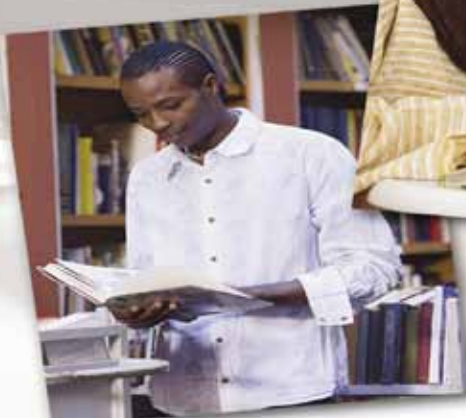
**Language Assessment and Resource Centre**

1410 Ouellette Avenue,  
Windsor, ON • N8X 5B2

Phone: 519-253-2724

# English For You!

**LINC: Language Instruction for Newcomers to Canada**



## HOW WILL MY ENGLISH BE ASSESSED ?

English proficiency assessments based on the Canadian Language Benchmarks Assessment (CLBA) are used to determine your level of proficiency in listening, speaking, reading, and writing. The time required for this assessment will depend on how much English you know. Testing can take from less than one hour to more than three hours. Remember to bring proof of your immigration status to this assessment.

## WHAT HAPPENS AFTER THE ASSESSMENT?

### **Report**

The assessor will provide you with a report indicating your benchmarks or levels you attained in listening, speaking, reading and writing, and recommend a class at the appropriate level for you.

### **Choosing a Class**

LINC Classes range from beginner to advanced level - LINC 1 to LINC 7. There are also special classes for literacy, conversation and pronunciation. The assessor will provide you with full information about LINC classes and other English as a Second (ESL) classes in your area you can choose from.

### **Childminding and Transportation**

Childminding and transportation may be available. LINC training providers offer childminding during the time their parents are in class at no cost. Some can offer transportation assistance as well.

### **LINC Home Study**

Home Study is available to eligible clients who cannot attend the LINC classroom program.

In WINDSOR,  
LINC Classes are offered at:

**Multicultural Council of Windsor  
and Essex County**

7651 Tecumseh Rd. E.  
Windsor, ON N8T 1E9  
Phone: 519-948-3443  
Fax: 519-948-3631  
Website: [www.themcc.com](http://www.themcc.com)



**New Canadians' Centre of Excellence, Inc.**

660 Ouellette Ave. Suite 206  
Windsor, ON N9A 1C1  
Phone: 519-258-4076  
Fax: 519-258-9953  
Email: [office@ncce1.org](mailto:office@ncce1.org)



**Women's Enterprise Skills Training, Inc.**

647 Ouellette Ave. 201  
Windsor, ON N9A 4J4  
Phone: 519- 256-6621  
Fax: 519- 256-3963  
Website: [www.westofwindsor.com](http://www.westofwindsor.com)



**NOTE: For women only!**

**Windsor Women Working with  
Immigrant Women**

500 Ouellette Ave. 3rd floor  
Windsor, ON N9A 1B3  
Phone: 519-973-5588  
Fax: 519-973-1534  
Website: [www.wwwwiw.org](http://www.wwwwiw.org)



In WINDSOR,  
LINC Classes cont'd

**YMCA of Windsor and Essex County**  
500 Victoria Ave.  
Windsor, ON N9A 4M8  
Phone: 519-258-9622  
Fax: 519-258-9629  
Website: [www.windsor.essex.ymca.ca](http://www.windsor.essex.ymca.ca)



**Collège Boréal**  
633 Ouellette Ave. Suite 301  
Windsor, ON N8T 3P5  
Phone: 519-948-6019  
Fax: 519-948-5362



IN LEAMINGTON:  
LINC classes are offered at

South Essex Community Council  
94 Talbot St. E.  
Leamington, ON N8H 1L3  
Phone: 519-326-7743  
Fax: 519-326-2246



IN CHATHAM:  
LINC classes are offered at:

Chatham-Kent Adult Language and Learning  
Waymur Bulding  
301-48 Fifth St.  
Chatham, ON N7M 4V8  
Phone: 519-354-7424  
Fax: 519-354-5758





## STUDY TIPS

### SPEAKING

- Volunteer to answer questions.
- Discuss topics in English with a friend.
- If you study in pairs or in groups, make a rule to speak only English.
- Find lyrics to your favourite English songs.
- Join an English conversation club.

