

Welcome Package

Arrivals to Canada from Ukraine

This information is also available in:

[український - https://www.redcross.ca/crc/documents/Welcome-Package_FULL_UK.pdf](https://www.redcross.ca/crc/documents/Welcome-Package_FULL_UK.pdf)

[Русский - https://www.redcross.ca/crc/documents/Welcome-Package_FULL_RU.pdf](https://www.redcross.ca/crc/documents/Welcome-Package_FULL_RU.pdf)

[Français - https://www.redcross.ca/crc/documents/Welcome-Package_FULL_FR.pdf](https://www.redcross.ca/crc/documents/Welcome-Package_FULL_FR.pdf)

Table of Contents

<u>Information from Immigration, Refugees and Citizenship Canada.....</u>	<u>Page 3</u>
<u>Information from Canadian Red Cross.....</u>	<u>Page 5</u>
<u>Information for people arriving in Alberta.....</u>	<u>Page 11</u>
<u>Information for people arriving in Ontario.....</u>	<u>Page 25</u>
<u>Information for people arriving in British Columbia.....</u>	<u>Page 29</u>
<u>Information for people arriving in Quebec.....</u>	<u>Page 34</u>
<u>Information for people arriving in Nova Scotia.....</u>	<u>Page 35</u>
<u>Information for people arriving in New Brunswick.....</u>	<u>Page 39</u>
<u>Information for people arriving in Manitoba.....</u>	<u>Page 50</u>
<u>Information from Service Canada.....</u>	<u>Page 52</u>
<u>Information from Public Safety Canada.....</u>	<u>Page 58</u>
<u>Information from Canada Revenue Agency.....</u>	<u>Page 72</u>
<u>Information from Employment and Social Development Canada.....</u>	<u>Page 74</u>

Welcome to Canada

Starting your life in Canada



When you first arrive in Canada, you'll have a lot on your mind. Here are some early things you can do to get started:

- Apply for your Social Insurance Number (SIN).** You will need this to work and to access government programs and benefits.
- Apply for a Government health insurance card** (Contact the provincial government to verify your eligibility) **or** purchase private health insurance coverage.
- Locate your local settlement service provider.** They can provide advice on many things, like finding work or housing, and improving your English or French language skills. Visit: canada.ca/find-newcomer-services
- Open a Canadian bank account**
- Look for work.** There are many organizations and resources to help you find work. The Canada Job Bank (jobbank.gc.ca) has information and openings for Ukrainian job seekers.
 - *If you arrived in Canada as a **temporary resident, and were not issued an open work permit upon arrival, you may still apply for one.***



The Canadian Red Cross will be available at **select Canadian airports** to welcome, assist and register new arrivals.

They can help with translation and interpretation needs, and provide information to access government and community services to help meet your needs.

Registration with the Red Cross helps to ensure you have access to necessary information now that you have arrived in Canada. It also provides Immigration, Refugees and Citizenship Canada with information which can be used to better understand your needs.

In addition to federal services available to help you get started, the **Provincial and Territorial governments** will also have various services available to you, such as **health care and education**.

For more information go to:

Canada.ca/ukraine-immigration-measures

Canada.ca/welcome-newcomers



#Welcome
Ukrainians

Canada-Ukraine Transitional Financial Assistance

The Government of Canada is committed to supporting Ukrainians affected by the war. To help Ukrainians and their dependents arriving in Canada (including those who have already arrived) meet their basic needs, the Government has introduced transitional financial assistance.

What is transitional financial assistance?

The transitional financial assistance is a **one-time, direct payment** to Ukrainians approved under the Canada-Ukraine Authorization for Emergency Travel (CUAET) to meet their immediate and essential needs as they settle in Canada.

Who is eligible for transitional financial assistance?

Individuals approved under the CUAET who are in Canada, and have in their possession a valid work permit, study permit, temporary resident permit or visitor record are eligible to apply.

How much is the one-time direct payment?

Eligible applicants will receive the **one-time direct payment** through direct deposit into their Canadian bank account. Eligible adults (18 years and older at the time of the transitional financial assistance application) will receive a direct deposit of CA \$3,000 each, and CA \$1,500 per child (17 years and under at the time of the transitional financial assistance application).

How to Apply

Applications must be submitted online. As of June 2, 2022 you can learn how to apply by visiting the [transitional financial assistance website](#).

What can you do to get ready now?

To receive the payment, eligible clients must open a bank account at a Canadian banking institution. It is important that the bank account is in the same name as the name of the adult's temporary resident status document (work permit, study permit, temporary resident permit or visitor record). For families, it will be possible for a parent to submit an application on behalf of the entire family. Once the Canadian bank account is open and the application process is open, clients will be able submit their application online.

#Welcome
 **Ukrainians**



WELCOME PACKAGE

Arrivals in Canada from Ukraine

Welcome to Canada.

The Canadian Red Cross is pleased to be supporting Immigration, Refugees and Citizenship Canada (IRCC) to welcome and provide reception, registration, information, and referrals to people arriving in Canada from Ukraine.

Registration with the Red Cross helps to ensure you have access to necessary information now that you have arrived in Canada. It also provides IRCC with information which can be used to better understand your needs.

At this point, you may have many questions and are not sure what the following days will look like. It's common to feel increased stress because of this uncertainty. This document and our team can help give you an idea of what to expect and answer some of the most pressing questions you may have.

This information is also available in [Ukrainian](#), [Russian](#) and [French](#).

How to reach the Canadian Red Cross

**If you or someone you know is in immediate danger, please call 9-1-1.
(emergency services include ambulance, police and fire department)**

Role of the Canadian Red Cross

Here in Canada and overseas, the Red Cross stands ready to help people before, during and after a crisis.

As part of the support provided to people arriving to Canada from Ukraine, the role of the Canadian Red Cross is to provide reception, registration, and translation services upon your arrival at this airport. Our team can also provide information to access government services and referrals to community service providers to help meet your immediate needs.

Experienced clinicians and mental health supports are on-site to assist and help refer you to other service providers if you need medical attention or are struggling to cope with the impacts on your mental health.



Health and emergency services

To have access to some free health services, please apply for a health care card from the province where you are staying as soon as possible.

For immediate emergency services, **if you have concerns for your personal safety, have experienced violence or** life-threatening situations, please call 911 from any phone (mobile, home or public phone). Calling 911 will connect you to ambulance, police or fire services to help you. Translation services are also available through 911.

Please note that you don't have to stay in an unsafe situation to keep your immigration status in Canada. Contact the police or support services for help and to report abuse and violence.

If you need emergency medical services and an ambulance transports you to a hospital, you may need to pay for the ambulance ride. It is also possible to make your own way to a hospital in the case of an emergency to receive urgent medical assistance. If you do not yet have a provincial health card, you will need to pay for this visit.

If you have any non-urgent medical questions or need to know where to find a clinic or hospital, there is a number to call.

In Ontario: call 1-866-797-0000

In Alberta: call 811

In British Columbia: call 811

In Quebec: call 811

In Nova Scotia: call 811

These numbers are free of charge and available 24 hours a day, 7 days a week.

Walk-in Clinics are available to people who want to see a doctor for minor concerns like a sore throat, fever, to follow-up with chronic illnesses such as diabetes, high blood pressure, heart problems, or other conditions which require medications. If you do not yet have a provincial health card, you will need to pay for this visit.

Many medications in Canada need to be ordered by a doctor. If you already have a medication that you take, a pharmacist may be able to provide you with more of the same medication without needing to see a doctor. Once this medication runs out you will need to see a doctor to get more. You will need to pay the pharmacist for the medication and possibly for their service.

Resources for those experiencing violence, abuse, symptoms of depression or suicidal thoughts

Resources are also available for anyone who is at risk of violence, abuse and exploitation.

- To chat with a trained crisis responder and access support, text CONNECT to 686868 or call 1-800-668-6868



- To find a shelter in your community for people experiencing violence, visit ShelterSafe at <https://sheltersafe.ca/get-help/>
- The Canadian Human Trafficking Hotline is a confidential, multilingual service, operating 24/7 to connect victims and survivors with social services, law enforcement, and emergency services, as well as receive tips from the public.
 - You can reach them by calling 1-833-900-1010 or using the chat function on the website: www.canadianhumantraffickinghotline.ca

Emotional Support

Experiencing a life-altering event can affect everyone differently. How you feel and react might be very different than how your partner, child or friend will feel and react.

While these experiences can affect people differently, below are some expected reactions to acute stress:

- Having difficulty concentrating and focusing
- Finding yourself replaying traumatic events in your mind
- Having trouble sleeping or experiencing nightmares or night terrors
- Experiencing flashbacks of traumatic events during the day while you're awake
- Crying a lot
- Feeling very angry

While some people may seem like they are functioning normally right now, it's important to be aware that these signs of stress could be experienced in a day, a month or even a year from now.

Just because you're somewhere that is considered safe, doesn't mean that you must feel safe. Feeling unsafe in a new situation after such an experience is an expected reaction.

There are some small steps you can take, day to day, that can be helpful:

- Try to make sure you're drinking water
- Eat whenever you feel you can
- Try your best to create a routine in your day which can help to give you a sense of security in a new place
- Try to spend time connecting with other people and try your best not to isolate yourself
- If you feel comfortable, try going outside for a walk, sitting in the sun and breathing fresh air

Children's Reactions

After a stressful experience, children may react with strong emotions, and they may switch quickly from intense reactions to play and having fun. All emotional reactions are also expected for children.

Younger children may:



- Behave aggressively towards caregivers or other children.
- Cling to their caregivers.
- Show signs of separation anxiety.
- Regress to the behaviour of younger children such as bedwetting, thumb sucking or not being able to sleep alone.

Most helpful to children are the stable and secure relationships they have with adults, and establishing predictable routines.

If you or a child you're supporting are experiencing strong emotions, stress that prevents you from sleeping or eating, or if you just feel a need to talk, we have an on-site mental health specialist who can help.

Family Reunification

The Canadian Red Cross Restoring Family Links program helps people re-establish contact with their family members when separated internationally by armed conflict, disasters, migration, and other humanitarian crisis.

If you are looking for a family member abroad who isn't a Canadian citizen, please contact the Restoring Family Links team:

- toll free: 1.800.363-7305 ext. 3622909
- mobile phone, Viber, Signal or WhatsApp: 1.416.550-8715 / 1.236.334-3445
- email: familylinks@redcross.ca
- online: www.redcross.ca/familylinks

If you are looking for a Canadian citizen in the affected area, please contact Foreign Affairs at 1.800.387-3124.

COVID-19 Information

COVID-19 is present in Canada, here are few things you can do to help stay safe:

- Wear a mask
- Wash your hands often
- Maintain physical distance

Some provinces or territories may have different COVID-19 safety requirements. You can find out more about each province and territory's requirements through the Public Health Agency of Canada's website: <https://www.canada.ca/en/public-health.html>.



Work or volunteer at the Canadian Red Cross

Helpers of all kinds make a difference every day with the Canadian Red Cross. Health professionals, program and project managers, safety specialists, equipment technicians, and people with a wide range of skills and abilities are welcome. Training is provided.

If you're looking for opportunities to help, you can find more information here:

On paid positions: www.redcross.ca/jobs

On volunteer positions: www.redcross.ca/volunteer

Jump to:

<u>Information for people arriving in Alberta.....</u>	<u>Page 11</u>
<u>Information for people arriving in Ontario.....</u>	<u>Page 25</u>
<u>Information for people arriving in British Columbia.....</u>	<u>Page 29</u>
<u>Information for people arriving in Quebec.....</u>	<u>Page 34</u>
<u>Information for people arriving in Nova Scotia.....</u>	<u>Page 35</u>
<u>Information for people arriving in New Brunswick.....</u>	<u>Page 39</u>
<u>Information for people arriving in Manitoba.....</u>	<u>Page 50</u>
<u>Information from Service Canada.....</u>	<u>Page 52</u>
<u>Information from Public Safety Canada.....</u>	<u>Page 58</u>
<u>Information from Canada Revenue Agency.....</u>	<u>Page 72</u>
<u>Information from Employment and Social Development Canada.....</u>	<u>Page 74</u>

Ukrainians arriving in Alberta

Important information on available supports

This information sheet provides important information for Ukrainians arriving in Alberta. It provides general information on:

- Agencies that can help you settle
- Obtaining important documents, including health cards, identification and driver's license
- Finding a job
- Getting your professional and educational credentials recognized
- Enrolling your children in school or childcare
- Income supports

Settlement services

Agencies and organizations in communities across Alberta assist and support newcomers successfully settle and integrate into their new communities and access different community resources and available services. These agencies provide programs and direct services such as:

- Information about health care, housing, immigration, and schools for children
- Connecting newcomers with cultural or faith communities
- Providing referrals to programs and services
- Finding employment
- Learning about Canadian culture

Catholic Social Services

Catholic Social Services is the initial immigrant-serving organization to contact when arriving in Alberta. Catholic Social Services will provide needs assessments and referrals for you to access support in Alberta.

For additional information, You can email info@ukraniansinalberta.ca

[Resources for Ukraine Crisis | 211 Alberta, Information on social, community, health and government services in Alberta](#)

Getting health coverage in Alberta

In Alberta, you need provincial health coverage and a health card to get health care services. Provincial health coverage is provided through the Alberta Health Care Insurance Plan.

Before applying for health coverage, it is best to get an Alberta identification card or an Alberta driver's license. You can get these documents at a registry office.

Visit alberta.ca/Ukraine for additional information.

Key health services in Alberta

How to get health information and advice

Call Health Link at 811. Translation services are available. Calls are answered 24 hours a day, 7 days a week.

How to get mental health or addiction information and advice

Call 1-877-303-2642. Translation services are available. Calls are answered 24 hours a day, 7 days a week.

How to find a doctor

Ask your host family or search online: albertafindadoctor.ca

How to find a hospital

Call Health Link at 811 or visit: albertahealthservices.ca/hf/Page13599.aspx

How to get emergency health care

Call 911.

Childcare

Accessing child care

Ukrainian Parents can call Child Care Connect toll free at 1-844-644-5165 to:

- Learn about child care options in your area.
- Get help finding the licensed child care program in your community that works best for your family.

For additional information, [visit alberta.ca/Ukraine](https://www.alberta.ca/Ukraine)

Getting an Alberta driver's license or identification (ID) card

To get a driver's licence or Alberta ID card for the first time, a registry agent will ask for documentation that proves who you are, proves you are an Alberta resident and proves that you are lawfully entitled to be in and remain in Canada. All documentation presented must be valid, and in English or accompanied by a written translation from an approved translator.

- To get a learner's licence, a person must be at least 14 years old.
- To get a driver's licence, a person must be at least 16 years old.
- To get an identification card, a person must be at least 12 years old.

Visit [alberta.ca/Ukraine](https://www.alberta.ca/Ukraine) for additional information.

Finding a job

There are a number of organizations and resources that can help you find work and build your career in Alberta:

Alberta Supports Centres provide employment programs and services across Alberta. This includes job fairs, workshops, information sessions, and labour market information. Visit <https://www.alberta.ca/alberta-supports.aspx> to learn more.

alis – Look for work is an online resource for job seekers. Get advice on finding jobs, drafting your resumé, and preparing for an interview, and negotiating your salary. Visit <https://alis.alberta.ca/look-for-work/> to learn more.

Immigrant-serving agencies offer services to newcomers, including help with finding a job. Visit <http://aaisa.ca/membership/current-members/> for a list of agencies across Alberta.

Work Search Basics can give you the knowledge and resources to find work in Alberta. Visit <https://alis.alberta.ca/look-for-work/find-work/work-search-basics/> to learn more.

Alberta Job Postings provides a list of job opportunities across Alberta. Visit <https://alis.alberta.ca/occinfo/jobs-in-alberta/> to learn more.

Jobs for Ukraine provides a list of job opportunities, visit https://www.jobbank.gc.ca/report_note.do?cid=18538&msclkid=1c3a5a2ead0411ecab6e14cc13a7ee03

Getting your credentials and qualifications recognized

Educational and professional qualifications and standards differ from country to country. You may need to have your international credentials assessed to see how they compare with Alberta's standards.

