

Citizenship and Immigration Canada

29 Duke St E, Kitchener

Phone: 1-888-242-2100

Waterloo-Wellington Immigration Centre

Responsible for immigration proceedings

Court of Canadian Citizenship

Must have lived in Canada for 3 of the last 4 years as a landed immigrant

Kitchener-Waterloo YMCA**Cross Cultural and Immigrant Services**

800 King St W, Kitchener

Phone: 519-579-9622

Offers a variety of programs to assist New Canadians

YMCA of Cambridge**Immigrant Services**

258 Hespeler Rd, Cambridge

Phone: 519-621-1621

Offers a variety of programs to assist New Canadians

Kitchener-Waterloo Multicultural Centre

102 King St W, Kitchener

Phone: 519-745-2531 (admin) ~

519-745-2593 (interpreters)

Settlement services and counselling for New Canadians, employment services, job search assistance

Woolwich Community Services**St Jacobs Family Support Centre**

1308 King St N, St. Jacobs

Phone: 519-664-2370

Individuals who are recent immigrants that speak low German

Mennonite Coalition for Refugee Support

58 Queen St S, Kitchener

Phone: 519-571-1912

Assists with Refugee Determination Process, immigration proceedings and settlement

Counselling/Support**Kitchener-Waterloo YMCA****Newcomer Youth Support Program**

AR Kaufman Family YMCA, 333 Carwood Ave, Kitchener

Phone: 519-743-5201

Matches youth 13-17 with volunteers

Kitchener-Waterloo YMCA**Cross Cultural and Immigrant Services**

800 King St W, 3rd flr, Kitchener

Phone: 519-579-9622

Immigrant Settlement and Adaptation Program

Orientation to living in Canada and the local community, information and referral

Host Program

Matches new comers with volunteer hosts to provide orientation, practice English and friendship

Housing**Lutherwood****The Housing Action Centre****Rent Bank**

165 King St E, Kitchener

Phone: 519-743-2460

Provides housing search education and assistance. Rent Bank issues interest free loans to prevent eviction

Subsidized Housing

Applications for geared to income, subsidized housing are available at 7 sites. Each site has the same application form that covers almost all of the subsidized housing locations within Waterloo Region. Anyone interested in obtaining an application form may go to the site nearest them. For information about the other sites call, **519-579-3800**

Waterloo Region Housing**Community Housing Access Centre**

235 King St E, 6th Flr, Kitchener, Kitchener

Phone: 519-575-4833

Community Housing Access Centre

150 Main St, Cambridge

Phone: 519-740-5777

Health

For more information about health clinics or finding a doctor please call **519-579-3800**.

Kitchener Downtown Community Health Centre

59 Frederick St, Main flr, Kitchener

Phone: 519-745-4404

Individuals without a family doctor

Grand River Hospital**Physician Resources Information Line**

Phone: 519-749-4300 ext 2517

Provides information on local doctors accepting new patients

Learn English**Conestoga College Institute of Technology and Advanced Learning****Language Instruction for Newcomers to Canada (LINC)**

55 Dickson St, Lower level, Cambridge

Phone: 519-740-8797

800 King St, 3rd flr, Kitchener

Phone: 886-3300

English language instruction and orientation

Conestoga College**English as a Second Language**

108 University Ave E, Waterloo

Phone: 519-748-5220 ext 3656

House of Friendship**Family Services**

Offers English as Second Language Programs at community centres. Preference is given to residents of neighbourhood.

Chandler Mowat Community Program

Chandler Mowat Community Centre,

222 Chandler Dr, Kitchener

Phone: 519-570-3610

Courtland Shelley Community Program

Courtland Shelley Community Centre,

1064G Courtland Ave E, Kitchener

Phone: 519-571-7953

Sunnydale Community Program

508H Sunnydale Pl, Waterloo

Phone: 519-883-0410

**Waterloo Catholic District School Board
St Louis Adult Learning Centre and Continuing
Education**

80 Young St, Kitchener Phone: 519-745-1201
82 Beverly St, Cambridge Phone: 519-620-9658

Employment

For more information about these programs and
others in the Waterloo Region, please call
519-579-3800

Focus for Ethnic Women, Waterloo Region Inc

33 Bridgeport Rd E, Waterloo
Phone: 519-746-3411
Job search assistance for women

**Intercultural Skills Development Inc
Working for Work**

KW Multicultural Centre, 102 King St W, Kitchener
Phone: 519-570-3552

**Kitchener-Waterloo YMCA
Newcomer Employment Centre**

800 King St W, 3rd flr, Kitchener
Phone: 519-579-9622

**The Working Centre
Job Search Resource Centre**

58 Queen St S, Kitchener
Phone: 519-743-1151

Getting Involved

**Volunteer Action Centre of Kitchener-
Waterloo and Area Inc
Supported Volunteering**

151 Frederick St, Ste 300, Kitchener
Phone: 519-742-8610
Assists individuals experiencing barriers to
volunteering

**United Way of Cambridge and North Dumfries
Volunteer Cambridge**

150 Main St, 2nd Flr, Cambridge
Phone: 519-621-1030

Libraries

For more information on these libraries and others
in the Waterloo Region, please call **519-579-3800**

Queens Square Library

1 North Sq, Cambridge
Phone: 519-621-0460

Kitchener Public Library

85 Queen St N, Kitchener
Phone: 519-743-0271

Waterloo Public Library

35 Albert St, Waterloo
Phone: 519-886-1310

Recreation

For more information about community centres and
groups in your area, call
519-579-3800

Cambridge Community Services Department

50 Dickson St, Cambridge
Phone: 519-740-4681

Kitchener Community Services Department

200 King St W, 7th flr, Kitchener
Phone: 519-741-2382

North Dumfries Recreation Services

Ayr Community Centre, 7 Church St, Ayr
Phone: 519-632-7442

**Waterloo Department of Recreation and
Leisure Services**

100 Regina St S, Waterloo
Phone: 519-747-8733

Wellesley Recreation Department

4639 Lobsinger Line, RR 1, St Clements
Phone: 519-699-9369

Wilmot Facilities and Recreation Department

60 Snyder's Rd W, Baden
Phone: 519-634-8444

Woolwich Recreation and Facilities Services

24 Church St W, Elmira
Phone: 519-669-1647

Free Internet Access Sites in Waterloo Region

All **Public Libraries** in Waterloo Region and **City of
Kitchener Community Centres and Senior
Centres** have free internet access available call
519-579-3800 for more information.

Ask us Anything!

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New Canadian Resources



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151 Frederick St, Suite 300
Kitchener, ON N2H 2M2

519-579-3800

From outside Waterloo Region call
1-877-579-3859

www.waterlooregion.org