### LISTENING

- Listen to an English radio station.
- Watch English programs on television.
- Watch movies that have English subtitles.
- Listen to people speaking English around you, on the bus, while shopping, etc.

### READING

- Practice reading dialogues with a friend.
- Read newspapers, magazines, and books.
- Read a short story with a friend, then talk about it.

### WRITING

- Write e-mails in English to friends.
- Write a letter in English to a friend.
- Write 3 sentences for each new word you learn.
- Write a daily journal.
- Watch a movie and write a summary about it.



## ENGLISH CLASSES

The LINC program has been developed based on the Canadian Language Benchmarks Assessment. Students learn to communicate in basic situations like:

- Conversing with their doctors
- Asking for directions
- Talking to their child's teachers
- Asking questions
- Filling out application forms, etc.

Guest speakers visit LINC classes regularly to give information on adapting to Canada.

The LINC program also familiarizes students with computers as they learn language skills.

To register for our LINC classes, you must be eligible: you must be a Landed Immigrant, Convention Refugee or possess a Minister's Permit. Please check with service providers (see pages 22-24) for time and days of classes available for :

- LINC levels 1 to 7
- Literacy levels 1 to 2
- Pronunciation
- Conversation

## WHAT ARE LINC LEVELS?

LINC is a program that provides English instruction, from beginner to advance levels, to eligible adult immigrants at no cost.

## WHO ARE LITERACY CLASSES FOR?

These classes are for English Language Learners who have literacy challenges in their first language (mother tongue). These learners may have few or no first language literacy (reading and writing) skills and may lack the learning strategies of literate students. There are also Canadian Language Benchmarks for Literacy.

The classes teach basic proficiency in listening, reading, speaking, and writing. Students learn to communicate basic needs and engage in routine everyday

## CHILDMINDING for clients attending LINC classes

The childminding service in the LINC program is provided on site for parents attending the LINC classes. The parents on site would be available for care and guidance as needed.

Childminders are working in a multicultural based program, with a variety of lesson plans and activities that promote inclusion and diversity.

The childminding program aims to develop the language skills of children. It also prepares for their integration into the school system.

Please check with your individual LINC service provider for information about childminding:

- Age of the children in the group as accepted by the service provider.
- Whether childminding is provided during day and evening classes.

### **The Program offers a variety of activities such as:**

- Arts and crafts with hands-on experience for fine motor skills development.
- English Language development activities and socialization skills for further school settings.
- Games and riding toys.
- Dancing and exercising with multicultural music.
- Play with musical instruments.
- Circle (story) time with a lesson plan.
- Sensory play activities.
- Problem solving techniques for young children.



## THE HOST PROGRAM

This program can help you start your new life in Canada. You will be introduced to a Canadian who lives near you and who can help you settle into Canadian life.

### **Make a new Canadian friend**

The HOST Program will match you with a Canadian who will volunteer to spend some time with you each week. Helping you adjust to life in Canada

Your new Canadian friend can help you practice English or French. You can talk, for example, about shopping for groceries or registering your children at your local school.

You may need help using local public transit or understanding the telephone or utilities systems. You might want to talk with your new Canadian friend about recreational activities.

### **Join the HOST Program at no cost**

Your new Canadian friends will not give you living accommodations or money. But, they will be happy to help you in many ways that will make your first months in Canada much easier. There is no cost to join the Host Program.

### **Are you eligible for the HOST program?**

To be eligible for this program, you must be a permanent resident, or a convention refugee. These may include a government assisted refugee, an independent immigrant or a family sponsored immigrant who is not a Canadian Citizen.

#### **For more information contact:**

Multicultural Council of Windsor and Essex County

245 Janette Avenue

Windsor, ON N9A 4Z2

Phone: 519-255-1127

Fax: 519-255-1435

## CHILD / YOUTH GROUP ACTIVITIES

### CIRCLE OF FRIENDS

Newcomer and resident Canadian youth ages 13-19, come together in a weekly two hour youth group. The youth participate in various organized activities, discussions and workshops. Participation is counted toward community service hours.



### STUDENT AMBASSADOR CLUB

Newcomer and resident Canadian students participate in a structured 8 week program delivered by HOST Staff to local elementary schools. Lessons offered include: anti-racism, diversity and multiculturalism.

