



Ontario Day to Day

This workbook is designed as a companion to the *Ontario Day to Day* video. Inside this binder you will find general and specific information designed to help you, the newcomer to Canada, create a new life in Ontario. There are facts, figures, web sites, and phone numbers, as well as exercises designed to help you make a good start. Please refer to the table of contents below to locate the information you need. We wish you a happy, healthy and prosperous life in Ontario!

| | | |
|---------------|---|-----------|
| Part 1 | Your Arrival in Canada What to bring, and what to expect from customs and immigration officials | 2 |
| Part 2 | Your New Country: Canada Canada's role in the world, the land, history, immigration, multiculturalism, official languages, Government and The Charter of Rights and Freedoms | 5 |
| Part 3 | Your New Home: Ontario Geography, economy, big cities vs. small towns, francophone communities and climate | 11 |
| Part 4 | Programs and Services for Newcomers Immigrant settlement services, community connections, language training programs and where to find information | 15 |
| Part 5 | Getting Started in Ontario Housing, public transportation, driving, health care, Service Ontario, Service Canada, banking and finance, shopping, telephone, Internet, postal service and recreation | 19 |
| Part 6 | Education in Ontario Child care, Early Years Centres, elementary and secondary education, postsecondary education, language training, adult and continuing education | 27 |
| Part 7 | Business and Working in Ontario Labour market, documents needed for work, looking for work, foreign education credentials, regulated professions, getting work experience, your paycheque and starting a business | 31 |



Your Arrival in Canada

To make the transition to Canada as easy as possible you will need to prepare. This section provides an overview of how to prepare for your arrival in Ontario. For detailed information, please check the Citizenship and Immigration Canada (CIC) website at www.cic.gc.ca or call the CIC Call Centre toll-free within Canada at 1-888-242-2100. If you are outside Canada, contact a Canadian embassy, high commission or consulate in your home country.

BEFORE YOU ARRIVE

As you get ready to leave for Ontario, review the *Ontario Day to Day* video and this workbook to learn about life in Ontario. These resources will help you understand what you can expect when you arrive. If you have access to the Internet, research the websites given in this workbook to find useful information and learn about services for newcomers.

It is most important to gather all the documents you will need to enter, settle, work and study in Ontario. A list of documents you should bring is shown on the next page. If possible, have these documents translated into English or French. This will make it easier for Canadian officials to understand.

For more information about preparing for your arrival, refer to the Newcomer's Introduction to Canada at www.cic.gc.ca/english/pdf/pub/newcomer.pdf or www.cic.gc.ca/english/resources/publications/guide/index.asp

DOCUMENTS TO BRING

You **must** present the following essential documents to enter Canada:

- Canadian Immigrant Visa and Confirmation of Permanent Residence for each family member traveling with you
- Valid passport or other travel document for each family member traveling with you
- Two copies of a detailed list of all the personal or household items you are bringing with you
- Two copies of a list of items that are arriving later
- Proof that you have enough money to cover living expenses for six months

Depending on your situation, you should also bring the following **important** documents:

- Birth, baptismal and/or marriage certificates
- Adoption, separation or divorce papers
- School records, transcripts, diplomas and/or degrees
- Trade or professional certificates and licenses
- Letters of reference from former employers
- Résumé (list of your educational and professional qualifications and job experience)
- Immunization, vaccination, dental and other health records for each family member
- Driver's license including an International Driver's Permit
- Photocopies of all essential and important documents
- Car registration documents (if you are importing a motor vehicle into Canada)



The general waiting period to receive medical coverage in Ontario is three months from your arrival date. You should consider buying private health insurance until you become eligible for medical coverage.

DID YOU KNOW?

CUSTOMS AND IMMIGRATION

Before you arrive in Canada you may be asked to complete a Customs Declaration Card. You must complete this card before you meet with customs and immigration officials. When you arrive in Canada, you will be interviewed by a Customs Officer of the Canada Border Services Agency. You will need to show the officer your immigrant visa and a list of all the household and personal items you are bringing into Canada. The Customs Officer will then refer you to an Immigration Officer.

The Immigration Officer will check your travel documents and ask you questions to verify that you are of good character and in good health. You may also be asked to show proof of your funds. If there are no difficulties, the Immigration Officer will authorize your entry to Canada as a permanent resident. If you arrive in Toronto, Montréal or Vancouver, you will find immigrant reception services at the airport.

For information about what you can and cannot bring to Canada, what items to declare, what health documents are required, and other related matters, contact Canada Border Services Agency (CBSA) or Citizenship and Immigration Canada (CIC) by:

- Visiting these websites: www.cbsa-asfc.gc.ca or www.cic.gc.ca
- Calling CBSA toll free within Canada at **1-800-461-9999**
- Calling CBSA from outside Canada at **204-983-3500** or **506-636-5064** (long distance charges will apply)

USEFUL SUGGESTIONS

Consider these tips as you prepare for your arrival to Ontario:

What you should **DO**:

- Make extra photocopies of all essential and important documents
- Keep copies of the documents in a different place than the originals
- If possible, get all of your documents translated into English or French before you arrive
- Buy private health insurance coverage for the time you travel and the initial few months
- Bring a supply of medications with you to allow time to find a family doctor
- Make sure you know what you can and cannot bring into Canada
- Research Ontario's weather, cities, labour market, laws and other important topics
- Contact an immigrant-serving agency in your area when you arrive

What you should **NOT DO**:

- Do not pack your documents in a suitcase
- Do not provide false information or fraudulent documentation, or withhold information



Useful Websites

- Citizenship and Immigration Canada: www.cic.gc.ca
- Ontario Immigration: www.ontarioimmigration.ca
- Canada Border Services Agency: www.cbsa.gc.ca
- Going to Canada: www.goingtocanada.gc.ca
- Planning to Work in Canada? An essential workbook for newcomers: www.credentials.gc.ca/immigrants/workbook/workbook.pdf
- Welcome to Canada – What You Should Know: www.cic.gc.ca/english/resources/publications/welcome/index.asp

Make a To-Do List

Make a list of tasks you will need to do before arriving in Ontario. Write down each task below and check the box when it is done. This will help you prepare for your arrival.

My To-Do Tasks

| | | | |
|--------------------------|-------|--------------------------|-------|
| <input type="checkbox"/> | _____ | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> | _____ | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> | _____ | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> | _____ | <input type="checkbox"/> | _____ |
| <input type="checkbox"/> | _____ | <input type="checkbox"/> | _____ |



Your New Country: Canada

Welcome to Canada, a vast and varied land. Canada occupies most of northern North America, extending from the Atlantic Ocean in the east to the Pacific Ocean in the west, and north into the Arctic Ocean. Canada is the second largest country in the world.

Canada contains high jagged mountains in the west, relatively flat grass lands through much of the prairie region, low rolling glaciated mountains through the central and eastern parts of the country, and fertile lowlands in Southern Ontario and Quebec.