For more information on the International Qualifications Assessment Services, visit <https://www.alberta.ca/international-qualifications-assessment.aspx>

Education

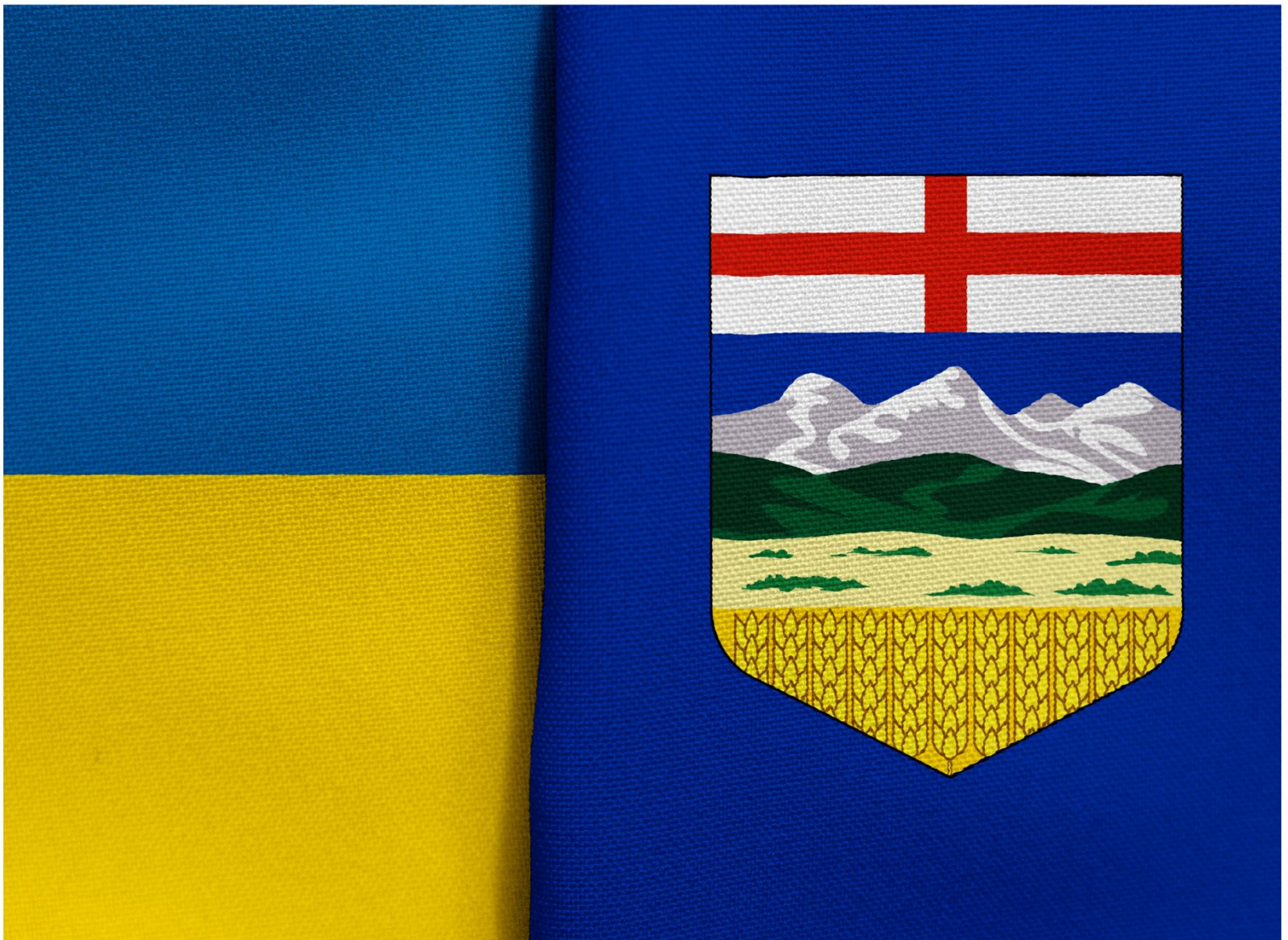
Accessing education services

To register in a local public or separate school, parents should:

- Identify the school that you would like to have your children attend.
- Contact the school and complete the student registration form.

For additional information on registering a student, visit [alberta.ca/Ukraine](https://www.alberta.ca/Ukraine)

Information guide for Ukrainians arriving in Alberta





Contents

Message from the Premier.....	4
Overview	5
Settlement services.....	5
Health care.....	6
Getting a driver's licence.....	8
Finding a job.....	10
Credentials and qualifications.....	11
Education.....	11
Child care.....	12
Banking.....	12

Message from the Premier

On behalf of the Government of Alberta, welcome to our province!

Alberta holds a special place in its heart for Ukraine and its people, owing so much to the hundreds of thousands of Albertans of Ukrainian origin who have helped build this province. Now, it is our turn to show our gratitude and support for these contributions. In your time of need, Alberta is here for you, your family and your country.

We know that your journey to get to Alberta has not been easy, and we recognize that you may feel a level of uncertainty and apprehension, particularly if this is your first time to our province.

This guide serves as resource with important information to help you settle and rebuild your lives in Alberta. It includes information on programs and services that will help you to take the first steps towards integrating into Alberta society, such as finding housing and jobs, getting a driver's licence, enrolling your children into school and childcare, setting up your finances, and accessing health care.

We are working closely with the Government of Canada, our fellow provinces and territories, settlement-serving agencies, Ukrainian organizations in Alberta and the Canadian Red Cross to share information and resources so we can continue to address your needs and help you transition into your new life in Alberta.

We know that challenging days may still lie ahead. However, Ukrainians are strong, resourceful and hardworking people – much like Albertans. Know that we stand by you in solidarity and will continue to do whatever we can to ensure you and your family feel safe and supported in this next chapter of your journey.

Sincerely,

Honourable Jason Kenney

Premier of Alberta



Overview

This guide provides important information for Ukrainians arriving in Edmonton or Calgary, Alberta. It provides general information on:

- Agencies that can help you settle
 - Obtaining important documents, including health cards, identification and driver's license
 - Finding a job
 - Getting your professional and educational credentials recognized
 - Enrolling your children in school or childcare
 - Setting up a bank account and financial management
-

Settlement services

Agencies and organizations in communities across Alberta assist and support newcomers successfully settle and integrate into their new communities and access different community resources and available services. These agencies provide programs and direct services such as:

- Information about health care, housing, immigration, and schools for children
- Connecting newcomers with cultural or faith communities
- Providing referrals to programs and services
- Finding employment
- Learning about Canadian culture

Catholic Social Services

Catholic Social Services is the initial immigrant-serving organization to contact when arriving in Alberta. Catholic Social Services will provide needs assessments and referrals for you to access support in Alberta.

You can send an email at info@ukrainiansinalberta.ca if you have any questions.

Getting health coverage in Alberta

Health care in Alberta

In Alberta, you need provincial health coverage and a health card to get health care services. Provincial health coverage is provided through the Alberta Health Care Insurance Plan.

How to apply for health coverage and get a health card

Before applying for health coverage, it is best to get an Alberta identification card or an Alberta driver's licence. You can get these documents at a registry office.

Once you have an identification card or a driver's licence, here's how to apply for health coverage:

1. Complete an application form.

The application form is included in your folder and is also available online: cfr.forms.gov.ab.ca/Form/AHC0102.pdf

2. Take photocopies of your identification.

3. Mail your documents or take them to a registry office.

You can either mail your completed application form and copies of your identification or you can take these documents to a health registry office.

Mail:

Alberta Health
PO Box 1360, Station A
Edmonton, Alberta T5J 2N3

Registry office:

A list of health registry offices is available online: alberta.ca/ahcip-registry-locations.aspx#jumplinks-0
A health card will be mailed to you.

If you have questions, you can send an email to evacueehealthregistration@gov.ab.ca

Your Alberta health card

When you receive your Alberta health card, remember to carry it with you. Show your health card whenever you need to get health services.

Key health services in Alberta

How to get health information and advice

Call Health Link at 811. Translation services are available. Calls are answered 24 hours a day, 7 days a week.

How to get mental health or addiction information and advice

Call 1-877-303-2642. Translation services are available. Calls are answered 24 hours a day, 7 days a week.

How to find a doctor

Ask your host family or search online: albertafindadoctor.ca

How to find a hospital

Call Health Link at 811 or visit: albertahealthservices.ca/hf/Page13599.aspx

How to get emergency health care

Call 911.

More information

For more information about health services in Alberta, visit alberta.ca and refer to the resources attached:

- Alberta Health Care Insurance Plan application form
- Your Healthcare Options in Alberta
- Addiction and Mental Health Support and Resources
- Alberta Health Services Mental Health Help Line

Getting an Alberta driver's licence or identification (ID) card

To get a driver's licence or Alberta ID card for the first time, a registry agent will ask for documentation that proves who you are, proves you are an Alberta resident and proves that you are lawfully entitled to be in and remain in Canada. All documentation presented must be valid, and in English or accompanied by a written translation from an approved translator.

To get a learner's licence, a person must be at least 14 years old.

To get a driver's licence, a person must be at least 16 years old.

To get an identification card, a person must be at least 12 years old.

Proof of identity

Documents that contain a photo and prove your identity:

- Non-Canadian passport
- A driver's licence or ID card issued by an official government
- Permanent residence card issued by Immigration, Refugees, and Citizenship Canada (IRCC)

Examples of documents that are accepted for proof of legal entitlement in Canada (these documents may also contain a photo and can be used to prove your identity):

- Canada-Ukraine Authorization for Emergency Travel (CUAET) issued by IRCC
- Work permit issued by IRCC
- Study permit issued by IRCC
- Confirmation of permanent residence issued by IRCC
- Permanent residence card issued by IRCC

Example of documents that are accepted for proof of Alberta residency, which must contain an Alberta address:

- Utility, gas, phone or cable bills
- Bank or credit card statements
- Residential lease agreement
- Pay stub
- Written confirmation of Alberta employment
- Written confirmation from an Alberta educational institution
- Statutory declaration completed in a registry agent office stating you are a resident of Alberta

If you are applying for a driver's licence and you already have a valid driver's licence(s) from another jurisdiction, you must surrender it to the registry agent.

Your Alberta driver's licence or ID card may take up to two weeks to arrive by mail at your Alberta address. The card will not be delivered if you have mail-forwarding.

No proof of identity

If you do not have ID, or your ID has been lost, stolen, or destroyed a registry agent can help you. This process is still being developed.

Parental/Guardian Consent Requirement for Children under the age of 18

A person under the age of 18 must have the consent of a parent or guardian when applying for a driver's licence or ID card for the first time. A guardian is someone who is responsible for the care and well-being of the person who is under the age of 18.

Cost

The cost of a driver's licence, for a one year term, is \$16.00. In addition, the registry agent may charge a service charge of up to \$10.00.

The cost of an ID card, for a one year term, is \$8.00, in addition, the registry agent may charge a service charge of up to \$8.00.

Testing Requirements for Driver's Licences

If you are living in Alberta and take up residence, you must exchange your current driver's licence for an Alberta driver's licence within **90 days** of moving to the province.

To get a driver's licence in Alberta, you will need to pass a knowledge test and road test.

Step 1. Pass a Class 7 knowledge test

Visit a registry agent and take a knowledge test.

Alberta's class 7 learner's licence allows you to drive the following vehicles:

- moped (by yourself)
- all Class 5 or Class 6 vehicles (with someone over 18 who has a full Class 5 driver's licence)

Step 2. Exchange your driver's licence

Visit a registry agent and hand in your valid driver's licence that is equivalent or higher to an Alberta Class 5 licence.

The registry agent will check to see if you can apply for the Graduated Driver Licensing (GDL) exemption program and will give you an application to complete.

Your licence, application for GDL exemption and support documents will be sent to the Service Alberta Special Investigations Unit (SIU) for review. If approved, you can go for your Class 5 road test once approval is given. If not approved, you must hold your Class 7 learner's licence for one year before you can take a Class 5 basic road test to get a Class 5 licence.

Alberta's class 5 driver's licence allows you to drive the following vehicles by yourself:

- two-axle single motor vehicle
- motorhome without airbrakes unless you hold an air brake certificate
- tow a trailer with one or more axles if the trailer is not equipped with airbrakes
- moped, recreational vehicle, or any combination of recreational vehicles and a trailer, if the trailer has 2 axles or less and isn't equipped with airbrakes

For more information on getting an Alberta driver's licence, visit: <https://www.alberta.ca/exchange-non-alberta-licences.aspx>.

Finding a job

There are a number of organizations and resources that can help you find work and build your career in Alberta:

- **Alberta Supports Centres** provide employment programs and services across Alberta. This includes job fairs, workshops, information sessions, and labour market information. Visit <https://www.alberta.ca/alberta-supports.aspx> to learn more.
- **alis – Look for work** is an online resource for job seekers. Get advice on finding jobs, drafting your resumé, and preparing for an interview, and negotiating your salary. Visit <https://alis.alberta.ca/look-for-work/> to learn more.
- Immigrant-serving agencies offer services to newcomers, including help with finding a job. Visit <http://aaisa.ca/membership/current-members/> for a list of agencies across Alberta.
- **Work Search Basics** can give you the knowledge and resources to find work in Alberta. Visit <https://alis.alberta.ca/look-for-work/find-work/work-search-basics/> to learn more.
- **Alberta Job Postings** provides a list of job opportunities across Alberta. Visit <https://alis.alberta.ca/occinfo/jobs-in-alberta/> to learn more.

The Government of Canada's Job Bank

The Government of Canada's Job Bank has a list of current job opportunities in Alberta. New jobs are advertised on Job Bank every day. To cut down on your job search time, find the jobs that match your skills and experience through Job Match. You can also download the Job Bank Mobile App to look for jobs on your mobile device.

- Jobs for Ukraine
https://www.jobbank.gc.ca/report_note.do?cid=18538&msclkid=1c3a5a2ead0411ecab6e14cc13a7ee03
- Job Bank:
<https://ab.jobbank.gc.ca/home>
- Job Match:
<https://www.ab.jobbank.gc.ca/match>
- Job Bank Mobile App:
<https://www.ab.jobbank.gc.ca/mobileapp>

Credentials and Qualifications

Getting your credentials and qualifications recognized

Educational and professional qualifications and standards differ from country to country. You may need to have your international credentials assessed to see how they compare with Alberta's standards.

Educational credentials

Your educational credentials are certificates that show that you have completed high school or post-secondary education. The International Qualifications Assessment Service (IQAS) will assess your international academic credentials and provide an assessment that indicates how your credentials compare to standards in Alberta.

An IQAS assessment can be used to support your application for employment, admission to select post-secondary institutions, and licensure with select Professional Regulatory Organization (PRO). As an agency designated by the Government of Canada, IQAS also completes Educational Credential Assessments (ECA) for immigration purposes.

For more information on the International Qualifications Assessment Services, visit <https://www.alberta.ca/international-qualifications-assessment.aspx>.

Regulated occupations and trades

Many trades and occupations in Alberta are regulated, which means you need to be licensed by a provincial Professional Regulatory Organization (PRO) to work in that occupation. Other common terms that mean the same thing as regulated are “certified” and “registered.” Regulated occupations and trades require recognition by professional regulatory bodies to ensure workers meet standards of practice.

To learn more about regulated occupations in Alberta, visit <https://www.alberta.ca/foreign-qualification-recognition.aspx>.

To learn more about designated trades in Alberta, visit <https://tradesecrets.alberta.ca/trades-occupations/>.

Education

Accessing education services

To register in a local public or separate school, parents should:

- 1. Identify the school that you would like to have your children attend.**
- 2. Contact the school and complete the student registration form.**
- 3. The school may request the following documentation to ensure the student is eligible to access education:**
 - Immigration documents issued by Immigration, Refugees and Citizenship Canada (IRCC) that a person receives prior to or when entering Canada, such as temporary resident documents, Confirmation of Permanent Residence or Refugee/Refugee Claimant documents. These documents should be provided for both parent(s) and child, if possible.
 - Families may also be asked for student birth certificates or other documentation that shows the parent/child connection if the IRCC documents do not name family members.

Child care

Accessing child care

Ukrainian Parents can call Child Care Connect toll free at 1-844-644-5165 to:

- Learn about child care options in your area.
 - Get help finding the licensed child care program in your community that works best for your family.
-

Banking

Opening a bank account

Most Albertans keep their money in a bank, a credit union or the Alberta Treasury Branch. You must pay a service charge for most banking services. Financial institutions offer services such as:

- Chequing, savings and other types of accounts
- Utility, telephone and credit card bill payment services by phone, online or at an automated teller machine (ATM)
- Safety deposit boxes
- Debit cards and credit cards
- Loans
- Money exchange, money orders and traveller's cheques

When you open an account, you will need to provide:

- Photo identification (ID)
- A second piece of ID
- Your social insurance number for income tax purposes

You do not need to have a job or deposit a certain amount of money into your account.

Visit <https://www.canada.ca/en/financial-consumer-agency/services/banking/opening-bank-account.html> to learn more about opening a bank account or visit a financial institution near you.

Ukrainians Arriving in Ontario

Important Information about Available Services

In this document you will find information for Ukrainians arriving in Ontario, including those coming under the Canada-Ukraine Authorization for Emergency Travel (CUAET), such as:

- Finding a settlement agency that can help you settle in Ontario
- Getting important documents, including health cards
- Enrolling in English and French language classes
- Enrolling your children in school or childcare
- Finding a job and financial supports

Settlement Organizations

There are organizations across Ontario that can help you to settle in your new community and connect you to services you need. They provide:

- Information about health care, housing, financial supports, immigration, language classes, finding jobs, and schools for children
- Information about daily living like opening a bank account, getting a driver's license, and connections to cultural or faith communities

The **Canadian Ukrainian Immigrant Aid Society** (CUIAS) is one agency you can contact when you arrive. They can help you in English, Ukrainian and Russian. To reach them, call 416-767-4595 (Monday to Friday 9 am – 5 pm, Saturday 9:30 am – 3:30 pm), email contact@cuias.org or visit www.cuias.org/wp.