## ADULT GROUP ACTIVITIES

### MONTHLY MEN'S AND WOMEN'S GROUP

Newcomers and resident Canadians come together for a variety of planned activities and community outings.

### PRACTICE ENGLISH AND FRENCH CONVERSATION (English/French-English Conversation Circles)

Practice English and French in weekly group activity, while discussing topics.

### ONE-ON-ONE / FAMILY MATCHES (Available in English and French)

Newcomers who are single, coupled or have families, are matched with resident Canadian volunteer(s). Cultures are shared and friendships grow. Matches meet for two hours every week, minimum 6 month commitment required.



### For more information contact:

Multicultural Council of Windsor and Essex County  
245 Janette Avenue  
Windsor, ON N9A 4Z2  
Phone: 255-1127  
Fax: 255-1435  
Website: [www.themcc.com](http://www.themcc.com)

# WRAP

## Windsor Resettlement Assistance Program

**FOR GOVERNMENT ASSISTED REFUGEES AND  
PROTECTED PERSONS ONLY!**

### **The Program provides:**

- Meet and greet clients at the airport.
- Arrange temporary accommodation.
- Provide brief tour of downtown and orientation on currency, weather, norms, Laws, and customs in Canada.
- Provide orientation sessions (with the help of a translator if necessary) on the following: Resettlement Assistance Program, Housing, Health, Education, Employment, Family Life and Services in the community.
- Actively assist clients with securing a permanent accommodation.
- Assist clients with SIN, OHIP, CTB and PRC applications.

### **Eligibility**

The Government of Canada pre-approves Convention Refugees Abroad and members of the Humanitarian Protected Persons Abroad. Once in Canada, the individual is referred to as a Government Assisted Refugee (G.A.R)

*Note: Once Government Assisted Refugees are landed they become permanent residents of Canada.*

More information about the WRAP program can be found at the following website: <http://www.themcc.com/settlement/wrap.php>

*For further inquiries about settlement issues and government services, please visit the Citizenship and Immigration Canada website: <Http://cic.gc.ca>*

**The Multicultural Council of Windsor  
and Essex County  
245 Janette Ave.,  
Windsor, ON N9A 4Z2  
PHONE: 519-255-1127**





## **BASIC (part of WRAP)** **Better Access to Services in the Community**

BASIC provides specific support to Resettlement Assistance Program (RAP) clients destined to Windsor. The program emphasis is in the areas of health, emotional wellness and employment.

Some newcomers may be reluctant to access already available community services due to a number of challenges, such as language barriers, different cultural perceptions and lack of service flexibility.

The BASIC project will help RAP clients in giving them a sense of belonging and community through regular meetings, in-home visits, information and settlement related group sessions.

# BASIC

**The Multicultural Council of Windsor  
and Essex County**  
245 Janette Ave.,  
Windsor, ON N9A 4Z2  
PHONE: 519-255-1127

## ELT Enhanced Language Training

The objective of ELT is to provide job-specific language training to immigrants at Canadian Language Benchmarks (CLB) levels 7-10 in larger centres and 5-10 in smaller centres.

This is a more advanced English language program which includes an opportunity to access Canadian work experience through an unpaid work placement or mentorship. Participants work at a market level that is commensurate with their skills and qualifications.

For further information and classes, contact:

### **Collège Boréal**

Phone: 519-253-1525

### **The Multicultural Council of Windsor and Essex County**

Phone: 519-255-1127

### **New Canadians' Centre of Excellence Inc.**

Phone: 519-988-1300

### **Windsor Women Working with Immigrant Women**

Phone: 519-973-5588

### **Women's Enterprise Skills Training Inc.**

Phone: 519-256-6621

### **YMCA of Windsor and Essex County**

Phone: 519-258-9622



# ISAP

## Immigrant Settlement and Adaptation Program

ISAP services help newcomers with reception, orientation, translation, interpretation and employment-related services. Settlement counsellors provide assistance with: preparation of necessary documents, including translating in over twenty different languages.

The program offers:

- information and referral for training and education, legal matters, immigration, housing and health issues.
- short-term counselling, group support and language specific and specialized monthly information sessions.