The Canadian climate varies widely, from temperate in southern and coastal areas to subarctic and arctic in the north. Winter temperatures in many regions can reach -35°C —or colder—while summer temperatures in some areas can exceed 30°C .

YOUR NEW COUNTRY

Canada contains ten provinces, from the four Atlantic provinces in the east to the central provinces of Quebec and Ontario, then west to the three Prairie provinces and finally to British Columbia on the Pacific Coast. There are also three Northern Territories, covering a vast area but with a small population.

Approximately 90% of Canada's population is concentrated within 250 km of the border with the United States. About 80% of Canada's population lives in urban areas, the rest live in small towns, villages and rural or remote areas.

Canada comprises about 6.7% percent of the world's land area yet has:

- 20 per cent of the world's remaining wilderness
- 25 per cent of the world's wetlands
- 10 per cent of the world's forests



CANADA: SIZE, DIMENSION & POPULATION

- 5,400 kilometres east to west, with six time zones
- 4,600 kilometres north to south
- 9,984,670 square kilometres
- 33,850,000 people (2010 projection)



Name three provinces and states that border Ontario:

CANADA'S ROLE IN THE WORLD

Canada is not an aggressor nation, yet has fought with great valour in two World Wars, as well as other international conflicts. Canada may be best known for its involvement in peace keeping. It has led or participated in more than 50 such missions since 1945. Canada played a leading role in the formation of the United Nations.

Canadian scientists have contributed important discoveries—for example, insulin—to world health. Canadians inventors have produced the telephone, the alkaline battery, the Blackberry, the dump truck, the electric wheelchair, the Canadarm—also known as the Space Arm—and basketball.

There are many outstanding Canadian authors, painters, musicians, journalists and entertainers... as well as athletes, journalists, scientists and diplomats. Canadians have won Nobel Prizes in chemistry, physics, medicine, economics, literature and peace.

A small sampling of well-known Canadian authors, artists and performers:

- Gilles Vigneault (singer)
- Margaret Atwood (author)
- Deepa Mehta (film maker)
- William Shatner (actor)
- Neil Young (singer)
- Jim Carrey (comic actor)
- Sandra Oh (actress)
- Leonard Cohen (poet, singer)
- Yann Martel (author)
- Mike Myers (comic actor)
- Roch Voisine (singer)
- Margot Kidder (actress)
- Dan Ackroyd (comic actor)
- Bryan Adams (singer)
- Celine Dion (singer)
- Keanu Reeves (actor)

HISTORY

Canada has been inhabited for thousands of years by various groups of indigenous people—for example the Haida of the Pacific Coast, the Blackfoot, Ojibwa and other native nations of the plains, the Inuit of the far north, the Cree of the subarctic, and the Algonquin, Iroquois, Mi'kmaq and other nations in the east.

Beginning in the late 15th century, British and later French expeditions explored the eastern and northern shores of Canada. Permanent French settlements were established in the early 1600s, settling much of what is now the lower St. Lawrence River Valley and large portions of Nova Scotia, Prince Edward Island and New Brunswick.

This colony—known as New France—grew slowly, with sustenance provided through the cod fishery, fur trade and farming. By 1759 there were approximately 65,000 colonists in New France. Throughout the 17th and 18th centuries Britain and France were often at war. After the Seven Years' War (1754-1763) France ceded nearly all of its colonies in North America to Great Britain.

Over the next hundred years many English-speaking settlers migrated to Canada. On July 1st 1867 three of Britain's North American colonies were amalgamated as a self-governing dominion of four provinces—Ontario,

Quebec, New Brunswick and Nova Scotia. The day of Confederation—July 1st—is celebrated today as 'Canada Day'.

Over the next four decades five more provinces—Manitoba, Prince Edward Island, British Columbia, Alberta and Saskatchewan—joined the Canadian federation, with the tenth province—Newfoundland and Labrador—joining in 1949.

Canada retained ties to the British crown after Confederation. In the 20th century Canada obtained legislative autonomy from the United Kingdom (1931), and had its constitution patriated (1982).

- Canada's birth rate is very low – 192nd out of 224 nations
- The life expectancy of a child born in Canada is 81.23 years; ranking 3rd in the world among nations of at least 5 million people.



DID YOU KNOW?

Which two countries have claimed Canada as a colony?

On what date did three of Britain's North American colonies unite to form Canada?

EXERCISE

A LAND OF IMMIGRANTS

Canada is a land of immigrants. Many anthropologists, archaeologists and other scientists believe that Canada's indigenous people migrated from Asia beginning more than 13,000 years ago and, in the case of some Inuit people of northern Canada, between the years 400 and 1200 CE.

There have been several waves of immigrants to Canada in the modern era. The earliest occurred over two centuries starting in the early 1600s with slow but progressive French settlement of Quebec and Acadia. Smaller numbers of British military personnel and their families also arrived in the 1600s and 1700s.

These early settlers were later joined by thousands of Americans loyal to Britain during the American Revolutionary War (1775-1783). The British Loyalists settled mostly in what is today Southern Ontario, the Eastern Townships of Quebec, New Brunswick and Nova Scotia.

Thousands more English, Scottish and Irish arrived in the 1800s. These immigrants were encouraged to settle in Canada after the War of 1812 by the colonial governors of Canada, who were worried about another American invasion attempt. Irish immigration to Canada increased dramatically during the Potato Famine of 1846 to 1849.

Another wave of immigration came mostly from continental Europe – Ukrainians, and others – peaking prior to World War I, between 1910 and 1913 (with over 400,000 in 1913 alone). Ukrainian Canadians now account for the largest Ukrainian population outside of Ukraine and Russia.

Yet another wave came from Europe later in the 20th century—this time mostly Germans, Italians, Portuguese,

Polish and Dutch, peaking in 1957 (282,000), making Canada a more multicultural country with many immigrants whose mother tongue was neither English nor French.

The current wave of immigration includes many more from South and East Asia, as well as newcomers from the Middle East, Africa and the Caribbean. Today, Canada has one of the highest per capita immigration rates in the world. As many as 275,000 new immigrants arrive each year in Canada.



For each of the two time periods shown below name the countries of origin for three large groups of immigrants to Canada.

1775 – 1899

1900 – 1960

| | |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

MULTICULTURALISM

Given its immigration history, Canada’s people and cultures are understandably diverse. To promote harmony in this ‘cultural mosaic’, Canada maintains strong values of equality, diversity, and respect for all individuals in society. These values are reflected in Canada’s policy of multiculturalism.

Multiculturalism means that English, French and Aboriginal cultures share the spotlight with the cultures of Asia, Africa, the Middle East, Europe, Latin America and the Caribbean. It affirms the value and dignity of all Canadians, regardless of their racial or ethnic origins, their language or their religious affiliations. It promotes racial and ethnic harmony, encourages cross-cultural understanding, and discourages hatred, discrimination and violence.