COSTI Immigrant Services is partnering with the Ukrainian Canadian Congress and other Ukrainian associations to match hosts and families to provide short term accommodation in the Greater Toronto Area. They can also help you with initial orientation and settlement services, such as employment and crisis counselling.

Contact COSTI's Housing Host Program by email at Housinghost@costi.org or phone at 416-244-0480. They can help you in English, Ukrainian, Russian, and Polish.

For children who need support or are arriving unaccompanied, you can contact the **Child Welfare Immigration Centre of Excellence** for free consultation or information about their services. To reach them, email cwice@peelcas.org or call 905-363-6131 ext. 2222 (Monday to Friday, 9 am to 5 pm).

The **519 Community Centre** supports members of the two-spirit, lesbian, gay, bisexual, trans and queer (2SLGBTQ) community and their allies with information and support. They can help you in English, Ukrainian and Russian. Visit www.the519.org, call 416-392-6874, ext. 4000, or email NewToCanada@The519.org.

To find other Ontario settlement organizations visit www.ontario.ca/getsettled.

For more on helping you settle in Ontario please visit:
www.settlement.org/ontario/immigration-citizenship/immigrating-to-ontario/immigration-categories/Information-for-Ukraine-Nationals-Coming-to-Canada/

Getting Health Coverage and Accessing Health Services

Health Services

Call the Refugee Health Line at 1-866-286-4770 or visit www.ontario.ca/healthconnectontario to get connected to health care professionals and services, including mental health supports for you and your family. This free, secure and confidential service is available every day at all hours. Help is available in English, Ukrainian and Russian.

Health Insurance

Ontario's health insurance plan covers the cost of most health services. You must apply for an Ontario health card.

To learn about how to apply for a health card visit www.ontario.ca/ohip, or call 1-866-532-3161 or 416-314-5518, (Monday to Friday 8:30 am to 5 pm). Help is available in English, Ukrainian and Russian.

Medications

Ontario has a program called OHIP+ that pays for many medications for children and youth up to 24 years old.

There are also three drug programs for adults (ages 25-64 years) and seniors (age 65 years and over) that may be able to help you pay for your medication: the Ontario Drug Benefit program, the Trillium Drug Plan, and the Seniors Co-Payment Plan.

For information on these programs, call 416-642-3038 or 1-800-575-5386 (Monday to Friday, 8:30 am to 5 pm). This service is only available in English and French.

Check Ontario.ca/Ukraine for more important health information for you and your family.

Finding Temporary Housing

For information about temporary or emergency housing, please contact:

- **COSTI's Housing Host Program** at Housinghost@costi.org or 416-244-0480.

- **The Housing Help Association of Ontario** at info@hhao.ca, 905-526-8100, or visit www.hhao.ca.

Additional information is available from Settlement.org about:

- housing options (www.settlement.org/o2o/downloads/factsheets/2021/Housing_2021.pdf)
- emergency and short-term housing (www.settlement.org/ontario/housing/emergency-and-short-term-housing/)

Taking Language Classes

We can help you to find free classes in English and French as a second language, at the beginner, intermediate or advance levels.

To learn about, find and register for free language classes and training near you, visit www.ontario.ca/adultlearning.

Going to School (Kindergarten to Grade 12)

CUAET holders can enroll children in Ontario's public schools for free (other fee exemptions may also apply to individuals coming from Ukraine).

To find the school board or school authority for your community, visit: www.ontario.ca/page/find-school-board-or-school-authority.

To learn more about enrolling in school, call 1-866-532-3161 or 416-314-5518 (accepts collect calls), Monday to Friday, 8:30 am to 5 pm.

Finding Childcare

Ontario has licensed childcare and before-and-after-school programs for children from young infants to 12 years of age. Financial help may be available.

For information about childcare in your area visit www.ontario.ca/childcare, or dial 211.

Finding a Job

We can help you find work in Ontario. There are some employers ready to hire Ukrainians right away. Visit www.jobbank.gc.ca/jobsforukraine.

For more help with jobs or additional training, call 1-888-562-4769 or visit www.ontario.ca/employment. All of these services are free.

Getting emergency income supports

If you do not have enough money for things like food and housing, you may qualify for Emergency Assistance that provides temporary financial help with basic needs.

For information about who is eligible and how to apply, visit www.ontario.ca/emergencyassistance or call 211.

Additional Information

For more information about services for Ukrainians arriving in Ontario, visit www.ontario.ca/ukraine.

211 Ontario provides information about programs and services across Ontario and can help connect you with a service provider. The phone line is free and answered every day at all hours in more than 150 languages, including Ukrainian and Russian. Call 211 or visit: www.211ontario.ca.

For emergencies, call 911 (ambulance, police, fire)

If you do not speak English, just say "Help!" and tell the operator the language you speak. They will get an interpreter who speaks your language.

When you call 911, you will need to tell the operator: what is happening, where you are, your name, address and telephone number. Stay on the phone until the operator tells you to hang up.



Welcoming Ukraine

- ✔ **People arriving in B.C. from Ukraine can apply for temporary financial assistance for up to 6 months.**

B.C. is welcoming people from Ukraine to communities across the province.

English | [Українська](#) | [Русский](#)

Last updated: **June 29, 2022**

On this page:

- [What to do when you first arrive](#)
- [Health care](#)
- [Employment and cost of living](#)
- [Financial assistance](#)
- [Children and education](#)
- [I need help](#)
- [I want to help people from Ukraine](#)

What to do when you first arrive

Scammers are active on social media. Be careful when connecting with people online about travel and housing. Don't send money to strangers.

Immigration is the responsibility of the federal government of Canada. You must follow federal guidance to enter Canada. Through the Canada-Ukraine Authorization for Emergency Travel, you can receive temporary resident status.

- [Apply for the Canada-Ukraine Authorization for Emergency Travel \(CUAET\)](#)
- We recommend that anyone applying under CUAET also [apply for an open work permit](#)
- For immigration and visa questions, call [1-613-321-4243](tel:1-613-321-4243)

You must have a medical exam within 90 days of arriving in Canada.

- [Find an approved physician for your medical exam](#)
- [COVID-19 federal guidance for Ukrainian nationals and family members](#)

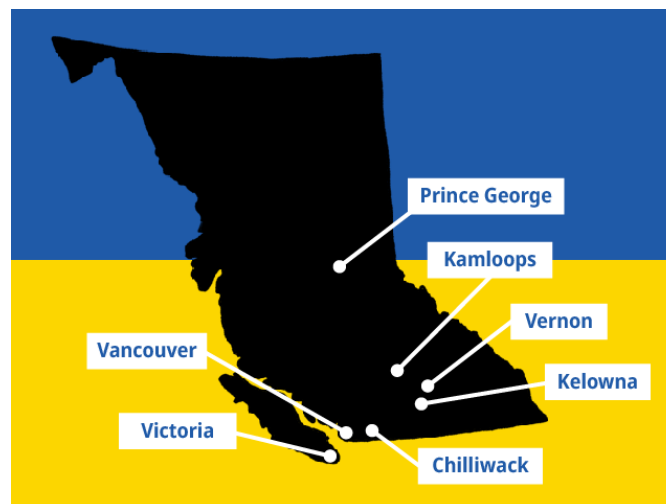
- Last Updated July 25, 2022
Mental health supports and trauma counselling services

Learn about British Columbia

Welcome to British Columbia, Canada. Our province has 5.2 million people, including 232,000 Indigenous people from First Nations, Métis and Inuit communities. Canada's official languages are English and French, but most people in B.C. speak English. B.C. is also home to more than 200,000 Ukrainian-Canadians.

Ukrainian communities can be found in cities across the province:

- Metro Vancouver is B.C.'s largest urban area
- Kelowna in the Interior's Okanagan Valley
- Vernon in the North Okanagan
- Victoria is the capital of B.C., located on Vancouver Island
- Kamloops in Thompson Country in the Interior
- Chilliwack in the Fraser Valley, east of Vancouver
- Prince George is the urban centre of Northern B.C.



Getting settled in B.C.

- Review WelcomeBC's guide for your first few days in B.C. and the newcomer's guide to resources and services
- Free settlement services can help you find services and resources like housing or jobs
- Free language classes are available to people arriving under CUAET
- If you have a driver's licence, you should switch it to a B.C. licence
- You can apply for a Social Insurance Number (SIN) from Service Canada. Getting a SIN is free. If someone asks you to pay, it's a scam

Health care

Last Updated July 25, 2022

B.C. offers free health care coverage to all residents. To access health care services, you need to enrol in **two** different programs, the B.C. Medical Services Plan and BC PharmaCare. Anyone can access **emergency health care** in B.C. [Find clinics, hospitals and pharmacies near you.](#)

Apply for health insurance

The [B.C. Medical Services Plan \(MSP\)](#) pays for required medical services. **You must apply.**

You can [apply for MSP](#) if:

- You have a valid work permit
- You have permanent resident status
- You arrive in Canada through CUEAT

If there is a gap between when you arrived in B.C. and when you applied for MSP, you are eligible for coverage based on the date you arrived.

Get prescription drug coverage

You may be eligible for [coverage under BC PharmaCare](#).

PharmaCare can help pay for:

- Prescription drugs
- Medical supplies
- Pharmacy services

[Emergency coverage](#) is available for medications you need urgently. Your doctor or nurse can [complete a form \(PDF, 1MB\)](#) that you take to the pharmacy.

Protect yourself against COVID-19

Vaccination against COVID-19 is free for everyone 5+ in B.C. Getting vaccinated is easy and safe.

- [How to get vaccinated](#)
- [Vaccines for children 5 to 11](#)

You can [get free COVID-19 test kits](#) from a local pharmacy.

Employment and cost of living

To work in B.C., you need a [work permit](#). Ukrainian nationals and their family members can apply for an open work permit, valid for up to 3 years.

- [Learn about working in B.C.](#)
- [Visit a WorkBC Centre to get help finding work or training](#)
- Canadian businesses want to hire you. [Apply through the federal Job Bank](#)
- Learn about how much it costs to live in B.C. using [WorkBC's Cost of Living Calculator](#)

Financial assistance

Temporary financial support is available from both the Government of Canada and the B.C. government. If you arrived under CUAET, you should apply for **both** programs.

Last Updated July 25, 2022

One-time payment from the federal government

If you arrived or are staying in Canada through CUAET, you may be able to get a one-time payment of \$3,000 for each adult (18+) and \$1,500 for each child (under 18).

[Review eligibility requirements and apply online](#). Each adult needs their own [Canadian bank account](#) to receive payment.

Monthly payments from the B.C. government

You can apply for temporary financial assistance for up to 6 months. Payments are based on need **and** family size. [Review eligibility requirements and learn how to apply](#).

Children and education

Children under 18

If you have children aged 5 to 18, register them in a local school. Schools in B.C. offer English language learning support for all students who need it.

- [Find a school district in your area](#)
- [Learn about B.C.'s kindergarten to grade 12 curriculum](#)
- [Learn about education in B.C.](#)

Learn how the [expect respect and a safe education](#) (~~erase~~) plan helps B.C. create safe and caring school communities.

Child care

If you have children under 5, learn [how to access child care in B.C.](#)

Your local [Child Care Resource and Referral Centre](#) can help you find child care in your area.

Post-secondary

If you are a post-secondary student looking to study in Canada, you may need a study permit. Ukrainians arriving through CUAET may be eligible for domestic tuition rates.

- [Apply for a study permit](#)
- [Find post-secondary institutions and programs](#)
- [Get help from international education offices](#)

If you don't have access to education documents like diplomas or academic transcripts, the [World Education Services Gateway Program](#) may be able to help you.

Graduate studies

Graduate students and researchers may be eligible for [funding to continue their research in Canada](#). You must have already received funding from a Canadian research agency.

I need help

When you phone, translators are available in Ukrainian, Russian and 140 other languages.

Last Updated: July 25, 2022

Get help with resources like housing

Talk to [BC211](#). They can help you find the right resources and access services close to where you are.

Dial: 211 Available 24 hours a day.

From outside B.C., call [1-888-484-3211](#).

Get help with government services

Talk to a Service BC agent about government information and services like health care and education.

Dial: [1-800-663-7867](#). Available 7:30 am to 5 pm.

I want to help people from Ukraine

British Columbians are coming together to support the people of Ukraine. Learn how you can help:

- Donate money through the [United Way](#) or [Canadian Red Cross](#)
- Donate goods or services through the [United Way](#).
- [Offer housing through United for Ukraine](#) (criminal record check required)
- [Offer a job through the federal Job Bank](#)
- [Volunteer your time and skills](#). Volunteers who speak Ukrainian are needed urgently

Visit [Operation Ukraine Safe Haven](#) to find other ways to support people arriving in Canada from Ukraine or [call 211](#).

Businesses can make large donations through [the federal Canadian Industry for Ukraine web site](#).

Welcoming Ukrainians to Québec

On this page you will find information on the services offered to people arriving from Ukraine.

<https://www.quebec.ca/en/immigration/welcoming-ukrainians-to-quebec>

The page will be updated regularly with new services available.

Information Sheet for Ukrainians Relocating to Nova Scotia

Welcome to Nova Scotia, Canada

The Nova Scotia Government is working closely with the YMCA and community partners across the province to welcome and provide support to those arriving in Nova Scotia.

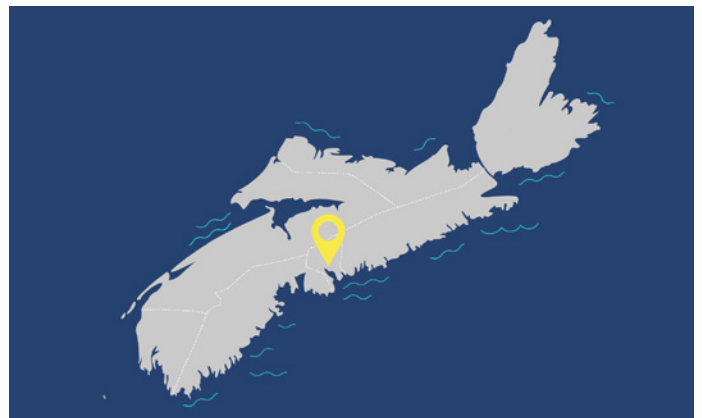
Useful information for incoming Ukrainian Nationals can be found at ymcahfx.ca/ns-supports-ukraine

About Nova Scotia

Located on the east coast of Canada, Nova Scotia is an incredibly beautiful province surrounded by 13,300km of coastline. Known for welcoming communities, a wonderful quality of life, incredible outdoor fun, lower cost of living, a diversified economy, and our rich culture and heritage.

Whether you're living in an urban centre or nestled in one of our beautiful rural communities, you'll discover an opportunity to start something new. With a population of just over 1 million people, there's room for everyone in Nova Scotia to feel at home, in a place that welcomes you to share your ideas, use your skills and pursue your interests.

Nova Scotia is home to colourful villages, coastal towns, rural communities and a vibrant capital city by the sea. Discover your reason to love Nova Scotia at liveinnovascotia.com/regions.



Weather:

Nova Scotia experiences all four seasons. Our weather is described as moderate, which means it never gets extremely hot or extremely cold.

Spring

- Mid-March to late April:
0–10 °C (32–50)
- Late April to mid-June:
10–20 °C (50–70)

Summer

- Mid-June to mid-September:
20–25 °C (70–80)

Fall

- Mid-September to mid-November:
10–20 °C (50–70)
- Mid-November to mid-December:
0–10 °C (30–50)

Winter

- Mid-December to mid-March:
0– -15 °C (0–32)

Accommodation

Secure accommodation for you and your family if you do not already have somewhere to stay. If you have not secured accommodations, please visit the Ukrainian Welcome booth at the Halifax Airport near the exit. Learn more about housing in Nova Scotia: novascotiainmigration.com/live-here/housing

Settlement services

Settlement services are available for Ukrainians. Settlement supports include:

- Language training
- Orientation to life in Canada
- Employment readiness
- Connections with communities
- Pre-arrival
- Needs assessment
- Case Management

We want you and your family to feel welcome and comfortable in your new home, so we encourage you to take advantage of the services available to you. Please visit the websites below for more information:

- ymcahfx.ca/ns-supports-ukraine
- yishfx.ca
- isans.ca

Employment

With an open work permit you can work for almost any employer in Canada. The Canadian Job Bank has a new Jobs for Ukraine section at jobbank.gc.ca/report_note.do?cid=18538, where employers have identified and posted jobs. You can also use the Job Bank to search for all jobs in Nova Scotia. Our Nova Scotia Works sites, novascotiaworks.ca/nsdc, are another key resource to help you find employment.

Social Insurance Number (SIN)

Apply for a Canadian Social Insurance Number (SIN) to work and access some government programs at canada.ca/en/employment-social-development/corporate-portfolio/service-canada

Banking

All major banks have special programs to support newcomers to set up their bank account and access financial services: novascotiaimmigration.com/resources/#banking

Health

People moving to Nova Scotia from outside the country who hold a work permit or employment contract that is valid for a minimum of 12 months upon their arrival are eligible to apply for Medical Service Insurance (MSI) when they arrive. MSI also includes eligibility for the province's Pharmacare programs. Apply for a health card at novascotia.ca/dhw/msi.