For More Information Contact:

### **Collège Boréal**

Phone: 519-253-1525

### **The Multicultural Council of Windsor and Essex County**

Phone: 519-255-1127

### **New Canadians' Centre of Excellence Inc.**

Phone: 519-988-1300

### **Windsor Women Working with Immigrant Women**

Phone: 519-973-5588

### **Women's Enterprise Skills Training Inc.**

Phone: 519-256-6621

### **YMCA of Windsor and Essex County**

Phone: 519-258-9622



# JSW

## Job Search Workshop

The Job Search Workshop helps newcomers learn more about the Canadian labour market and find employment in their field in the shortest possible time by offering the following:

### **Workshops consists of:**

- Targeted resume and cover letter writing
- Interview skills including video taping of mock interviews
- Cold calling and Networking
- How to overcome the barrier of “No Canadian Work Experience”
- Strategies to tap the Hidden Job Market,
- Workers rights and Employment standards

### **Individual Counselling consists of:**

- Assistance to find Paid jobs and Work Experience Placements
- Individual cold calling and interview coaching

### **Mentoring consists of:**

- Mentoring matches to guide the job search.
- Exposure to professional network contacts and Canadian workplace culture

### **Eligibility**

Permanent Residents of Canada, Convention Refugees and Protected Persons, Live-in Caregivers with an Intermediate level of English, and certain others who are not yet landed, but have been allowed to remain in Canada who have been approved in principle by CIC.

### **For More Information Contact:**

YMCA of Windsor and Essex County  
Phone: 519-258-9622

Chatham-Kent Adult Language & Learning  
Phone: 519-354-5758

## SWIS

### Settlement Workers in Schools

SWIS connects newly arrived families to services and resources in the school and the community in order to help with settlement and student achievement.

#### **Why are settlement workers in the schools?**

Schools are one of the first services that newcomers connect with in the community. With the cooperation of the school, the SWIS worker contacts newcomer families to orient them to school and community resources and to refer them to specific services.



#### **How does the SWIS worker help orient newcomers to the school?**

The SWIS worker will explain essential school information and refer the newcomer to the appropriate school staff.

#### **Do SWIS workers meet with students?**

In elementary schools, SWIS workers meet with parents and guardians. In secondary schools, SWIS workers meet with students, parents and guardians.

## Settlement Workers in Schools cont'd

For further information and suggestions for your child's success in school, please refer to [www.settlement.org/edguide](http://www.settlement.org/edguide) and read the Newcomers' Guides to Education in Ontario. The following information is included within these guides:

### Elementary School

#### Starting School

Help your child have a good start in Kindergarten and Grade 1.

#### Grades 3 and 6 EQAO Tests

What is EQAO and what to expect?

#### Parent-Teacher Interviews

The first meeting with your child's teacher.

#### Solving Problems at School

What to do if your child has a problem at school.

#### Dressing for Winter in Ontario

Watch the video within this website and read the handout

### Secondary School

#### High School Courses and Choices

How to choose the right courses.

#### 8 Things You Should Know About Secondary School

Eight important things you need to know about high school.

#### 9 Things to Do in Your First Weeks in Secondary School

This checklist is for students in their first two weeks of high school.



## Settlement Workers in Schools cont'd

### **Your Child's First Week in High School**

For parents with children in their first week of secondary school.

### **Your Child's First Months in High School**

Help your child have a successful first year of secondary school.

### **Special Education**

Some students need special help in order to succeed in school. Services are available for such students by speaking to your principal



Settlement  
Workers in  
Schools

For more information contact:

New Canadians' Centre of Excellence Inc.  
660 Ouellette Ave. Suite 206  
Windsor, N9A 1C1  
Phone: 519-258-4076

## AGENCIES AND SERVICES PROVIDED

### **Collège Boréal**

633, avenue Ouellette  
Windsor, ON N9A 4J4  
Phone: 519-253-1525  
Fax: 519-253-2397  
Website: [www.borealc.on.ca](http://www.borealc.on.ca)

#### **Services:**

- LINC: Language Instruction for Newcomers to Canada
- ELT: Enhanced Language Training