Some people come to Canada with a history of hatred or distrust toward a particular ethnic group. Promoting hatred is not permitted in Canada. You have the right to preserve your own ethnicity in Canada. You must also respect others’ right to do the same.

Note that Canada’s Charter of Rights and Freedoms protects the freedom of religious expression. Almost every faith is represented in Canada; the right to hold any religious belief implies that you, as a permanent resident or citizen in Canada, must be tolerant of the beliefs of others.

Although Roman Catholic, Protestant and other Christians comprise the largest religious groups in Canada – about 23 million people in total, Canada is also home to more than 700,000 Muslims, about 400,000 Buddhists, more than 300,000 Jews, Hindus and Sikhs, and more than 5.5 million identified as ‘non-religious’.



OFFICIAL LANGUAGES

Canada’s two official languages are English and French. English and French are the mother tongues of about 58% and 22% of the population respectively, and spoken at home by 71% and 23% of the population respectively.

Almost all Canadians speak English or French and about 18% speak both languages.

English and French have equal status in federal courts, Parliament, and in all federal institutions. Citizens have the right, where there is sufficient demand, to receive federal government services in either English or French, and official-language minorities are guaranteed their own schools in all provinces and territories.

Although 85% of French-speaking Canadians live in Quebec, there are substantial Francophone populations in other provinces—particularly in northern and eastern Ontario, New Brunswick, and parts of Manitoba, Saskatchewan and Alberta.

Speaking English or French is extremely important to starting a life in Canada. Knowing one of these languages will help you:

- Find and maintain employment
- Become a Canadian citizen
- Actively participate in your new community
- Communicate with your children in the language they are learning in school

CHARTER OF RIGHTS AND FREEDOMS

The Canadian Charter of Rights and Freedoms—“The Charter”—is a bill of rights entrenched in the Constitution of Canada. The federal government, the provincial and territorial governments and all Canadian citizens and residents must abide by its terms. The rights and freedoms enshrined in the Charter include:

Fundamental freedoms, namely freedom of conscience, religion, thought, belief, and expression, freedom of the press and of other media of communication, freedom of peaceful assembly, and freedom of association;

Equality rights, meaning equal treatment before and under the law, and equal protection and benefit of the law without discrimination;

Democratic rights (for citizens), most importantly the right to participate in political activities and the right to

a democratic form of government, more specifically the right to vote and to be eligible to serve as member of a legislature; and

Legal rights when dealing with the justice system and law enforcement, including the right to freedom from unreasonable search and seizure, freedom from arbitrary detention or imprisonment, the right to be presumed innocent until proven guilty, and the right not to be subject to cruel and unusual punishment.

HOW GOVERNMENT WORKS IN CANADA

At every level—municipal, provincial or federal—government leaders in Canada are elected. Every citizen 18 years or older has the right to vote in Canada.

Canada is a parliamentary democracy and a constitutional monarchy, with the Canadian monarch (Queen or King) the head of state.

The Governor-General, appointed to a five-year term on the recommendation of the Prime Minister, is the monarch's representative in Canada.

Canada's national Parliament in Ottawa consists of the House of Commons with elected members serving terms up to five years, and the Senate with members serving until age 75. Senators are appointed by the Governor General on the advice of the Prime Minister.

The country's national political leader is the Prime Minister, who typically heads the political party which has elected the most representatives to the House of Commons in Ottawa. This national government creates and passes into law all legislation regarding Canada's national policies and international affairs.

Similarly, in Ontario we elect a Premier as the Province's political leader. He or she typically heads the provincial political party with the most elected representatives at the provincial legislature in Toronto, known as Queen's Park. This provincial government makes and passes laws affecting the citizens of Ontario.

The Prime Minister, provincial Premiers and elected territorial leaders each form a group of Ministers called a Cabinet which assumes responsibility for specific aspects of government, for example, Finance, Foreign Affairs, International Trade, Health or Education.

Each government department or Ministry — Federal, Provincial or Municipal — maintains full-time employees who carry out the policies, administer the programs and perform the services approved by the elected legislators or councillors.

EXERCISE



Using various sources – Internet, newspapers or newsmagazines, answer the following questions:

- | | |
|--|--|
| 1. Who is Canada's current head of state? _____ | 4. What political party does he/she lead? _____ |
| 2. Who is his/her representative in Canada? _____ | 5. Who is Ontario's current premier? _____ |
| 3. Who is Canada's current prime minister? _____ | 6. What political party does he/she lead? _____ |

For more information, please refer to *Discover Canada*, a study guide available online, via download or in print from Citizenship and Immigration Canada: <http://www.cic.gc.ca/english/resources/publications/discover/index.asp>

Useful Websites

- Going to Canada www.goingtocanada.gc.ca
- About Canada <http://canada.gc.ca/acanada/vwctgry.htm> or www.cic.gc.ca/english/resources/publications/guide/index.asp



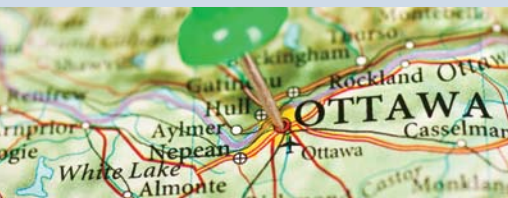
Your New Home: Ontario

More than 125,000 immigrants—half of those who come to Canada each year—choose to settle in Ontario. Not surprisingly, Ontario is culturally diverse, particularly in its larger cities. Toronto alone is home to more than 90 different ethnic groups. This section provides a brief overview of Ontario – your new home.

ONTARIO'S GEOGRAPHY

Ontario is the second largest province in Canada—almost 1.1 million square kilometres—bigger than the United Kingdom, France, Belgium and the Netherlands combined. Within that geography are vast boreal forests and more than 250,000 lakes. Over 65% of Ontario is covered in forest and another 15% in water. The varied landscape includes the vast, rocky and mineral-rich Canadian Shield, separating the fertile farmland in the south and the subarctic lowlands of the north.

With a population of more than 13 million, Ontario is the most populous province in Canada—more than 38% of Canadians live in Ontario.



Find your new home on the map of Ontario.

Find a map of Ontario and find your new city, town or region on the map.

ONTARIO'S ECONOMY

Technologically advanced and industrialized, Ontario has a diversified economy with a strong services sector and substantial trade, particularly with the United States. Ontario's economy offers excellent opportunities for immigrants in many sectors ranging from manufacturing to information and telecommunications technology, software design and life sciences to financial services, health care, construction, hospitality and retail trade.

Ontario's economy had its beginnings in the pursuit of natural resources: timber, fur and minerals. The province's many rivers and lakes, particularly the Great Lakes, made for natural transportation routes. As the population of Ontario increased, people started new industries and surveyed, cleared and farmed the rich agricultural land in the south.