Transportation

There are many transportation options for you to travel around Nova Scotia, novascotiaimmigration.com/live-here/transportation, including getting a driver's license, novascotia.ca/driving-and-road-safety.

Education

Public education is free for children in Nova Scotia. If you are a Ukrainian national on a work permit or study permit there are no fees for your child(ren) to register and participate in the Nova Scotia public school system. However, a study permit is needed for those over 18 exploring options for post-secondary education at universities and colleges throughout Nova Scotia. Learn more at novascotiaimmigration.com/live-here/education.

Childcare

Licensed childcare facilities can be found around the province. Search facilities based on community at nsbr-online-services.gov.ns.ca/DCSOnline/ECDS/loadSearchPage

Find more detailed settlement services on our website at novascotiaimmigration.com/live-here.

Additional Information

- Ukraine Canadian Congress, ucc.ca
- Emergencies: Nova Scotia's 911 emergency call system provides 24 hours access to help in 170 different languages, beta.novascotia.ca/911-emergency-when-call

How to Immigrate

Immigration in Canada is a shared responsibility between the federal and provincial governments. There are several innovative immigration programs and streams to help you settle in Nova Scotia: Nova Scotia Nomination Program (NSNP) and Atlantic Immigration Program (AIP). Review the different NSNP streams at novascotiaimmigration.com/move-here and AIP at novascotiaimmigration.com/help-for-employers/atlantic-immigration-program.

Nova Scotia Labour, Skills and Immigration is here to help you throughout your immigration process. Contact us at immigration@novascotia.ca, and visit our website at novascotiaimmigration.com.

Nova Scotia Labour, Skills and Immigration (LSI)

Immigration and Population Growth Branch (IPG)

Key messages:

- Whether you're living in an urban centre or nestled in one of the many welcoming rural communities, you'll discover an opportunity to start something new.
- There's room for everyone in Nova Scotia to feel at home, in a place that welcomes you to share your ideas, use your skills, and pursue your interests.

Welcome to NB!

Information for Ukrainians arriving in New Brunswick.

*QR codes for the links below are on the last page.

Information for newcomers: <https://nbmc-cmnb.ca/resources-for-ukraine/newcomers/>

Immigration to New Brunswick: <https://onbcanada.ca/ukraine/>

Job opportunities in New Brunswick: <https://gnb1.hiringplatform.ca/processes/71370-2022-new-brunswick-ukraine-initiative-form-for-employment-opportunities?locale=en>

Ukrainian: https://nbmc-cmnb.ca/wp-content/uploads/2022/06/ONB_UkrainianWelcomeKit_UK_Interactive.pdf

Français: https://nbmc-cmnb.ca/wp-content/uploads/2022/06/ONB_UkrainianWelcomeKit_FR.pdf





Welcome to New Brunswick

Located on Canada's east coast along the Atlantic Ocean, New Brunswick offers a distinct way of life and exciting career opportunities. We value the experiences and skills of newcomers from all over the world. We look forward to welcoming you!

New Brunswick is proud to have over 3,500 individuals living in our province of Ukrainian descent. They have found a home in New Brunswick, and they have become an important part of the fabric of our province.

The Government of New Brunswick (GNB) is committed to supporting Ukrainians affected by the current crisis and has donated \$100,000 to the National Bank of Ukraine for humanitarian aid. We plan to continue to support Ukrainians by offering a safe haven to those who are willing to relocate.

New Brunswick is working closely with the federal government, community partners, and businesses, to ensure all Ukrainians have a safe place to work and live in our province.



Arrival Checklist

What to do after you arrive:

□ VISIT A NEW BRUNSWICK SETTLEMENT AGENCY (NEWCOMER CENTRES)

Settlement services for newcomers to New Brunswick are offered by community organizations that want to welcome you and help you get settled in your new home.

You may find the immigrant Newcomer Centre nearest to your area listed on page 5.

Moving to a new country brings with it a lot of changes and unknowns. It can be difficult to navigate the many day-to-day aspects in your new life. To help meet the needs of newcomers, there are professional organizations that are here to deliver services and programs. These services are available to you at no cost. The goal is to help you navigate these new day-to-day aspects of life so that you can have a successful start in

New Brunswick. Each organization is a registered non-profit which is overseen by a volunteer board of directors. The types of services and programming may vary from one organization to another, but may include; Pre-Arrival services, Settlement, Language classes and Employment services. The Newcomer Centres can help you navigate all items in this checklist.

□ APPLY FOR A SOCIAL INSURANCE NUMBER (SIN)

The federal government assigns each Canadian a Social Insurance Number (SIN); you will need one to work or receive government benefits. You should keep your SIN confidential. Only the government or an employer (after you are hired) is allowed to ask you for your SIN. Your bank may also request your SIN for some financial transactions. There is no fee to apply.

In some cases, you can now submit a SIN application online.

Visit www.canada.ca/en/employment-social-development/services/sin/apply.html or contact

Social Insurance Numbers (Service Canada):

Toll-free – **1-800-206-7218**

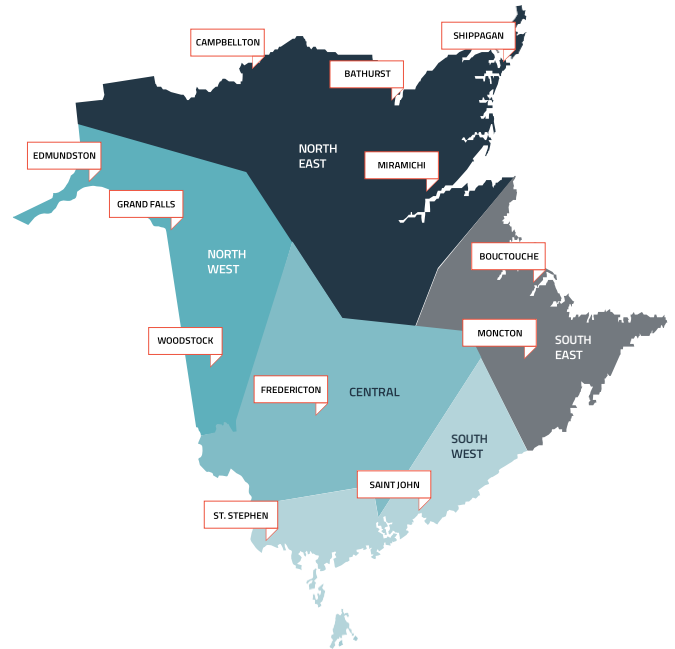
□ BECOME FAMILIAR WITH ESSENTIAL SERVICES

Find government offices and the nearest banks, grocery stores, clinics or hospital. Information about some of these services is offered throughout this guide.

□ MAPS AND DIRECTORIES

You will need a map of your community and information about the public bus service (if your community has one). Transit maps are often available at city hall.

Regional Map of New Brunswick



□ FIND A PLACE TO LIVE

There are a number of options for living in New Brunswick. The Newcomer Centre in your area can advise you.

Before you choose your new neighbourhood, it is smart to find out if it is near to services you may need, such as schools, work, hospitals, clinics, childcare and stores. If you do not have a car, it would be wise to know where the closest bus stop is.

□ BEGIN LANGUAGE CLASSES

A number of agencies in New Brunswick offer language classes. Some are free for newcomers who qualify, and others are available for a fee.

English and French as Second Language (ESL/FSL) courses are available in the community. Often, English as a second language is offered at the local settlement service agencies free of charge.



□ OBTAIN A NEW BRUNSWICK HEALTH CARD (MEDICARE)

To obtain health-care services, you will need to apply for a New Brunswick Medicare card as soon as you arrive. Medicare covers most medically required services. Your Medicare card is also a key piece of identification.

You may choose to buy private health insurance to cover expenses such as dental care, physical therapy, drug prescriptions and eyeglasses, which are not covered by Medicare.

Ukrainian evacuees who hold a valid immigration document issued by Immigration, Refugees and Citizenship Canada (IRCC) and would like more information on how to apply for New Brunswick Medicare, call **506-457-7268** Email medicare@gnb.ca indicating "Ukraine 2022" in the subject.

You can find additional information about Health Care on page 6.

□ OBTAIN A CANADIAN DRIVER'S LICENCE OR A GOVERNMENT PHOTO IDENTIFICATION

Visit any Service New Brunswick location to find out if you may exchange your driver's licence for a New Brunswick licence or if you need to take a driving test first. Your New Brunswick licence will be your official New Brunswick government-issued photo identification. If you do not have a driver's licence and do not wish to drive, you may arrange to have a government-issued photo identification card (ID) created instead at a Service New Brunswick office.

□ OPEN A BANK ACCOUNT

You may open an account at the bank of your choice. You will need photo identification, a Social Insurance Number (SIN) and a home address. Canadians have the right to open bank accounts, and banks are required to provide them. You may open an account at any local branch of a chartered bank.

You will need to have proper identification to open a bank account. A list of acceptable forms of identification can be found at cba.ca/newcomers-to-canada.

Explore different banks and ask about what they offer.

□ CONTINUE YOUR JOB SEARCH

Your job search will be one of the most important things you do as you settle in New Brunswick.

If you are looking for career or training opportunities, you can connect with a WorkingNB employment counsellor, who can help you with your job search, career decision making, and developing new skills. WorkingNB is part of government and its goal is to provide you with the resources you need to access employment. All services are free of charge. For a list of local offices and contact information, visit workingnb.ca/contact

The internet is a great resource. If you do not have Internet access at home, you may go to a public library.

www.nbjobs.ca

www.jobbank.gc.ca/findajob

ca.indeed.com

www.workopolis.com

www.monster.ca

Other websites: New Brunswick civil service jobs

www.ere.gnb.ca/competition.aspx

□ ENROLL YOUR CHILDREN IN SCHOOL

The New Brunswick Education Act requires you to enroll your children in school. Most children go to public schools paid for by the provincial government. The Government of New Brunswick is responsible for all levels of education: primary, secondary, and post-secondary. The province has four anglophone (English) school districts and three francophone (French) districts that govern public schools from kindergarten to Grade 12 (K-12).

We recommend that you check the district website for your intended destination for information on how to enroll for school on Page 7.

□ FIND CHILDCARE

Families are responsible for finding and obtaining a child care space for their child(ren). There is no universal entitlement to a child care space for children in New Brunswick and families are responsible for paying child care fees. New Brunswick offers financial support to eligible families under the Parent Subsidy Program and the Daycare Assistance Program.

The Parent Portal (www.nbed.nb.ca/parentportal/en) helps parents find licensed child care facilities in New Brunswick. This portal allows users to find licensed child care facilities by region, and provides location and contact information. Parents are required to contact facilities directly to register or place their child on the waiting list. You will find more information on Page 7.

□ GET INVOLVED

The best way to become part of your new community is to getinvolved. A number of community groups will welcome you.

You may find ideas throughout this guide or through your localNewcomer Centre.

UKRAINIAN COMMUNITIES

New Brunswick is home for over 3,500 Ukrainians. There are Ukrainian communities around the province that can help on yourjourney to New Brunswick and settlement within the province.

Ukrainians of Fredericton

Email: ukrainians.of.fredericton@gmail.com

Facebook Page: Ukrainian Community of Fredericton

Ukrainian Community of Saint John

Website: uasj.ca

Email: info@uasj.ca

Facebook Page: UA SaintJohn

Ukrainian Club of Moncton

Website: ukrclubmoncton.ca

Facebook Page: Ukr Club Moncton



IMMIGRANT SETTLEMENT AGENCIES

New Brunswick settlement agencies, listed below, have been designed to ensure a safe and seamless integration into New Brunswick.

Multicultural Association of Fredericton

Fredericton, NB 506-454-8292
mcaf.nb.ca

Multicultural Association of the Greater Moncton Area:

Moncton, NB 506-857-9430
magma-amgm.org

Saint John Newcomers Centre:

Saint John, NB 506-642-4242
sjnewcomers.ca

PRUDE (Pride, Race, Unity, Dignity, Education):

Saint John, NB 506-634-3088
prudeinc.org

YMCA of Greater Saint John:

Saint John, NB 506-634-4860
saintjohnny.ymca.ca

Miramichi Regional Multicultural Association:

Miramichi, NB 506-773-5272
miramichimulticultural.com

Multicultural Association of Carleton County:

Woodstock, NB 506-328-4690
maccnb.ca

Multicultural Association of the Chaleur Region:

Bathurst, NB 506-547-7651
macr-amrc.ca

Charlotte County Multicultural Association

St. George,
506-755-9295
ccmanb.com

Comité d'accueil, d'intégration et d'établissement des nouveaux arrivants de la Péninsule acadienne (CAIENA Péninsule acadienne)

Shippagan, NB 506-336-8888
nouveauxarrivants.ca

Le Centre de ressources pour nouveaux arrivants au Nord-Ouest (CRNA-NO)

Edmundston, NB - 506-735-0604
Grand Falls, NB - 855-533-0604 crna.ca

Restigouche Multicultural Association

Campbellton, NB 506-789-7747
rma-amr.ca

Rural Settlement Network – Kedgwick and Saint Quentin

506-235-0296
rma-amr.ca

Multicultural Association for the Integration of Newcomers Inc. AMINA

Saint Quentin 506-235-1804,
506-235-0296
rma-amr.ca

Richibucto Office – Multicultural Association of the Greater Moncton Area

Richibucto, NB
506-523-1842
magma-amgm.org

Rural Settlement Network

Grand Lake Region
506-327-0103, 506-476-8113
nbmc-cmnb.ca/program/rural-settlement-network

Multicultural Association of Sussex

Sussex, NB

506-808-0154

mas-nb.ca

Village of Chipman and Area Community Integration Program

Chipman, NB
506-339-6601

newcomersettlement@gmail.com

Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick (CAFI):

506-382-7494
cafi-nb.org

New Brunswick Multicultural Council, Inc.:

506-453-1091
nbmc-cmnb.ca

Health Care System

As a newcomer, you may be entitled to basic, universal, government-funded health care. Health care coverage, including most medically required services, is provided by the provincial government. Many employers offer additional coverage to their employees as part of their benefits package. Make sure you bring your medical records with you to share with your new doctor, dentist and other service providers.

HEALTH CARE REGIONS

Our province is divided into two health care regions Vitalité Health Network and Horizon Health Network. Your region of service will be determined by where you settle.

MEDICARE CARD

To obtain health-care services, you will need to apply for a New Brunswick Medicare card as soon as you arrive. Medicare covers most medically required services. Your Medicare card is also a key piece of identification.

Ukrainian evacuees who hold a valid immigration document issued by Immigration, Refugees and Citizenship Canada (IRCC) and would like more information on how to apply for New Brunswick Medicare, call **(506) 457-7268** Email medicare@gnb.ca indicating "Ukraine 2022" in the subject.

MEDICAL CARE

Patient Connect NB is the provincially managed, bilingual patient registry for New Brunswickers without a primary health-care provider. Anyone who is eligible for a New Brunswick Medicare card is eligible to register with Patient Connect NB.

People currently living outside the province but planning to move to New Brunswick can register for Patient Connect NB but must have a valid Medicare card from another Canadian province to register.

People can register online or by calling Tele-Care **811**.

Until you have been accepted as a patient by a family doctor, there are a number of walk-in or after-hours clinics where you can go for care.

TELE-CARE 811

Tele-Care is a free, confidential, health advice and information line and a Medicare card is not required. Dial **811** for access to bilingual, registered nurses, 24 hours a day, seven days a week. You will speak to a registered nurse when you call Tele-Care about health symptoms, injuries or illnesses. The nurse will assess your situation and provide information and advice to help you decide what to do. In an emergency, call **911** or visit the local emergency department.

Tele-Care (24 hours):

Toll-free, **8-1-1**

MEDICAL CLINICS

In New Brunswick, you have access to care at local, walk-in medical clinics. Walk-in clinics do not take appointments. After-hours medical clinics may allow you to make an appointment. You can look for your nearest medical clinic in the telephone directory or by calling Tele-Care, or even by contacting local immigrant serving agencies for a list of clinics.

If there is no clinic in your community, care is available from the outpatient department at your nearest hospital.

IMMUNIZATION

Immunization is a safe and effective way to help protect your child and yourself against diseases caused by some viruses and bacteria.

To help protect you and your family, Public Health can review immunization records to see if you all have the Government of New Brunswick Routine Immunization Schedule.

These vaccines are all Government Funded, and you do not need to wait for your Medicare Card to receive them.

