

A Newcomer's Guide to Services in Peel and Halton

Funded by the Government of Canada through Citizenship and Immigration Canada



Citizenship and
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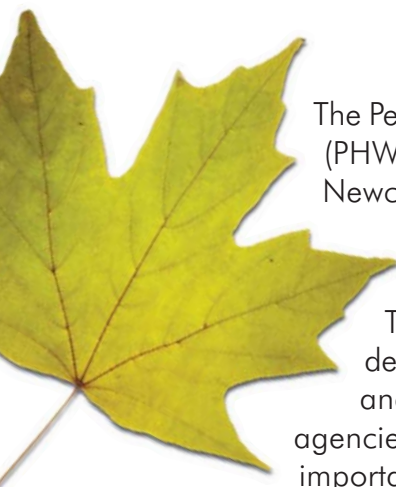
Citoyenneté et
Immigration Canada

Peel Halton



Workforce
Development
Group

2009



The Peel Halton Workforce Development Group (PHWDG) is pleased to provide you with the Newcomer's Guide to Services in Peel and Halton, 2009 edition. The guide was originally printed in April 2007.

The content for this updated edition was developed in consultation with management and front-line staff of newcomer-serving agencies in Peel and Halton regions. Most importantly, input was gathered from new immigrants who are the primary users of this guide.

The consultations and focus groups were enlightening and provided a foundation for the content of this guide.

The PHWDG would like to thank Citizenship & Immigration Canada for providing funding for this project. The funding made it possible to update the guide; translate the guide into French, Punjabi and Chinese; graphically design the guide and print and distribute over 105,000 copies.

We wish to thank the following partners that had representation and participated on the advisory committee in the development of this guide:

- ACCES Employment Services
- Catholic Cross-Cultural Services
- COSTI Immigrant Services
- Dixie Bloor Neighbourhood Centre
- Halton Multicultural Council
- Sheridan College of Technology and Advanced Learning

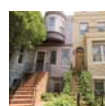
We hope this guide will serve you well and we welcome any feedback you may have.

Shalini da Cunha, Executive Director

Peel Halton Workforce Development Group

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Welcome To Peel And Halton

This is a time in your life full of new adventures, meeting new people, and learning a different language and culture. This is also a time when you might be feeling scared and alone; there is so much to do when you move to a new country!

You are not alone.

This guide has been created to help you and your family. It is a guide to help you quickly find the organizations and resources you need to live in your new community. It is a guide that lists many organizations that can help you for free.

In Canada, you have the choice to do everything on your own... but you don't have to.

There will be good days in your new city, but sometimes there will be difficult days. There will be days you can't imagine living anywhere else; there will also be days you will think about going "back home". There will be days you will want to take care of things alone, but there will also be days when you need some help. The organizations listed in this guide are ready to help you make the changes to Canadian life much easier!

*"We may have all
come on different
ships, but we're in
the same boat
now."*
Martin Luther King, Jr.

*"Without a sense of
caring, there
can be no sense of
community."*
Anthony D'Angelo



About Your Region And City

In Ontario, there are many different kinds of organizations that can help you.

Businesses:

You have to pay for their products/services. Only a few businesses are listed in this guide.

Non-Profit Organizations:

We have listed many non-profit organizations in this guide. These organizations get money from the government or from donations to help people living in their community. Their services are free, but not everyone can attend; you must be "eligible", which means they have rules about who they can help and who they cannot help (for example, a program that gets money from the government to help women can only help women).

Government:

All levels of government have services. Sometimes the government provides the service directly (for example, "Employment Insurance" when you lose your job) but many times they give the money to "non-profit" organizations to provide the service. We have listed some government resources in this guide.

About Your Region And City

There are three levels of government in Canada:

Federal Government

This government is for all of Canada and is responsible for citizenship, foreign policy, national defence, money, banking, postal service, etc.

1-800-O CANADA (1-800-622-6232)

www.canada.gc.ca

Provincial Government

This government is responsible for health, child welfare, municipal government, highways, labour, education, etc. Each province or territory has its own provincial/territorial government.

For Ontario, the contact information is:

416-326-1234 or 1-800-267-8097

TTY 416-325-3408 or TTY 1-800-268-7095 (hearing impaired)

www.ontario.ca

Municipal Government

This government is at the local level and is responsible for fire departments, police, libraries, transportation, local health issues, garbage collection, etc. There are many local levels of government that are divided into "regions".

Do you know what region you live in?

About Your Region And City

If you live in Mississauga, Brampton or Caledon, you live in Peel Region.

Peel Region

905-791-7800
www.region.peel.on.ca

City of Mississauga

905-896-5000
TTY 905-896-5151
(hearing impaired)
www.mississauga.ca

City of Brampton

905-874-2000
TTY 905-874-2130
(hearing impaired)
www.brampton.ca

Town of Caledon

905-584-2272 or
1-888-CALEDON
www.town.caledon.on.ca

If you live in Burlington, Halton Hills, Milton, or Oakville, you live in Halton Region.

Halton Region

1-866-442-5866
TTY 905-827-9833
(hearing impaired)
www.halton.ca

City of Burlington

905-335-7777 or
1-877-213-3609
www.burlington.ca

Town of Oakville

905-845-6601
TTY 905-338-4200
(hearing impaired)
www.oakville.ca

Town of Milton

905-878-7252 or
1-800-418-5494
TTY 905-878-1657
(hearing impaired)
www.milton.ca

Town of Halton Hills

905-873-2601
www.town.halton-hills.on.ca

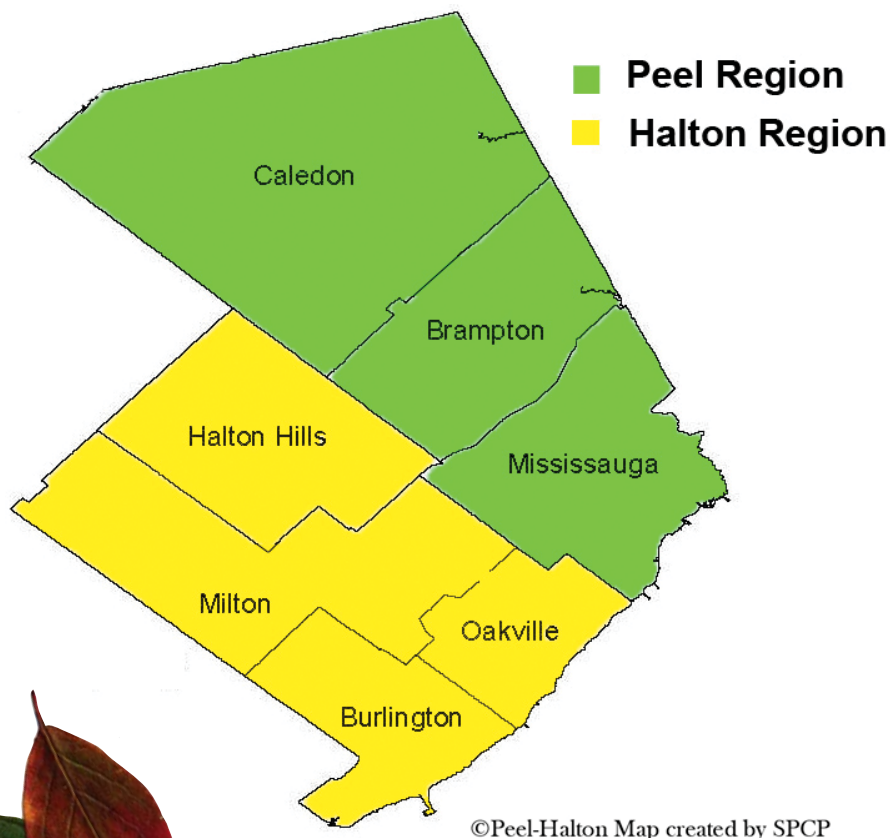
Did you know?

When you see a phone number that has TTY beside it, it means this is a special phone number for people who are deaf or have a hearing loss. TTY stands for "teletypewriter".

It is a small machine that people can use to type instead of talking on the phone. Do not dial a TTY phone number if you do not have this machine or do not have a hearing loss.

Map Of Peel And Halton Region

Map Of Peel And Halton Region



Where To Find Help And Information

Phone or visit any of the information centres listed below, or go to one of these websites. All have information about living and working in your community. They also have staff (some that may speak your language) that can help you find what you need quickly.

NEWCOMER INFORMATION CENTRES

www.tcet.com/nic

Brampton:

263 Queen Street East, Unit 14,
905-595-0722, ext. 4000

Brampton:

7700 Hurontario Street, Suite 300,
905-457-4747, ext. 3013

Mississauga:

2 Robert Speck Pkwy Suite 800,
905-279-0024, ext. 1266

Mississauga:

3233 Brandon Gate Drive, Unit 7,
905- 677-0007, ext. 233

Caledon: Caledon Library (Tuesdays only, call for details), 416-458-9624

Oakville: Oakville Mews Mall,
171 Speers Road, Unit 20,
416-524-3085

INFORMATION WEBSITES

New to Ontario:

www.settlement.org
www.ontarioimmigration.ca

New to Peel Region:

www.immigrationpeel.ca

List of non-profit

organizations in Peel Region:
<http://peel.cioc.ca>

List of non-profit

organizations in Halton Region:
www.hipinfo.info

*"Information is the
seed for an idea, and
only grows when it's
watered."*

Heniz Bergen

Dial 211

For non-emergency information about programs and services in Peel or Halton, dial this number. You can speak to a person who can help you. Or go online to: www.211ontario.ca

Helpful Advice

Do you need to use a computer and Internet? There are many places you can go to use a computer for free. Try your local library, employment resource centre, or ask a "settlement" agency listed on page 12 of this guide.

Local Newspapers

One of the best ways to learn about Canadian culture and what's happening in your city or town is to read the newspaper. And don't forget to read the business section too; you can learn a lot about companies and job opportunities!

To find newspapers in your language go to: www.nepmcc.ca

Brampton Guardian
www.northpeel.com

Burlington Post
www.burlingtonpost.com

The Canadian Champion (Milton)

Oakville Beaver
www.haltonsearch.com

Globe & Mail
www.theglobeandmail.com

The Independent & Free Press
(Georgetown)
www.independentfreepress.com

Mississauga News
www.mississauganews.com

Toronto Star
www.thestar.com

Toronto Sun
www.torontosun.com

Web Resource

You can find newspapers throughout Canada and around the world. Go to:
www.world-newspapers.com/ontario.html



Libraries

Your local library is a great place to get information, use a computer, relax, and have fun. It's great for people of all ages! Below is a list of the "central" locations, but there are many more locations. Contact the library in your city or town to find the location closest to you.

**Brampton Library-
Four Corners Branch**
65 Queen Street East,
905-793-4636
www.bramlib.on.ca

**Burlington Public Library-
Central Branch**
2331 New Street,
905-639-3611
www.bpl.on.ca

**Caledon-Albion/Bolton
Branch**
150 Queen Street South,
905-857-1400
www.aledon.library.on.ca

**Halton Hills Public Library-
Georgetown Branch**
9 Church Street,
905-873-2681
www.library.hhpl.on.ca

Milton Public Library
45 Bruce Street,
905-875-2665
www.mpl.on.ca

**Mississauga Library-
Central Branch**
301 Burnhamthorpe Road
West, 905-615-3500
[www.mississauga.ca/portal/
residents/library](http://www.mississauga.ca/portal/residents/library)

**Oakville Public Library-
Central Branch**
120 Navy Street,
905-815-2042
www.opl.on.ca

*"Books are the quietest and most
constant of friends; they are the
most accessible and wisest of
counsellors, and the most patient
of teachers."*

Charles W. Eliot

Find Help In Your Own Language

Starting a new life in a new country can be difficult; there's so much to do! There are a lot of agencies that can help you, and it's all free. We call these agencies "settlement" agencies because they help you with almost everything you need to live in your new city. Many settlement agencies have staff that can speak in your language and in English. When you speak with a settlement worker, he or she will always keep your information private.

PEEL REGION (Mississauga, Brampton, Caledon)

Afghan Women's Organization

Mississauga: 3050 Confederation Parkway,
Mezzanine 1,
905-279-3679 ext. 22
www.afghanwomen.org

African Community Services of Peel

Brampton: 20 Nelson Street,
Lower Level, Suite 102,
905-460-9514
www.africancommunityservices.com

Audmax Inc.

Mississauga: Emerald Centre, 10 Kingsbridge
Garden Circle, Suite 501, 905-615-1188
www.audmaxinc.com

Brampton Multicultural Community Centre

Brampton: 150 Central Park Drive, Suite 107,
905-790-8482
Mississauga: 3190 Ridgeway Drive, Unit 35,
905-828-1328
www.bmccentre.org

Brampton Neighbourhood Resource Centre

Brampton: 30 Kennedy Road South, Unit 14,
905-453-4622
Brampton: Kennedy Square Mall, 50 Kennedy
Road South, Unit 24, 905-452-1262
Brampton: Springdale Village Plaza, 2260
Bovaird Drive East, Unit 101,
905-792-1641
www.bnrc.org

Catholic Crosscultural Services

Brampton: 8 Nelson Street West, Suite 302,
905-457-7740
Mississauga: 3660 Hurontario Street, 7th Floor,
905-273-4140
www.ccspeel.org

Dixie Bloor Neighbourhood Centre

Mississauga: 1420 Burnhamthorpe Road East,
Unit 315, 905-629-1873
www.dixiebloor.ca

India Rainbow Community Services of Peel

Mississauga: 3038 Hurontario Street, Suite 206,
905-275-2369
Brampton: 9446 McLaughlin Road North,
Unit 1, 905-454-2598
Brampton: 21 Regan Road, Units H & I,
905-459-4776
www.indiarainbow.org

Find Help In Your Own Language

(Mississauga, Brampton, Caledon) PEEL REGION CON'T

Malton Neighbourhood Services

Mississauga: Malton Community Centre,
3540 Morning Star Drive, 905-677-6270
Brampton: 3975 Cottrelle Blvd, Units 8,9,10,
905-794-7111
www.mnsinfo.org

Newcomer Centre of Peel

Mississauga: 165 Dundas Street West,
Suite 200, 905-306-0577, ext. 227
www.palc.ca

Peel Career Assessment Services Inc.

Mississauga: 975 Meyerside Drive,
905-670-1967
www.peelcareer.com

Peel Multicultural Council

Mississauga: Meadowvale Christian Academy
Building, 6630 Turner Valley Road,
905-819-1144
www.peelmc.com

Polycultural Immigrant and Community Services

Mississauga: Sheridan Centre, Lower Level,
2225 Erin Mills Parkway, 905-403-8860
www.polycultural.org

The Cross-Cultural Community Services Association (TCCSA)

888 Dundas Street East, Unit B6-1,
905-615-9500
www.tccsa.on.ca

(Burlington, Oakville, Milton, Halton Hills) HALTON REGION

Halton Multicultural Council

Oakville: 1092 Speers Road,
905-842-2486, ext. 225
www.halton-multicultural.org

The Centre for Skills Development & Training

Burlington: Bay Area Learning Centre,
860 Harrington Court,
905-333-3499 ext.196
Milton: Southview Plaza, 550 Ontario Street,
905-693-8103 ext. 204
Oakville: Pilgrim's Way Plaza, 1395 Abbeywood
Drive, 905-847-8345 ext. 2
www.thecentre.on.ca

*"Other people may be there to
help us, teach us, guide us along
our path, but the lesson to be
learned is always ours."*

Unknown

Did you know?

In Canada, it's okay to ask for help. Almost everyone, not just people new to Canada, use the assistance of organizations to find work, get help for their family and so much more!

Find A Place To Live/Rent

Rent an Apartment/House/Condominium

The cost of “housing” will be your biggest expense. Take your time to look for something that fits the needs of your family and that you can afford. Have someone read all contracts before you sign! You don’t want to get into a contract (called a “lease”) you are not happy with.

When you rent, be prepared to pay “first and last months’ rent”; this means you will have to pay two months’ amount of rent all at once. Many leases are one year long. This is called a “rental agreement”. In a rental agreement, you are called the “tenant” and the owner of the building is called the “landlord”.

To find a place to rent, you can:

- Find help in your language; see page 12 for a list of “settlement” agencies that can give you some good ideas about renting in your city
- Read your local newspaper; look in the “classifieds” section
- Ask people you know
- Drive or walk around the area where you want to live; take a look at the apartment buildings in your area and write down the phone numbers of the ones you want to look at; you can call them directly and make an appointment to see the apartment

“The most important work you and I will ever do will be within the walls of our own home.”

Harold B. Lee

Web Resources

To learn your rights as a tenant (renter) visit:
www.settlement.org/site/HO/rights.asp

For more information about renting, go to:
www.settlement.org/site/HO/renting.asp

Find A Place To Live/Rent

Buy a House/Condominium

Houses and condominiums can be purchased using a real estate agent or privately. Most people use a real estate agent. To find an agent, 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 and click on “Realtor Search”.