ONTARIO'S CITIES

Over seven million Ontarians live in what is called the Golden Horseshoe, an area around the western end of Lake Ontario from **Oshawa** to **Hamilton** and then east to **St. Catharines** and the Niagara region. **Toronto** is the biggest city in the Golden Horseshoe—including the surrounding cities of **Mississauga**, **Brampton**, **Markham** and others, over 5.5 million people—and it is the biggest in all of Canada. It is also the most diversified in terms of work opportunities. It is home to huge financial institutions and corporate headquarters, to service organizations and communications companies, as well as large health care institutions, media companies and research institutes.

Across Lake Ontario from **Toronto** we discover **St. Catharines**, the largest city of the Niagara region, home to wine-making, tourism, agribusiness, manufacturing and financial services firms.

Around the western end of Lake Ontario lies Ontario's third largest city, **Hamilton**, long known for its steel industry and other manufacturing, increasingly known for construction, food and beverage, transportation and waste management companies, and for its educational institutions.

Not far from **Hamilton** is Ontario's fourth most populated urban area, "Canada's Technology Triangle" of **Kitchener**, **Waterloo**, and **Cambridge**, with significant sized research, technology, manufacturing, higher education and financial service sectors.

Today, Ontario's economy still depends on natural resources, particularly in the north, while southern Ontario, with its proximity to the enormous U.S. market, is heavily industrialized. Ontario is part of the North American manufacturing heartland and is favourably located to serve major Canadian and U.S. markets.

You will find more information on Ontario's economy, and economic sectors at www.ontario.ca (click on "Topics" then "Economy")

Further west we find **London**, Ontario, home to one of Canada's largest universities, several large manufacturing operations, financial services firms and an internationally renowned health sciences network.

Ontario's most southerly large population centre is **Windsor**, with a long tradition of automobile and parts manufacturing, also known for its tourism and distillery firms.

To the Northwest are the Great Lake port cities of **Thunder Bay** and **Sault Ste. Marie**, while in the Northeast are the mining towns of **Sudbury** and **Timmins**, and the tourism and transportation center of **North Bay**.

Heading back south towards Lake Simcoe we find **Barrie**, with strong retail, service, transportation and manufacturing sectors, then east of Toronto, **Oshawa**, another city with a long tradition in automobile manufacturing, and **Kingston**, known for its educational institutions, military base, correctional institutions, historical buildings and beautiful setting at the eastern end of Lake Ontario.

Heading northeast we find last, but certainly not least, the city of **Ottawa** – Canada's national capital and Ontario's second largest city, with its thousands of government employees, telecommunications firms and well-developed high-tech sector.

The word “Ontario” comes from a native word, loosely translated as “beautiful, sparkling water”.



DID YOU KNOW?

LIVING ADVANTAGES - BIG CITY OR SMALL TOWN?

Many immigrants wonder “where shall we live in Ontario?” and “in what size of community?” Making those decisions depends partly on opportunities for employment, but there are other considerations. For example, do you feel most at home in a city, a village, or in the agricultural countryside? Do you have relatives already living somewhere in Ontario? And how do various places compare in terms of employment, schools or health facilities?

Bigger cities like Toronto, Ottawa, Hamilton, Kitchener-Waterloo or London have the largest immigrant communities and immigrant support centres, as well as stores that sell the products of your home countries. They operate extensive public transit systems, and other public services are readily available.

And these larger cities offer the most varied opportunities for employment, from the most basic service jobs to the most sophisticated financial, research and manufacturing work. But, in the big cities, competition for jobs can be fierce. Big cities are also more crowded, and living costs, particularly housing, and other items like insurance, can be much higher than in smaller centres.

Many of Ontario’s smaller cities, towns and rural areas have the benefits of a more balanced lifestyle. The cost of living is lower, especially for housing, and there is greater opportunity to meet neighbours outside your immigrant group.

As you can see, deciding where to live in Ontario depends on individual preferences and opportunities, and requires careful thought.



Where would you like to live – big city or small town?

Explore Ontario’s cities and towns by:

1. Speaking to people you know,
2. Asking your local immigrant-serving agency for information, and
3. Referring to the following websites to learn about Ontario’s regions, cities and towns:
www.ontarioimmigration.ca/english/how_live_cities.asp
www.ontario.ca (click on “About Ontario” at the top then “Cities and Towns”)
www.cic.gc.ca/english/newcomers/before-city.asp

Compare the advantages and disadvantages of big and small cities using the table below:

| Big City Pros (Small City Cons) | Small City Pros (Big City Cons) |
|---------------------------------|---------------------------------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

EXERCISE

ONTARIO'S FRANCOPHONE COMMUNITIES

Deciding where to live may be a bit easier for French-speaking immigrants, since there are fewer towns in Ontario where French is common. But there is a sizeable French community in Toronto, as well as in Ottawa and across eastern and northern Ontario.

Some French-speaking newcomers choose English communities for the language immersion. Guy Bizindavyi, who now lives in Toronto, says that if you live in an

English-speaking place, it's easier to learn English. It has helped him, and he is continuing to learn.

For more information on Ontario's francophone communities, and resources for Franco-Ontarians, please consult:

<http://www.ofa.gov.on.ca/en/franco.html>

ONTARIO'S FOUR SEASONS

Contrary to what you may have heard about Ontario, it's not always winter! There are four distinct seasons: spring, summer, autumn, and yes, winter. In the winter, people dress appropriately when outdoors—mitts or gloves, scarves, hats, warm coats, and insulated boots. In the summer people typically wear short sleeved shirts or tops, short pants or skirts, and generally much lighter clothing.

For more information, please consult: www.ontarioimmigration.ca/english/about_weather.asp

David Philips of Environment Canada:

I think if you wanted to sample all of the Canadian climates, come to Ontario. Certainly we're not the coldest, we're not the hottest, we're not the snowiest... there's a little bit of everything; there's nothing boring about the weather here in Ontario.



What are the average temperatures in the part of Ontario where you will be living?

1. Use this website:
www.climate.weatheroffice.ec.gc.ca/climate_normals/index_e.html
2. Select "Ontario" from a list of provinces
3. Search for or type in your Ontario location
4. You will see a table with monthly average temperatures found in the first row

Useful Websites

- Ontario: www.ontario.ca
- Ontario Immigration: www.ontarioimmigration.ca
- Office of Francophone Affairs: www.ofa.gov.on.ca/en/franco.html
- Ontario's history: http://www.ontario.ca/en/about_ontario/EC001034?openNav=history





Programs and Services for Newcomers

The Governments of Canada and Ontario fund many different programs and services to help newcomers settle and succeed in Ontario. Community organizations—usually known as immigrant-serving agencies, newcomer settlement agencies or multicultural centres—deliver these programs and services. School boards and community colleges also offer some settlement services. Immigrant-serving agencies can provide you with useful information, answer your questions and help with:

- Finding a place to live
- Looking for work
- Finding a family doctor
- Enrolling children in school
- Learning English or French
- Shopping for food, clothing and furniture
- Filling out forms and applications
- Interpreting and translating documents
- Becoming licensed in your profession
- Many other settlement matters

These services are usually free and always confidential. Many agencies provide services in languages other than English or French. Some agencies serve specific groups, for example women, children, francophone, families dealing with domestic violence, or certain ethnic groups.