Location	Address	Telephone
Moncton (Zone 1)	81 rue Albert / Street Bureau / Suite 300 Moncton, NB E1C 1B3	(506) 856-2401
Saint John (Zone 2)	55 Union Street Saint John, NB E2L 5B7	(506) 658-2454
Fredericton (Zone 3)	P.O. Box 500, 300 St. Mary's Street, Room 1200 Fredericton, NB E3B 5H1	(506) 453-5200
Edmundston (Zone 4)	121, rue de l'Église, Bureau 330 Edmundston, NB E3V 1J9	(506) 735-2065
Campbellton (Zone 5)	19 Aberdeen Street Campbellton, NB E3N 2J6	(506) 789-2266
Bathurst (Zone 6)	165 St. Andrew Street Bathurst, NB 1C1	(506) 547-2062
Miramichi (Zone 7)	1780 Water Street, Suite 300 Miramichi, NB E1N 1B6	(506) 778-6102

EMERGENCY SERVICES 911

You can reach any emergency service in New Brunswick by dialing **911** on your telephone. The 911 operator will help identify what service you will need: fire, police, medical, or poison control.

Education

EARLY CHILDHOOD PROGRAM AND SERVICES

Families are responsible for finding and obtaining a child care space for their child(ren). Families are responsible for paying child care fees. New Brunswick offers financial support to eligible families under the Parent Subsidy Program and the Daycare Assistance Program.

Early childhood programs and services are available in French and in English across New Brunswick. A variety of programs and services are offered such as:

- Early childhood intervention to support the healthy development of children aged 0 to 8
- Early Learning and Childcare services for children aged 0 to 12
- Financial support services to help parents cover the cost of early learning and childcare

These are example of programs and services you can access through school districts and the Department of Education and Early Childhood Development.

KINDERGARTEN TO GRADE 12

Education from kindergarten to Grade 12 is free for all residents of New Brunswick. All children in New Brunswick are required to attend public schools, private schools or home schools. Children must stay in school until they are 18 years old or graduate.

New Brunswick's public education system is organized and administered on the principle of linguistic duality which recognizes the existence of two distinct education sectors for the purpose of promoting and preserving each official linguistic community. Admission to an English or French school is based on linguistic proficiency. The student who is proficient in both official languages; or who is not proficient in neither official language shall be admitted to either education sector.

We recommend that you call or check the district website for your intended destination for information on how to enroll for school:

Anglophone School District Information

Anglophone South (Saint-John and surroundings)

Telephone: **(506) 658-5300**

web1.nbed.nb.ca/sites/ASD-S/ParentResource/Pages/EALNewcomer.aspx

Anglophone West (Fredericton and surroundings)

Telephone: **(506) 453-5454**

web1.nbed.nb.ca/sites/ASD-W/newcomers/Pages/default.aspx

Anglophone East (Moncton and surroundings)

Telephone: **(506) 856-3222**

asdeast.nbed.ca/english-additional-language

Anglophone North (Miramichi and surroundings)

Telephone: **(506) 856-3222**

asd-n.nbed.nb.ca/other/newcomer-and-international-students

Francophone School District Information

District scolaire francophone Nord-Est (Acadian Peninsula, Chaleur and Restigouche regions)

Telephone: **(506) 394-3400**

dsfne.ca/accueil/parents

District scolaire francophone Nord-Ouest (Saint-Quentin, Grand-Sault and Edmundston)

Telephone: **(506) 737-4567**

dsfno.nbed.ca/inscription-a-lecole-m-12

District scolaire francophone Sud (Saint-John, Fredericton and Moncton region)

Telephone: **(506) 856-3333**

francophonesud.nbed.nb.ca/inscription-a-l-ecole/eleves-internationaux

POST-SECONDARY EDUCATION

If students want to pursue a career after high school, there are many post-secondary institutions in New Brunswick. However, they are not free. You must pay for tuition, books and application fees. For more information, visit the Department of Post Secondary Education, Training and Labour: **1 (506) 453-2597**

Post-Secondary Education, Training and Labour - New Brunswick (gnb.ca)

New Brunswick has three major English universities and one French university.

- The University of New Brunswick
- St. Thomas University
- Mount Allison University
- Université de Moncton

Three faith-based universities:

- Crandall University Moncton
- Kingswood University Sussex
- St. Stephen's University

The province has two community college systems and a College of Craft and Design:

- The New Brunswick Community College (NBCC)
- Collège du Nouveau-Brunswick (CCNB)
- New Brunswick College of Craft and Design (NBCCD)

TRANSPORTATION

Public transportation is available in Moncton, Saint John and Fredericton. Bus schedules are often available at city hall. You may call your local transit commission to ask about where you may find schedules in your neighbourhood. Buses work on regular schedules. They stop only at specific marked locations.

Codiac Transit (Moncton city buses):

(506) 857-2008

Fredericton Transit (Fredericton city buses):

(506) 460-2200

Saint John Transit Commission (Saint John city buses):

(506) 658-4700

Maritime Bus provides a reliable service throughout our three Maritime Provinces of Nova Scotia, New Brunswick and Prince Edward Island. As well, Maritime Bus connects to Quebec and points in Ontario.

The main city-to-city bus line in New Brunswick is Maritime Bus.

Maritime Bus

Customer Service: **1-800-575-1807**

Website: maritimebus.com

Saint John: **(506) 672-2055**

Fredericton: **(506) 455-2049**

Moncton: **(506) 854-2023**

SOCIAL ASSISTANCE PROGRAM

Social Assistance provides people in financial need with assistance to meet their basic needs such as food, rent, utilities and clothing. The program may also help you with other needs such as childcare, transportation, prescription drugs and more.

Individuals receiving Social Assistance may also benefit from a wide range of programs and services designed to help you manage learning, work and transitional case plans.

Department of Social Development:

1-833-733-7835

IMMIGRATION AND PERMANENT RESIDENCY

Population Growth Team, Settlement and Multiculturalism Branch:

(506) 453-3981

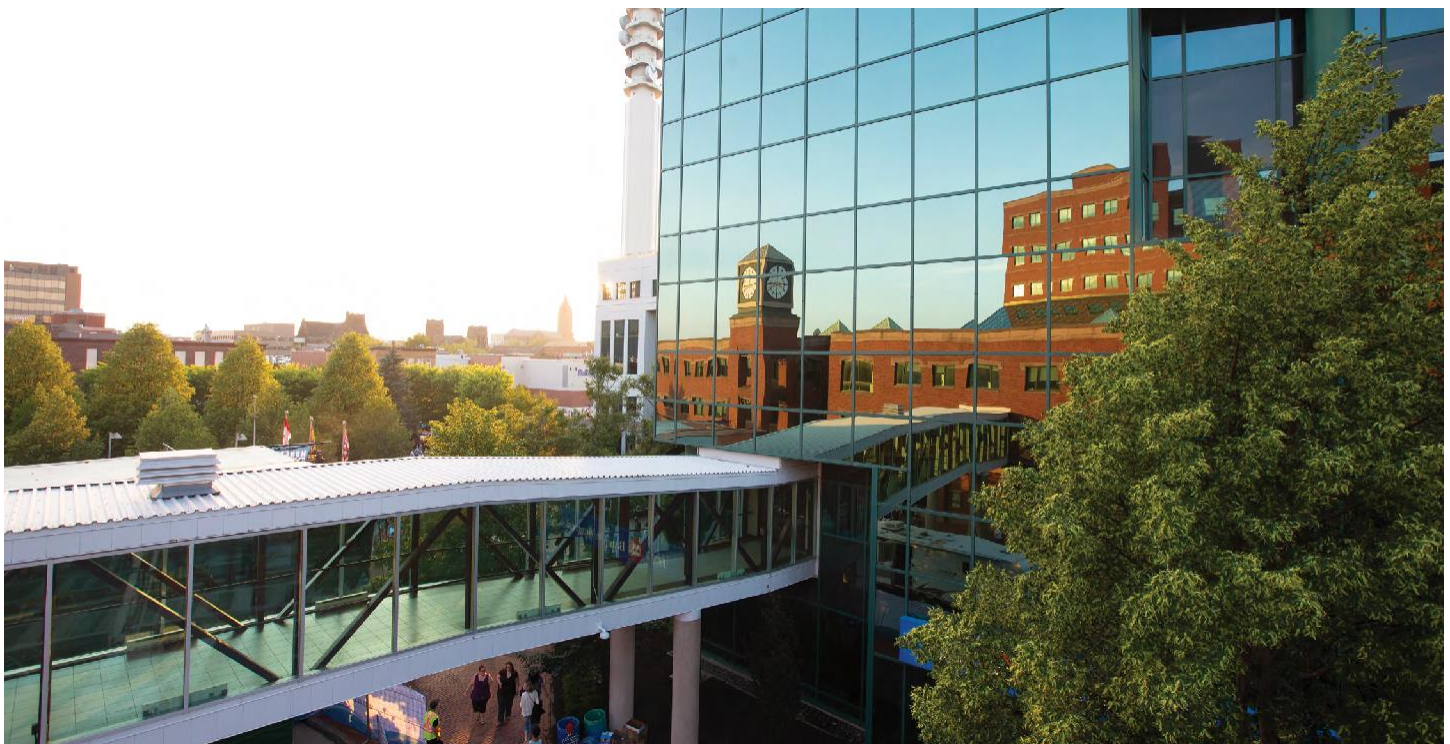
Immigration@gnb.ca

welcomenb.ca

Immigration, Refugees and Citizenship Canada:

Toll-free: **1-888-242-2100**

canada.ca/en/immigration-refugees-citizenship.html



ESSENTIAL PHONE NUMBERS

Call 9-1-1

In an emergency, call **911** immediately. An emergency is any situation that requires **immediate** assistance from the police, fire department or paramedics. Examples include:

- A fire
- A crime, especially if in progress
- A car crash, especially if someone is injured
- A medical emergency, such as someone who is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention.

Call 2-1-1

211 is the information and referral service that connects New Brunswickers to critical human, social, community and government support. It helps New Brunswickers navigate the complex network of government and community programs and services quickly to find what they need for their unique situation. It is 100% free and confidential.

nb.211.ca

By dialing **211**, residents of New Brunswick can obtain

information on a wide variety of community programs and services. Key features of 211:

- Available 24 hours a day, seven days a week by phone or online
- Offers multilingual phone services
- Available to people who are deaf, defended or hard of hearing via TTY
- Non-emergency police number 2-1-1 can provide information on:
 - Food banks
 - Walk in clinics
 - Alzheimer support
 - Mental health help
 - Meals on Wheels
 - Emergency shelters for homeless
 - Services for domestic violence victims
 - Public Health
 - Crisis services
 - Provincial and local helpline phone numbers
 - Settlement help for newcomers
 - Housing help centers
 - Youth drop in programs
 - Child, youth and family counselling
 - Emergency utility assistance
 - Understanding which government service might help or assist

Power outages (24 hours):

Toll-free, **1-800-663-6272**

Directory assistance (to find a telephone number):

4-1-1 or **1 (506) 555-1212** (for numbers within New Brunswick)
1 + (area code) + 555-1212 (for numbers in elsewhere in Canada or in the United States)

WHAT IF I AM A SURVIVOR OF SEXUAL VIOLENCE?

If you are not in immediate danger but have experienced sexual violence, you may want to seek medical attention from your local hospital, clinic or family doctor. Some hospitals have Sexual Assault Nurse Examiners (SANE) who are specially trained to respond to victims of sexual violence. You can ask to speak to the SANE when you arrive at the Emergency Department at the hospital. It's not your fault. Support and safety are available. There are people who believe you and are ready to support you. Talk to someone you trust. Keep asking for help until you get what you need. **You are not alone.** Please call one of the support lines listed to find out more information about sexual violence services.

Sexual Assault Resources:

Sexual Violence New Brunswick - 5pm-8am / 7 days a week - **(506) 454-0437**

L'éclipse (Edmundston) - **(506) 739-7729**

Greater Saint John Sexual Assault Response Team - **(506) 634-8295** ext. 214

Beauséjour Family Crisis Resource Centre - **(506) 533-9100**

Libère Toi (Support line) (Acadian Peninsula) - **(506) 395-3555**

South East Sexual Assault Centre (Moncton) - 24-hour support line -

- Disability support programs
 - Parenting Programs
- 1-844 853-0811**

Boréal Child and Youth Expertise Centre - **(506) 383-8300**

Kit's Place - Family Plus **(506) 634-8295** Toll Free **1-800-360-3327**

Other Resources

CHIMO Helpline Inc. (24-hour crisis hotline):

Chimo is a provincial crisis phone line focused on mental health, accessible 24 hours a day, 365 days a year to all residents of New Brunswick.

Toll-free: **1-800-667-5005**

QR Codes

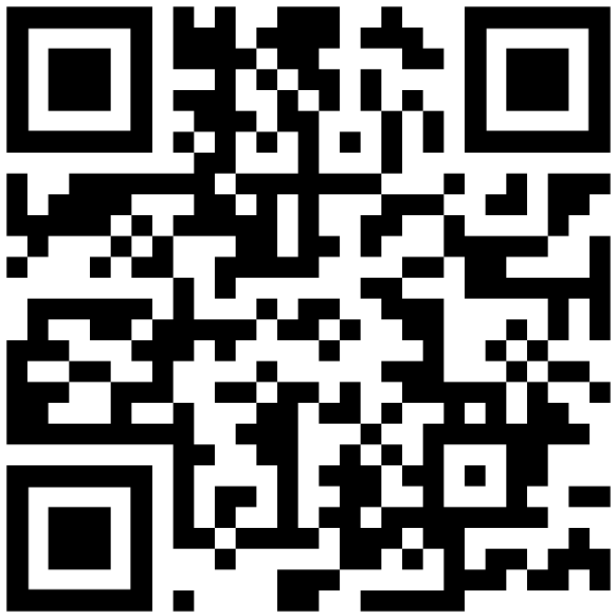
Information for newcomers:



Job opportunities in New Brunswick:



Immigration to New Brunswick:



Ukrainian:



Français:





When you arrive in Manitoba

Your first few weeks in Canada will take some getting used to. Here are some early things you can do to get started:

- If you do not have a place to stay** call 204-223-2618 to arrange immediate accommodation and transportation from the airport to the **Best Western Plus, 1715 Wellington Ave.** Available 24/7
- Even if you have family/friends to stay with**, the provincial reception centre is the best place to access supports and services, including health card registration. Located at the **Best Western Plus, 1715 Wellington Ave.** Call 2-1-1 for hours of operation
- Register for settlement support services** at [Manitoba Start](#) and download the [Settlement and Orientation Workbook](#).
- Apply for your Social Insurance Number (SIN)**, which you will need in order to work, access government programs and benefits, and more ([EN/FR](#)).
- Apply for a Manitoba health card** and receive health coverage upon arrival if you are traveling under the federal Canada-Ukraine Authorization for Emergency Travel program. For information see [this document](#).
- Register for financial support** through the Temporary Assistance Program (TAP), an income-based program that helps families cover the cost of basic needs such as rent, food, and prescription medication. For inquiries email tap@gov.mb.ca or call 204-945-5324.
- Open a Canadian bank account** ([EN/FR](#)).
- Enroll your children in school** (English, French and English—Ukrainian options are available) [link](#) (for your children to be eligible to register in elementary and secondary schools in Manitoba, you must have a valid work permit).
- Apply for free child care** for six months using the subsidy application [this link](#).
- Check out the Canada Job Bank**, which offers [information for Ukrainian job seekers](#) and more. The Canada Job Bank also offers free occupational and career information about working in Canada, such as jobs, wages, employment trends, occupational information, and more. Manitoba specific employment information is available through [Manitoba Start](#).
- Get a Manitoba driver's licence** by exchanging full stage Ukrainian Category B (including BE) passenger vehicle licences for Manitoba full stage Class 5 licences without the need for further knowledge or road testing. Contact Manitoba Public Insurance at 204-985-7000 or toll-free at 1-800-665-2410. [Manitoba Public Insurance website](#).

Note on Employment

*If you are arriving in Canada as a **temporary resident, and were not issued a work permit at your port of entry, you may still apply for one.** For more information [please visit our website](#), with helpful information and resources.*



Other helpful information about:

- **Finding housing or purchasing a home in Canada** ([EN/FR](#))
- **Transportation** ([EN/FR](#))
 - The City of Winnipeg has a [public transit system](#).
- **Getting your non-Canadian credentials assessed in Canada** ([EN/FR](#))
 - Manitoba [regulated professions](#) have specific requirements.
- **Settling in Manitoba** and connecting with your local community ([EN/FR](#))
- **Information on Manitoba's response to the situation in Ukraine** and information for Ukrainian arrivals in Manitoba ([EN](#))
- **Exploring communities in Manitoba** ([EN](#))
- **The Ukrainian Canadian Congress – Manitoba Provincial Council** ([EN](#))
- **Canada's Francophone communities outside of Quebec** ([EN/FR](#))
- **The diversity of Canadian cities and communities** ([EN/FR](#))
- **Improving your English and French language skills** ([EN/FR](#))
- **English-Ukrainian Schools in Manitoba** ([EN](#))

Welcome to Canada

Information for Newcomers

Government Support

The federal, provincial, and territorial governments offer a wide range of services and supports for newcomers to Canada. Information about benefits and services that you may be eligible for can be found on the Benefits Finder, which is available at [Benefitsfinder.services.gc.ca](https://benefitsfinder.services.gc.ca)

Service Canada

Service Canada provides individuals with a single point of access to a wide range of Government of Canada programs and support for newcomers in Canada. You can access services either online, by phone, or in person. Additional information on Government of Canada programs and services is available at Canada.ca or by contacting us using the information at the end of this page.