### **Language Assesment and Resource Centre**

1410 Ouellette Avenue  
Windsor, ON.  
Phone: 519-253-2724

#### **Services:**

Language Assesment

### **Multicultural Council of Windsor and Essex County**

245 Janette Avenue  
Windsor, ON N9A 4Z2  
Phone: 519-255-1127

*and*

7651 Tecumseh Road East  
Windsor, ON N8T 1E9  
Phone: 519-948-3443

#### **Services:**

- LINC: Language Instruction for Newcomers to Canada
- HOST



## AGENCIES AND SERVICES PROVIDED Cont'd

- WRAP: Windsor Resettlement Assistance Program
- BASIC: Better Access to Services in the Community
- NSP: Newcomer Settlement Program
- ELT: Enhanced Language Training: Customer Service
- ISAP: Immigration Settlement and Adaptation Program Anti-racism and Cultural Diversity Workshops Cultural Competency Project Employment: Life Skills, JSW: Job Search Workshops, Translation and Interpretation
- MYIA: Multicultural Youth in Action, Multicultural Health Program Nurse Practitioner, TOEFL Preparation Classes

### **New Canadians' Centre of Excellence, Inc.**

660 Ouellette Ave. Suite 206

Windsor, ON N9A 1C1

Phone: 519-258-4076

Fax: 519-258-9953

### **Services:**

- LINC: Language Instruction for Newcomers to Canada
- ISAP: Immigrant Settlement and Adaptation Program
- SWIS: Settlement Workers in Schools
- ELT: Enhanced Language Training
- Children's Programs and Services (OCC & SDC)
- Library/NCCE Inc. Settlement Partnership (LSP)
- Employment Services (Empower, JSW & Job Club)
- Youth Resource Centre (YRC)
- Various Workshops & Information Sessions

## AGENCIES AND SERVICES PROVIDED Cont'd

### **Windsor Women Working with Immigrant Women**

500 Ouellette Ave. 3rd floor

Windsor, ON N9A 1B3

Phone: 519-973-5588

Fax: 519-973-1534

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

#### **Services:**

- LINC: Language Instruction for Newcomers to Canada
- IWF: Investing in Women's Futures
- EAS: Employment Assistance Program
- ELT: Enhanced Language Training

### **YMCA of Windsor and Essex County**

500 Victoria Ave.

Windsor, ON N9A 4M8

Phone: 519-258-9622

Fax: 519-258-9629

Website: [www.windsor.essex.ymca.ca](http://www.windsor.essex.ymca.ca)

#### **Services:**

- LINC: Language Instruction for Newcomers to Canada
- ISAP: Immigrant Settlement and Adaptation Program
- JSW: Job Search Workshops
- ELT: Enhanced Language Training
- NYLP: Newcomer Youth Leadership Program
- NSP: Newcomer Settlement Program

## AGENCIES AND SERVICES PROVIDED Cont'd

### **Women's Enterprise Skills Training of Windsor Inc. (WEST)**

647 Ouellette Ave. Ste. 201

Windsor, ON N9A 4J4

Phone: 519-256-6621

Fax: 519-256-3963

Website: [www.westofwindsor.com](http://www.westofwindsor.com)

### **Services:**

- LINC: Language Instruction for Newcomers to Canada
- ELT: Enhanced Language Training
- EAS: Employment Assistance Program
- NSP: Newcomer Settlement Program
- ISAP: Immigrant Settlement and Adaptation Program
- Bridge Training Program for Internationally Trained Individuals
- Communicating Effectively in English
- Job Club
- Services for low-income women (Lifeskills, GED, OSSD)
- Computer Training and Keyboarding
- Ready for Work Clothing Exchange Program

# AGENCIES AND SERVICES PROVIDED

## Cont'd

### **Chatham-Kent Adult Language & Learning**

Waymur Bldg. 310-48 Fifth St.

Chatham, ON

Phone: 519-354-7424

Fax: 519-354-5758

Website: [www.adultlanguageandlearning.ca](http://www.adultlanguageandlearning.ca)

### **Services:**

- LINC: Language Instruction for Newcomers to Canada
- ISAP: Immigrant Settlement and Adaptation Program
- JSW: Job Search Workshops

### **South Essex Community Council**

94 Talbot St. E.

Leamington, ON

Phone: 519-322-3532

Fax: 519-326-2246

- LINC: Language Instruction for Newcomers to Canada
- ISAP: Immigrant Settlement and Adaptation Program
- NSP: Newcomer Settlement Services Community Information and Referral
- IMPACT: Immigrant Parent and Child Training





Notes

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**IMPORTANT CONTACTS**

NAME

CONTACT INFO








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