For more information or to find your local immigrant-serving agencies, visit www.ontarioimmigration.ca and www.settlement.org



To find immigrant-serving agencies in your community

1. Use this website: www.settlement.org/findhelp/
2. Under "Where do you want to search?" enter your Ontario city name, address or postal code
3. Under "What are you looking for?" click on Immigration and Refugee Settlement Services then on Settlement Services
4. Scroll down to see all agencies. For some areas you may see only one agency listed.
5. Click on the agency name or the website link to learn more about the services offered
6. Write down the contact information for your local agency or agencies below:

Name of Agency

Address

Phone Number

| Name of Agency | Address | Phone Number |
|----------------|---------|--------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

SETTLEMENT SERVICES IN ONTARIO

Settlement agencies provide services to newcomers to Ontario in one or more of the following categories:

- Information & orientation
- Needs assessment and referral
- Labour market preparation
- Support services, such as childminding or transportation.
- Community connections
- Language and skills development

Many agencies have eligibility requirements that you have to meet to use their services. For example, you might have to live in a certain area, or have a certain immigration status.

COMMUNITY CONNECTIONS

The "community connections" element of the Federal Government's Settlement Program, delivered by immigrant serving agencies, matches newcomers with Canadians. Volunteers can help you:

- Overcome the stress of moving to a new country
- Learn about available services and how to use them
- Practice English or French
- Develop contacts in your field of work
- Participate in community events

LANGUAGE TRAINING PROGRAMS

There are several government funded language training programs for adult immigrants. These programs are designed to help newcomers learn English or French. Some programs offer job-specific language training.

Language training programs are delivered by school boards, colleges, universities, private schools and immigrant-serving agencies. You can also take language classes on-line. Many classes are free and some offer transportation and child-minding services. Depending on your area, you may have the choice to attend classes full-time or part-time, and at various times during the week. For more information about language training classes in your area, speak to your local immigrant-serving agency.

Finding a language class near you

1. Use these websites: www.ontarioimmigration.ca or www.settlement.org
2. Select "English" or "French" and follow the steps given on each page
3. After you complete step 4, you will see a list of language classes that match your criteria
4. Write down the contact information of the organization(s) offering the class(es)

| Name of Agency | Address | Phone Number |
|----------------|---------|--------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

Immigrant-serving agencies organize many events and programs in addition to the ones listed above. These may include conversation classes, field trips, potluck dinners, information sessions, holiday parties and many others. To learn more, speak to your local immigrant-serving agency.



Important: Make use of the free services available to you. Ask questions and always check with your immigrant-serving agency to make sure you have accurate information.

WHERE TO FIND INFORMATION

NEWCOMER INFORMATION CENTRES (NIC)

If you are in Toronto, Peel Region (Brampton, Caledonia, and Mississauga) or Ottawa, you can go to a Newcomer Information Centre (NIC) when you arrive. NICs provide free information and referrals to community agencies that can help you settle in these areas.

To find a NIC in your area, visit www.settlement.org or call a Community Information Centre (see below)

COMMUNITY INFORMATION CENTRES

Community Information Centres provide information about social, health, government and other community services. These centres can help you find free services in your area.

To find your local Community Information Centre

1. Open the Blue Pages of a phone book
2. Find a section titled "Community Information"
3. Look for "Community Information Centre" and write down the phone number listed:

211 ONTARIO

211Ontario provides access to a broad range of community resources, social, health and related government services. 211 is a free service, available on www.211Ontario.ca. In many areas, you can also dial 2-1-1 on your phone to speak to an information specialist.

ONTARIOIMMIGRATION.CA

Ontarioimmigration.ca is a website provided by the Ontario Ministry of Citizenship and Immigration. This service helps newcomers find useful information about living, working, doing business and studying in Ontario.

SETTLEMENT.ORG

Settlement.org is a website for newcomers to Ontario, provided by the Governments of Canada and Ontario. Settlement.org can help you learn about available programs and services, find information in your language, and connect with others in your community.



Useful Websites

- Settlement.org: www.settlement.org
- Ontario Immigration: www.ontarioimmigration.ca
- 211Ontario: www.211ontario.ca



What questions do you have about programs and services for newcomers? Write down your questions and speak to your immigrant-serving agency to get the help you need.

| Question | Answer |
|----------|--------|
| <hr/> | <hr/> |
| <hr/> | <hr/> |
| <hr/> | <hr/> |
| <hr/> | <hr/> |
| <hr/> | <hr/> |
| <hr/> | <hr/> |
| <hr/> | <hr/> |
| <hr/> | <hr/> |
| <hr/> | <hr/> |
| <hr/> | <hr/> |



Getting Started in Ontario

When you arrive in Ontario, you will need to find a place to live. You will also need to learn about health care, transportation, banking and other important matters. This section provides basic information to help you get started. Your first few months in Ontario may not be easy, but there are many resources and types of support available to help you. Contact your local immigrant-serving agency as soon as you arrive for help with your settlement. For more information, visit www.settlement.org and click on “First Days” at the top to download the First Days Guide.

HOUSING

Finding a place to live is one of the first things you will need to do after you arrive in Ontario. You may need to find temporary housing while you look for a more permanent place to live. Temporary housing may be available at an apartment hotel, travel hostel, bed-and-breakfast or student residence in a university or college. There may also be emergency shelters available for short-term accommodation when none of these other options is available.

If you arrive at Toronto’s Pearson International Airport without a place to stay, look for the Immigrant Reception and Information Services (IRIS) or call 905-672-3660.

You can also contact any of the local immigrant-serving agencies for help with housing. These agencies can refer you to Housing Help Centres in your area and provide you with information about housing options.

Housing costs vary across Ontario. Usually, housing costs are higher in larger cities like Toronto and lower in smaller cities, towns and rural areas. Housing costs can also vary widely within the same city, depending on size, condition, type and neighbourhood.

For detailed information about housing options, visit www.ontarioimmigration.ca or www.settlement.org

RENTING A HOME

Many newcomers rent an apartment, house or condominium as their first permanent home in Ontario. When you rent, you become a tenant. The person or company owning the rental property is the landlord. You have to pay rent to your landlord. Tenants and landlords both have rights and responsibilities. These are usually outlined in a lease, a written agreement between you and your landlord. Rental agreements are typically for one year, although month-to-month agreements may be available.

SUBSIDIZED HOUSING

Subsidized housing refers to housing where rent is based on the tenant's income and not size or type of accommodation. Subsidized housing is intended for people with low incomes. Most cities in Ontario offer subsidized housing, although because of demand most have waiting lists. If interested in such accommodation you will need to complete an application and check if you are eligible. For more information, speak to your local immigrant-serving agency.