To learn all about buying a house, visit any of these websites:

The Newcomer’s Guide to Canadian Housing (free information)

www.cmhc.ca/en/co/buho/index.cfm or call 1-800-668-2642

You can also visit www.settlement.org/site/HO/buyahouse.asp

Did you know?

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

•

If you pay your rent by the month, the landlord can only ask you for a deposit of no more than one month’s rent; and if you pay rent weekly, the landlord can only ask for a deposit of no more than one week’s rent

•

When you move out, you must take everything, or your landlord can sell, keep, give away, or throw out anything you leave behind

•

Remember to ask your landlord for the interest on your last month’s rent when you move out.

Find A Place To Live/Rent

Subsidized Housing

Individuals and families who have low incomes and cannot afford the total rental amount for an apartment might be eligible for “subsidized” housing. This means the government will help to pay for your rent if you don’t have enough money. There are four kinds of subsidized housing:

- Non-Profit Housing- owned and managed by non-profit groups (for example a church)
- Co-op Housing- there is no landlord; the building is managed by the people who live in the co-op (called the “tenants”)
- Public Housing- owned and managed by the government; many people wait 10+ years before an apartment/house becomes available!
- Rent Supplements- the tenant pays 30% of his/her income and the government pays the rest to the landlord as a “subsidy”

For more help, ask one of the “settlement” agencies listed in this guide under the category: “Your first weeks in Canada: Find help in your own language” on page 12.

You can also contact the government agencies responsible for subsidized housing:

Peel Access to Housing (PATH)

Brampton: 5 Wellington Street East,
905-453-1300

www.peelregion.ca/housing

Halton Access to Community Housing (HATCH)

Oakville: 1151 Bronte Road,
905-825-6000 or 1-866-442-5866

www.halton.ca/scs/Housing/hatch

Home Phone

The three biggest phone companies in Ontario are:

Bell Canada

www.bell.ca

310-2355 (no area code)

Rogers

www.rogers.com

1-888-764-3771

Cogeco

www.cogeco.com

905-333-5343

Some things to think about before you get your phone:

- You can get a “bundle”; this means you pay for a home phone, internet and mobile phone in one package (and it may be cheaper)
- There are many “extras” with phones that you may or may not want; be careful with your choices; you don’t have to get everything they are trying to sell you

Did you know?

When you listen to an automated phone system, you might hear it say “press the pound key”.

This is the number sign (#) on your phone

Get A Phone/Mobile Phone

If you don’t have a permanent place to live, you may want to get a mobile phone (also called a “cell phone”). Like anything else, get some help and lots of information before you sign a phone contract that you may have to keep for years! There are so many choices today; make sure you are getting what you need and what you can afford.

Check this website for comparisons of mobile phones and prices:
www.cellphones.ca

Long Distance Calling

How much long distance calling will you do? Think about:

- Paying a monthly amount for long distance (with your home phone package)
- Getting a calling card; you can buy one at most stores, including “ethnic” grocery stores (stores with your native country’s food)

Open A Bank Account

You don't need a job to open a bank account and you don't have to put money in the account right away. It's your right to have a bank account in Canada. But you do have to go to the bank of your choice in person and show identification and fill out papers. The bank will explain the different accounts you can open. Ask lots of questions and do what's best for you. Be sure to ask about bank fees. Depending on how much money you have in the account, you may not have to pay any fees. Ask your family and friends about which bank to go to, but most banks in Canada are the same; they just offer different kinds of customer service, fees, etc.

Register Your Child In School

In Ontario, all children from age 6 to 18 years old must go to school; your immigration status does not stop children from going to school. Unless your child attends a "private" school, education in Ontario is free until they finish high school.

To register your child, you can:

- Ask for help from one of the "settlement agencies" listed in this guide. See page 12.
- Call one of the school boards in your region (Peel or Halton). See the list on next page.
- If you live near a school, go in and talk to someone.



Register Your Child In School

There are four kinds of government-funded school boards in Ontario. Contact any one of them to register your child in school.

English Public Peel District School Board

Call 905-366-8791 to make an appointment
We Welcome the World
 Centre
Mississauga:
 100 Elm Drive West
Mississauga:
 3131 Morning Star Drive
Brampton:
 25 Kings Cross

Halton District School Board

Call: 905-335-3663, ext. 3240

English Catholic Dufferin-Peel Catholic District School Board

Call 905-361-2344 to make an appointment
The Newcomer Reception and Assessment Centre
Brampton:
 St. Isaac Jogues Elementary School, 300 Great Lakes Drive
Mississauga:
 St. Veronica Elementary School, 680 Novo Star Drive

Halton Catholic District School Board

Call: 905-632-6300 or 1-800-741-8382

French Language Public Conseil scolaire de district du Centre-Sud-Ouest

Call: 416-614-0844 or 1-888-538-1702

French Language Catholic Conseil scolaire de district catholique Centre-Sud

Call: 1-800-274-3764, ext. 3600

There are also private schools in Ontario, but you have to pay for your children to attend. For more information about private schools and education in Ontario, visit:
www.edu.gov.on.ca

Immunization

Also called "shots" or needles, they help to save lives and prevent serious illnesses. For children attending school in Ontario, a written immunization record or proof of immunization is required by law. When you register your child for school, you will be asked for this document. If you have a health card, contact your family doctor who can give your children their immunization shots.

If you don't have a health card, you can call your local public health department:

Peel Region Peel Public Health

905-799-7700;
 ask to speak to an Immunization Nurse

Halton Region Halton Region Health Department

Dial 311 (If you live in Halton)
 or call 905-825-6000 or 1-866-442-5866
 TTY 905-827-9833 (hearing impaired)

Apply For A Health Card (OHIP)

The Ontario Health Insurance Plan (called OHIP) is needed if you live in Ontario and want to receive free public health services. As soon as you arrive in Canada, apply for an OHIP card for you and your family (even young children and babies need an OHIP card). There is a 3-month waiting period before you can receive a card and use the Ontario health system.

Applying for a health card for you and your family must be done in person. Bring three pieces of identification (they must be original documents) to prove your citizenship/immigration status, identity, and residency in Ontario. Anyone older than 15 years old must apply in person for an OHIP card.

In Peel and Halton there are only two locations to apply for a health card:

Mississauga

201 City Centre Dr, 2nd Floor
905-275-2730;
TTY 905-896-6041 (hearing impaired)

Oakville

Oakville Town Centre II-
220 North Service Road West
905-275-2730;
TTY 1-800-387-5559
(hearing impaired)

Did you know?

OHIP does not pay for all health services that you may need or want, including: dentist, eye care, and other services your doctor provides. Ask your doctor if a procedure is covered by OHIP. To learn all about OHIP, visit the website: www.health.gov.on.ca and click on "Health Card". Or you can call the Ontario Ministry of Health and Long-Term Care's INFOLine at 1-800-268-1154.

Apply For A Health Card (OHIP)

Private Health Insurance

You must wait 3 months for your Ontario health card so it is very important you get health insurance from a private company. If someone in your family gets sick, medical costs can be very expensive (thousands of dollars). You must do this within 5 days of arriving in Canada or you may not get insured. You can ask family/friends about insurance companies or look in the yellow pages of your local phone book under "insurance".

Community Health Centres

If you cannot afford private health insurance while you are waiting for your OHIP card, there is only one free health centre (in Peel/Halton regions) and it only serves people living in East Mississauga.

LAMP Community Health Centre- East Mississauga

2555 Dixie Road, Unit 7, 905-602-4082

www.eastmississaugachc.org

To learn how to find a doctor and where the hospitals are located, go to page 75 of this guide.



Apply For A Social Insurance Number (SIN)

A social insurance number (also called a SIN) is needed for you to work in Canada. This number tells the government who is earning money, paying taxes, using government services, etc.

Some important information about having a SIN card is:

- Employers, government agencies, and non-profit organizations you will ask you for this number
- It is illegal to work in Canada without a SIN card
- You need a SIN card to open a bank account or to obtain a tax credit
- Your children do not need a SIN card unless they are of a working age; however, you can get one for them so that when they are ready to work, they will already have the card

Using Your SIN Card

- Protect your SIN card; if someone steals it or you lose it, report it immediately to the police and call 1-800-206-7218 to report it to the government; or go to your nearest Service Canada office for assistance (see below for a list of locations)
- Don't give your SIN number to just anyone! Only authorized government agencies and employers can ask for it
- Do not give your SIN number before you get the job (not even on an application form); an employer can ask to see it after you have been hired
- Do not put your SIN number on your resume or cover letter
- Your SIN card is attached to a lot of personal information about you, so it is very important to keep it private and in a secure location

Applying for a SIN Card In-Person

- Go to your local Service Canada Centre for an application or you can get the application form online at:
www.servicecanada.gc.ca/eforms/forms/nas2120e.pdf
- Bring original documents with you to prove your identity, such as a Permanent Resident Card or Record of Landing

Apply For A Social Insurance Number (SIN)

By Mail

- You must mail original documents to prove your identity, such as a Permanent Resident Card or Record of Landing with your completed application form (the government will return the identification documents to you)
- **Mail to:** Social Insurance Registration, P.O. Box 7000, Bathurst, New Brunswick, E2A 4T1

Service Canada Centres

Service Canada Centres are operated by the federal government. It is where you go to apply for your Social Insurance Number (SIN), to apply for Employment Insurance benefits (EI), or to pick up some brochures about organizations that can help you to look for a job. Some centres offer more services than others. Many also set up job centres in the summer to help youth find summer jobs.

1-800-206-7218

TTY1-866-678-2785 (hearing impaired)

www.servicecanada.gc.ca

PEEL REGION

(Mississauga, Brampton, Caledon)

Brampton/Caledon:

18 Corporation Drive, 905-790-2525

Mississauga East:

2525 Dixie Road, 905-608-7000

Mississauga West:

3085 Glen Erin Drive, 905-608-7000

HALTON REGION

(Burlington, Oakville, Milton, Halton Hills)

Burlington:

440 Elizabeth Street, 905-637-4525

Georgetown:

232 Guelph Street, 1st Floor, 905-877-6915

Malton:

6877 Goreway Drive, Unit 5, 905-608-7000

Milton:

310 Main Street East, 905-878-8418

Oakville:

1090 Speers Road, 1-800-959-9522

Apply For The Child Tax Benefit

The Canada Child Tax Benefit is a non-taxable amount paid monthly to help families with the cost of raising children under 18 years of age. When you arrive in Canada, apply for this benefit. The government will decide if you are eligible. To fill out the form, visit one of the “settlement” agencies listed on page 12 of this guide to help you. Or visit the website:

<http://www.cra-arc.gc.ca/bnfts/cctb/menu-eng.html>

Change Important Papers Into English (Translation)

There are two kinds of translation services available; certified and non-certified. A Certified Translator is someone who has been given the title of “Certified Translator” by the Association of Translators and Interpreters of Ontario (ATIO). You might choose to have your documents translated by a Certified Translator because some employers, professional licensing associations, or schools will only accept documents translated by a Certified Translator (for example: education documents, birth certificate, etc.). For less important documents, you don’t need certified translation.

To find a Certified Translator, you can look in the yellow pages of your phone book under “Translators” or contact:

The Association of Translators and Interpreters of Ontario

1-800-234-5030
www.atio.on.ca

These organizations also have certified translators:

Centre for Education & Training

Mississauga: 905-949-0049, ext. 2279 (call for locations)
www.tcet.com

Halton Multicultural Council

Oakville: 1092 Speers Road,
905-842-2486 ext. 229
www.halton-multicultural.org

Malton Neighbourhood Services

Mississauga: Malton Community Centre, 3540
Morning Star Drive, 905-677-6270
www.mnsinfo.org

You can also have your documents translated by a non-certified translator. Contact the “settlement” agency close to your home. See page 12 for a list of agencies.

Shopping

You have many choices for shopping, so ask friends/family or talk to someone at one of the organizations listed in this guide for suggestions. You will be surprised some stores have the same products but at very different prices!

There are also many “ethnic” stores in Peel and Halton regions. These are stores that have food and other items from your native country. Take a walk or a drive in the busiest parts of your city and you may find many ethnic stores. Or look in the yellow pages of your phone book or ask one of the agencies listed in this guide under “Find Help in Your Own Language”.

Consumer Protection

If you buy something, you are called the “consumer”. The Ontario government has an agency that can help you if you want to make a complaint about something you purchased. First go to the business and make your complaint, but if that doesn’t work, you can contact:

Consumer Protection:

416-326-8800 or 1-800-889-9768

or visit the website:

www.gov.on.ca/MGS/en/ConsProt/

Did you know?

The top 10 complaints made by Ontario consumers in 2008 were:

- | | |
|---------------------------|----------------------------|
| 1. Collection Agencies | 6. Home Furnishings |
| 2. Home Repairs | 7. Telephone/Long Distance |
| 3. New/Used Car Purchase | 8. Car Repairs |
| 4. Appliances | 9. Credit Reporting |
| 5. Health & Fitness Clubs | 10. Energy Brokers |

Counselling

There are many organizations and programs in your community to help everyone in your family, from babies to older people and everyone else. If you are looking for some family fun or you need help with a problem in your family, contact one the organizations listed below.

PEEL REGION (Mississauga, Brampton, Caledon)

Associated Youth Services of Peel

For adults, children, youth and their families who are, or are at risk of, experiencing serious social, emotional or behavioural difficulties.

Mississauga: 120 Matheson Blvd. East, Suite #201, 905-890-5222
www.aysp.ca

Catholic Family Services of Peel

Counselling services to individuals, couples, and families

Mississauga:
The Emerald Centre, 10 Kingsbridge Garden Circle, Unit 400, 905-897-1644
Brampton:
10 Gillingham Drive, Suite 201, 905-450-1608
Caledon: 18 King Street East, Unit D8, 905-450-1608
www.ctspd.com

Family Services of Peel

Counselling services to individuals, couples, and families

Brampton: 20 Nelson Street West, Suite 202
Mississauga: 151 City Centre Drive, Suite 501
Caledon: 33 King Street West 905-453-5775
www.fspeel.org

John Howard Society of Peel, Halton, Dufferin

Crime Prevention, Anger Management, Counselling to prevent crimes, etc.

Brampton: 100 Queen Street West, 905-459-2205
Brampton: 134 Main Street North, 905-459-0111
Mississauga: 130 Dundas Street East, Suite 300, 905-275-9117
www.johnhowardphd.ca

Punjabi Community Health Services

Addictions

Brampton: 4525 Ebenezer Road, Unit 16, 905-794-0089
Mental Health, Seniors, Gambling
Brampton: 11730 Airport Road, 905-790-0808
www.punjabiservices.com

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Halton Family Services

905-845-3811 (all locations)
Oakville: 235 Lakeshore Road East
Burlington: The Bay Area Learning Centre, 860 Harrington Court, Suites 215 & 216
Milton: 75 Main Street East, Unit 14
North Halton: Knolcrest Centre, 360 Guelph Street, Unit 45- Suite 6
www.haltonfamilyservices.org

John Howard Society of Peel, Halton, Dufferin

Crime Prevention, Anger Management, Counselling to prevent crimes, etc.

Milton: 193 Main Street East, 905-864-1306
www.johnhowardphd.ca

Parents

Need some help or information about parenting? Have a question? Or maybe you're a first time parent? Whatever your need, interest or problem, there is an organization that can help you. Below is a list of some organizations with parenting programs and services, but you can also call the **Parenting Hotline at 1-888-603-9100**. You can ask whatever you want and it is all private.