Relevant Federal Programs & Services

Below are a few relevant programs and services offered by the Government of Canada:

Social Insurance Number (SIN)

The SIN is a nine-digit number that you need to work in Canada or to have access to government programs and benefits. Submit a SIN application online within a secure and protected environment using the eSIN portal at sin-nas.canada.ca/en/Sin/

If you plan on visiting a Service Canada Centre, we strongly recommend that you book an appointment by filling out the service request form at: eservices.canada.ca/en/service/. A Service Canada officer will contact you within 2 business days.

Foreign Credential Recognition

This helps newcomers and internationally trained professionals have their credentials assessed and recognized as quickly as possible. Experts verify that the education, language skills and work experience you obtained outside Canada meet specific standards. For more information, visit Canada.ca/en/employment-social-development/programs/foreign-credential-recognition.html

Job Bank

Job Bank offers an online listing of job postings from across Canada, job alerts, labour market information, career exploration, and resume building. For more information, visit jobbank.gc.ca/findajob/newcomers

Contact us for more information

Click: Canada.ca

Call: **1 800 O-Canada** (1-800-622-6232)
1-800-926-9105 (TTY)

If you require assistance, please complete an online request form at: eservices.canada.ca/en/service/

Ukraine immigration measures: Financial assistance

How to access services

Government support

The Government of Canada provides financial assistance to help Ukrainian families who are in Canada under the Canada-Ukraine authorization for emergency travel (CUAET).

Accessing financial support

To help Ukrainians in Canada meet their basic needs, the Government has introduced financial measures as part of the immigration measures for Ukraine. The application for these measures is available as of June 2, 2022.

Use your smartphone camera and scan each of the following QR codes to be immediately directed to available resources.



The application for the financial measures is available **online**. Parents and guardians can submit one application for themselves, a spouse and dependants.



Local settlement organizations are mandated to help newcomers arriving in Canada by providing various services, including help on the financial measures. Service Canada partners with these organizations and participates in local events with multiple service providers to ensure the smoothest possible transition. By scanning the QR code, you can find the organization nearest to you. Contact this organization to make sure you take advantage of the full range of services available.

If you **do not** have access to technology (e.g. computer, mobile device or the internet) and you want to apply for the financial measures for Ukraine, please call Service Canada's **Outreach Support Centre** at 1-877-631-2657.

Finding a job in Canada



Job Bank

Job Bank offers an online listing of jobs available across Canada, job alerts, labour market information, career exploration, and resume building tools. A specific section called "Jobs for Ukraine", is available.

Welcome to Canada

Checklist for Newcomers

Government Support

The federal, provincial, and territorial governments offer a wide range of services and support for newcomers to Canada. Please find below a list of important things to do when you arrive in Canada. Note that some items may not apply to your situation. This information is provided in order to guide you through the different steps.

In your first weeks in Canada:

- Call or visit an Immigrant-serving organization** and find out what services are available in your new community: Canada.ca → Immigration and Citizenship → New Immigrants → [Find immigrant services near you](#)
- Open a Canadian bank account**
- Apply for the Ukraine immigration measures: Financial assistance**
- Apply for your work permit** (if applicable): Canada.ca → Immigration and Citizenship → Work → [Get a work permit](#)
- Apply for a Social Insurance Number (SIN):**
 - **online**, using the eSIN portal at sin-nas.canada.ca/en/Sin/ (a proof of address is required when you apply online);
 - **in person** at a [Service Canada Centre](#) by scheduling an appointment via the [eServiceCanada request form](https://eservices.canada.ca/en/service/) (eservices.canada.ca/en/service/); or,
 - **by mail**.

For more information, visit: Canada.ca → Jobs → Apply for a Social Insurance Number (SIN) → [Apply](#)

- Provide Immigration, Refugees and Citizenship Canada with your Canadian address**, once you have one: Canada.ca → Immigration, Refugees and Citizenship Canada → Contact us → [Find out to contact us](#)
- Get your credentials accredited** (if necessary): Canada.ca → Immigration and Citizenship → New Immigrants → Prepare for life and work in Canada → [Get your credentials assessed in Canada](#)
- Apply for a government health insurance card**
- Search for housing to rent or buy.** Learn your rights as a tenant: Canada.ca → Immigration and Citizenship → New Immigrants → Start your life in Canada → [Find a place to live](#)
- Enrol your children in school**

In your first months in Canada:

- Apply for the Canada Child Benefit** (if you have children under 18 years old and are eligible):
Canada.ca → Benefits → Family and Caregiving benefits → [Canada Child Benefit](#)
- Learn about Canadian laws and your rights and responsibilities** as a resident of Canada:
Canada.ca → Immigration and Citizenship → New Immigrants → Get to know Canada → [Law](#)
- Get your Canadian Driver's Licence** if you plan to drive in Canada: Canada.ca → Immigration and Citizenship → New Immigrants → Prepare for life and work in Canada → [Get a driver's licence](#)
- Make a plan to learn or improve your English or French** by enrolling in free language classes. Canada.ca → Immigration and Citizenship → New Immigrants → [Find immigrant services near you](#)
- Find a family doctor or health-care centre** where you can go for your medical needs. Information on health care in Canada. Canada.ca → Immigration and Citizenship → New Immigrants → Start your life in Canada → [Learn about health care in Canada](#)
- Begin to search and apply for job opportunities.** Learn your rights as an employee: Canada.ca → Immigration and Citizenship → New Immigrants → Prepare for life and work in Canada → Prepare to work → [Get help finding a job.](#)
Learn how to use Job Bank: Canada.ca → Jobs → Find a Job → Job Bank → Job Bank → [Newcomers to Canada](#)
- Learn about the education options** available to improve your qualifications

Important phone numbers and sources of information to help you settle in Canada

- **911** Emergency services (police, ambulance and fire)
- **211** Information and referral service to governmental and community health and social services across Canada (24/7, live answer, confidential service, available 150 + languages, online resources [211.ca](#))
- **1-800 O-Canada (1-800-622-6232)** Toll-free number to access information on the Government of Canada programs and services
- **Welcome to Canada** (IRCC Publication):
[canada.ca/content/dam/ircc/migration/ircc/english/pdf/pub/welcome.pdf](#)
- **Visit Immigration, Refugees and Citizenship Canada** for more information and videos on starting your life in Canada: Canada.ca → Immigration and Citizenship → New Immigrants → [Start your life in Canada](#)

Social Insurance Number

Information for Newcomers

Service Canada provides individuals with a single point of access to a wide range of Government of Canada programs and support for newcomers in Canada.

What is a Social Insurance Number?

The Social Insurance Number (SIN) is a nine-digit number that is required to work in Canada. As a newcomer, it is your responsibility to apply for your SIN.

What do I need to apply?

To apply for a SIN, you must provide identity documents:

1. An original valid **primary identity document** that proves your identity and your legal status in Canada, such as:



A Permanent Resident Card or a Confirmation of Permanent Residence, issued by Immigration, Refugees and Citizenship Canada (IRCC); or



A work permit; or
A study permit, which indicates the permit holder “may accept employment” or “may work in

Canada, issued by IRCC; or
A visitor record showing that you are authorized to work in Canada, issued by IRCC; or



A diplomatic identity card and a work authorization, issued by the Department of Foreign Affairs, Trade and Development.

2. An original valid **secondary document** to confirm your identity, such as a passport or a provincial or territorial identification issued by a Canadian Government (federal, provincial or territorial).



A passport, (Canadian or foreign)



A single journey travel document



A provincial or territorial health card

Note: Complete your full name on the application form as it appears on your primary identity document. A **supporting document** may be required if the name on your primary identity document is different from the name on your secondary document or SIN application form.

For more information about the documents required to apply for a SIN, visit Canada.ca → Jobs → Apply for a Social Insurance Number (SIN) → Apply.

How do I apply?

- Applying **online** is easy. Submit a SIN application online within a secure and protected environment using the eSIN portal at sin-nas.canada.ca/en/Sin/ and upload digital copies of your documents.

Please consult the **[Social Insurance Number – Required documents](#)** page to ensure you have all the required documents ready before you apply.



Use your smartphone camera and scan this QR code to be immediately directed to the online SIN application.

If you apply online, a proof of address with your name and residential address will be required. This address must match the one indicated on your SIN application.



Bill or contract from a cell phone or other service provider



Letter from an organization / institution / employer attesting your address



Employment contract with your name and address

- You can also apply for your SIN **by mail**. If you choose this option, you must provide a completed and signed [SIN application form](#) in addition to your original documents.

Your original documents will be sent back once your application is processed.

- If you are unable to apply **online** or by **mail** you have the option to apply **in person** and bring all original documents required with you.

If you chose to apply in person, we strongly recommend that you book an appointment prior to your visit by using the Service Canada online [service request form](#) available at: eservices.canada.ca/en/service/

Next steps?

If you apply in person, your SIN will normally be issued instantly. If you apply online, you will receive your confirmation of SIN within 15 business days and if you apply by mail, within 25 business days.

If you have not receive your SIN within that timeframe, please contact the Social Insurance Number program at 1-866-274-6627.

Orientation to Canada | Orientation au Canada

Important Safety Issues for Newcomers



For service providers using this tool: Please read the "[Orientation to Canada, User Guide](#)"

KEY MESSAGES TO DELIVER TO NEWCOMERS

1. **Canada's Safety regulations:** Canada has rules regarding personal, family, home and public safety. These precautions are in place to protect you and your family from unforeseen hazards, accidents and emergencies.
2. **General Safety Information:** There are a wide variety of products aimed at helping you recognize hazards and risks, and to prepare for emergencies. Visit the Government of Canada website [tips on safety](#) for practical advice so that you can prepare yourself to be safe in your home, on the street and in the workplace.
3. **Emergency:** All provinces and territories provide emergency fire, police or medical services free of charge. The Government of Canada's [get prepared](#) website has some great information on how to prepare for emergencies.

If you need urgent medical help, dial "9-1-1" for an ambulance or quickly go to the emergency department of the nearest hospital. In most provinces and territories health care plans do not pay for ambulances. If you call an ambulance, you will receive a bill in the mail.

Call 9-1-1 to report a life-threatening emergency, such as reporting a fire, a crime or to save a life. 9-1-1 can respond in multiple languages.

4. **Police:** The police in Canada uphold the law to keep people safe. They are here to help you and others. Learn more from the Government of Canada's [police services](#) website. For non-emergencies, individuals can call their local police. The phone number can be found on your local police service's website.
5. **Insurance Coverage:** If you own a car, insurance is required in Canada. You will need to get car insurance each year to protect yourself financially if an accident or emergency occurs. It is highly recommended that you also get home or tenant insurance, which most people have in Canada.
6. **Neighbourhood Safety:** Local police services and community neighbourhood associations provide information on safety and crime prevention. There are also online crime maps that display rates of crime

in particular neighbourhoods. You can research the safety of a neighborhood you may be considering moving into. You can search for crime mapping tools online for crime rates by city.



7. **Extreme Weather:** There has been an increase in extreme weather events in Canada such as flooding, tornadoes, lightning strikes, wildfires, ice and winter storms. Official federal, provincial and territorial websites provide advice on what to do in emergencies and how to prepare yourself to be safe in Canada.

Environment Canada's webpage on [severe weather](#) provides information on how to prepare.



8. **Services Specific to Women's Safety:** In Canada, women and men have the same rights and freedoms. Gender-based violence is not tolerated in Canada. The Government of Canada webpage, [Services for Newcomer Women](#), provides more information.

GENERAL INFORMATION

Safety in the Home

Fire Safety

- Being prepared is your best defence against a fire in your home. Take the time to create an escape plan and practice it with your family to avoid panic and confusion in the event of a fire.
- Smoke alarms save lives. It is important to put smoke alarms in the right places in your home and make sure they are working. You should test them regularly and replace the batteries twice a year.
- If there is a fire in your house that you cannot put out, call 9-1-1 and leave your home immediately. If you live in a high-rise apartment and there is a fire do not use the elevators. Take the stairs instead.
- If your clothes catch fire, remember to "Stop, Drop and Roll". This means to stop moving immediately (do not wave your arms or run), lie down on the ground (cover your face) and roll over until the flames are out. The Government of Canada webpage [fire safety](#) provides more information.
- Fire Extinguishers: Buy a fire extinguisher for your home and keep it nearby in the event of a small fire. Have extinguishers serviced and inspected regularly, and recharge them after use. Install your fire extinguisher near an escape route and away from potential fire hazards.
- Smoking is one of the leading causes of house fires. Make sure to properly put out cigarettes and never leave lit cigarettes unattended.
- Keep matches and lighters out of sight and reach of children, preferably in a locked cabinet. Purchase and use only child-resistant lighters. Lighters that look like toys can confuse children.
- Candles can be a serious fire hazard if not used properly. Never leave burning candles unattended. Keep burning candles away from things that can catch fire (like mattresses, bedding, curtains, cabinetry, upholstered furniture, decorations and clothing). Do not leave burning candles within reach of children or pets.

Electrical Safety

- You can follow some simple rules to make sure the electrical products you buy meet Canadian safety regulations. Always check for certification marks, such as CSA, cUL or cETL, to make sure you are buying recognized products. The Government of Canada website on [home safety](#) offers more information about electrical products and how to check for certification marks.
- Regularly check and clean appliances that have filters and screens such as dishwashers and clothes dryers. In the case of clothes dryers, leftover lint in the screen and piping can ignite at high temperatures, causing fires.
- Practices to avoid when using electrical products:

- Do not place heat producing electrical products too close to flammable material.
- Do not bring electronic devices to bed, such as laptops and smartphones. They contain lithium batteries, which can explode and cause fires if they fail.
- Do not leave appliances unattended when cooking.

Food Safety

- **Hand washing** is one of the best ways to prevent the spread of many illnesses, including food-borne illness. This is especially important after touching raw meat. Wash your hands often with soap and water for at least 20 seconds before and after handling food and after using the bathroom, changing diapers, or handling pets.
- Food is safely cooked when it reaches a high enough internal temperature to kill the harmful bacteria that cause food-borne illness. Refer to [the Ministry of Health and Long-Term Care webpage on proper cooking temperatures](#) for safe internal cooking temperatures.
- It is important to refrigerate food that could rot or develop bacteria easily.
- Sanitize surfaces: Make sure your countertops and utensils are clean and sanitized. Disinfecting reduces bacteria and can prevent food-borne illness.
- The Government of Canada webpages provides more information [food safety](#) during emergencies, such as power failures.

Prescription Drugs/Pharmaceuticals

- [Dispose of prescription drugs safely](#) by returning unneeded or unused prescriptions to a local pharmacy.

Chemicals and Pollutants

- Always read and follow instructions on the labels of household chemical products and pesticides. Use them carefully – especially around children.
- Keep household chemical products locked in cupboards or drawers – out of reach and sight of young children. If someone has been in contact with a household chemical product and you think they may have been harmed call a [Poison Control Centre](#) or your health care provider right away. You can find phone numbers for the Poison Control Centre nearest you by searching Poison Control Centre + (your province or territory) on the Internet.
- Never dispose of chemical products or pharmaceuticals by flushing them down toilets and drains. Follow directions on the product labels and municipal guidelines on how to dispose of chemicals and other hazardous waste.
- Pesticides are chemicals used to kill insects and weeds. There are different pesticides for different uses, including indoor and outdoor use. Read all the instructions and warnings on the labels before using pesticides. Do not use pesticides intended for outdoor use inside your home, and never mix different pesticides together. You, your family and pets should leave the area during a pesticide treatment, and not return until it has fully dried. The Government of Canada website on [pesticide safety](#) provides information.
- Carbon monoxide is a poisonous gas that has no smell or taste. Breathing it in can make you unwell, and it can kill if you're exposed to high levels. Learn the causes and symptoms of [carbon monoxide poisoning](#) and how you can prevent it. Buying carbon monoxide detectors and checking them regularly can prevent harmful accumulation in your home.

Child Safety

- [Child Minding Advising Services \(CMAS\)](#) is an organization that provides a range of online, multilingual resource sheets about children, on topics such as [keeping kids safe](#), [fire safety](#) and [street safety](#).



- Health Canada's "Is Your Child Safe?" is a series developed for parents, caregivers and the public on the safe use of consumer products intended for children. [Email Health Canada](#) to request copies of "Is Your Child Safe?", "Is Your Child Safe? – Sleep Time" or "Is Your Child Safe? - Play Time".