BUYING A HOME

You may choose to buy a house, condominium or townhouse when you arrive in Ontario. Most people need financial help to do this and have to borrow money from a bank or another financial institution. Before buying a house, it is important to understand all the costs of owning a home. These costs include taxes, utilities, homeowner insurance, maintenance and other expenses.



- The law in Ontario states that everyone must have a working smoke alarm mounted on the ceiling outside every sleeping area. If you live in a multi-storey house, you should have a smoke alarm on every floor. It is against the law to disable a smoke alarm.
- If you are renting a home, your landlord must provide you with a working smoke alarm.
- If you own a home, you must provide a working smoke alarm. Smoke alarms are sold in most hardware stores.

Housing Checklist

Use these questions as your checklist when exploring housing options. Some of the questions may not apply to you. Feel free to add other questions that are important for you.

- What is the total monthly cost?
- How far will I need to travel to work?
- Is this home located near a bus stop or subway station?
- Is this home close to a school?
- Is there a place to park a car? Do I have to pay extra for parking?
- Is the neighbourhood safe?
- Will I have to pay extra for utilities, such as electricity, water and gas?
- Is the apartment building or neighbourhood quiet?
- How close is this home to stores, laundromats, parks, playgrounds, community centres, recreation facilities, medical clinics, places of worship, and other services?

- _____
- _____
- _____

DID YOU KNOW?

EXERCISE

PUBLIC TRANSPORTATION

Most Ontario cities provide public transportation services for residents. Public transit systems use buses and may also have streetcars, trains or subways. Public transit systems have regular routes, stops and schedules. Public transit costs are different in each city. To use public transit, you will need to pay cash or buy tickets, tokens or a monthly pass.

For more information about public transit in your area, contact your local municipality or visit www.mto.gov.on.ca/english/traveller/transit.htm. You can also look in the blue pages of your phone book under "Transit" or "Transportation".

DRIVING IN ONTARIO

If you want to drive, you must have a valid Ontario driver's license. Ontario's Ministry of Transportation is responsible for issuing licenses and registering vehicles. To drive in Ontario you must also have auto insurance. If you own a vehicle, you must register it with the Ministry.

For more information about driving, getting a license, or registering a vehicle, call Driver and Vehicle Licensing at 1-800-387-3445 or visit www.mto.gov.on.ca/english/dandv/driver/index.html

EMERGENCIES

In an emergency situation call 911 from the nearest available phone. These calls are free. Emergencies can include fearing for your safety or the safety of others, having a fire in your home, or suddenly feeling very sick. When you call 911, explain to the operator what is happening, where you are, and say your name, address and phone number. Depending on your situation ambulance, police, fire department or other emergency services will be sent to assist you.

Most cities have a 911 service. If your community is not equipped with 911 services, dial 0 and ask the operator for help. Other emergency numbers are listed in the white pages of your local phone book. Make sure you know how to find these numbers quickly.



HEALTH CARE

OHIP

Ontario has a publicly-funded health care system. The Ontario Health Insurance Plan (OHIP) pays for most basic and emergency medical services for Canadian citizens and permanent residents. OHIP does not pay for all medical expenses. For example, medications and dental services are not covered by OHIP.

To receive health services through OHIP, you must apply for an OHIP card. You should apply for an OHIP card as soon as you arrive in Ontario. There is a general waiting period of 3 months to receive your OHIP card. You may want to buy private health insurance while you wait to become eligible for OHIP.

To apply for an OHIP card, you must go to a ServiceOntario office. You will have your photo taken. You will also have to fill out a registration form and provide the following original documents:

- Proof of citizenship or permanent residency status
- Proof of residency, e.g. a lease agreement
- A document that confirms your identity

To find the nearest ServiceOntario office, call 1-866-532-3161 or visit www.ontario.ca/en/services_for_residents/STEL02_186323

For information about OHIP and the application process, call the Ontario Health Card Information System at 1-800-664-8988 or visit www.health.gov.on.ca

LOOKING FOR A FAMILY DOCTOR

Most Ontario residents have a family doctor. A family doctor is usually the first medical professional you see if you are ill or require medical help or advice. A family doctor will refer you to a specialist if you require more specific expertise. To see a family doctor, you usually have to schedule an appointment ahead of time.

In some parts of Ontario, finding a family doctor who is taking new patients may be difficult. Start looking for a family doctor as soon as you arrive. You can use the Doctor Search service by calling 1-800-268-7096 ext. 626, look in the Yellow Pages of the phone book under "Physicians", or search for doctors at www.cpso.on.ca/docsearch/. You can also ask your friends and relatives if their family doctors are accepting new patients.

WALK-IN CLINICS

If you do not have a family doctor or your family doctor is not available, and you require medical attention, you can go to a walk-in clinic. These clinics have doctors and nurses who provide medical care. You do not need to make an appointment, but you might have to wait for a long time to see a doctor. To find a walk-in clinic in your area, look in the Yellow Pages of your local phone book under "Clinics-Medical".

SERVICE ONTARIO

ServiceOntario provides access to Ontario government information and services online, in person, and by phone. ServiceOntario centres are located in 70 communities across the province and offer assistance in person. They offer services ranging from birth and marriage certificates to registering a business. ServiceOntario can also help you find the nearest OHIP office, driver and vehicle license offices, and other services.

For more information, call ServiceOntario at 1-800-267-8097 or visit www.ontario.ca

MEDICAL EMERGENCIES

For serious medical emergencies, call 911 for an ambulance. If you are able, you can also go to the Emergency Room of the nearest hospital. Emergency Rooms are usually open 24 hours, 7 days a week. The emergency room is often very busy. Depending on the urgency of your health problem and the the number of others waiting, you may be seen right away or have to wait for several hours.

TELEHEALTH ONTARIO

If you are ill and are not sure whether you need to see a doctor or go to an emergency room, call Telehealth Ontario toll-free at 1-866-797-0000. You can speak to a registered nurse and get advice about your health concern. Telehealth Ontario is a free, confidential service, available 24 hours, 7 days a week.

Important: Always carry your OHIP card with you. Each time you see your family doctor, go to a walk-in clinic or visit an emergency room you will need to show your OHIP card.

Find your nearest ServiceOntario Centre.

1. Go to this website: www.ontario.ca
2. Scroll down the page and click "ServiceOntario Locations" under "Contacts"
3. Click on "ServiceOntario Centres"
4. Select the city where you live or one that is nearest to you and click "go"
5. Write down the address and phone number of your nearest ServiceOntario Centre below:



EXERCISE

SERVICE CANADA

Service Canada provides access to a wide range of Government of Canada programs and services online, in person and by phone. You can contact Service Canada for information about applying for a Social Insurance Number, Canada Child Tax Benefit, GST/HST credit, employment insurance, and many other programs and services.

For more information, call 1-800-622-6232 or visit www.servicecanada.gc.ca.