Parenting Programs & Services

(Mississauga, Brampton, Caledon) PEEL REGION

Family Services of Peel

Family Life Education Program

Mississauga: 151 City Centre Drive, Suite 501, 905-270-2250
www.fspeel.org

India Rainbow Community Services of Peel

Positive parenting and culturally sensitive counselling for parents and family

Mississauga: 3038 Hurontario Street, Suite 206, 905-275-2369
Brampton: 9446 McLaughlin Road North, Unit 1, 905-454-2598
www.indiarainbow.org

The Dam

Support programs for pregnant & young moms

Mississauga: Meadowvale Town Centre, 6975 Meadowvale Town Centre Circle, Unit N2B, 905-826-6558

Cooking classes for young moms

Mississauga: Meadowvale Christian Reformed Church, 2630 Inlake Court, 905-826-6558
www.thedam.org

(Burlington, Oakville, Milton, Halton Hills) HALTON REGION

Our Kids Network

Search for programs & services throughout Halton region
www.ourkidsnetwork.ca





Parents

PEEL REGION (Mississauga, Brampton, Caledon)

Brampton Neighbourhood Resource Centre

Ontario Early Years Centre, Early Learning Lending Library, Program to bring seniors, parents and children (0-6 yrs) together

Brampton: Kennedy Square Mall, 50 Kennedy Road South, Unit 24, 905-452-1262

Brampton: Heart Lake Town Centre, 180 Sandelewood Parkway, Unit 8C, 905-495-3430
www.bnrc.org

Caledon Parent Child Centre

Ontario Early Years Centre plus many different child-parent programs and services

Caledon: Albion/Bolton Community Centre, 150 Queen Street South, 905-857-0090
www.cp-cc.org

Dixie Bloor Neighbourhood Centre

Ontario Early Years Centres
Mississauga: Tomken Public School, South Building, 3160 Tomken Road, 905-276-6392
Mississauga: Central Parkway Plaza, 2nd Floor, 377 Burnhamthorpe Road, Unit 111, 905-566-0144

Mississauga: Havenwood Public School, 3255 Havenwood Drive, 905-625-9391
www.dixiebloor.ca

Malton Neighbourhood Services

Ontario Early Years Centres
Brampton: 1090 Peter Robertson Blvd, Suite 208, 905-790-5692

Brampton: Bramalea Civic Centre, 150 Central Park Drive, Unit 101, 905-791-9650

Mississauga: Malton Community Centre, 3540 Morning Star Drive, 905-677-6270
www.mnsinfo.org

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Links2Care

Ontario Early Years Centres
Georgetown: 96 Guelph Street, 905-873-2960
Acton: 85 Wallace Street, 519-853-2574
www.links2care.ca

There are many more Ontario Early Years Centres available. Contact:

1-866-821-7770
TTY 1-800-387-5559 (hearing impaired)
www.gov.on.ca/children/oeyc/en/location/index.html

Ontario Early Years Centres

Looking for a place for you and your children? Ontario Early Years Centres are free to parents, babysitters and children under the age of six years old. It is a place to have fun together and get information about parenting and services in your community. It is a chance to get out of your home, meet other parents, and have fun with your child.



Child Care



There are many kinds of daycare or childcare possibilities for your children:

Unlicensed Child Care

- Up to 5 children in someone's home
- You can ask people you know to refer you to a good home daycare

Licensed Child Care

- License given by the government
- Have a police check, a Children's Aid check, fire check and health check before they can begin their program.
- Up to 5 children in their home

Nursery Schools

- License given by the government
- Minimum one staff per child care room will have an "Early Childhood Education" diploma
- One staff on site must have infant/child CPR (emergency assistance)
- All staff will have a police check

Nannies

- Private or through an agency; you have to do your own research and investigation; you can look in the yellow pages of your phone book or in the classifieds section of your local newspaper

WEB RESOURCE

There are so many different programs for your children and everyone else in the family. Ask one of the "settlement" agencies listed in this guide for information, or visit one of these websites to do a search:

Peel Region: <http://peel.cioc.ca>

Halton Region: www.hipinfo.info

To find child care in Peel Region:

Licensed home-based daycares:

http://www.cdrcp.com/ccip_find_lhba.html

Licensed Child Care Centres:

<http://www.cdrcp.com>

To find child care in Halton Region:

www.hccr.ca

If you have a low income and cannot pay for child care, you may be eligible for a "subsidy". This is when the government will help you pay for child care. To find out more, call:

Region of Peel:

905-791-1585
<http://www.peelregion.ca/childcar/subsidize.htm>

Halton Region:

905-825-6000
and ask for "Intake for Child Care Subsidy"
<http://www.halton.ca/scs/childcare/subsidy.htm>

Women

In Canada, it is against the law for anyone to be abused. Sometimes men tell immigrant women that if they leave or call the police they will lose their children, have to leave Canada, will bring shame to the family, etc. But in Canada, you will not lose your children just for leaving your husband/partner, and there are many programs and services to help you and your children. Know your rights. You don't have to live with abuse.

Shelters For Abused Women And Their Children

If you need to leave your home with your children and you have nowhere to live, call the shelter closest to your home. These shelters do not advertise their addresses, so you have to call first. If it is an emergency situation, call the police at 911.

PEEL REGION (Mississauga, Brampton, Caledon)

Honeychurch Family Life Resource Centre

Brampton: 905-451-4115

Interim Place

(Shelter for Abused Women & Children)

Mississauga: 905-403-0864 or 905-676-8515
www.interimplace.com

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Halton Women's Place

Halton Region:
905-878-8555 or 905-332-7892
www.haltonwomensplace.com

Assaulted Women's Helpline

24 hour crisis line for women in Ontario

You don't have to give your name

The phone number will not show up on your phone or your phone bill

Completely private

416-863-0511 or 1-866-863-0511
TTY 1-866-863-7868 (hearing impaired)



Programs & Services For Women

(Mississauga, Brampton, Caledon) PEEL REGION

African Community Services of Peel

Women's Support Program
Brampton: 24 Nelson Street,
Lower Level, Suite 102,
905-460-9518
www.africancommunityservices.com

Brampton Neighbourhood Resource Centre

Young Moms/ Women Support Program
Brampton: Kennedy Square
Mall, 50 Kennedy Road
South, Unit 24,
905-452-1262
www.bnrc.org

Catholic Crosscultural Services

Women Support Services
Brampton: 8 Nelson Street
West, Suite 302,
905-457-7740
Mississauga: 3660 Hurontario
Street, 7th Floor,
905-273-4140
www.ccspeel.org

COSTI Immigrant Services

Pathway to Success Life Skills and Career Options
Brampton: 10 Gillingham
Drive, Suite 300,
905-451-0665
Mississauga: 2150 Meadowvale
Blvd., Unit 2,
905-451-0665
www.costi.org

Elizabeth Fry Society of Peel-Halton

Works with women and girls in the justice system
Brampton: Queen's Square
Building, 24 Queen Street
East, Lower Level,
905-459-1315
www.cefso.ca/peel.html

Family Services of Peel

Violence Against Women
Mississauga: 151 City Centre
Drive, Suite 501,
905-270-2250
www.fspeel.org

India Rainbow Community Services of Peel

Violence prevention, crisis intervention, supportive counselling for women and children
Mississauga: 3038 Hurontario
Street, Suite 206,
905-275-2369
Brampton: 9446 McLaughlin
Road North, Unit 1,
905-459-4776
www.indiarainbow.org

Malton Neighbourhood Services

Violence Against Women
Counselling and Referral;
Young Moms Group; ESL
Prenatal Classes
Mississauga: Malton Community
Centre, 3540 Morning Star
Drive, 905-677-6270
www.mnsinfo.org

Multicultural Inter-Agency Group of Peel (MIAG)

Building Leadership Skills for Women; Violence Against Women Prevention
Mississauga: 3034 Palstan
Road, Suite M3,
905-270-6252
www.miag.ca



(Burlington, Oakville, Milton, Halton Hills) HALTON REGION

SAVIS (Sexual Assault & Violence Intervention Services)

Counselling, support, education, and more
Oakville: Hopedale Mall,
1515 Rebecca Street,
Suite 227, 905-875-1555
or 1-877-268-8416
www.savisofhalton.org

The Halton Women's Centre

Support groups, legal clinics, counselling, income tax, job search, self-employment and more
Oakville: Hopedale Mall,
1515 Rebecca Street,
Suite 229,
905-847-5520

Teenagers/Youth

PEEL REGION (Mississauga, Brampton, Caledon)

African Community Services of Peel

Brampton: 22 Nelson Street Suite, Lower Level, 905-460-9516
www.africancommunityservices.com

Big Brothers Big Sisters of Peel

Match boys and girls with adult volunteers to provide guidance, companionship and mentorship
Brampton: 71 West Drive, Unit 23, 905-457-7288
www.bbbspeel.com/bbbspeel

Boys and Girls Clubs of Peel Region

Youth programs, after-school programs, breakfast for kids
Mississauga: 315 Traders Blvd East, Unit 11, 905-712-1789

Brampton Neighbourhood Resource Centre

Homework Club, Youth Programs, Drop-in Centre, Entrepreneur Program
Brampton: Kennedy Square Mall, 50 Kennedy Road South, Unit 24, 905-452-1262
www.bnrc.org

Caledon Community Services

Life for Youth
Bolton: 18 King Street East, Upper level, 905-951-2300, ext. 232
www.ccs4u.org

Centre for Education & Training

Youth Connections
Mississauga: 3233 Brandon Gate Drive, Unit 17, 905-677-0007, ext. 4

Youth Exchange
Mississauga: 2 Robert Speck Parkway, Suite 120, 905-949-0049, ext. 2412
www.tcet.com

Community Environment Alliance

EnergySmart Ambassador Program, Youth Leadership and Global Citizenship Program
Brampton: 222 Advance Boulevard, Unit 7, 905-463-9941
www.communityenvironment.org

COSTI Immigrant Services

Youth Settlement Services
Brampton: Centennial Mall, 227 Vodden Street East, Unit 3, 905-459-6700
www.costi.org

Dixie Bloor Neighbourhood Centre

Kids Fun Club
Mississauga: 3070 Queen Frederica Drive, Unit 48, 905-949-1078

Lunch Jam/My NBA (Neighbourhood Basketball Association)
Mississauga: Burnhamthorpe Community Centre, 1500 Gulliden Drive, 905-615-4630

Tomken Drop-in
Mississauga: Tomken Public School, 3160 Tomken Road, 905-276-6392

Applewood Basketball
Mississauga: Applewood Heights Secondary School, 945 Bloor Street East, 905-279-6090

Playzone
Mississauga: Havenwood Public School, 3255 Havenwood Drive, 905-625-9391
www.dixiebloor.ca

India Rainbow Community Services of Peel

Counselling for Youth and Family Mediation
Mississauga: 3038 Hurontario Street, Suite 206, 905-275-2369
Brampton: 9446 McLaughlin Road North, Unit 1, 905-454-2598
www.indiarainbow.org

Malton Neighbourhood Services

Various youth groups, home-work club, youth counselling
Mississauga: Malton Community Centre, 3540 Morning Star Drive, 905-677-6270
www.mnsinfo.org

Multicultural Inter-Agency Group of Peel (MIAG)

Heart Health and Multicultural Youth; Peel Children in Action
Mississauga: call for locations, 905-270-1829
www.miang.ca

Nexus Youth Services

Counselling services for teenagers
 Call for intake, 905-451-4655
www.peelcc.org/nexus-services

Newcomer Centre of Peel

Youth Resource Centre
Mississauga: 165 Dundas Street West, Suite 200, 905-306-0577, ext. 316
www.palc.ca

Ontario Inter-Cultural Community Services (OICS)

Youth After School Homework Clubs
Mississauga: 6915 Dixie Road, Unit#4, 905-696-9963
Mississauga: 1454 Dundas Street East, Unit 104, 905-279-0481
www.oics.ca

Rapport Youth & Family Services

Counselling for youth
 Call for intake, 905-455-4100
www.rapportyouth.com

Square One Youth Centre

Mississauga: Square One Shopping Centre, 100 City Centre Drive, 905-566-1883

Teenagers/Youth

(Mississauga, Brampton, Caledon) PEEL REGION CON'T

YMCA Peel Employment

Various programs
Mississauga: 151 City Centre Drive, Suite 800, 905-276-9322
www.ymcagta.org

The Dam

Mentoring youth and pregnant teens, Youth drop-in centre/outreach
Mississauga: Meadowvale Town Centre, 6975 Meadowvale Town Centre, Unit N2B, 905-826-6558

Basketball program
Mississauga: 6655 Glen Erin Drive, 905-826-6558
www.thedam.org



Teenagers/Youth

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Big Brothers Big Sisters of Halton

Match boys and girls with adult volunteers to provide guidance, companionship and mentorship

Milton: 410 Bronte Street South, 905-339-2355
Oakville: 464 Morden Road, 905-339-2355
www.bbbshalton.ca

Halton Multicultural Council

Youth Settlement in Schools
Oakville: 1092 Speers Road, 905-842-2486, ext. 235
www.halton-multicultural.org

Links2Care

Open Door Youth Centre
Georgetown: 60 Guelph Street, 905-873-2966

Off The Wall Youth Centre
Acton: 47 Mill Street East, 519-853-9825
www.links2care.ca

Safetynet Children and Youth Charities

Clothing bank, tutoring, music program, parenting
Oakville: 226 Randall Street, Suite 101, 905-845-7233 (24 Hours)

YMCA Career Development and Learning Centre

YMCA Youth Drop In Centre
Burlington: 500 Drury Lane, 905-681-1140
www.mydreamjob.ca

Parks & Recreation

Every city or town has its own Parks & Recreation department. These are places the entire family can go for fitness classes, sports, skating, swimming and so much more. There are many programs and services to choose from. You will have to pay for these programs.

See page 94 of this guide for a list of Parks & Recreation departments.



Seniors

(Mississauga, Brampton, Caledon) PEEL REGION

African Community Services of Peel

Various programs
Brampton: 23 Nelson Street Suite, Lower Level, 905-460-9517
www.africancommunityservices.com

Alzheimer Society Peel

Mississauga: 60 Briarwood Avenue, 905-278-3667
www.alzheimerpeel.com

Brampton Multicultural Community Centre

Senior Connection Program
Brampton: 152 Central Park Drive, Suite 107, 905-790-8482
Mississauga: 3190 Ridgeway Drive, Unit 35, 905-828-1328
www.bmccentre.org

Brampton Neighbourhood Resource Centre

Multicultural Seniors Program
Brampton: Kennedy Square Mall, 50 Kennedy Road South, Unit 24, 905-452-1262
www.bnrc.org

Catholic Crosscultural Services

CCS Settlement Services for South Asian Seniors
Brampton: 8 Nelson Street West, Suite 302, 905-457-7740 ext.241
www.ccspeel.org

Community Environment Alliance

Act-Heal for Seniors
Brampton: 222 Advance Boulevard, Unit 7, 905-463-9941
www.communityenvironment.org

Dixie Bloor Neighbourhood Centre

Seniors' Programs
Mississauga: 3020 Queen Frederica Drive
Mississauga: 3160 Tomken Road
Mississauga: 4094 Tomken Road
Mississauga: 1120 Flagship Drive 905-276-6392
www.dixiebloor.ca

Elder Help – Peel

Brampton: 17 Dean Street, Suite 100, 905-457-6055
www.elderhelppeel.ca

India Rainbow Community Services of Peel

Seniors Wellness Program for South Asian Seniors
Mississauga: 3038 Hurontario Street, Suite 206, 905-361-0462
Brampton: 245 Queen Street East, Unit 2, 905-595-1669

Adult Day Program for South Asians

(frail-elderly and diagnosed with long-term illness)
Mississauga: 415 Matheson Blvd. East, 905-507-6099
Mississauga: 3038 Hurontario Street, Suite 307, 905-361-0462
Brampton: 245 Queen Street East, Unit 2, 905-595-1669
www.indiarainbow.org

Malton Neighbourhood Services

Malton Caribbean Seniors' Group, South Asian Senior Women's Group, Italian Seniors' Group
Mississauga: Malton Community Centre, 3540 Morning Star Drive, 905-677-6270
www.mnsinfo.org

Multicultural Inter-Agency Group of Peel (MIAG)

New Dimensions for Ethno-Cultural Seniors
Mississauga: call for locations, 905-270-1829
www.miaag.ca



Seniors

Ontario Inter-Cultural Community Services (OICS)

Seniors Community
Kitchen/Support Group
Mississauga: 6915 Dixie Road,
Unit 4, 905-696-9963
Seniors Support Centre
Mississauga: 1454 Dundas
Street East, Unit 104,
905-279-0481
www.oics.ca

Family Services of Peel

Peel Elder Abuse Prevention
Program
Mississauga: 151 City Centre
Drive, Suite 501,
905-270-2250 ext. 238
www.fspeel.org

Square One Older Adult Centre

Mississauga: Square One
Shopping Centre,
100 City Centre Drive,
905-615-3207
www.sq1oac.com

Let's Stop Senior Abuse!

It is against the law to abuse anyone, including seniors.

Report senior's abuse at: 1-800-677-1116.

If it is an emergency situation, call the police at 911.

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

For a directory of Seniors' services in Halton region, visit:
www.halton.ca/scs/seniors/esac/pdf/SeniorsDirectory.pdf

Links2Care

Home help, Home Maintenance & Repair,
Companion Respite, Assistance and Advocacy,
Friendly Visiting, Meals on Wheels/Meals on
Ice, Wheels to Meals/Congregate Dining, Sup-
portive Housing, Telephone Assurance
Acton: 47 Mill Street, 519-853-3310
Burlington/Oakville/Mississauga: 250 Wyecroft
Road, Unit 2, 905-844-0252
Georgetown/Milton: 36 Armstrong Avenue, Unit A,
905-873-6502
www.links2care.ca

Halton Social and Community Services Department

Milton Place and Friends Landing Adult Day
Programs
Milton: 185 Ontario Street South,
1-866-442-5866
www.halton.ca/scs/seniors/adp

Did you know?

When someone tries to take money
from you falsely, it is called FRAUD.

