

### **Citizenship and Immigration Canada**

29 Duke St E, 1st floor, 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**

#### **Immigrant and Employment Services**

800 King St W, 3rd floor, Kitchener

Phone: 519-579-9622

Offers a variety of programs to assist New Canadians

### **YMCA of Cambridge**

#### **Immigrant and Employment 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**

73 Arthur St S, Elmira

Phone: 519-669-9323

Settlement services for individuals who are recent immigrants and 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 newcomer children and youth 7-17 with volunteer mentors

### **Kitchener-Waterloo YMCA**

#### **Immigrant and Employment Services**

800 King St W, 3rd floor, Kitchener

Phone: 519-579-9622

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

### **Housing**

### **Lutherwood**

#### **The Housing Action Centre**

#### **Rent Bank**

41 Weber St W, 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. One application form covers almost all of the subsidized housing locations within Waterloo Region. Anyone interested in obtaining an application form may go to the subsidized housing site nearest them. For information about the sites, or the subsidized housing available in Waterloo Region, call the Community Housing Access Centre.

### **Waterloo Region Housing**

#### **Community Housing Access Centre**

235 King St E, 6th floor, Kitchener

Phone: 519-575-4608 ~

519-575-4833 (applications)

### **Health**

### **Kitchener Downtown Community Health Centre**

44 Francis St S, Kitchener

Phone: 519-745-4404

Individuals in the Kitchener downtown area without a family doctor

### **Learn English**

### **Conestoga College Institute of Technology and Advanced Learning**

#### **English as a Second Language**

108 University Ave E, Waterloo

Phone: 519-748-5220 ext 3656 (info line)

### **Language Instruction for Newcomers to Canada (LINC)**

150 Main St, 1st Floor, Cambridge

Phone: 519-740-8797

800 King St, 3rd floor, Kitchener

Phone: 519-886-3300

145 Lincoln Rd, 2nd floor, Waterloo

Phone: 519-886-3300

English language instruction and orientation

### **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: 519-745-1201

### **Educational Assessment**

### **Waterloo Region District School Board Welcome Centre for Newcomers**

749 King St W, Unit 203, Kitchener

Phone: 519-576-3018

Provides information about school system for newcomer students whose first language is not English ~ language and math skills assessment

### **Kitchener-Waterloo YMCA Language Assessment & Referral Service**

800 King Street W, 3rd floor, Kitchener

Phone: 519-579-9622

Language assessment services

## Employment

### **Focus for Ethnic Women, Waterloo Region**

145 Columbia St W, Unit 9, Waterloo  
Phone: 519-746-3411  
Job search assistance for women

### **Intercultural Skills Development Working for Work**

KW Multicultural Centre, 102 King St W, Kitchener  
Phone: 519-570-3552  
Job search for individuals on social assistance

### **Kitchener-Waterloo YMCA Immigrant and Employment Services**

800 King St W, 3rd floor, 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, Suite 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 floor, Cambridge  
Phone: 519-621-1030

## Libraries

### **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

### **Cambridge Community Services Department**

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

### **Kitchener Community Services Department**

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

### **North Dumfries Recreation Services**

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

### **Waterloo Community, Culture, and Recreation 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 ~ 519-664-2613

## 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.

For more information about these services and others, call the **Community Information Centre** at **519-579-3800**

# New Canadian Resources



Produced by:

### **Community Information Centre of Waterloo Region**

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

**Phone/TTY: 519-579-3800**

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

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