To find the nearest centre, visit www.servicecanada.gc.ca and click on "Find a Service Canada Centre Near You."

SOCIAL INSURANCE NUMBER (SIN)

The Social Insurance Number (SIN) is a nine-digit number that you need to work in Canada or have access to government programs and benefits. You should apply for a SIN as soon as you arrive. To apply for a SIN, go to your nearest Service Canada centre. For a list of documents you will need, visit www.servicecanada.gc.ca/eng/sc/sin. If you need help with the application, speak to your local immigrant-serving agency.

For more information call Service Canada at 1-800-206-7218 or visit www.servicecanada.gc.ca/eng/sc/sin

Important: Protect your SIN and do not give it to anyone who is not authorized.



BANKING AND FINANCE

In Ontario virtually everybody uses banks to deposit and store money, make bill payments and track finances. Banks have different types of accounts and offer different services. To open a bank account, you need to go to a bank of your choice and speak to a customer service representative. You will be asked to provide identification and personal information. You do not need to be employed to open a bank account.

When you open a bank account, you will receive a bank card. You can use this card at an automated teller machine (ATM) to get cash, deposit cash or cheques, pay bills, and more. ATMs are open 24 hours a day, 7 days a week. There may be a fee for using ATMs. You can also use your bank card to make purchases at many stores through the Interac Direct Payment system.

If you need to borrow money, you can apply for credit. There are different types of credit, such as credit cards, lines of credit, installment loans and mortgages. With

all types of credit, you have to pay back the money you borrow, and interest. Interest rates vary widely for different types of credit. Use credit wisely and always make sure you understand the repayment terms.

For more information about banking, call the Canadian Bankers Association toll-free at 1-800-263-0231 or visit www.cba.ca and click on "Consumer Information".

Prepare your monthly budget

It is very important to manage your money well. The amount of money you can afford to spend will depend on your income. It is a good idea to plan your expenses each month by making a monthly budget. In the table below write down your monthly expenses in the "Monthly Cost" column. Compare the total costs or expenses to your total income. If your expenses exceed your income, you may need to change your budget. If you need financial advice, speak to your local immigrant-serving agency.

| Item | Monthly Cost (\$) |
|---|----------------------|
| Housing (rent or mortgage) | _____ |
| Home insurance | _____ |
| Utilities (electricity, gas, hydro, telephone, water, cable) | _____ |
| Food | _____ |
| Clothing | _____ |
| Household items (cleaning supplies, toiletries, etc.) | _____ |
| Transportation (bus pass, car maintenance, gas, auto insurance) | _____ |
| Childcare | _____ |
| Incidentals (newspapers, gifts, haircuts, bank service charges) | _____ |
| Entertainment | _____ |
| Other expenses | _____ |
| Total = | <input type="text"/> |

SHOPPING

There are many ways to purchase goods and services in Ontario. Supermarkets sell food and often carry other household necessities. "Big Box" and department stores sell a wide variety of new items such as clothing, furniture, auto parts, sporting goods, electronics and cosmetics. Drug stores sell medications and a variety of household supplies. Specialty stores focus on specific products, such as fruits and vegetables, ethnic foods, books, hardware or shoes. Small convenience stores sell basic necessities, usually at higher prices. Many cities also have open-air markets where you can buy fresh produce from local farmers.

There are several ways to save money when you shop. Used goods are often available at reasonable prices through Internet buy and sell services. Thrift stores sell used clothing, furniture, toys and other items at low prices. Or you can check flyers – printed advertisements distributed for free – to see what products are on sale. If necessary, you can obtain free food at a food bank. For advice on how to save money on shopping in your area, speak to your local immigrant-serving agency.

Canada's Food Guide provides guidelines and tips for making healthy food choices. Canada's Food Guide is available in more than 10 languages. Use this website to get a copy of Canada's Food Guide: www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php.



TELEPHONE SERVICE

The majority of people in Ontario use a land line to make and receive calls at home. In most Ontario cities and towns there are several different telephone service providers, offering many different service plans. Options are more limited in rural areas. Typically you will pay a fixed monthly fee for unlimited local calls and either a package rate or per-minute charges for long distance calls. You can also use phone cards to make long distance calls, which may cost less in some cases. Many people use mobile phones (also known as cell phones). Cell phones are convenient, but can be very expensive especially for long distance or international calls. Whatever combination of land or mobile phone service you choose, make sure you fully understand the contract terms.

INTERNET SERVICE

As with phone service, there are many different Internet service options available in Ontario cities and towns, with fewer options in rural areas. In larger centres Internet service is offered by telephone service providers, cable television companies, and others. You may also be able to gain Internet access using a wireless connection in various “hot spots” located throughout the province..

RECREATION AND COMMUNITY

Getting to know your community can make it easier to adapt to your new life in Ontario. By participating in community events, you will meet new friends, learn about the Canadian culture, and improve your language skills. Ontario has diverse cultural and recreational activities happening year-round.

Every community in Ontario has community and recreation programs and facilities such as arenas or swimming pools. Local community centres offer many types of activities for children, youth and adults including senior citizens. Many cities have guides that list all the programs and services available in the community. Speak to your local immigrant serving agency or community/recreation centre for more information.

Find your local Community/Recreation Centre

1. Go to this website: www.settlement.org, and click on “Community and Recreation”
2. Click on “Sports and Recreation” (twice), then on “Where can I find a local recreation centre?”
3. Use the resulting page to find a recreation centre near you.
4. Depending on your area, you may see one or several centres listed. Click on the centre to view contact information.
5. Write down the contact information for your local centre(s) below.

SENDING AND RECEIVING MAIL

Canada Post is the national postal service, with offices in every city and town and in many rural centres across the country. You can send and receive letters and packages to or from anywhere in the world using Canada Post. Private courier companies can also provide this service. The cost of mailing an item depends on the size and weight of what you are sending, where you are sending it, and how quickly you want it to get there.

For more information about Canada Post or to find a local post office, call 1-866-607-6301 or visit <http://canadapost.ca>



Useful Websites

- Settlement.Org: www.settlement.org
- Ontario Immigration: www.ontarioimmigration.ca
- Health Canada: www.hc-sc.gc.ca
- Ontario Ministry of Health: www.health.gov.on.ca
- Ontario Ministry of Transportation: www.mto.gov.on.ca
- ServiceOntario: www.mto.gov.on.ca
- Service Canada: www.servicecanada.gc.ca

What questions do you have about getting settled in Ontario? Write down your questions, who you will ask or where you will look for information, and your answers.

Question

Who to ask / Where to look

Answer

| | | |
|-------|-------|-------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

EXERCISE



Education in Ontario

Provincial governments are responsible for elementary, secondary and postsecondary education in Canada. In Ontario, District School Boards or School Authorities operate publicly-funded elementary and secondary schools. You do not need to pay tuition for your children to attend these schools. There are four such school systems in Ontario: English Public, English Catholic, French Public and French Catholic. Not all types are available in all areas—check with your service providing organization or with the Ministry of Education (web address below) for more information. Private or religious schools—where parents pay tuition fees—are also available in many areas.