If you are a senior and you think
someone is stealing your money, call
the Senior's Information Line to
report this at: 1-888-910-1999



Disabilities

ACROSS ONTARIO

Ontario March of Dimes

Provides supports and services
to individuals with disabilities
Hamilton/Halton:
50 King Street East, 3rd Floor,
905-522-2253 or
1-866-244-3463
Mississauga: 2227 South
Millway, Suite 100,
905-607-3463 or
1-877-427-6990
www.marchofdimes.ca/dimes

Canadian Hearing Society

Programs, services, and
information for people who
are culturally deaf, oral deaf,
deafened, and hard of
hearing
1-877-347-3427,
TTY 1-877-347-3429
(hearing impaired)
www.chs.ca

CNIB- Canadian National Institute for the Blind (Peel/Halton)

Services and support for
people living with vision loss
Various locations,
905-528-8555 or
1-888-275-5332
TTY 905-524-5988
(hearing impaired)
www.cnib.ca

Ontario Disability Support Program (ODSP)

Helps people with disabilities
who are in financial need pay
for living expenses, like food
and housing
Mississauga:
1140 Burnhamthorpe Road
West, Suite 212,
905-897-3100 or
1-800-361-0897
TTY 905-897-3162
(hearing impaired)
Burlington: 440 Elizabeth
Street, 2nd Floor,
905-637-4500 or
1-800-567-6388
TTY 905-681-0720
(hearing impaired)
www.mcass.gov.on.ca/mcass/english/pilars/social/odsp

(Mississauga, Brampton, Caledon) PEEL REGION

ACCES Employment

Job Connect - Employment
Preparation Program
Brampton: 8 Queen Street,
Second Floor, 905-454-2316
Mississauga: 151 City Centre
Drive, Suite 700,
905-361-2522
www.accesemployment.ca

Canadian Mental Health Association - Peel

Promoting and supporting
good mental health
Peel Region: 905-278-9036
Caledon: 1-888-811-222
www.cmhapeel.ca

Employment Access

Employment service program
dedicated to persons with
disabilities
Mississauga: 10 Kingsbridge
Garden Circle, Suite 403,
905-755-9157
Brampton: 201 County Court
Boulevard, Suite 404,
905-459-7890
www.disabilityaccess.org

ErinoakKids Centre for Treatment and Development (Peel/Halton)

Treatment centre for
children/youth with a range of
physical and developmental
disabilities
Mississauga: 2277 South
Millway, 905-820-7111,
TTY 905-820-7004
(hearing impaired)
Mississauga: 2695 North
Sheridan Way, Suite 120,
905-855-2690,
TTY 905-855-4925
(hearing impaired)
Brampton: 180B Sandalwood
Parkway 2nd & 3rd Floor,
905-790-9592
www.erinoak.org

Disabilities

PEEL REGION CON'T (Mississauga, Brampton, Caledon)

Family Services of Peel

Ready Willing and Able
Brampton: 20 Nelson Street,
Suite 202, 905-453-7890
www.fspeel.org

Options Mississauga

Job training for adults with an intellectual disability
Mississauga: 113 Lakeshore
Road West, 905-274-8663
www.optionscanada.com

Family Services of Peel

Adult Protection Services
Mississauga: 151 City Centre
Drive, Suite 501,
905-270-2250
www.fspeel.org

India Rainbow Community Services of Peel

Housing and support for South Asian adults with serious mental illness
Mississauga: 3038 Hurontario
Street, Suite 206,
905-275-2369
Brampton: 9446 McLaughlin
Road North, Unit 1,
905-454-2598
www.indiarainbow.org

Learning Disabilities Association - Peel Region

Assist people with learning disabilities
Mississauga: 165 Dundas
Street West, Suite 400,
905-272-4100
Brampton: 150 Central Park
Drive, Suite 104,
905-791-4100
www.ldapeel.com

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Bob Rumball Association for the Deaf

Community centre and services for the Deaf
Milton: 7801 #5 Sideroad,
905-878-4932,
TTY 905-875-4368
(hearing impaired)
www.bobrumball.org

Canadian Mental Health Association - Halton

Promoting and supporting good mental health
Crisis Line: 1-877-825-9011

(emergency)
905-693-4270 or
1-877-693-4270
www.cmha-halton.ca

Community Living North Halton

Provides support and services to individuals with developmental disabilities
Milton: 725 Main Street East,
905-878-2337
www.clnh.on.ca

Brampton Caledon Community Living

Support people with a developmental disability
Brampton: 34 Church Street
West, 905-453-8841
www.bcdnet.com

St. Leonard's House Peel

For homeless men with serious mental illness and those who have been in conflict with the law.
Brampton: 1105 Queen
Street East,
905-457-3611
www.stleonardshouse.com

YMCA Peel Employment

Access to Employment
Mississauga: 151 City Centre
Drive, Suite 800,
905-276-9329, ext. 219
www.ymcagta.org

Community Living Burlington

Provides supports and services to individuals with developmental disabilities
Burlington: 3057 Mainway,
905-336-2225
www.clburlington.ca

Community Living Oakville

Provides supports and services to individuals with developmental disabilities
Oakville: 301 Wyecroft Road,
905-844-0146
www.oakcl.org

ErinoakKids Centre for Treatment and Development (Peel/Halton)

Treatment centre for children/youth with a range of physical and developmental disabilities
Burlington: Westbury Business
Park, 1122 International
Boulevard, 905-332-4418
or 1-888-709-2809
Oakville: 2060 Winston Park,
Suite 102, 905-829-4183
Oakville: 53 Bond Street,
Suite 233 & 234,
905-815-0066
www.erinoak.org

Learning Disabilities Association of Halton

For children and adults of normal or potentially normal intelligence who have learning disabilities
Burlington: Rotary Youth
Centre, 560 Guelph Line,
905-333-1977
www.ldahalton.ca

Associated Youth Services of Peel

Mississauga: 120 Matheson Blvd East,
Suite 201, 905-890-5222
www.aysp.ca

Halton Organization for Pride and Education

Burlington: 860 Harrington Court, Unit 217, 1-877-860-4673
www.haltonpride.org

ROCK (Reach Out Centre for Kids)

For infants, children, youth at risk of developing or with mental health illness
Burlington: 471 Pearl Street,
905-634-2347
www.rockonline.ca

STRIDE

Supported training and rehabilitation
Milton: Milton Mall,
55 Ontario Street, Suite 21,
905-875-3854
Acton: 12 Wallace Street,
905-875-3854
Oakville: 2245 Wyecroft Road,
Units 1 & 2, 905-842-7248
www.stride.on.ca

Disabilities

(Burlington, Oakville, Milton, Halton Hills) HALTON REGION CON'T

The Centre for Skills Development & Training

Milton Employment Resource Centre (deaf services)
Milton: 550 Ontario Street
South, Suite 104,
905-693-8458, ext. 107
www.thecentre.on.ca

North Halton Mental Health Clinic

Community-based psychiatric assessment, treatment, counselling and case management
Milton:
Towne Square,
217 Main Street East,
905-693-4240 or
1-866-442-5866, ext. 4240
Georgetown:
93 Main Street South,
905-693-4240, ext. 8402
Acton: 19 Willow Street North,
519-853-9741
www.halton.ca/health/services/nhmhc

Gay, Lesbian, Transgendered

(Mississauga, Brampton, Caledon) PEEL REGION

Family Services of Peel

LGBTQ, Lesbian, Gay, Bisexual, Transsexual, Questioning
Mississauga: 151 City Centre Drive, Suite 501,
905-270-2250, ext. 256
www.fspeel.org

(Burlington, Oakville, Milton, Halton Hills) HALTON REGION

Employment Resource Centres

Need to use a computer? Print or fax a resume? Maybe you need help writing your resume and cover letter. Whatever you are looking for, an employment resource centre can help you find what you need to look for a job. They are free and no appointment is necessary. They are a “drop-in” service.

PEEL REGION (Mississauga, Brampton, Caledon)

ACCES Employment

Brampton: 8 Queen Street,
Second Floor, 905-454-2316
Mississauga: 151 City Centre
Drive, Suite 700,
905-361-2522
www.accesemployment.ca

Brampton Neighbourhood Resource Centre

Brampton: Kennedy Square
Mall, 50 Kennedy Road
South, Unit 24,
905-452-1262
www.bnrc.org

Caledon Community Services

Bolton: 18 King Street East,
Upper level, 905-951-2300
www.ccs4u.org

Web Resource

To visit a “virtual” Employment
Resource Centre, check out the
following websites:
www.poss.ca
(All jobseekers)
www.mazemaster.on.ca
(Youth)

Centre for Education & Training

Mississauga: 2 Robert Speck
Parkway, Suite 800,
905-949-0049, ext. 2040
Mississauga: 3233 Brandon
Gate Drive, Unit 6,
905-677-0007
Brampton: 7700 Hurontario
Street, Suite 300,
905-457-4747, ext. 3300
Brampton: 263 Queen Street
East, Unit 14,
905-595-0722, ext. 4012
www.tcet.com/ercs

Collège Boréal

Mississauga: Camilla Place, 130
Dundas Street East, Suite 406,
905-306-1562
www.boreal.ca

Dixie Bloor Neighbourhood Centre

Mississauga: High Point Mall,
3415 Dixie Road, Units 401
and 402, 905-267-3138
www.dixiebloor.ca

Region of Peel Employment Resource Centres

Brampton: 10 Peel Centre
Drive, Suite B,
905-793-9200, ext. 8203
Mississauga: 6715 Millcreek
Drive, Unit 1,
905-793-9200, ext. 8427
www.peelregion.ca

Sheridan Institute of Technology and Advanced Learning

Brampton: Clarke West Mall,
71 West Drive, Unit 29,
905-459-7533
<http://www1.sheridaninstitute.ca>

YMCA Peel Employment

Mississauga: 151 City Centre
Drive, Suite 800,
905-276-9329, ext. 214
www.ymcagta.org

Employment Standards

How many hours can you work? What if you are not paid? How many breaks are you allowed? Learn all about working in Ontario. The Ministry of Labour can answer all of these questions. Go to: www.labour.gov.on.ca or call 416-326-7160 or 1-800-531-5551 if you have a question or problem TTY 1-866-567-8893 (hearing impaired)

Employment Resource Centres

(Burlington, Oakville, Milton, Halton Hills) HALTON REGION

ACFO (Association canadienne française de l'Ontario)

Burlington: Burlington Square,
760 Brant Street, Suite 43A,
905-637-0796
www.acfo-hamilton.on.ca

Links2Care

Acton: 45 Mill Street East,
519-853-5014
www.links2care.ca

Sheridan Institute of Technology and Advanced Learning

Oakville: Skills Training Centre,
407 Iroquois Shore Road,
Room A12, 905-845-9430
<http://www1.sheridaninstitute.ca>

YMCA Career Development and Learning Centre

Burlington: 500 Drury Lane,
905-681-1140
www.mydreamjob.ca

The Centre for Skills Development & Training

Burlington:
Bay Area Learning Centre,
860 Harrington Court,
905-333-2499, ext. 140
Oakville:
465 Morden Road, Unit 109,
905-845-1157 ext. 121
Georgetown:
184 Guelph Street,
905-702-7311 ext. 109
Milton: 550 Ontario Street
South, Suite 104,
905-693-8458 ext. 107
www.thecentre.on.ca

Employment Assessment Centres

Are you interested in attending a government-funded program that will help you look for a job? If yes, you must first make an appointment with an Employment Assessment Centre closest to your home. This is a program funded by the federal government to help job seekers select the best program for their needs without wasting time. You will be able to sit individually with a case manager to discuss your situation.

Mississauga Community Connections

Mississauga: 33 City Centre Drive, Suite 280,
905-896-2233
Mississauga: 6870 Goreway Drive, Ground
Floor, 905-678-8515
Mississauga: 6790 Century Drive, Suite 401,
905-814-8406
www.connectionsemployment.ca

VPI

Brampton: Plaza 2, 350 Rutherford Road South,
Suite 300, 905-866-6001
Caledon: 30 Martha Street, Suite 303,
905-951-6049
Oakville: 474-476 Morden Road, Unit 102,
905-338-2190
Burlington: 3050 Harvester Road, Suite 107,
905-637-8988
Milton: 420 Main Street East, Suite 211,
905-693-0034
Georgetown: 235 Guelph Street, Unit 4,
905-873-9816
www.vpi-inc.com

Programs & Services

Finding your first job in Canada is not easy, but there are many programs to help job seekers in Ontario. They can help you with your resume, teach you how to look for a job, maybe even place you in a company to get “Canadian” work experience. Each program is different, so be sure to ask lots of questions.

PEEL REGION (Mississauga, Brampton, Caledon)

ACCES Employment

Brampton: 8 Queen Street,
Second Floor,
905-454-2316
Mississauga: 151 City Centre
Drive, Suite 700,
905-361-2522
www.accesemployment.ca

African Community Services of Peel

Brampton: 21 Nelson Street,
Lower Level, 905-460-9515
www.africancommunityservices.com

Audmax Inc.

Mississauga: Emerald Centre,
10 Kingsbridge Garden
Circle, Suite 501,
905-615-1188
www.audmaxinc.com

Brampton Multicultural Community Centre

Brampton: 151 Central Park
Drive, Suite 107,
905-790-8482
Mississauga: 3190 Ridgeway
Drive, Unit 35,
905-828-1328
www.bmccentre.org

Brampton Neighbourhood Resource Centre

Brampton: 30 Kennedy Road
South, Unit 14,
905-453-4622
www.bnrc.org

Caledon Community Services

Bolton: 18 King Street East,
Upper Level,
905-951-2300
www.ccs4u.org

Catholic Crosscultural Services

Brampton: 8 Nelson Street
West, Suite 302,
905-457-7740, ext.224
Mississauga: 3660 Hurontario
Street, 7th Floor,
905-273-4140, ext.239
www.ccspeel.org

Centre for Education & Training

Mississauga: 2 Robert Speck
Parkway, Suite 800,
905-949-0049, ext. 1241
Brampton: 7700 Hurontario
Street, Suite 314,
905-949-0049, ext. 1241
www.tcet.com

COSTI Immigrant Services

Brampton: 10 Gillingham Dr.,
Suite 300, 905-451-0665
Mississauga: 2150 Meadowvale
Blvd., Unit 2,
905-567-0482
www.costi.org

Dixie Bloor Neighbourhood Centre

Mississauga: High Point Mall,
3415 Dixie Road, Unit 19,
905-206-0755
www.dixiebloor.ca

Family Services of Peel

Mississauga: 151 City Centre
Drive, Suite 501,
905-270-2250
Brampton: 20 Nelson Street,
Suite 202, 905-453-7890
www.fspeel.org

Humber College Institute of Technology & Advanced Learning

Brampton: 201 County Court
Boulevard, Suite 302,
905-455-4073
www.look4work.humber.ca

India Rainbow Community Services of Peel

Mississauga: 3038 Hurontario
Street, Suite 206,
905-275-1976
Brampton: 21 Regan Road,
Units H & I, 905-459-4776
www.indiarainbow.org

Job Skills

Brampton: 37 George Street
North, Suite 303,
905-453-7896
www.jobskills.org

Malton Neighbourhood Services

Mississauga: Malton Community
Centre, 3540 Morning Star
Drive, 905-677-6270
Mississauga: Westwood Mall,
7205 Goreway Drive, Lower
Level, 905-672-8484
Brampton: 3975 Cottrelle Blvd.,
Units 8,9,10,
905-794-7111
www.mnsinfo.org

WEB RESOURCE

To search for more programs to
help you look for a job, visit:
www.employmentontario.ca



Programs & Services

(Mississauga, Brampton, Caledon) PEEL REGION CON'T

Peel Career Assessment Services Inc.

