

## [Newcomer Support Services](#)

### **Citizenship and Immigration Canada**

29 Duke St E, 1st floor, Kitchener  
Toll-free Phone: 1-888-242-2100

#### **Kitchener Citizenship and Immigration Centre**

Responsible for immigration proceedings

### **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

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

145 Columbia St W, Unit 9, Waterloo  
Phone: 519-746-3411

### **KW Immigrant Support**

Kitchener-Waterloo Multicultural Centre, 102 King St W, Kitchener

Phone: 519-745-2531 ext. 145

### **Young Men's Christian Association of Cambridge, Immigrant and Employment Services, Ontario Employment Services**

258 Hespeler Rd, Cambridge  
Phone: 519-621-1621

### **Newcomer Youth Support Program Kitchener-Waterloo YMCA**

AR Kaufman Family YMCA, 333 Carwood Ave,  
Kitchener

Phone: 519-743-5201

Matches newcomer children and youth 7-17 with volunteer mentors

## [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

### **Ontario Poison Centre**

Toll-free phone: 1-800-268-9017

### **Region of Waterloo Public Health**

99 Regina St S, Waterloo  
Phone: 519-575-4400

Offers immunization clinics and dental health clinics, call for more information

### **Health Care Connect Program**

Toll-free phone: 1-800-445-1822

Matches individuals with health care providers

### **TeleHealth Ontario**

Toll-free phone: 1-866-797-0000

Registered Nurses provided medical advice 24 hours service

### **Walk-in Clinics**

980 Franklin Blvd, Cambridge ~ 519-654-2260

1150 Franklin Blvd, Cambridge ~ 519-520-7044

100 The Boardwalk, Kitchener ~ 519-279-4098

750 Ottawa St S, Kitchener ~ 519-570-3174

385 Fairway Rd S, Kitchener ~ 519-748-2327

751 Victoria St S, Kitchener ~ 519-745-2273

1400-5A Weber St E, Kitchener ~ 519-748-6933

170-13 University Ave W, Waterloo ~ 519-725-1514

## [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: 519-886-6749

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 a 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

### **Centreville-Chicopee Community Association**

Centreville-Chicopee Community Centre, 141  
Morgan Ave, Kitchener

Phone: 519-741-2490

### **Kitchener-Waterloo Multicultural Centre**

102 King St W, Kitchener

Phone: 519-745-2531 (admin), 745-2593  
(interpreters)

### **Paulander Community Group**

Paulander Community Centre, 60 Paulander Dr.,  
Kitchener

Phone: 519-741-1152

### **TVOntario, Independent Learning Centre**

2180 Yonge St, Ground Flr, Toronto

Toll-free phone: 1-800-265-0454 (French), 1-800-  
387-5512 (English)

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

73 Arthur St S, Elmira

Phone: 519-669-9323

## [Educational Assessment](#)

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

Margaret Avenue School, 325 Louisa St., 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 and Referral Service**

800 King Street W, 3rd floor, Kitchener

Phone: 519-579-9622

Language assessment service

### **Conestoga Career Centre, Internationally Trained Immigrant Advisors**

Doon Campus, 299 Doon Valley Dr., Kitchener

Phone: 519-748-5220 ext. 2438

### **Waterloo Catholic District School Board, Newcomer Reception Centre**

104 Ontario St. N., Kitchener

Phone: 519-743-3328

### **Conestoga College Institute of Technology and Advanced Learning, Prior Learning Assessment and Recognition**

Doon Campus, 299 Doon Valley Dr., SCSB 126,  
Kitchener

Phone: 519-748-5220 ext. 2260

## [Employment](#)

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

145 Columbia St W, Unit 9, Waterloo

Phone: 519-746-3411

Job search assistance for women

# New Canadian Resources



- Newcomer support services
- Health
- Learn English
- Educational Assessment
- Employment
- Getting involved
- Libraries
- Recreation
- Subsidized Housing/Housing Support

For more information, call, visit or email:



Community Information Centre of Waterloo Region  
151 Frederick St, Suite 300  
Kitchener, ON N2H 2M2

Phone/TTY: 519-579-3800  
Toll Free: 1-877-579-3859  
Email: [info@waterlooregion.org](mailto:info@waterlooregion.org)  
[www.waterlooregion.org](http://www.waterlooregion.org)

**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

## Subsidized Housing/ Housing Support

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: 519-575-4800 ~  
519-575-4833 (applications)

**Lutherwood Housing Services Rent Bank**  
41 Weber St W, Kitchener  
Phone: 519-749-8305 ext. 7368  
Provides housing search education and assistance. Rent Bank issues interest free loans to prevent eviction

## 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 ext. 110

**Waterloo Region. Region of Waterloo Library**  
2017 Nafziger Rd, Baden  
Phone: 519-575-4590

## Recreation and Leisure

Call to find out about **fee assistance**, and programs that are available.

**Kitchener-Waterloo YMCA, A R Kaufman Family YMCA**  
333 Carwood Ave, Kitchener  
Phone: 519-743-5201

**Kitchener-Waterloo YMCA, Stork Family YMCA**  
500 Fischer Hallman Rd N, Waterloo  
Phone: 519-725-8783

**Chaplin Family YMCA, YMCA of Cambridge**  
250 Hespeler Rd, Cambridge  
Phone: 519-623-9622

**Cambridge Community Services Department**  
50 Dickson St, Cambridge  
Phone: 519-740-4681

**Kitchener Community Services Department**  
200 King St W, 7th floor, Kitchener  
Phone: 519-741-2312

**North Dumfries Recreation Services**  
North Dumfries Community Complex  
2598 Greenfield Rd., Ayr  
Phone: 519-632-8800 x102

**Waterloo. Community Services Department**  
100 Regina St S, Waterloo  
Phone: 519-747-8733

**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

**Young Men's Christian Association of Cambridge, Immigrant and Employment Services, Ontario Employment Services**  
258 Hespeler Rd, Cambridge  
Phone: 519-621-1621

**Kitchener-Waterloo Multicultural Centre**  
102 King St W, Kitchener  
Phone: 519-745-2531 (admin) ~ 519-745-2593 (interpreters)

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## 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

**Cambridge. Community Services Department**  
50 Dickson St, Cambridge  
Phone: 519-740-4681

**Kitchener. Community Services Department**  
200 King St W, 7th Flr, Kitchener  
Phone: 519-741-2312

**Waterloo. Community Services Department**  
Waterloo City Centre, 100 Regina St S, Waterloo  
Phone: 519-747-8733

Link to:

		
Community Services	Settlement Services	Services for Persons with Disabilities