Legal obligations

- There are laws that protect children from neglect and abuse and that apply to any conduct which places a child in need of protection.
- Parents and legal guardians are ultimately responsible for the safety of children in their care. As a parent, caregiver or guardian, you are required to adequately provide for the protection and supervision of your children at all times.
- Caregivers should not leave young children alone without making reasonable arrangements for their care.
- In some provinces children under the age of 16 are not permitted to be out alone between midnight and 6 am.
- Babies and children are more at risk of serious injury during car accidents, and too often are not properly protected in car seats or other devices. The Government of Canada mandates many protections for children, including the use of car seats featuring the Canadian National Safety Mark. It is the law to use child seats in cars, and children must ride in the back seat depending on their height and age.
- [Transport Canada's](#) website provides more information on child car seats, including how to buy and install one.



Injuries

- Injuries are the main cause of death for young children. Look at your home from the points of view of your children to identify hazards. Remember that children under the age of three years need to be supervised and your home needs to be childproofed to protect them. Health Canada provides [tips on injury prevention](#).
- Laundry detergent packets are small and often brightly coloured, so children and seniors can mistake them for candy or toys. They should be kept stored out of sight and reach of children and elderly to avoid accidental ingestion.



Water Safety

- One of the leading causes of death in children ages 1 to 4 is drowning. Supervise your children at all times while they are in the bath, swimming or playing in or near water. Help children learn about water safety by signing them up for a swimming and water safety program.
- Swimming lessons are available for people of all ages at local pools and recreation facilities. It's a good idea to wear life jackets when learning to swim or participating in water sports. Use caution when swimming in unfamiliar bodies of water.
- It only takes seconds for hot water to burn or scald children's skin. To avoid scalds:
 - Keep hot liquids like coffee or tea out of children's reach.
 - If possible, lower the temperature of your water heater.
 - Put anti-scald devices on your faucets.

Internet



- Teach your child that everything they do online is public and permanent. [Media Smarts](#) provides tools and information to help you educate your children on appropriate and safe media use.

Prevention

- Teach your children what they should know about **safety in the home** and who to call in an emergency. Ensure they know how to protect themselves from bullying, violence, abduction, physical/mental/sexual abuse, either from strangers, family or friends. The Canada Safety Council offers courses such as the **Home Alone Program** and the **Babysitters Training Course** help children develop the skills to be safe and responsible when they are at home by themselves.
-  **Keeping Newcomer Youth Safe** provides additional information to help youth adjust to life in a new country.
-  Each province and territory has its own policies about safety in schools, such as the **Safe Schools Act in Ontario**.

Personal Safety


Rights and Freedoms That Protect

- Canada has laws to protect all individuals. If your personal safety is being threatened contact your local police.
-  In Canada, women and men have the same rights and freedoms. Support and resources are available to women living in dangerous situations. **IRCC's website** provides more information about these services.
-  LGBTQ2+ individuals have the same rights and freedoms as all other people. Support and resources are available for LGBTQ2+ individuals living in dangerous situations. Please refer to **IRCC's website** for more information about services for LGBTQ2+ newcomers.
- There are many laws that protect individuals against **family violence**, including from harassment, physical and sexual violence, and homicide. These laws reflect Canada's commitment to diversity and equality, ensuring the safety and security of all persons. For more information please refer to the Orientation to Canada resource sheet, *Canadian Law and Justice*.

Elder Abuse

- All seniors should be treated with respect and dignity. Elder abuse, also called Senior Abuse, is any action by an individual in a position of power or trust that causes harm or distress to an older person. The abuse can also be caused by neglect. Commonly recognized types of elder abuse include physical, psychological and financial. Often, more than one type of abuse occurs at the same time. It is illegal to neglect family members, or to physically, financially or sexually mistreat them. Government of Canada websites provide more information about **elder abuse** online as well as a **downloadable booklet** on the topic.
- The most common form of elder abuse is financial abuse. This is any improper conduct, done with or without consent that results in personal gain for the abuser and personal loss for the elder.
- Neglect is also a form of abuse and can involve withholding care or denying access to necessary services (home care, nursing) or medical attention, leaving a person in an unsafe place, over/under medicating, not providing food or liquids, proper clothing or hygiene, failure to assist with activities of daily living, abandonment, and the denial of a senior's basic rights.

Abusive Relationships

-  Whether you are living in an abusive relationship, thinking about leaving an abusive relationship, or have already left an abusive relationship, there are a number of ways to increase your **safety** and that of your children.



- Make sure you have photocopies of documents, such as passports, birth certificates, driver's licences, prescription records, school records, work permits and all other records including your Permanent Resident card. Learn how to [protect yourself and ensure your safety](#).

You don't have to stay in an abusive relationship to keep your immigration status in Canada. You will not be deported or lose your children if you report family violence. Contact the police for help.

Internet Fraud and Telephone Scams

- Internet fraud and telephone scams are types of fraud that deceive victims and convince them to give away money, property, or other belongings. No government department or agency will call, leave voicemail or email you to ask for money or your personal information. They will not be aggressive with or threaten you if you do not follow their instructions to supply them with money or personal information such as your driver's licence, Social Insurance Number (SIN), passport or health card number.
- If someone calls you and asks for payment of any kind for the government (such as an Interac e-transfer, credit card authorization or gift card), it is a scam. Immediately hang up. You can also report a fraud at the [Canadian Anti-Fraud Centre](#) or call them at 1-888-495-8501. There are many kinds of scams. The [Anti-Fraud Centre](#) provides information on ways to protect yourself.
- You should also be careful to protect your privacy and private information while using the Internet. For more information, see the Government of Canada's [Get Cyber Safe pages](#) and refer to the web page on [Internet, email and telephone scams](#).
- The Canada Mortgage and Housing Corporation provides mortgage fraud information, resources and tools on developed specifically for [consumers](#) and [seniors](#).

Safety in the Streets

Driving, cycling, walking, right of way

- Pay attention to traffic lights, which indicate when you can walk, cycle or drive. Remember that cyclists may also have their own lanes so make sure to look in all directions. Health Canada provides information on the appropriate [helmets](#) for cycling, skateboarding or using a scooter. Make sure children wear helmets that fit properly. When driving or cycling, always be careful and watch out for pedestrians. In most cases pedestrians have the "right of way". This means that drivers need to wait for pedestrians to pass.
- Use caution when crossing roads with young children. Teach your kids about street safety including how and where to cross roads.

Night Safety

- Some people, including women and children may be more vulnerable at night, when it is dark outside. It's important to remain alert and take extra safety precautions such as avoiding quiet and poorly-lit areas. Let people know where you are when you plan to go to unfamiliar areas late at night. If you are on a bus or train and [experience harassment](#), speak to the bus or train driver.

Harassment

- Street harassment includes unwelcome words and actions by individuals in public places, which invade a person's physical and emotional space.
- It is illegal to engage in harassing conduct, which causes a person to fear for their safety or the safety of someone they know.
- If you are being harassed, call 9-1-1 or the non-emergency line of the [police department](#).



Weather



- The weather in Canada can be extreme and can change quickly. Check the weather forecast for your region and prepare as needed for weather conditions and temperature fluctuations.

Winter

- The two main hazards of being out in cold weather are frostbite and hypothermia. The first can cause permanent damage. The second can be fatal. Learn about [strategies for coping with the extremes of winter and summer](#).
- Wear proper clothing and boots to avoid frostbite or getting wet. Depending on the conditions, layer with long underwear (top and bottom), socks, warm pants, sweaters, and a warm coat with a hood, hat, gloves, and winter boots.
- In icy weather, you can buy cleats to attach to your boots to prevent slipping and falling.
- Water pipes in your home can freeze in extreme cold so make sure your pipes are insulated. If leaving the home for an extended period, keep your heat on. It's a good idea to have someone check your home every 2-3 days while you are away.
- Snow and ice are major driving hazards in most parts of Canada. Become familiar with safety issues related to winter driving – the most basic tip is to drive slowly in snowy and icy conditions. It is also a good idea to buy special winter tires for your car -- [this is mandatory in some provinces](#).
- In some parts of Canada, the surface of rivers and lakes can freeze over. Use caution before walking or playing sports on these surfaces.
- Sometimes schools are closed or buses are cancelled due to weather, so it's a good idea to have a childcare backup.



Summer

- To keep cool, you can take advantage of the many community centres or use swimming pools in city parks.
- Avoid long hours in the sun on extremely hot days and seek shade or air-conditioned spaces if necessary. The sun can be very strong in Canada during the summer, even on overcast days. Use sunscreen, hats and sunglasses to prevent sunburns.
- Do not leave children or pets unattended in cars. Temperatures can be much higher inside a car than outside.

Emergencies

- [Health Canada](#) provides information on how to prepare to take care of yourself and your family for a minimum of 72 hours during an emergency. You should also understand the basic principles of first aid and safety.
- In a life-threatening emergency, you should call 9-1-1 or your local police services telephone number to get help. Teach your children how to respond to emergencies and call 9-1-1 when necessary. Give them concrete examples of when and when not to use this number and remind them to always get to a safe space first before calling.

Workplace Safety

- The [Canada Labour Code](#) has provisions that are designed to make workplaces safer. Each workplace has distinct health and safety regulations suited to its environment. In addition to Federal labour laws, each of the provinces and territories has developed its own employment standards act.
- This Government of Canada webpage on [workplace safety](#) provides more information.
- [Prevention is the Best Medicine](#): is a toolkit for teaching newcomers about work place health and safety (Ontario and Manitoba).



ADDITIONAL RESOURCES



- Welcome to Canada — what you should know — “**Canadian Law and Justice**”, and “**Health Care**” (pp.41–43 and p. 102) and the Orientation to Canada (O2C) resource sheets on the same topics.
- Public Safety Canada has a [YouTube channel](#) with many educational videos on a wide range of safety issues.
- Find more resources on health and safety for newcomer children at this [website](#).
- For more information on household safety, visit [Health Canada’s Healthy Home](#).

DISCUSSION QUESTIONS TO CONSIDER:

- *Where can you get help in an emergency?*
- *When is it okay to contact your local police service?*
- *What is considered harassment, abuse, and sexual violence in Canada?*
- *Why are there specialized services for women’s safety?*
- *What are some important safety issues you need to teach your child about?*
- *What are the key areas of child safety that are legally required?*
- *How do you keep children safe while on the Internet?*
- *Who can you talk to about safety in the home?*
- *How can you get more information about issues of safety?*
- *What do you need to know about driving in winter?*
- *Are there courses or training on newcomer safety in Canada?*
- *Where can you or your child sign up for swimming lessons?*
- *Where can you find more information on weather hazards and natural disaster preparedness?*
- *How will you know if an emergency is occurring in your city?*



PROVINCIAL/TERRITORIAL INFORMATION

Alberta

- Alberta Employment Standards
<https://www.alberta.ca/employment-standards.aspx>
- Government of Alberta Emergency Preparedness
www.alberta.ca/emergency-disaster-preparedness.aspx
- Government of Alberta Family Violence Prevention
<https://www.alberta.ca/family-violence-prevention-resources.aspx>

British Columbia

- British Columbia Employment Standards
<https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards>
- British Columbia Public Safety
www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/public-safety-solicitor-general
- British Columbia Emergency Preparedness
www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery

Manitoba

- Manitoba Employment Standards
<https://www.gov.mb.ca/labour/standards/index.html>
- Manitoba Urgent Service
www.gov.mb.ca/contact/urgent_toll_free.html
- Prevention is the Best Medicine: A toolkit for teaching newcomers
<https://www.iwh.on.ca/tools-and-guides/prevention-is-best-medicine-toolkit-for-teaching-newcomers>
- Manitoba Emergency Preparedness
www.gov.mb.ca/emo/prepare/community/prepare.html
- Manitoba Justice Community Safety
www.gov.mb.ca/justice/commsafe/crimeprev/index.html

New Brunswick

- New Brunswick Employment Standards
https://www2.gnb.ca/content/gnb/en/departments/post-secondary_education_training_and_labour/People/content/EmploymentStandards.html
- New Brunswick Public Safety
<https://www2.gnb.ca/content/gnb/en/departments/public-safety.html>
- New Brunswick Newcomer Family Law
<http://www.legal-info-legale.nb.ca/en/uploads/file/pdfs/Family%20Law%20Immigrants/Family%20law%20and%20immigrants-ENG-web.pdf>
- New Brunswick Emergency Preparedness
https://www2.gnb.ca/content/gnb/en/departments/public-safety/security_emergencies.html

Newfoundland and Labrador

- Newfoundland and Labrador Public Safety and Emergency Services
www.gov.nl.ca/public-safety-emergency-services
- Newfoundland and Labrador Injury Prevention
www.cssd.gov.nl.ca/index.html

Northwest Territories

- Northwest Territories Employment Standards
<https://www.ece.gov.nt.ca/en/services/employment-standards>
- Northwest Territories Emergency Services and Public Safety
www.maca.gov.nt.ca/en/services?mefibs-form-filters-combine=&mefibs-form-filters-field_sector_tid=31&mefibs-form-filters-field_program_type_tid=All&mefibs-form-filters-mefibs_block_id=filters

Nova Scotia

- Nova Scotia Employment Rights
<https://novascotia.ca/lae/employmentrights/>
- Nova Scotia Department of Justice Public Safety
https://novascotia.ca/just/public_safety
- Nova Scotia Child Safety
https://novascotia.ca/just/prevention/child_safety.asp
- Nova Scotia Emergency Preparedness
https://novascotia.ca/dma/emo/prepare_for_an_emergency

Nunavut

- Nunavut Labour Standards Compliance Office – Resource Sheets
<http://www.nu-lsco.ca/faq-s>
- Nunavut Emergency Management
<https://gov.nu.ca/community-and-government-services/information/nunavut-emergency-management-0>

Ontario

- Ontario Employment Standards
<https://www.labour.gov.on.ca/english/es/>
- Ontario Law and Safety
www.ontario.ca/page/emergency-preparedness
- Ontario Seniors Safety Line
<http://www.elderabuseontario.com/what-is-elder-abuse/prevention>
- Prevention is the Best Medicine: A toolkit for teaching newcomers
<https://www.iwh.on.ca/tools-and-guides/prevention-is-best-medicine-toolkit-for-teaching-newcomers>

Prince Edward Island

- Prince Edward Island Employment Standards
<https://www.princeedwardisland.ca/en/topic/employment-standards-0>



- Prince Edward Island Justice and Public Safety
www.princeedwardisland.ca/en/topic/public-safety-0
- PEI Emergency Preparedness
<https://www.princeedwardisland.ca/en/topic/emergency-preparedness>

Québec

- Québec Labour Standards
<https://www.cnt.gouv.qc.ca/en/accueil/index.html>
- Québec Public Safety
www.securitepublique.gouv.qc.ca/en/ministry/programs-services-forms.html

Saskatchewan

- Saskatchewan Employment Standards
<https://www.saskatchewan.ca/business/employment-standards>
- Saskatchewan Justice Crime and the Law
www.saskatchewan.ca/residents/justice-crime-and-the-law
- Saskatchewan Emergency
www.saskatchewan.ca/residents/emergency

Yukon

- Yukon Employment Standards
<http://www.community.gov.yk.ca/es.html>
- Yukon Emergencies and Safety
<https://yukon.ca/en/emergencies-and-safety>

DOCUMENT URLS

Page 1

- Government of Canada (Public Safety Canada-Get Prepared and Safety Tips)
www.getprepared.gc.ca/cnt/rsrscs/sfttps/index-en.aspx
- Policing: Learn how we are keeping Canadians safe
<https://www.canada.ca/en/services/policing/police.html>
- Government of Canada (Environment and Natural Resources – Seasonal Weather Hazards)
www.canada.ca/en/environment-climate-change/services/seasonal-weather-hazards/be-prepared-for-winter.html

Page 2

- Government of Canada (IRCC –Services For Newcomer Women)
www.canada.ca/en/immigration-refugees-citizenship/corporate/mandate/corporate-initiatives/services-women.html
- Immigration Francophone
<https://immigrationfrancophone.ca/fr/>
- Health Canada (Fire Safety)
<https://www.canada.ca/en/health-canada/services/home-safety/fire-safety.html>
- Government of Canada (Electrical product safety)
www.canada.ca/en/health-canada/services/home-safety/electrical-products.html

Page 3

- Health Canada – the Benefits of Handwashing
<https://www.canada.ca/en/health-canada/services/healthy-living/your-health/diseases/benefits-hand-washing.html#the>
- Ontario Ministry of Health (Proper Cooking Temperatures)
www.health.gov.on.ca/en/public/programs/publichealth/foodsafety/cook.aspx#1
- Government of Canada (Severe Weather)
www.canada.ca/en/services/environment/weather/severeweather.html
- Government of Canada (Food Safety)
<https://www.canada.ca/en/health-canada/topics/food-safety.html>
- Government of Canada (Safe disposal of prescription drugs)
www.canada.ca/en/health-canada/services/safe-disposal-prescription-drugs.html
- Canadian Association of Poison Control Centres (Resource Sheets)
www.capcc.ca/en/resources
- Health Canada – Using Pesticides Safely
<https://www.canada.ca/en/health-canada/services/consumer-product-safety/pesticides-pest-management/public.html>