Mississauga: 975 Meyerside
Drive, 905-670-1967
www.peelcareer.com

Peel Multicultural Council

Mississauga: Meadowvale
Christian Academy, 6630
Turner Valley Road,
905-819-1144
www.peelmc.com

Polycultural Immigrant and Community Services

Mississauga: Sheridan Centre,
Lower Level, 2225 Erin Mills
Parkway, 905-403-8860
www.polycultural.org

Sheridan Institute of Technology and Advanced Learning

Brampton: 1 Bartley Bull Park-
way, Unit 12,
905-459-7533, ext. 5234
Brampton: Clarke West Mall,
71 West Drive, Unit 29,
905-459-7533, ext. 5523
<http://www1.sheridaninstitute.ca>

The Centre for Skills Development & Training

Mississauga: 33 City Centre
Drive, Suite 201,
905-276-6336, ext. 101
Mississauga: 3233 Brandon
Gate Drive, Unit 9,
905-405-8118, ext. 101
www.thecentre.on.ca

YMCA Peel Employment

Mississauga: 151 City Centre
Drive, Suite 800,
905-276-9322
www.ymcagta.org

Programs & Services

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Goodwill

Burlington: 4039 New Street,
905-633-8324

Milton: 550 Ontario Street,
Suite 208, 905-864-1644

Oakville: 700 Dorval Drive,
Suite 304, 905-338-5750

Georgetown: 184 Guelph
Street, 1-866-260-1175

www.goodwillonline.ca

Halton Multicultural Council

Oakville: 1092 Speers Road,
905-842-2486, ext. 232

www.halton-multicultural.org

JBJ Employment Services

Georgetown: 184 Guelph Street,
1-866-648-2424

Milton: 550 Ontario Street
South, Suite 203,

1-866-648-2424

www.jbj.ca

Sheridan Institute of Technology and Advanced Learning

Acton: 47 Mill Street,
519-853-3310

Georgetown: 232 Guelph
Street, 905-873-8990

Milton: 310 Main Street East,
905-878-4956

Oakville: Sheridan College
Skills Training Centre, 407
Iroquois Shore Road,
905-845-9430, ext. 8026

The Centre for Skills Development & Training

Milton: Southview Plaza, 550
Ontario Street

Burlington: Bay Area Learning
Centre, 860 Harrington
Court, 905-333-3499

Oakville: 465 Morden Road,
905-845-1157

Georgetown: 184 Guelph
Street, 905-702-7311

www.thecentre.on.ca

YMCA Career Development and Learning Centre

Burlington: 500 Drury Lane,
905-681-1140

www.mydreamjob.ca

Skills International

This organization provides companies with pre-screened and pre-qualified candidates who are ready for employment. You must work with an employment agency in Peel before your profile can be published on the Skills International website. Visit the website for more information.

www.skillsinternational.ca

Meet People • Networking

Approximately 80% of all jobs are not advertised! So how do you find a job in Canada? One of the answers is “networking”. This means meeting people; it means asking everyone you know if they can connect you with other people in your occupation or industry. There are “networking groups” you can attend to meet people (sometimes you have to pay a small fee). One networking group in Peel and Halton is:

HAPPEN- Halton and Peel Professional Executive Network

Weekly networking group for managers and executives looking for work

Mississauga & Burlington,

905-339-0268 or 1-866-894-0009

www.happen.ca

You can find more networking groups by doing an online search.



Meet People • Mentorship

Imagine you are an engineer new to Canada; wouldn't you like to be connected with a Canadian engineer who can help you understand this occupation in Canada and how to get a job?

This is what "mentorship" is; connecting two people together that have similar interests. One person is looking for information and advice (e.g. the person new to Canada) and the other person is willing to help (usually a Canadian who has lots of experience). The programs below may be able to help you connect with a "mentor" in your occupation or field of interest.

PEEL REGION (Mississauga, Brampton, Caledon)

ACCES Employment

Brampton: 8 Queen Street, Second Floor, 905-454-2316
Mississauga: 151 City Centre Drive, Suite 700, 905-361-2522
www.accesemployment.ca

Dixie Bloor Neighbourhood Centre

Mississauga: High Point Mall, 3415 Dixie Road, Unit 1, 905-624-2442
www.dixiebloor.ca

Brampton Neighbourhood Resource Centre

Youth only
Brampton: Kennedy Square Mall, 50 Kennedy Road South, Unit 24, 905-452-1262
www.bnrc.org

Malton Neighbourhood Services

Mississauga: Malton Community Centre, 3540 Morning Star Drive, 905-677-6270
www.mnsinfo.org

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Sheridan Institute of Technology and Advanced Learning

Oakville: Skills Training Centre, 407 Iroquois Shore Road, Room A11, 905-845-9430, ext. 8134
<http://www1.sheridaninstitute.ca/promo/halton>

e-Mentoring for New Canadians
 This website connects individuals with Canadians who have similar interests, backgrounds, and/or career goals.
www.canadainfonet.org

Newcomer Centre of Peel

Self-employed Newcomers
Mississauga: 165 Dundas Street West, Suite 200, 905-306-0577, ext. 308
www.palc.ca

Get Canadian Work Experience

Some organizations have programs that can "place" you in a company so you can get Canadian work experience in your occupation. Sometimes you are paid and sometimes it is "unpaid" work. Each program is different, so ask questions!

Career Bridge for Internationally Qualified Professionals:

416-977-3343 or 1-888-507-3343 (across Canada)

www.careerbridge.ca

(Mississauga, Brampton, Caledon) **PEEL REGION**

ACCES Employment

Brampton: 8 Queen Street, Second Floor, 905-454-2316
Mississauga: 151 City Centre Drive, Suite 700, 905-361-2522
www.accesemployment.ca

Dufferin-Peel Adult Learning Centres

Mississauga: St. Gabriel Adult Learning Centre, 3750 Brandon Gate Dr, 905-362-0701
Mississauga: Brian J Fleming Centre, 870 Queen St W, 905-891-3034
www.dpcdsb.org/coopcentre

Job Skills

Mississauga: 55 City Centre Drive, Suite 701, 905-270-2824
www.jobskills.org

Sheridan Institute of Technology and Advanced Learning

Brampton: Clarke West Mall, 71 West Drive, Unit 29, 905-459-7533, ext. 5523
<http://www1.sheridaninstitute.ca>

(Burlington, Oakville, Milton, Halton Hills) **HALTON REGION**

Sheridan Institute of Technology and Advanced Learning

Acton: 47 Mill Street, 519-853-3310
Georgetown: 232 Guelph Street, 905-873-8990
Milton: 310 Main Street East, 905-878-4956
Oakville: Skills Training Centre, 407 Iroquois Shore Road, Room A11, 905-845-9430, ext. 8026
<http://www1.sheridaninstitute.ca>

The Centre for Skills Development & Training

Burlington: Bay Area Learning Centre, 860 Harrington Court, 905-333-3499, ext. 102
Milton: 550 Ontario Street South, Suite 103, 905-693-8458, ext. 101
www.thecentre.on.ca



Volunteer

There are a lot of great reasons to volunteer! You can meet new friends, learn new skills, gain experience to put on your resume, network with people, and feel really great about yourself. It is also a great way to practice your English conversation skills and learn about Canadian culture.

You can call a non-profit organization directly and ask about volunteering (call any one of the organizations listed in this guide) or contact:

Volunteer MBC

(Mississauga, Brampton, Caledon)

905-238-2622

www.volunteermbc.org

Volunteer Halton

(Burlington, Oakville, Milton, Georgetown, Halton Hills)

Search online for a volunteer opportunity at:

<http://search.hipinfo.info/volunteer>

If you do not know how to use a computer, you can call Volunteer Halton and set up an appointment at: 905-632-1975

Did You Know?

Volunteering is not the same as “unpaid work” for Canadian experience. Volunteering is done “from the heart” because you want to help your community. You will learn skills and gain experience, but it is not for the purpose of getting a job. Co-op is a program that places you in a company to do unpaid work, in your occupation, to gain Canadian work experience and to put it on your resume.

“Success in life has nothing to do with what you gain in life or accomplish for yourself. It's what you do for others.”

Danny Thomas

Learn Business English

This is a more advanced English as a Second Language (ESL) program which also includes an unpaid work placement to get Canadian work experience. It's called Enhanced Language Training (ELT). You will learn business English, how to look for a job in Canada, and how to write resumes. Some of these programs might be able to connect you with a company in Canada to get Canadian work experience, but each ELT program is different, so be sure to ask for details.

(Mississauga, Brampton, Caledon) **PEEL REGION**

ACCES Employment

Engineering Connections

Mississauga: 151 City Centre Drive, Suite 700,
905-361-2522

www.accesemployment.ca

COSTI Immigrant Services

Enhanced Language Training for Accounting & Finance Professionals

Brampton: 10 Gillingham Dr., Suite 109A, 905-451-7147

Enhanced Language Training for Office Administration & Customer Service

Brampton: Centennial Mall, 227 Vodden Street E., Unit 3, 905-459-6700

www.costi.org

Dixie Bloor

Neighbourhood Centre

Enhanced Language Training

Mississauga: Police Building, 3461 Dixie Road, Suite 504 & 505,
905-290-7626

www.dixiebloor.ca

Newcomer Centre of Peel

ELT for Foreign-Trained Professionals and ELT for Accounting/Finance

Mississauga: 165 Dundas Street West, Suite 200,
905-306-0577, ext. 221

www.palc.ca

Peel Multicultural Council

Enhanced Language Training

Mississauga: Meadowvale Christian Academy, 6630 Turner Valley Road,
905-819-1144

www.peelmc.com

(Burlington, Oakville, Milton, Halton Hills) **HALTON REGION**

Halton Multicultural Council

Office Management; Policing

Oakville: 1092 Speers Road,
905-842-2486, ext. 244

www.halton-multicultural.org

Sheridan Institute of Technology and Advanced Learning

ELT; Occupation Specific Language Training- Business
Oakville: Skills Training Centre, 407 Iroquois Shore Road, Room A23,
905-845-9430, ext 8152
<http://www1.sheridaninstitute.ca>

Polycultural Immigrant and Community Services

Enhanced Language Training

Mississauga: Sheridan Centre, Second Floor, 2225 Erin Mills Parkway, 905-823-7135

www.polycultural.org

Sheridan Institute of Technology and Advanced Learning

ELT; Occupation Specific Language Training-Technology

Brampton: Davis Campus, 7899 McLaughlin Road, Room B298,
905-459-7533, ext 5286

<http://www1.sheridaninstitute.ca>

The Centre for Skills Development & Training

Enhanced Language Training

Burlington: Bay Area Learning Centre, 860 Harrington Court,
905-333-3499, ext. 264
www.thecentre.on.ca

Learn Business English

"Bridge" training programs help internationally-trained individuals move quickly into a job in Ontario. They assess your skills and compare them to what an Ontario employer wants. They provide training and Canadian workplace experience. Each Bridging program is different, so you have to ask for details and information.

PEEL REGION (Mississauga, Brampton, Caledon)

ACCES Employment

Sales & Marketing
Brampton: 8 Queen Street,
 Second Floor, 905-454-2316
Mississauga: 151 City Centre
 Drive, Suite 700,
 905-361-2522

*Sales & Marketing,
 Engineering, Financial
 Services, Information
 Technology, Tourism*
Mississauga: 151 City Centre
 Drive, Suite 700,
 905-361-2522
www.accesemployment.ca

Multicultural Inter-Agency Group of Peel (MIAG)

Accountants and Bookkeepers
Mississauga: 3034 Palstan
 Road, Suite M4,
 905-842-2486, ext. 238
www.miag.ca

Skills for Change

*Industrial Electricians,
 Construction and Maintenance
 Electricians, and Industrial
 Mechanics (Millwrights)*
Brampton: 21 Nelson Street
 West, Unit 1A,
 905-595-1679, ext.103
www.skillsforchange.org

For a list of all Bridging Programs in Ontario, go online:
www.ontarioimmigration.ca/english/bridge.asp

**If you are having trouble finding information or a service
 to help, you can go online and email a question to Ontario
 Immigration staff. Go to:**
www.ontarioimmigration.ca/english/questions_expert.asp

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Halton Multicultural Council

Accountants and Bookkeepers
Oakville: 1092 Speers Road, 905-842-2486, ext 238
www.halton-multicultural.org

Get Your License/Certificate

Source: Canadian Information Centre for International Credentials: (www.cicic.ca)

If you want to work in a regulated occupation and use a regulated title, you **MUST** have a licence or certificate and be registered with the regulatory body for your occupation. A "regulated" occupation is one that is controlled by law and managed by a professional organization or regulatory body. It means this organization has the authority to set entry requirements and standards of practice, to assess applicants' qualifications and credentials, to certify, register, or license qualified applicants, and to discipline members of the profession/trade. To become licensed, it usually includes writing an examination and getting supervised Canadian work experience. For more information, visit:

Getting Licensed: Professional Occupations

<http://www.citizenship.gov.on.ca/english/working/licensed>

Trades in Ontario

www.ontarioimmigration.ca/english/how_work_trades.asp

Global Experience Ontario

This agency can help internationally-trained and educated individuals find out how to qualify for professional practice in Ontario. This one-stop centre offers a range of services for internationally-educated individuals.

416-327-9694 or 1-866-670-4094

TTY: 416-327-9710 or 1-866-388-2262 (hearing impaired)

www.ontarioimmigration.ca/ENGLISH/geo.asp

Helpful Advice

Getting licensed/certified in Ontario takes a lot of time and money; there is a lot of information and it can be very complicated. Be sure to visit the organizations listed in "Getting help to find a job" or "Find help in your own language". These people are here to help you!

Get Your License/Certificate

The following are lists of regulated PROFESSIONS:

Accountants	Lawyers
Architects	Mechanical Engineers
Architectural Technologists and Technicians	Medical Laboratory Technologists
Aerospace Engineers	Midwives
Bakers	Occupational Therapists
Chemical Engineers	Optometrists
Chemists	Paralegals
Chiropractors	Paramedical Occupations and Ambulance Attendants
Civil Engineers	Pharmacists
Computer Engineers	Physiotherapists
Dental Assistants	Psychologists
Dentists and Dental Surgeons	Real Estate Agents and Salespersons
Electrical and Electronics Engineers	Registered Nurse and Psychiatric Nurses
Financial Auditors and Accountants	Registered Practical Nurses
Forestry Technologists and Technicians	Respiratory Therapists
General Practitioners and Family Physicians (Doctors)	Specialist Physicians
Geologists, Geochemists and Geophysicists	Teacher, Elementary or Secondary School
Industrial and Manufacturing Engineers	Translators, Terminologists, and Interpreters
	Veterinarians

The following are lists of regulated TRADES:

Alignment and Brakes Technician	Mobile Crane Operator
Autobody and Collision Damage Repairer	Motorcycle Mechanic
Autobody Repairer	Plumber
Automotive Electronic Accessory Technician	Refrigeration and Air-Conditioning Mechanic
Automotive Service Technician	Sheet Metal Worker
Electrician (Construction and Maintenance)	Steamfitter
Electrician (Domestic and Rural)	Tower Crane Operator
Fuel and Electrical Systems Technician	Transmission Technician
Hairstylist	Truck and Coach Technician
	Truck-Trailer Service Technician

Web Resource

If you work in the trades, but were trained outside of Ontario,
you can get help to get your
Certificate of Qualification to work in Ontario.
Go to: www.edu.gov.on.ca/eng/training/foreign.html

Get Your Education Documents Evaluated

If you have any educational documents with you (a diploma, certificate, etc.) you should have it translated into English (if it is not in English already) and evaluated. This is important for many reasons:

- To show an employer during a job interview and to prove your credentials
- To write the Canadian equivalency on your resume so employers understand your education
- To apply for additional training or education at a college/university, etc.
- To apply for a professional licence
- To compare it to Canadian academic credentials and gain a better understanding of how your occupation fits in Ontario

There are several organizations that can evaluate your educational documents for a fee. Some can only evaluate for educational purposes, but other organizations can evaluate your documents so that they can be used for the purposes of education, employment, immigration, apprenticeship, and licensing with professional associations. Below is a list of organizations:

International Credential Assessment Service of Canada (ICAS)

Evaluation for: Employment, Immigration, Licensing, Apprenticeship, Higher Education
Guelph: 100 Stone Road West, Suite 303,
 519-763-7282 or
 1-800-321-6021
www.icascanada.ca

World Education Services (WES)

Evaluation for: Employment, Immigration, Licensing, Apprenticeship, Higher Education
Toronto: 45 Charles Street East, Suite 700,
 416-972-0070 or
 1-866-343-0070
www.wes.org/ca

University of Toronto Comparative Education Service

Evaluation for: Employment, Immigration
Toronto: 315 Bloor Street West
 416-978-2190
www.adm.utoronto.ca/ces

Start Your Own Business

If you are thinking about starting your own business, you can call or visit one of these organizations to help you every step of the way. There is a lot to do when you start a business, so be sure to ask for help!

SELF-EMPLOYMENT PROGRAMS

Job Skills

Self-Employment Benefits Program

Brampton: 199 County Court Boulevard, Suite 102, 905-460-8585

Mississauga: 55 City Centre Drive, Suite 701, 905-306-7104

www.jobskills.org

Newcomer Centre of Peel

Global Business Centre

Mississauga: 165 Dundas Street

West, Suite 200, 905-306-0577, ext. 308

www.palc.ca

SELF-EMPLOYMENT RESOURCE CENTRES

Brampton Small Business Enterprise Centre

33 Queen Street West, 1st Floor, 905-874-2650

www.brampton-business.com

Caledon Business Centre

Bolton: 12596 #50 South, Unit 2, 905-857-7393

www.caledonbusinesscentre.com

Halton Business Development Centre

Oakville: 1151 Bronte Road,

905-825-6000 or

1-866-442-5866

TTY 905-827-9833

(hearing impaired)

www.halton.ca/business

Mississauga Business Enterprise Centre (MBEC)

301 Burnhamthorpe Road

West, 905-615-4460

www.mississauga.ca/mbec

Find A School To Learn English

You will hear about two kinds of English classes for adults: ESL (English as a Second Language) and LINC (Language Instruction for Newcomers to Canada). They are the same thing (grammar is grammar, no matter what the program is called!) The difference is in who can go to these classes and which government pays for the program. Below is all the information you need to know to join an ESL or LINC class.

