

[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 Services

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

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

Low German Family Support

5 Memorial Ave, 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

550 Parkside Dr, Unit A8, Waterloo
Phone: 519-746-3411

KW Immigrant Support

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

Phone: 519-745-2531 ext. 145

Individual and family counselling

Young Men's Christian Association of Cambridge, Immigrant 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

Muslim Social Services of Kitchener-Waterloo

65 Hanson Ave, Kitchener

Phone: 519-772-4399 Ext 3

Assists with newcomer settlement and integration services

Ahmadiyya Muslim Counselling Service

683 Parkway Cres, Cambridge

Phone: 519-653-1584

Support to newcomers

[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

Hospitals

Grand River Hospital

835 King St W, Kitchener ~ 519-742-4300

Cambridge Memorial Hospital

700 Coronation Blvd, Cambridge ~ 519-621-2333

St Mary's General Hospital

911 Queen's Blvd, Kitchener ~ 519-744-3311

[Learn English](#)

Conestoga College Institute of Technology and Advanced Learning

English as a Second Language

108 University Ave E, Waterloo

Phone: 519-748-5220

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 a neighbourhood

Chandler Mowat Community Program

Chandler Mowat Community Centre,

222 Chandler Dr., Kitchener

Phone: 519-741-2733

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

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)

English at First

16 William St W, Waterloo

Phone: 519-751-0360

The Dwelling Place

10 Chopin Dr, Kitchener

Phone: 519-590-0551

Historic St Paul's Lutheran Church

137 Queen St S, Kitchener

Phone: 519-745-4891

English conversation circles

David Durward Centre

62 Dickson St, Cambridge

Phone: 519-740-4681 Ext 4360

Drop in ESL program

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

Low German Family Support

5 Memorial Ave, 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;

Cambridge Phone: 519-621-1621

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

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
135 Thompson Dr, 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: 519-741-2382

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

Libraries

Idea Exchange

- **Queens Square**
1 North Sq., Cambridge, ~ 519-621-0460
- **Clemens Mill**
50 Saginaw Pky, Cambridge ~ 519-740-6294
- **Preston** 435 King St E, Cambridge ~ 519-653-3632
- **Hespeler**
5 Tannery St E, Cambridge ~ 519-658-4412

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

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

New Canadian Resources



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

For more information, call, visit or email:

Phone/TTY: 519-579-3800
From outside Waterloo Region: 1-877-579-3859
74 Frederick St Kitchener, N2H 2L7

Email: info@waterlooregion.org

Website: www.waterlooregion.org



Social Development Centre
— WATERLOO REGION —

Link to:



Community Services



Settlement Services