Page 4

- Government of Canada (Prevent Carbon Monoxide Poisoning)
<https://www.canada.ca/en/health-canada/services/air-quality/indoor-air-contaminants/keep-carbon-monoxide-out-your-home.html>
- Child Home Safety Guide
www.safehomesafebaby.com/downloads/safety_guide.pdf
- Childminding Monitoring, Advisory and Support, CMAS Canada (Fire Safety resource sheet)
<https://cmascanada.ca/wp-content/uploads/2011/02/Fire-Safety-English.pdf>

- Childminding Monitoring, Advisory and Support, CMAS Canada (Street Safety for Children)
<https://cmascanada.ca/wp-content/uploads/2011/02/Street-Safety-for-Children-English.pdf>
- Health Canada email
cps-spc@hc-sc.gc.ca
- Government of Canada (Transport Canada – Child Car Seat Safety)
www.tc.gc.ca/en/services/road/child-car-seat-safety.html
- Government of Canada (Health Canada – Injury Prevention)
www.canada.ca/en/health-canada/services/injury-prevention.html

Page 5

- Media Smarts (Canada’s Digital and Media Literacy Centre)
<http://mediasmarts.ca>
- Child Safety Link Injury Prevention Program
<https://childsafetylink.ca>
- Home Alone Program
<http://canadasafetycouncil.org/product/home-alone-program/>
- Babysitter Training Course
<http://canadasafetycouncil.org/product/babysitters-training-course/>
- Settlement.Org (Keeping Newcomer Youth Safe)
<https://settlement.org/ontario/health/mental-health-and-addiction/stress/keeping-newcomer-youth-safe>
- Settlement.Org (Ontario Safe Schools Act)
<https://settlement.org/ontario/health/mental-health-and-addiction/stress/keeping-newcomer-youth-safe>
- Government of Canada (Public Health Agency – Stop Family Violence and Elder Abuse)
www.canada.ca/en/public-health/services/health-promotion/stop-family-violence.html
- Government of Canada (IRCC – Welcoming Newcomer Women)
<https://www.canada.ca/en/immigration-refugees-citizenship/campaigns/newcomer-women.html>
- Government of Canada (IRCC – LGBTQ2)
<https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/canada-role/lgbtq2.html>
- Government of Canada (Employment and Social Development Canada - Elder Abuse Awareness)
www.canada.ca/en/employment-social-development/campaigns/elder-abuse.html
- Government of Canada (Department of Justice – Elder Abuse is Wrong Guide)
www.justice.gc.ca/eng/rp-pr/cj-jp/fv-vf/eaw-mai/pdf/eaw-mai.pdf

Page 6

- Government of Canada (IRCC – Services For Newcomer Women)
www.canada.ca/en/immigration-refugees-citizenship/corporate/mandate/corporate-initiatives/services-women.html
- Government of Canada (IRCC – Help for Spouses or Partners who are Victims of Abuse)
www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/family-sponsorship/abuse.html
- Government of Canada (Canadian Centre for Cyber Security)
www.getcybersafe.gc.ca/index-eng.aspx
- Government of Canada (Internet, Email and Telephone Scams)
www.canada.ca/en/immigration-refugees-citizenship/services/protect-fraud/internet-email-telephone.html
- Government of Canada (Canadian Anti-Fraud Centre)
www.antifraudcentre-centreantifraude.ca/index-eng.htm
- Canada Mortgage and Housing Corporation (Mortgage Fraud)
www.cmhc-schl.gc.ca/en/finance-and-investing/mortgage-loan-insurance/the-resource/mortgage-fraud-how-to-protect-yourself-when-purchasing-refinancing-home

- Canada Mortgage and Housing Corporation (Seniors Housing)
www.cmhc-schl.gc.ca/en/buying/seniors

Page 7

- Health Canada – Sports Gear Safety Tips
<https://www.canada.ca/en/health-canada/services/injury-prevention/sports-gear-safety-tips.html>
- Royal Canadian Mounted Police (Be Street Smart)
<http://bc.rcmpgrc.gc.ca/ViewPage.action?siteNodeId=2074&languageId=1&contentId=30047>
- Thomson Reuters Foundation (Street Harassment – Know Your Rights)
www.ihollaback.org/wp-content/uploads/2014/10/Street-Harassment-Know-Your-Rights.pdf
- Government of Canada (IRCC –Driving)
www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/new-life-canada/driving.html
- Canadian Union of Public Employees (Cold Weather Hazards)
<https://cupe.ca/cold-weather-hazards>

Page 8

- Government of Canada (Emergency Preparedness)
<https://www.canada.ca/en/public-health/services/emergency-preparedness/making-an-emergency-kit.html>
- Government of Canada (Justice – Canadian Labour Code)
<https://laws-lois.justice.gc.ca/eng/acts/L-2/index.html>
- Government of Canada (ESDC – Workplace Safety)
www.canada.ca/en/employment-social-development/services/health-safety/workplace-safety.html
- Institute for Work and Health (Toolkit for Newcomers on Occupational Health and Safety)
www.iwh.on.ca/tools-and-guides/prevention-is-best-medicine-toolkit-for-teaching-newcomers
- Government of Canada (Public Safety Canada - Safety in Canada Youtube Channel)
www.youtube.com/user/SafetyinCanada/videos



New to Canada? The CRA can help.

Many of the benefits people enjoy in Canada are made possible through taxes.

How much could you get per year?

If you are a resident of Canada for income tax purposes (you have significant ties in Canada such as a home, a spouse, a common-law partner, or dependants), there are many benefits, credits, and programs available to help you financially.

Goods and services tax / harmonized sales tax (GST/HST) credit – up to **\$456** for an eligible individual and up to **\$912** for an eligible couple with two children.

How do you get benefits and credits?

Apply for the **CCB** and the **GST/HST credit** as soon as you get your social insurance number (SIN) from Service Canada. To find out how to get a SIN, go to canada.ca/social-insurance-number. If you have children, fill out the **Canada Child Benefits Application form (RC66)** and the form **Status in Canada and Income Information (RC66SCH)** and send them to the CRA.

If you do not have children, apply for the **GST/HST credit** for you or your spouse or common-law partner by filling out the **GST/HST Credit Application for Individuals Who Become Residents of Canada form (RC151)** and send it to the CRA.

“With the help of the Canada child benefit, I was able to put my son in daycare, to actively look for my first job in Canada.”

Andrea Carolina

Canada child benefit (CCB) – up to **\$6,833** for each child under 6 years of age and up to **\$5,765** for each child aged 6 to 17.

Disability tax credit – eligible individuals with a disability or their supporting family member may claim **\$8,662** as a non-refundable tax credit. Persons under 18 years of age at the end of the year may also be eligible for an additional amount of up to **\$5,053**. Go to canada.ca/disability-tax-credit.

Forms can be downloaded at canada.ca/cra-forms.

You and your spouse or common-law partner have until April 30 each year to do your taxes, even if you had no income, to continue getting your benefit payments. If you live in Quebec, you also have to complete a provincial tax return. Keep your receipts and other supporting documents in case the CRA asks for them.

Do you need help?

Last Updated May 16, 2022



Get your taxes done for free

If you have a modest income and a simple tax situation, you may be able to get your taxes done by a volunteer for free. To learn more, go to canada.ca/taxes-help or call the CRA. If you live in Quebec, go to revenuquebec.ca/volunteers or call Revenu Québec or the CRA.



Do your taxes online

You can do your taxes online with NETFILE-certified tax software. A variety of tax software packages and web apps are available, some of which are free. For more information, go to canada.ca/netfile.



Let someone else represent you

You can authorize someone to help manage your tax information with the CRA. For more information, go to canada.ca/taxes-representative-authorization.

Don't miss a payment!



Sign up for direct deposit

Direct deposit is a fast, convenient, and secure way to get your tax refund and benefit payments deposited into your account at a financial institution. Learn more about how to sign up at canada.ca/cra-direct-deposit.



Register for My Account

My Account lets you view and manage your income tax and benefit information online. You can also view any uncashed cheques you may have from the CRA, and if necessary, ask that a payment be re-issued. Go to canada.ca/my-cra-account.



Keep your information up to date

To avoid delays, make sure your personal information (such as your marital status, your address, or your bank account) is up to date in My Account or call the CRA.

For more information:

Online

See the benefits you may be eligible for, learn how to apply, and estimate how much you could get. Get benefits and credits for up to 10 years back. Go to: canada.ca/benefits-credits-nc

By phone

To ask about benefits
1-800-387-1193

For other questions or to get forms
1-800-959-8281

Service Canada
1-866-274-6627

If you are calling from the 867 area code
1-866-426-1527

Revenu Québec
1-800-267-6299

Beware of scammers pretending to be the CRA. When in doubt, check your information in My Account or call the CRA. To learn what to expect if the CRA contacts you, go to canada.ca/taxes-fraud-prevention.







FOREIGN CREDENTIAL RECOGNITION PROGRAM

Canadian Work Experience and Employment Support Projects

Our partners help highly skilled newcomers gain their first Canadian work experience in their profession/field of study by providing support services (e.g., wage subsidies, work placements, mentoring).

Organization	Description	Address
	To provide training, workshops, competency validation and work placements to help skilled newcomers secure employment in the environmental sector.	105-12 th Avenue SE, Calgary, Alberta T2G 1A1 (403) 476-1974 https://eco.ca/
 EMCN Edmonton Mennonite Center for Newcomers	To assist skilled newcomers with experience in business to enhance a broad range of employability skills and explore alternative career paths to employment.	10170-112 Street NW, Edmonton, Alberta T5K 2L6 (780) 424-7709 https://emcn.ab.ca/
IMMIGRANT EMPLOYMENT COUNCIL OF BC 	To provide occupation-specific technical and cultural competency assessment, training, peer support and industry validation to skilled newcomers in information technology and biotechnology.	750 West Pender Street, Unit 720 Vancouver, British Columbia V6C 1T2 (604) 629-5364 https://iecbc.ca/
	To help skilled newcomers with education and experience in STEM (Science, Technology, Engineering and Math) secure employment relative to their education through work co-ops.	5575 Boundary Road, Vancouver, British Columbia V5R 2P9 (604) 254-9626 https://www.mosaicbc.org/
 S.U.C.C.E.S.S.	To provide assistance with career planning, job searches, skills enhancement, training and networking to skilled newcomers to help them find employment that corresponds to their qualifications.	28 West Pender Street, Vancouver, British Columbia V6B 1R6 (604) 684-1628 https://successbc.ca/fcr
 Western Joint Electrical Training	To enable skilled newcomers undergo an accelerated foreign credential assessment and achieve employment following completion of either a challenge to an Electrical Certificate of Qualification (Red Seal) or apprenticeship registration.	5666 12 th Avenue, Delta, British Columbia V4L 1C4 (604) 948-9936 https://wjets.ca/
	To improve the labour market integration of skilled newcomers by developing and improving specialized technical skills in the cybersecurity field, providing sector specific mentoring and coaching support to participants.	489 College Street, Toronto, Ontario M6G 1A5 (416) 921-1800 https://acesemployment.ca/
	To facilitate and support the labour market integration of skilled newcomers into the financial technology (FinTech) industry through training and	90 Burnhamthorpe Road West, Mississauga, Ontario L5B 3C3 (905) 949-0049 https://achev.ca/service/acc

	employment supports (networking, mentoring, employer connections and individualized support).	elerating-career-advancement/
	To provide online training, skills validation, employment supports and work placements to help skilled newcomers in the bio-economy and healthcare sectors gain their first work experience in Canada.	130 Slater Street, Suite 650 Ottawa, Ontario K1P 6E2 (613) 235-1402 https://www.biotalent.ca/projects/
 COSTI Immigrant Services	To develop courses, improve specialization of sector-specific skills, and provide work placements and mentorship opportunities to individuals in the fields of Finance, Accounting, Information Technology, Health and Engineering.	2301 Keele Street 102, North York, Ontario M6M 3Z9 (416) 789-7925 http://www.costi.org/
	To provide wage subsidies and work placements to skilled newcomers in the electricity and renewable energy sectors, and create an information and networking portal, directly connecting newcomers to potential employers.	2197 Riverside Drive, Suite 400 Ottawa, Ontario K1H 7X3 (613) 235-5540 https://electricityhr.ca/
	To provide training, workshops, mentoring, and internships to help skilled newcomers obtain employment in the health or social services sector.	1092 Speers Road, Oakville, Ontario L6L 2X4 (905) 842-2486 https://hmconnections.com/employment-support/
 Information and Communications Technology Council of Canada	To provide pathways to employment for skilled newcomers by offering training and work placements with the objective of leading to full-time employment in the information, communication and technology sector.	116 Lisgar Street, Suite 300 Ottawa, Ontario K2P 2K1 (613) 237-8551 https://www.ictc-ctic.ca/
	To provide a mentoring program in official language minority communities of Ontario, Manitoba and British Columbia to help highly qualified Francophone newcomers, mainly in health professions, gain their first work experience in Canada in their fields of study.	214 Montreal Road, Suite 202 Ottawa, Ontario K1L 8L8 (613) 590-2493 https://seo-ont.ca/en
	To assist internationally educated nurses integrate into the labour market by providing individual employment supports, including access to real time job postings and referrals to employers with available jobs.	1280 Main Street West, Hamilton, Ontario L8S 4L8 (905) 525-9140 https://covid19.mcmaster.ca/information-for-students-2/services-and-supports/

 <p><i>Progress Career Planning Institute</i></p>	<p>To provide orientation, information, employment preparation, and employment opportunities to internationally educated accountants and nurses to help them obtain missing skills and requirements for licensure.</p>	<p>1200 Markham Road, Scarborough, Ontario M1H 3C3 (416) 439-8448 https://www.pcpic.ca/</p>
	<p>To provide counselling services and paid work experience to skilled newcomers in engineering professions, through identifying alternative employment pathways and/or pursuing certification/licensure.</p>	<p>141 Dundas Street, London, Ontario N6A 1G3 (519) 663-0774 https://www.wil.ca/immigrants-newcomers/skilled-immigrant-loan-program/</p>
	<p>To provide construction-related education, training and employment over a 30-month period to skilled newcomers.</p>	<p>40 Enman Crescent, Charlottetown, Prince Edward Island C1E 1E6 (902) 368-3303 https://www.capei.ca/home</p>
	<p>To support skilled newcomer women access essential workplace preparation, training and experience through professional work placements and to facilitate the attainment of long-term sustainable employment in key sectors.</p>	<p>601B 1st Avenue North, Saskatoon, Saskatchewan S7K 1X7 (306) 978-1818 https://saskintercultural.org/?nowprocket=1</p>



FOREIGN CREDENTIAL RECOGNITION PROGRAM Loans and Support Services in Canada

Our partners provide:

- Loans (maximum amount of \$15,000) can help skilled newcomers cover foreign credential recognition costs and other employment-related expenses (e.g., expenses related to training, licensing exams, travel); and
- Support services (e.g., guidance on foreign credential recognition processes, alternate careers, financial management) to help navigate foreign credential recognition processes and/or find employment in a related field.

Organization	Address	Website
 PTCS Progressive Intercultural Community Services Society	12725 80 th Avenue, Surrey, British Columbia, V3W 3A6 (604) 596-7722	https://fcrloans.ca/
 ISSofBC Immigrant Services Society of British Columbia	2610 Victoria Drive, Vancouver, British Columbia, V5N 4L2 (604) 684-2561	https://issbc.org/our-services/fcrloans
 S.U.C.C.E.S.S.	28 West Pender Street, Vancouver, British Columbia, V6B 1R6 (604) 684-1628	https://successbc.ca/fcr
 seed Supporting Employment & Economic Development WINNIPEG INC.	80 Salter Street, Winnipeg, Manitoba, R2W 4J6 (204) 927-9935	https://seedwinnipeg.ca/programs/detail/recognition-counts
 isans Immigrant Services Association of Nova Scotia	6960 Mumford Road, Suite 2120, Halifax, Nova Scotia, B3L 4P1 (902) 423-3607	https://isans.ca/program/atlantic-immigrant-career-loan-fund-aiclf/
 WIL Employment Connections	141 Dundas Street, London, Ontario, N6A 1G3 (519) 663-0774	https://www.wil.ca/immigrants-newcomers/skilled-immigrant-loan-program/
 achēv	90 Burnhamthorpe Road West, Mississauga, Ontario, L5B 3C3 (905) 949-0049	https://achev.ca/service/accelerating-career-advancement/
 OCLF  FECO Ottawa Community Loan Fund	2211 Riverside Drive, Suite 308, Ottawa, Ontario, K1H 7X5 (613) 366-2159	https://oclf.org/foreign-credential-recognition-program/
 ACCESS Community Capital Fund	401 Richmond Street West, Toronto, Ontario, M5V 3A8 (416) 462-0496	https://accessccf.com/foreign-credential-recognition-loan/
 The Learning Enrichment Foundation	116 Industry Street, Toronto, Ontario, M6M 4L8 (416) 769-0830	https://lefca.org/skills-main/foreign-credentials-recognition-program
 Welland Heritage Council and Multicultural Centre	26 East Main Street, Welland, Ontario, L3B 3W3 (905) 732-5337	http://www.wellandheritagecouncil.com/services/niagara-foreign-credential-recognition-program/