LINC (Language Instruction for Newcomers to Canada)

- To learn about LINC classes in Peel and Halton visit: www.lincpeelhalton.com
- Full and part-time classes available; free
- Some schools have child minding available; free
- Funded by the federal government (Government of Canada)
- Must be a permanent resident or Convention Refugee; 17 years or older

You must first be tested BEFORE you go to a LINC class; the testing/assessment locations are:

Mississauga

2 Robert Speck Pkwy, Suite. 800, 905-279-0024 ext. 1369

3233 Brandon Gate Drive, Unit 6, 905-677-0007, ext. 1

Brampton

263 Queen Street East, Unit 14, 905-595-0722, ext. 4101

Halton

(Acton, Burlington, Georgetown, Milton and Oakville)

Various locations

905-875-3851, ext. 1369

ESL (English as a Second Language)

- Open to almost anyone who wants to learn English as a second language (visitors must pay)
- Full and part-time classes available, can be government funded (free or small material charge) or private (must pay)
- Funded by the provincial government (Government of Ontario)
- Many "specialized" classes might also be called "ESL", such as: TOEFL, Reading & Writing, Conversation, Business English and more; it is important to ask what kind of ESL classes an organization offers.

Contact your local school board, college or the LINC Assessment Centre to find out about ESL classes. You can also ask one of the agencies listed in this guide under "Find Help in Your Own Language".

Did You Know?

If you cannot attend a LINC class, you might be eligible for the LINC Home Study program. You can study English at home using books, tapes, or online using your computer. A teacher calls you every week and you study the same topics as students in class, only you are doing it from your home! You still have to go to an assessment centre to determine your level of English. For more information, call 1-866-277-5462 ext 1257 or go online at: www.fcet.com/linchomestudy

Test Your English Level

Colleges, universities, and good private schools will require you to prove your level of English. The most popular accepted test is TOEFL, **but you will have to check with the Admissions Department of the school in which you are interested to be sure they accept TOEFL results.** You can study for the tests on your own (you can buy study books or borrow them from the library) or you can take a preparation course. Many schools that offer ESL training also offer TOEFL and other courses.

Below is a summary of the most common English language assessment tests:

TOEFL

(Test of English as a Foreign Language)

- Multiple choice questions
- Colleges usually require a minimum score of 540
- Universities usually require a minimum score of 580
- To learn all about the tests, test dates and locations, visit the website: www.ets.org and click on TOEFL

TSE

(Test of Spoken English)

- Tests communication skills in speaking and listening
- Administered by the same organization as TOEFL. Visit www.ets.org

IELTS

(International English Language Testing System)

- IELTS is being accepted more and more by educational institutions, but TOEFL is more widely accepted
- To learn more, check the website at: www.ielts.ca

CLBA

(Canadian Language Benchmarks Assessment)

- Assesses listening, speaking, reading, and writing
- There are 12 benchmark levels
- Nationally recognized assessment for adult ESL (English as a second language)
- Must be eligible for the LINC program to do this assessment
- Recognized to enter LINC classes, but not by colleges and universities
- To learn more, visit the website at: www.language.ca

*"English is a funny language;
that explains why we park our
car on the driveway and drive
our car on the parkway."*

Author Unknown

Learn English For Your Occupation

Enhanced Language Training (ELT) is a more advanced ESL program which also includes an unpaid work placement to get Canadian work experience. You will learn business English, how to look for a job in Canada, how to write resumes, and they will connect with an employer in Canada to get Canadian work experience. Each organization manages its own ELT program in a different way, so be sure to ask for details. See "Getting help to find a job: Enhanced Language Training" on page 49 of this guide for a list of programs and locations.



Adult 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 a chance for you to learn new skills, do something just for fun, and to increase your knowledge.



High School Diploma For Adults

If you are an adult who does not have a high school diploma, there are two ways you can get one. Contact one of the school boards below (adult education departments) and ask about completing the Ontario Secondary School Diploma (OSSD).

Peel District School Board

Brampton: 905-791-6700, ext. 6400
Mississauga: 905-270-6000, ext. 420
www.peel.edu.on.ca/alt_programs/adult_ed/index.htm

Dufferin-Peel Catholic District School Board

905-891-9263
www.dpcdsb.org/CEC/CNE/

Halton District School Board Gary Allan High School

Burlington: 905-632-2944
Halton Hills: 905-873-8783
Milton: 905-632-2944
Oakville: 905-845-7542
www.garyallan.ca

Halton Catholic District School Board

Oakville: 905-849-7555
Burlington: 905-632-5858
www.haltonalc.com

GED & ACE: Two different kinds of high school diplomas

General Educational Development (GED)

If you want to try to get your diploma faster and work on your own, you can write the GED test and be awarded an Ontario High School Equivalency Certificate.

- Go online at www.ilc.org to learn more
- You can study at home, online, or take courses
- There are five tests to pass in order to be awarded the GED, which is accepted by the Ontario government as equivalent to an Ontario high school diploma
- Contact any of the organizations listed below in "Adult Upgrading" for help and information about getting your GED

Academic & Career Entrance Certificate (ACE)

The ACE program is another way you can try to get your grade 12 equivalency. It is recognized as an equivalent to an OSSD (Ontario Secondary School Diploma) by all Ontario community colleges and is accepted by a number of employers as a grade 12 equivalency. Contact any of the programs listed on the next pages under "Academic Upgrading" for more information.

Academic Upgrading - Improve Your Math, Reading & Writing

If you need some help improving your skills in reading, writing, math and more, there are many organizations to help you. Improving these skills will make you feel better about yourself and improve your chances for a better job.

PEEL REGION (Mississauga, Brampton, Caledon)

Le College du Savoir

Brampton:
20, rue Nelson O., Bureau 403,
905-457-7884

Peel Adult Learning Centre

Mississauga:
5940 Wallace Street,
905-507-0111
Mississauga:
165 Dundas Street West, Suite 502,
905-507-2666

Peel District School Board

Mississauga:
City South Plaza,
7700 Hurontario Street, Unit 300,
905-791-6700, ext. 6401
Mississauga:
Morning Star Middle School,
3131 Morning Star Drive,
905-791-6700, ext. 6401
Brampton:
100 Elm Drive,
905-791-6700, ext. 6401
www.peelschools.org

Sheridan Institute of Technology and Advanced Learning

Brampton:
Davis Campus,
7899 McLaughlin Road,
905-459-7533, ext 5727
www1.sheridaninstitute.ca

Skills for Employment, Life and Family

Brampton:
Brampton Civic Centre, 150 Central Park
Drive, Suite 316,
905-793-5400
Mississauga:
151 City Centre Drive, Suite 302,
905-273-5196
www.skillsforself.org

Academic Upgrading - Improve Your Math, Reading & Writing

(Burlington, Oakville, Milton, Halton Hills) **HALTON REGION**

Halton Catholic District School Board

Oakville:
171 Speers Road, Unit # 1,
905-849-7555
Burlington:
760 Brant Street, Suite 401A,
905-632-5858
www.haltonalc.com

Literacy Council of Burlington

Burlington:
Upper Canada Place,
460 Brant Street, Suite 21,
905-631-1770
www.literacycouncil.ca

Literacy North Halton

Georgetown/Milton/Acton:
72 Mill Street,
905-873-2200
www.literacynh.org

Sheridan Institute of Technology and Advanced Learning

Oakville:
Skills Training Centre,
407 Iroquois Shore Road, Room A23,
905-845-9430, ext 8009
www1.sheridaninstitute.ca

The Centre for Skills Development & Training

Burlington:
Bay Area Learning Centre,
860 Harrington Court,
905-333-3499, ext. 132
www.thecentre.on.ca

YMCA Career Development and Learning Centre

Burlington:
500 Drury Lane,
905-681-1140, ext 257
www.mydreamjob.ca



Train For A New Job

Second Career

Are you unemployed? Do you feel you need training because you can't get a job? If yes, you may be eligible for some financial assistance from the government. For some people, training may be the only way they can get a job.

Second Career is an Ontario government program that offers training for a new job, including financial support. Second Career provides career planning and financial support to help laid-off Ontarians participate in long-term training for a new job.

Call: 1-800-387-5656 or TTY 416-325-4084 (hearing impaired) for more information

Or visit the website: www.edu.gov.on.ca/eng/tcu/secondcareer

Or talk with any of the agencies listed in this guide, under "Get help to find a job".

Ontario Skills Development

Ontario Skills Development can help you with short-term training to build your skills and get a job. It can provide you with:

- Financial help for books and tuition fees
- Better chances for finding a long-term job

You may qualify for the program if you:

- Are unemployed
- Are eligible for Employment Insurance (EI), or were eligible within the past three years
- Left work to care for a newborn or newly adopted child, and were eligible for Employment Insurance, Maternity or parental benefits within the past five years

Call 1-800-387-5656 or TTY 416-325-4084 (hearing impaired) for more information

Or visit: www.employmentontario.ca

Or talk with any of the agencies listed in this guide, under "Get help to find a job".

Colleges and Universities

For a complete list of colleges and universities in Ontario, check these websites:

Colleges

www.edu.gov.on.ca/eng/general/list/college.html

Universities

www.edu.gov.on.ca/eng/general/list/univers.html



Learn While You Get Paid

Apprenticeship

Apprenticeship is an on-the-job training program for people who want to work in a skilled trade (for example: plumber, construction worker, cook, etc.) It includes learning new skills from skilled journeypersons (these are people who have certification).

Apprenticeship training can provide well-paying jobs that demand a high level of skill, judgment and creativity. Apprentices are paid while gaining work experience, and their wages increase with their level of skill.

There are currently over 140 apprenticeable trades in Ontario in four sectors: construction, industrial / manufacturing, motive power and service.

To find out more information, call Employment Ontario at:

1-800-387-5656

1-866-768-1157 TTY (hearing impaired)

Newcomers to Ontario can ask for this information in the language of their choice

You can find apprenticeship training programs at colleges across Ontario on this website:
www.ontariocolleges.ca

Job Connect Training Incentive / Wage Subsidy Program

This program assists unemployed individuals who don't have recent work experience or are having difficulties getting work. The government gives the company who hires you some money (called a "subsidy") to help pay for your salary. Contact the organizations on page 42 of this guide under "Get Help to Find a Job: Programs & Services".

WEB RESOURCE

For information about apprenticeship and a list of all the trades in Ontario, visit: www.apprenticesearch.com
– click on "About Trades"

Get Your Driver's Licence

There are many ways to travel, depending on how far you have to go! You can drive, take the bus (called public transit), take a train (called the GO Train), take a taxi, ride a bike, or walk. In Toronto, there is a subway system called the TTC (Toronto Transit Commission). You have lots of choices! Below, you will find information for each of these types of travel to make the best choice for you and your family.

Driver's Licence- Quick Facts

- You must have a valid Ontario Driver's Licence to drive
- You must be 16 years old or older to drive in Ontario
- You must pass a vision test
- You must pass a test of your knowledge of the rules of the road and traffic signs
- After you pass these tests, you will get a Class G1 licence and a driver information package for new drivers. You must pass two road tests to become fully licensed
- A new driver must hold a G1 licence for a minimum of 12 months before trying the G1 road test
- After you pass your G1 Test, you will be given a G2 licence which you must have for 12 months before you can do the G2 Driving test and then be fully licenced in Ontario

To learn all about driving and licensing in Ontario, go to the Ontario Ministry of Transportation website at:
www.mto.gov.on.ca/english/dandv/driver/index.html

Helpful Advice

If you are a first-time driver or a new driver in Canada, you may want to take some driving lessons. It will help you pass the test and your insurance rates could be a little lower if you show proof of taking lessons. For a list of approved driving schools in Ontario, check the Driving School Association of Ontario at: www.dsao.com



Get Your Driver's Licence

To get your Driver's Licence in Ontario:

Visit your closest "DriveTest Driver Examination Centre" and bring personal identification (originals only).

Driver Examination Centres

Brampton:

59 First Gulf Blvd, Unit 9

Burlington:

Burlington Power Centre
1250 Brant St, Unit 2

Oakville:

2035 Cornwall Rd
1-888-570-6110

www.drivetest.ca

Did You Know?
If you want to drive a car in Ontario, you must have it registered with the province (you renew this every year with a licence plate sticker) and you must have insurance for your car. It's the law!

Did You Know?

A driver who reaches his/her 80th birthday must contact the Ministry of Transportation to take a vision test, written test, and attend a Senior Driver Group Education Session.

A decision will also be made if a driving test is needed. This process must be repeated every two years. You can get more information online at www.mto.gov.on.ca/english/dandv/driver/senior or call 1-800-396-4233 to make an appointment.



Get Your Driver's Licence

Driver & Vehicle Licence Issuing Offices

If you already have an Ontario driver's licence, everything you need to do to keep your licence (get a licence plate, get a plate sticker, etc.) can be done at these offices:

(Mississauga, Brampton, Caledon) **PEEL REGION**

Mississauga

Square One Mall (Lower Level) 100 City Centre Drive,
905-276-4357

Sheridan Mall- 2225 Erin Mills Parkway, Unit 24,
905-855-0082

6295 Mississauga Road North, Unit 101,
905-826-6151

1425 Dundas Street East, Unit #2, 905-629-1364

Brampton

2150 Steeles Ave E.,
905-792-0081

Wexford Square Plaza,
1 Wexford Road, Unit 13,
905-840-7433

4 McLaughlin Rd, Unit 8,
905-452-1132

(Burlington, Oakville, Milton, Halton Hills) **HALTON REGION**

Burlington

Burlington Square Plaza,
760 Brant Street, Suite 26A,
905-639-6691

3455 Fairview Street,
905-681-7343

Oakville

New Trafalgar Village Mall,
105 Cross Avenue,
905-337-8751

Milton

197 Main Street East,
905-878-5210

Georgetown

28 Main Street South,
905-877-3078



Get Your Driver's Licence

ServiceOntario Kiosks

Pay for your driver's licence renewal at a machine! This machine is called a "kiosk" and it looks like a bank machine. All you need is your Visa, Master Card, American Express, or debit card to use these machines. They are usually located inside of shopping malls. You can renew your plate sticker, order personalized plates, change an address, pay fines, etc. For a list of kiosks throughout Ontario, visit: www.mto.gov.on.ca/english/kiosk

PEEL REGION (Mississauga, Brampton, Caledon)

Mississauga

Dixie Outlet Mall,
1250 South Service Road

Meadowvale Town Centre,
6677 Meadowvale Town
Centre Circle

Brampton

Bramalea City Centre,
25 Peel Centre Drive

Erin Mills Town Centre,
5100 Erin Mills Pkwy

Square One,
100 City Centre Drive

Shoppers World Brampton,
499 Main Street South

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Burlington

Burlington Mall,
777 Guelph Line

Oakville

Oakville Place Mall,
240 Leighland Ave

Milton

55 Ontario Street

Buy A Car

Buying a New Car

You can buy a new car from a dealership. Talk to people you know about cars they have liked to drive, where they went to buy a car, etc. You can find a list of dealerships in the yellow pages of your phone book.

Buying a Used Car

If you buy or sell a used vehicle, the seller is responsible to purchase and show the buyer a Used Vehicle Information Package. To learn more about buying and selling a used vehicle and where to purchase this package, visit any Service Ontario kiosk, or Driver & Vehicle Licence Issuing Offices (locations listed in this guide), or go online at: www.mto.gov.on.ca/english/dandv/vehicle/used.htm

Seat Belts & Car Seats

In Ontario, every person travelling in a vehicle must wear a seat belt or use a child safety seat. The penalty for not wearing your seat belt is a fine of up to \$500 and you can lose "points" on your driver's licence. Drivers are responsible for passengers under 16 years of age to use a seat belt or a child car seat properly. The police won't give your child a ticket- you will get it!

A child must be in a child car seat; the child can start using a seatbelt when the child is:

- 8 years old
- 145 cm (4 feet 9 inches) tall
- Weighs 36 kg (80 lb.)

Drinking & Driving Law

Ontario has some of the toughest "drinking and driving" laws in North America.

Licensed drivers will lose (suspension) their licence immediately for:

- refusing a breath test
- registering a blood alcohol concentration of 0.05 or more (this means there is 50 milligrams of alcohol in every 100 millilitres of blood)

Drivers who register a blood alcohol concentration from 0.05 to 0.08 (known as the "warn range") lose their licence at roadside for 3, 7 or 30 days.

And if you are a new driver still in the process of getting your licence, you must have zero blood alcohol level or your licence will be suspended for 30 days.

What does this all mean when you drive in Ontario?

Don't drink and drive!

Buses & Trains

Each city in Ontario has its own local buses, streetcars, subway, etc. It's called "public transit" and the cost will be different in each city. Public transit is less expensive than driving. You can pay for public transit with money (usually you need to have the exact amount) or by buying a ticket, or with a bus pass. You can go to your local library to pick up public transit maps or go to one of these websites.

GO Train

A train system that connects Toronto to cities in the Greater Toronto Area
www.gotransit.ca
 1-888-438-6646

TTC (Toronto Transit Commission)

A subway system that connects to buses and streetcars throughout the city of Toronto
www3.ttc.ca
 416-393-4636

PEEL REGION (Mississauga, Brampton, Caledon)

Mississauga Transit

905-615-4636
www.mississauga.ca/portal/residents/publictransit

Brampton Transit

905-874-2999
www.brampton.ca/transit/home.html

Town of Caledon

GO Transit is the only public transportation system in Caledon.

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Burlington Transit

905-639-0550
<http://cms.burlington.ca/Page146.aspx>

Oakville Transit

905-815-2020
www.oakvilletransit.ca

Milton Transit

905-815-2020 (operated by Oakville Transit)
www.milton.ca/residents/transit/miltontransit.htm

Halton Hills

GO Transit is the only public transportation system in Halton Hills.

Web Resource

To find public transit services throughout the Greater Toronto Area (GTA) go online at: www.findtheway.ca

Buses & Train

Taking more than one bus/subway/train?

Don't pay twice!

Sometimes you need to take more than one bus, streetcar or train to get to where you want to go. When this happens, you need a **transfer**. A transfer is a piece of paper that tells the driver that you do not have to pay again. Ask the driver for a transfer when you get on the first bus or streetcar. At subway stations, transfers are available from machines. Transfers are only valid for a limited period of time.

Wheelchair

Accessible Public Transit

If you are in a wheelchair or have other difficulties to travel, many cities and towns have special public transit to help you (for example, special buses to pick you up in your wheelchair). You must contact the public transit system in your city to fill out an application and determine if you are eligible for this service.

"A bus is a vehicle that runs twice as fast when you are after it as when you are in it."

Author Unknown

PEEL REGION

(Mississauga, Brampton, Caledon)

Peel TransHelp (no service in Caledon)

905-791-1015
www.region.peel.on.ca/transhlp/index.htm

HALTON REGION

(Burlington, Oakville, Milton, Halton Hills)

Handi-Van

905-639-5158
<http://cms.burlington.ca/Page2279.aspx>

Halton Hills Acti-Van

905-873-2601, ext. 2617
www.town.halton-hills.on.ca/transit

Milton Specialized Transit

905-878-7252, ext. 2182
www.milton.ca/residents/transit/miltontransit.htm

Oakville care-A-van

905-815-2020
www.oakvilletransit.com/careavan.htm

Taxis, Bikes, & Walking

Taxis, Bikes, & Walking

Taxi

Taking a taxi is fast and convenient, but it can also be expensive. There are two ways that the cost of a taxi ride can be determined. First, it could be a fixed price. For example, going from Pearson International Airport to Mississauga might be a flat fee rate of \$40.00. Or your price will be based on the distance you travel. The taxi will have a "meter" inside of the car. When the taxi shows up at your door, this meter will have a minimum amount already calculated and then as you drive, the amount will continue to increase. The amount on the meter when you reach your location is the amount you must pay. It is also common to "tip" the driver, just as you would a restaurant server or hairdresser.

To find a taxi, look under "Taxis" in the yellow pages of your phone book.

Bike Riding and Walking

The two healthiest, cheapest, and pollution-free ways to travel are biking and walking! If you like being outdoors, you like being physically active, and you don't have too far to go, consider taking your bike or walking.



Riding Your Bike

- Every cyclist under the age of 18 must wear a helmet (although it is recommended that all cyclists, no matter what age, wear a helmet for safety)
- You have to obey all traffic rules, just like a car (For example, if you are at a red light, you must stop until it turns green)
- Ride your bike in the same direction as the cars
- Bicycles are not allowed on highways
- For more interesting biking information, go online: www.mto.gov.on.ca/english/pubs/cycling-guide/index.shtml

Walking

- When you walk, you are called a "pedestrian"
- Wherever there is a stoplight there will also be a pedestrian signal; follow the signal when to stop or go
- Cars should always let pedestrians (people walking) go first, but be careful; some drivers don't follow the rules!
- Canada is safe, but everyone needs to be careful when walking. Here are some tips for you, especially if you are a woman or a senior:
 - Try not to walk alone at night
 - Stay in areas that have good lighting and lots of people
 - Bring a whistle or something that will make a loud noise

Find A Doctor

You are responsible to find your own family doctor. You should do this as soon as you receive your OHIP card. When you call, ask: "Is the doctor taking new patients?" Some doctors will not take new patients because they are too busy, so you may have to keep looking. If you want to find a pediatrician (children's doctor) you would also search in the same way as a family doctor. To find a doctor, you can do many things:

- Visit www.cpso.on.ca and click on "Doctor Search"
- Call: 1-800-268-7096
- Look in the yellow pages of your phone book and look under "Physicians and Surgeons"
- Look in the yellow pages for Walk-in Clinics. Look under "Clinics- Medical". Even if you don't have a family doctor, you can always use a walk-in clinic (and some have family practices)
- Ask everyone you know for a doctor referral

Did You Know?

If you need to see a specialist doctor (for example a cardiologist for heart disease or a dermatologist for skin problems, etc.) you cannot call these doctors directly. Your family doctor must first refer you.

Find A Dentist

Dental care is not covered by OHIP (Ontario government). You will have to pay for your own treatments, unless you have this as a benefit through your work. To find a dentist in Ontario, you can:

- Visit www.oda.on.ca and click on "Find a Dentist"
- Look in the yellow pages of your phone book under "Dentists"
- Ask everyone you know for a dentist referral

Hospitals

(Mississauga, Brampton, Caledon) **PEEL REGION**

Brampton

William Osler Health Centre -
Brampton Civic Hospital
2100 Bovaird Drive East,
905-494-2120
www.williamoslerhc.on.ca

Mississauga

The Credit Valley Hospital
2200 Eglinton Avenue West,
905-813-2200
www.cvh.on.ca

Trillium Health Centre
100 Queensway West,
905-848-7100
www.trilliumhealthcentre.org

(Burlington, Oakville, Milton, Halton Hills) **HALTON REGION**

Burlington

Joseph Brant Memorial
Hospital
1230 North Shore Boulevard,
905-632-3730
www.jbmh.com

Georgetown

Georgetown Hospital
1 Princess Anne Drive,
905-873-0111
www.haltonhealthcare.com

Milton

Milton District Hospital
30 Derry Road East,
905-878-2383
www.haltonhealthcare.com

Oakville

Oakville-Trafalgar Memorial
Hospital
327 Reynolds Street,
905-845-2571
www.haltonhealthcare.com

Helpful Advice

Imagine it is 3:00 in the morning and your child seems to be sick. You are not sure what to do or where to take your child. Maybe you're not sure if this is an emergency situation or if your child just has a bad cold?

Call Telehealth Ontario at 1-866-797-0000, 24 hours a day, 7 days per week. You will always speak with a registered nurse who can help you.

Did You Know?

If an ambulance takes you to the hospital, OHIP pays for most of it, except for a \$45 fee you have to pay. If you take an ambulance to the hospital and the doctor thinks it was not an emergency situation, you will have to pay the full cost for the ambulance! So make sure it is an emergency situation.

Healthy Living

Public Health Departments

Need some information how to stop smoking? Need information about breastfeeding? How about healthy eating suggestions? The public health department in your region can provide you with answers, information, and advice on how to stay healthy. Everything is free. Check the website for information or call.

Peel Regional Health Unit

Mississauga/Brampton: 905-799-7700
 Caledon: 905-584-2216
 TTY 1-888-919-7800
 (hearing impaired)
www.peelregion.ca/health

Halton Region Health Department

Dial 311 (If you live in Halton) or call
 905-825-6000 or
 1-866-442-5866
 TTY 905-827-9833
 (hearing impaired)
www.halton.ca/health



Ontario Works

The Ontario Works program, funded by the provincial government, provides income and employment assistance for people who are in temporary financial need. Some clients may also be eligible for drug and dental coverage, eyeglasses, hearing aids, and other needs. This program is not about simply receiving money from the government; clients must participate in the changes needed to be financially self-sufficient. The Ontario Works program helps you achieve this through:

- Job skills training
- Employment Placement
- Teaching you how to look for a job (resumes, interviews, etc.)
- Literacy screening and assistance

To learn more about Ontario Works, to apply, and to determine if you are eligible, visit or call your local Ontario Works office.

Peel Social Services Department- Ontario Works

Apply via phone interview
 905-793-9200 or
 1-800-327-5379
 905-451-6108 (after business hours)
 TTY 905-793-5173 (hearing impaired)
www.peelregion.ca/ow/index.htm

Halton Social and Community Services Department- Ontario Works

Apply via phone interview
 905-825-8888 or
 1-866-442-5866, ext. 888
www.halton.ca/SCS/FinancialAssistance/ontarioworks

Did You Know?

To apply for Maternity or Parental benefits (this is when you have a newborn and will stay home with the baby for a period of time) or for Sick benefits (which stops you from working) or for Compassionate Care benefits (for people who are caring for a family member who is very sick with a risk of death) you go to a Service Canada Office (listed on page 23) to apply.

Emergency Help

Emergency Help

Employment Insurance (EI)

Employment Insurance (EI) provides income to individuals who lose their jobs through no fault of their own (for example, due to a shortage of work, seasonal work or lay-offs). You must be available and able to work, and you must look for a job while receiving EI income. If you voluntarily quit your job without “just cause” (a good reason) or if you are fired due to your own misconduct, you will not be paid regular benefits.

Apply for Employment Insurance as soon as you lose your job. Your employer must give you a Record of Employment (ROE) or send it to the government electronically. Don't wait until you get your Record of Employment to apply for EI benefits. Apply right away and you can submit your ROE at a later date.

Labour Community Services of Peel

If you need some help filling out government forms after you have lost your job, this organization can help you with the papers and the process.

Mississauga: 989 Derry Road East, Suite 403,
905 696-7444
www.bmdlc.ca



Helpful Advice

When you end your job, no matter the reason, your employer must give you a form called a “Record of Employment” (ROE) within 5 days of your last day on the job. If you are having difficulties getting this form, visit your local Service Canada office for help (listed in this guide on page 23) or call 1-800-206-7218.

Taxes

There are many kinds of taxes in Canada, but three kinds you will hear about most often are: income tax, GST, and PST.

Income Tax

This is the money the government deducts (takes) from your pay at work. Each year, before April 30, you will have to fill out an “income tax return”. It is the law. If the government took too much money, you will get a “refund”. If you didn't pay enough taxes, you will have to pay the government.

Get help to do your first “tax return”. There are free tax clinics near tax time to help you. Ask one of the “settlement” agencies listed in this guide on page 12.

Online: www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/on-eng.html

Call: 1-800-959-8281

GST (Goods and Services Tax)

GST is 5%. You pay the GST whenever you buy anything.

PST (Provincial Sales Tax)

In Ontario, the PST rate is generally 8%, but some items (such as alcohol and cigarettes) have higher rates. You pay PST on the selling price of taxable goods and services.

GST and PST are added to the price whenever applicable.

For example, if you buy a sweater that costs \$29.99, the sales clerk adds 13% (GST + PST) so you now must pay \$33.89 for that sweater.

WEB RESOURCE

Filing taxes your first year in Canada:
www.cra-arc.gc.ca/tx/nrrsdnts/ndvdl/nwcmr-eng.html

Credit Counselling

- Do you carry a high balance on your credit cards? Do you only pay the minimum amount?
- Do you find it difficult to pay your bills on time?
- Are you receiving calls from agencies about late payments?

Credit Canada

1-800-267-2272
www.creditcanada.com

InCharge Debt Solutions

1-888-424-3093
www.inchargecanada.ca

If you need help to get yourself out of debt, there are free services to help you. They don't pay your debt for you or give you money, but they will help you create a plan so you can work towards financial freedom. Call any of these agencies to get help.

If you are in an emergency situation, or you see someone else needs emergency help, call 911. When you call, the very first thing the person will say to you is "Police, Fire, or Ambulance". Say which one you need. The person will transfer your call to that emergency service. Be prepared to answer questions, such as:

- Where are you located?
What is the exact address?
- What is the situation?
- Who is involved in the situation?

If you don't speak English, or prefer to speak in your native language, ask for help in your language. For example, say: "Speak Polish". There are more than 150 languages in the 911 system to help you.

Helpful Advice

You can report a crime to the police without having to give your name. The police need the public's help to solve crimes, and if you don't want to give your name, but want to help the police, you can call Crime Stoppers at: 416-222-TIPS (416-222-8477)

Emergency Phone Numbers

You can call 911 for:

- fire
- crime
- someone needs emergency medical attention
- any emergency situation when you need the help of police, fire or ambulance

Emergency Phone Numbers

Police, Ambulance, Fire
(emergency only)

911

TTY 1-800- 990-8199
(hearing impaired)

Police (Non-emergency)

Peel Police

905-453-3311

Halton Police

905-878-5511

Ontario Provincial Police

(OPP) 1-888-310-1122
1-888-310-1133 TTY



Emergency Phone Numbers

Crisis Phone Numbers

If you need the police or ambulance or fire department, call 911.

But if you need to talk to someone because you are feeling scared, alone, or you are not sure what to do, call any one of these “crisis” phone numbers. A trained person will talk to you and help you. The calls are always “confidential” (you don’t have to give any personal information). These people are here to listen and help.

DISTRESS CENTRES- ANYONE CAN CALL

If you are feeling depressed, lonely, and/or suicidal, call someone immediately. They are here to listen and to help.

Brampton 905-459-7777

Peel (Mississauga, Brampton, Caledon) 905-278-7208

North Halton 905-877-1211

Oakville 905-849-4541

Telecare Burlington
905-681-1488

Help Line for the Deaf
416-561-9738 TTY

Elder Abuse (Seniors)
1-866-299-1011

CHILDREN/YOUTH

Kid’s Help Phone

1-800-668-6868

WOMEN/GIRLS

Assaulted Women’s Helpline

1-866-863-0511

1-866-863-7868 TTY

Rape Crisis Centre of Peel

905-273-9442

Halton Sexual Assault Centre

905-875-1555

1-877-268-8416

905-825-3743 TTY

Help If You Don’t Have A Place To Live

Sometimes people and families get into financial difficulties and they need help. There is no shame in asking for and receiving help from government-funded programs. If you cannot pay for your home or you don’t have a place to live (called “homeless”) these organizations can help you.

Peel Region

Street Helpline Peel 905-848-4357

Ontario Works 905-793-9200 or 1-800-327-5379

Halton Region

Oakville Salvation Army 905-827-5324

Burlington Salvation Army 905-637-3893

Milton Salvation Army 905-875-1022

Acton Salvation Army 519-853-5610

Georgetown Salvation Army 905-877-1374

Halton after hours 905-825-6000 or 1-866-442-5866

“We think sometimes that poverty is only being hungry, naked and homeless. The poverty of being unwanted, unloved and uncared for is the greatest poverty. We must start in our own homes to remedy this kind of poverty.”

Mother Teresa





Help If You Don't Have A Place To Live

Shelters

A shelter is a place to stay if you have no home or you are in danger if you stay in your home (for example, a person who is being abused). Staying at a shelter is free and a temporary solution.

Counsellors will help you find a more permanent housing solution, as well as programs and services that can help you. Some shelters are specific to youth, women and their children, or men. Some shelters take anyone.

PEEL REGION (Mississauga, Brampton, Caledon)

Peel's Homeless Shelters and Services

(Mississauga, Brampton, Caledon)
Call Ontario Works in Peel at 905-793-9200 or after business hours at 905-451-6108

Family Shelter

Mississauga: Region of Peel Family Shelter, 905-272-7061

Long-Term Shelter

Brampton: St. Leonard's House, 905-457-8312

Women's & Men's Shelters

Brampton: Wilkinson Road Shelter, 905-452-1335

Women's & Children's Shelters

Brampton: Salvation Army Family Life Resource Centre, 905-451-4115

Mississauga: Interim Place I, 905-403-0864

Mississauga: Interim Place II, 905-676-8515

Women- Pregnant

Mississauga: Vita Manor, 905-858-0329

Youth Shelter, Long-Term

Brampton: Our Place Peel, 905-454-1048

Youth Shelter, Short-Term

Mississauga: Our Place Peel II, 905-238-1383

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Halton Region

Call Access Halton at 905-825-6000 (or dial 311), press "0" to speak to an operator and tell the operator that you need emergency shelter.

Halton Multicultural Council

Temporary housing for newcomers and refugees
905-842-2486
www.halton-multicultural.org

Halton Women's Place

Burlington: 24-hour crisis line, 905-332-7892 or intake at: 905-332-1593

Milton: 24-hour crisis line, 905-878-8555 or intake at: 905-878-8970

Salvation Army

Acton: 519-853-5610
Burlington: 905-637-3894
Georgetown: 905-877-1374
Milton: 905-875-1022
Oakville Lighthouse Shelter: 905-339-2918



Help If You Can't Buy Food

If you cannot provide food for yourself and your family, there is help. 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 doesn't go bad (usually food in cans and packages). Sometimes you can walk into a food bank and get help immediately; other places might require you are referred by an agency first. Some food banks are open every day, while others might be only once a week in a church or community centre.

(Mississauga, Brampton, Caledon) PEEL REGION

Caledon Community Services

Bolton: 18 King Street East, Upper Level, 905-951-2300

Eden Food Bank

Mississauga: 3051 Battleford Road (Winston Churchill Blvd & Battleford Road), 905-785-3651 (church)

Foodpath

Mississauga: 2550 Goldenridge Road, Unit 36, (Dundas Street & Wharton Way), 905-270-5589

Grace Food Bank

Mississauga: 5865B Coopers Ave (Kennedy Road & Coopers Ave), 905-501-8958

Knight's Table

Brampton: 116 Kennedy Road South (Not visible from street), 905-454-8725

Lakeshore Community Outreach Centre- The Compass

Mississauga: 310 Lakeshore Road West (Lakeshore Road W), 905-274-9309

Ontario Inter-Cultural Community Services (OICS)

Mississauga: 6915 Dixie Road, Unit 4, 905-696-9963

Salvation Army

Mississauga: 2460 The Collegeway, 905-820-8984

Mississauga: 3020 Vanderbilt Road, 905-824-0450

Mississauga: 3167 Cawthra Road, 905-279-3941

Brampton: 115 West Drive, 905-451-8840

Ste. Louise Outreach Centre of Peel

Brampton: 32 Haggert Ave North, 905-454-2144

Did you know?

If you suspect someone is homeless and would like to help, contact the Peel Outreach Program of the Canadian Mental Health Association at 905-451-2123 or visit their website at www.cmhapeel.ca. They can send out a staff person who will try to help and offer assistance.

Help If You Can't Buy Food

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Acton Food Share

Acton:
350 Queen Street, Unit 6
(Queen & Churchill Road),
519-853-0457

Fareshare Food Bank

Oakville:
1240 Speers Road, Unit 6,
905-847-3988

Georgetown Bread Basket

Georgetown:
55 Sinclair Ave, Suite 12
(North of Guelph Street),
905-873-3368

Kerr Street Ministries

Oakville:
484 Kerr Street
(Kerr St & Speers Rd),
905-845-7485

Our Community Cares

Burlington:
356 Burloak Drive,
905-631-1218
Burlington:
702 Surrey Lane,
905-681-2777

Partnership West Family Support Network Food Bank

Burlington: 1254 Plains Road
East, Unit 1A, 905-637-2273

Salvation Army

Oakville:
1225 Rebecca Street,
905-827-6523
Milton:
100 Nipissing Road, Unit 3,
905-875-1022
Burlington:
1800 Appleby Line, Unit 14,
905-637-3893 or
905-637-3894

St. Vincent de Paul

Holy Rosary Parish, 287 Plains
Road East, 905-634-7441

St. John's Parish,
2016 Blairholme Ave,
905-634-2485

St. Paul the Apostle,
2265 Headon Road,
905-332-5115

St. Raphael's, 4072 New Street,
905-637-2346

St. Gabriel's, 2261 Parkway
Drive, 905-336-7144

St. Patrick's, 196 Kenwood Ave,
905-632-6114

If you need a lawyer, ask friends and family for a referral. You can also call the Lawyer Referral Service. For \$6.00, they will connect you with a lawyer who lives close to you and specializes in the kind of legal help you need. You can talk by phone with this lawyer for 30 minutes free.

Call 1-900-565-4577

If you don't have money for a lawyer, you can try to get Legal Aid. It is for people who need a lawyer but have little or no money after you pay for basics like food and housing. Not all legal problems are covered by Legal Aid. www.legalaid.on.ca

(Mississauga, Brampton, Caledon) PEEL REGION

Brampton Legal Aid Office

Brampton: 205 County Court
Blvd, Suite 200,
905-453-1723

Brampton Criminal Law Office

Brampton: 201 County Court
Blvd, Suite 401,
905-874-0147 or
1-866-296-0646

Mississauga Community Legal Services

Mississauga: 130 Dundas Street
East, Suite 501A,
905-896-2052

North Peel & Dufferin Community Legal Services

Brampton: 24 Queen Street
East, Suite 601,
905-455-0160

(Burlington, Oakville, Milton, Halton Hills) HALTON REGION

Halton Community Legal Services

Georgetown: 72 Mill Street,
905-877-5256 or
905-875-2069

Oakville Legal Aid Office

Oakville: 277 Lakeshore Road
East, Suite 211,
905-845-7591 or
1-800-387-4088
Burlington: 905-875-2069

Web Resource
For legal information
about renting,
working, and so
much more, go to:
www.cleo.on.ca for
easy-to-read fact
sheets
written in simple
language.



Lost Or Stolen Identification

Losing your wallet or any piece of identification can be frightening and frustrating. As soon as you realize you have lost it, do the following steps:

- Contact your local police (do not dial 911, this is not an emergency). Tell them you have lost your wallet. Ask the police officer to provide you with a copy of the “police report”. See page 81 for a list of police departments.
- Call all of the financial institutions and banks that you deal with so they can cancel your credit cards and debit cards
- Call the various government offices to let them know you have lost your identification and to begin the process of replacing them

Ontario Birth Certificate

416-325-8305 or 1-800-461-2156

Ontario Health Card

1-800-664-8988
TTY 1-800-387-5559 (hearing impaired)

Permanent Resident Card

1-888-242-2100
TTY 1-888-576-8502 (hearing impaired)

Canadian Citizenship Card

1-888-242-2100

Passport

1-800-567-6868

Social Insurance Number

1-800-206-7218

Driver's Licence

Go to a Driver & Vehicle Licence Issuing Office

Don't forget! You may also have these items in your wallet:

- Library cards
- Debit cards
- Points cards (stores, gas, etc.)
- Membership cards (video rental, fitness centre, etc.)

Helpful Advice

Make a list of everything you have in your wallet and put it in a safe place in your home. Update it regularly. If you lose your wallet, you will know exactly what you have in there and who you need to call. Also, don't carry important documents in your wallet (like your passport) that you don't need every day.

Be Careful!

Looking for a job? You might see ads in the newspaper saying you can make a lot of money fast! Or maybe someone calls you at home and says you won a free trip, or they have an “amazing” offer for you. You have to be careful with people who tell you these things. Sometimes they are “scams” or “fraud”. This means they are not true and these people are trying to get your personal information from you so they can steal your money! In English, we say “if it sounds too good to be true”, it's probably not true!

Did You Know?

Identity theft is when someone takes your identification without you knowing and then uses it to commit a crime, usually fraud. Fraud is when someone uses false information to get credit cards, money, or items from a store. To learn more about this and how to protect yourself, visit this website: www.safecanada.ca/identitytheft_e.asp

Lost Or Stolen Identification

Below are some methods criminals use:

- You're asked to give personal or financial information (by phone, email, etc.)
- You're promised a valuable prize if you buy something
- You're pressured to send money quickly or you won't be able to get the prize, etc.
- You're asked to “update” your information (by phone or email, etc.)
- You're asked to send money if you want a loan
- You're asked to call a special number. The number is often a long-distance call that results in you being billed at a costly rate per minute
- You're asked to invest; don't spend your savings without carefully checking out the investment, product, service and investor
- You're “guaranteed” a job if you take their course or pay them money
- You can make “big” money working from home
- You're asked to donate money to a charity (make sure the charity is a real one and offer to give directly to the charity, not on the phone/email/at your front door)

To learn more about “scams”, learn how to protect yourself, or to report a “scam”, visit:

www.phonebusters.com or call 1-888-654-9426.

Web Resource

For a complete list of banks and credit unions, and lenders, visit this link:

www.ontarioequity.com/canadian_banks_and_lenders.shtml

What To Do When Someone Dies

When someone we love or know dies, it can be a very difficult and emotional time. You may want to contact your religious place of worship when someone dies or a cultural group/association that has the same culture as you. They may be able to help, give you information and will respect how you want to arrange a funeral.

When the person dies

If the death was expected (example the person is very sick and you know he or she will die), call the doctor that was taking care of this person. Or, call an ambulance.

Who is responsible?

It is the family's responsibility or the "executor's" responsibility to make final plans for the person who died. The "executor" is the person asked by the person who died to take care of everything.

Did You Know?

You can apply for Compassionate Care benefits. If you are caring for a family member who is very sick with a risk of death. Go to a Service Canada Centre. They are listed on page 23.

homes must also offer an inexpensive service known as 'direct disposition'. This means they will remove the body from the place of death, place the body in a container or casket, and deliver the body to the cemetery or crematorium; they also file all necessary documentation.

Death Certificates

The funeral director will give you a death certificate. This is important because you will need it for insurance purposes, government, etc.

Is a funeral necessary?

No. You can bury a member of your own family as long as you follow the legal steps.

Should I have a will?

A "will" is a legal document telling everyone, after you have died, what you want done with your money, the things you own, etc. You don't have to have a will, but it is a good idea. When a person dies and there is no will, everything is distributed according to the law. You may want to contact a lawyer if this happens.

Get emotional support

The death of someone we know is very emotional. You don't have to be alone at this time. There are organizations that can help you. Call any one of these organizations to help you during this very difficult time.

Bereaved Families of Ontario-Halton/Peel Region

905-848-4337 www.bereavedfamilies.ca

Distress Centres

Call one of the "Distress" Centres listed in this guide on page 82.

Did You Know?

Employees who work for companies that regularly employ at least 50 employees are entitled to personal emergency leave in certain situations.

Personal emergency leave is an unpaid, job-protected leave of up to 10 days each year.

It may be taken in the case of a personal illness, injury, medical emergency, or a death, illness, injury, medical emergency relating to certain family members.

Employment Standards Information Centre

1-800-531-5551 or

TTY 1-866-567-8893 (hearing impaired)



Canadian Holidays

These holidays are “statutory”; which means most workers must have these days off.

New Year's Day	January 1
Family Day	Third Monday in February
Good Friday	Friday in March or April
Victoria Day	Monday before May 25
Canada Day	July 1
Labour Day	First Monday of September
Thanksgiving Day	Second Monday of October
Christmas Day	December 25
Boxing Day	December 26

These days are not statutory holidays in Ontario. Some companies give their employees these days as a holiday, but it is not required by law.

Remembrance Day	November 11
Easter Sunday	Sunday after Good Friday
Easter Monday	Monday after Good Friday
Civic Holiday	First Monday in August

Outdoors

There is an expression in English: “Work hard, play hard”. It means that we all work so much that it’s important to include play time (for all ages) so we can relax, deal with stress, and spend time with family and friends. There is so much to do in Peel and Halton! There are beautiful parks, lakes, conservation areas, recreation facilities, free events and so much more. For some of these activities and parks, you do have to pay a fee.

PEEL REGION (Mississauga, Brampton, Caledon)

Erindale Park (Dundas Street West & Mississauga Road)
Mississauga: Largest park in Mississauga; includes fishing, walking trails, picnic areas

JC Saddington (West side of the mouth of the Credit River)
Mississauga: Park for picnics and fishing

Lakeside Promenade Park (Lakeshore Road & Cawthra Road)
Mississauga: Public park is one of the largest waterfront developments in Ontario; walking, biking trails, two marinas, public boat launch access to Lake Ontario, picnic shelters, and family play-ground areas

Meadowvale Conservation Area
 (Between Derry Road West bypass & Old Derry Road, at 2nd Line West)
 On the banks of the Credit River; group picnics and fishing

Outdoors

(Mississauga, Brampton, Caledon) PEEL REGION CON'T

Heartlake Conservation Area

Brampton: 10818 Heart Lake Road, North of Sandalwood Pkwy East, 905-846-2494
www.trca.on.ca

Glen Haffy Conservation Area

Caledon: Located on Airport Road, 10 km north of Caledon East and 2 km south of Hwy 9
 Spectacular views of rolling hills and green valleys. Glen Haffy is known for its trout fishing ponds. Group picnic sites and hiking trails also available

Albion Hills Campground/Conservation Area

Caledon: 16500 Hwy 50, 8 km north of Bolton, 905-880-4855

Belfountain Conservation Area

Caledon: Mississauga Road 905-670-1615 or 1-800-668-5557
www.creditvalleycons.com
 Hiking, fishing, picnic area, barbecues, washrooms, nature trails

Web Resource
 For a complete list of provincial parks in Ontario, visit
www.ontarioparks.com

For travel ideas across Ontario, visit
www.ontariotravel.net

(Burlington, Oakville, Milton, Halton Hills) HALTON REGION

Paletta Lakefront Park & Mansion

Halton Hills: 4250 Lakeshore Road, 905-632-7809
www.burlington.ca
 A 14-acre site along Burlington's waterfront at Lakeshore Road and Shoreacres

Bronte Creek Provincial Park

Oakville: 1219 Burloak Drive (QEW between Burlington and Oakville. Exit at Burloak Drive 905-827-6911
www.ontarioparks.com/English/bron.html

Conservation Halton

To learn about parks, hiking, and more in Halton Region, call any one of these parks or visit the website for more details.

Rattlesnake Point Conservation Area 905-878-1147
Crawford Lake Conservation Area, 905-854-0234
Hilton Falls Conservation Area, 905-854-0262
Kelso Conservation Area, 905-878-5011
Mount Nemo Conservation Area, 905-854-0262
Mountsberg Conservation Area, 905-854-2276
www.conservationhalton.on.ca

“Life is best enjoyed when time periods are evenly divided between labor, sleep, and recreation....all people should spend one-third of their time in recreation.”

Brigham Young

Recreation Centres

These are recreation centres managed by the city or town where you live. They include fun for seniors, adults, and kids.

PEEL REGION (Mississauga, Brampton, Caledon)

Brampton Parks & Recreation

Various locations,
905-874-2000
www.brampton.ca/parks-rec/home.tml

Mississauga Recreation & Parks

Various locations,
905-615-4100
www.mississauga.ca/portal/residents/recreationandparks

Caledon Centre for Recreation and Wellness

14111 Hwy 50 N Bolton, 905-857-3313 or
1-800-621-1287
www.caledoncentre.ca/index.html

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Burlington Parks & Recreation

Various locations,
905-335-7736
www.enjoyburlington.com

Milton

1100 Main St E,
905-878-7252, ext 2211
www.milton.ca/residents/facilities/lc.htm

Halton Hills Recreation Department

Various locations,
905-873-2601, ext 2275
www.town.halton-hills.on.ca/recandparks

Oakville Recreation & Culture Department

Various locations,
905-338-4250
www.oakville.ca/parksrec.htm



Say "Hello"

Lucy, a woman new to Ontario, was sitting outside the front of her home. A woman taking a walk in the neighbourhood waved her hand and said "hello". Lucy thought: Is this woman talking to me? Why is she saying hello to me? I don't know her! Well, welcome to Canada. It is not unusual for people to say hello to each other or to look, say nothing, but smile when you get in an elevator. Not everyone will greet you, but don't be surprised if someone does. Canadians have a reputation for being "polite"; and saying hello when you take a walk in your neighbourhood can be very common.

It's important to make new friends now that you are in your new city or town. Joining clubs, taking walks in the park, volunteering, or playing a sport can all be great ways to meet people and practice speaking English.

Make Canadian Friends

The "Host" program matches newcomers with a Canadian family or individual. Host volunteers help you:

- with the stress of moving to a new country
- practice English or French
- learn about services and how to use them
- prepare to look for a job
- participate in community activities

Contact any one of these organizations to learn more about the HOST program. It is free.

(Mississauga, Brampton, Caledon) PEEL REGION

Afghan Women's Organization

Mississauga:
3050 Confederation Parkway,
Unit 206,
905-279-3679, ext. 31
www.afghanwomen.org

Brampton Neighbourhood Resource Centre

Youth HOST Program
Brampton:
30 Kennedy Road South,
Unit 14,
905-453-4622
www.bnrc.org

Dixie Bloor Neighbourhood Centre

Youth HOST
Mississauga:
1420 Burnhamthorpe Road
East, Unit 215,
905-629-1873
www.dixiebloor.ca



Make Canadian Friends

PEEL REGION CON'T (Mississauga, Brampton, Caledon)

Newcomer Centre of Peel

HYP (Host Youth Program)

Mississauga: 165 Dundas
Street West, Suite 200,
905-306-0577, ext. 234
www.palc.ca

Peel Multicultural Council

HOST for Adults and Youth

Mississauga: Meadowvale
Christian Academy, 6630
Turner Valley Road,
905-819-1144
www.peelmc.com

HALTON REGION (Burlington, Oakville, Milton, Halton Hills)

Halton Multicultural Council

HOST and HOST Seniors Program

Oakville: 1092 Speers Road,
905-842-2486, ext. 240 or 241
www.halton-multicultural.org



Ethno-Cultural Groups

There are many clubs and groups of people who speak your language or who are from the same country or culture. Some are small groups, and some are very large with their own building. Ask your family, friends and religious place about some of these groups, or do a search using these websites:

Peel Region

<http://peel.cioc.ca>
and type in the words
"ethno-cultural groups"

Halton Region

<http://search.hipinfo.info>
and type in the words
"ethno-culturalgroups"



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Toll Free: 1-800-431-7774

Fax: 905-306-9590

Email: info@phdtrain.com

www.phdtrain.com