For more information, visit the Ministry of Education website: www.edu.gov.on.ca

CHILDCARE

Childcare—also known as daycare—can be licensed or unlicensed in Ontario. Licensed childcare providers have to meet and maintain specific health, safety and caregiver training standards. Unlicensed childcare arrangements may also be available, but these are not regulated to the same degree.

Parents can choose among several childcare options: (1) home-based, (2) centre-based and (3) before-and-

after school childcare. Many programs have long waiting lists. Contact your local childcare providers for information about the registration process.

If parents are unable to pay the childcare fees, they may be eligible for a childcare fee subsidy. Eligibility for a childcare fee subsidy is based on net family income. Contact your local municipality to discuss your eligibility for a childcare fee subsidy.

For more information, visit the Ministry of Children and Youth Services website: www.gov.on.ca/children or speak to your local newcomer settlement agency.

ONTARIO EARLY YEARS CENTRES

Ontario Early Years Centres are places where children up to 6 years of age can play and learn. Parents or caregivers must stay with their children while attending an Early Years Centre. These centres are located across Ontario and provide playgroup sessions, workshops, useful information and resources. The programs and services are free.

For more information or to find a Centre in your community, visit the Ontario Early Years Centres website: www.gov.on.ca/children/oeyc or call 1-866-821-7770.

Find your local Ontario Early Years Centre

1. Use this website: www.gov.on.ca/children/oeyc
 2. Click on "Locations" at the top
 3. Follow the instructions given to search for your local centre
 4. Write down the address and phone number of your local centre (there may be several in your community)
-



ELEMENTARY AND SECONDARY EDUCATION

All children between 6 and 18 years of age must attend school in Ontario. Many begin attending Junior Kindergarten at age 4 or Senior Kindergarten at age 5. Children usually attend school Monday to Friday, from early September until late June. For children in Grades 1 through 12 the school day is about 6 ½ hours, usually beginning between 8:30 and 9:00 am and ending between 3:00 and 3:30 pm. Check with your local school for exact times. Some children take school buses—provided by the school board—to get to and from school.

Elementary schools offer programs from Kindergarten to Grade 6 or 8, often referred to as K-6 or K-8 respectively. In many areas there are intermediate schools offering programs for Grades 7 and 8 only. Secondary schools, also called high schools, offer programs from Grade 9 to 12. Certain schools offer special focus programs, including French immersion, arts enrichment, or math and science challenge programs. Contact your local school board for details.

For more information, go to www.settlement.org, click on "Education" then "Newcomers' Guides to Education". These guides include articles, videos and handouts on key school topics.

All children attending school in Ontario must be immunized against diphtheria, tetanus, polio, measles, mumps and rubella. You may also need a Certificate of Immunization and Tuberculosis Assessment for School Entry.

Find your local school board

1. Use this website: www.edu.gov.on.ca/eng/sbinfo
 2. Click on "Find a School Board"
 3. Follow the instructions to find your local school board
 4. Write down the name(s) and phone number(s) of the school board(s) listed
-
-

School Registration Checklist

To register your child for school, you will need to bring these:

- Child's birth certificate, baptismal certificate, registration of birth card or passport
- Child's Ontario health card and immunization record
- Child's immigration status
- Proof of address
- Proof of guardianship if the child under 18 is not living with the parent



POSTSECONDARY EDUCATION

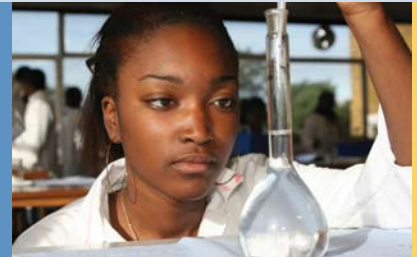
Ontario’s universities and colleges provide a wide range of educational programs, offered full- or part-time. Some institutions offer distance or correspondence courses. Generally speaking, *colleges* provide employment-related training in applied arts and technologies while *universities* provide a general education in arts and sciences, research opportunities as well as training in

the professions—teaching, medicine, law, engineering and architecture, for example. Programs, admission requirements and fees vary for each postsecondary institution.

For more information, visit the Ministry of Training, Colleges and Universities website: www.tcu.gov.on.ca.

Ontario has:

- 19 universities
www.edu.gov.on.ca/eng/general/postsec/unimap.pdf
- 24 colleges of applied arts and technology
www.edu.gov.on.ca/eng/general/postsec/colmap.pdf
- Over 500 private career colleges



DID YOU KNOW?

List the colleges and universities in your community

1. Use this website: www.tcu.gov.on.ca
2. Under “Postsecondary Education” click ““Colleges of Applied Arts and Technology”
3. Click “Find a College” on the left-hand toolbar
4. Browse college listings and write down the colleges located in your area
5. Repeat steps 1-4 to find universities and private career colleges

Colleges of Applied Arts and Technology

Universities

Private Career Colleges

EXERCISE

LANGUAGE TRAINING

It is very important to learn English or French or both languages to adapt to life in Ontario. Language training classes are offered by school boards, community agencies, colleges and universities. Many classes are free and some offer childcare services while you attend class.

Names of available language training programs:

- ESL (English-as-a-Second Language)
- FSL (French-as-a-Second Language)
- LINC (Language Instruction for Newcomers to Canada)
- CLIC (Cours de langue pour les immigrants au Canada)
- ELD (English Literacy Development)
- ELT (Enhanced Language Training)

For more information, speak to your local newcomer settlement agency or visit one of these web sites: www.ontarioimmigration.ca/english/learnenglish.asp, or www.settlement.org clicking on “Education” then “English as a Second Language (ESL)”.



ADULT AND CONTINUING EDUCATION

There are many options for adults who wish to train for a new job or upgrade their skills. High school education is free for Ontario residents 18 years of age and older who would like to earn a secondary school diploma. Other adult education programs generally require payment of tuition fees.

For more information, contact the school board, college or university in your community.

EXERCISE



What do you need to learn in the near future? Write down your ideas below.

What do I need to learn?

By when?

| | | |
|----|-------|-------|
| 1. | _____ | _____ |
| | _____ | _____ |
| 2. | _____ | _____ |
| | _____ | _____ |
| 3. | _____ | _____ |
| | _____ | _____ |

Useful Websites

- Newcomers' Guides to Education in Ontario: www.settlement.org/site/ED/GUIDE/
- Ministry of Education: www.edu.gov.on.ca
- Ministry of Child and Youth Services: www.gov.on.ca/children
- Ministry of Training, Colleges and Universities: www.tcu.gov.on.ca
- World Education Services Canada: www.wes.org/ca
- Ontario Immigration: www.ontarioimmigration.ca
- Evaluating Your Education Credentials: www.settlement.org (click on "Education", then "Labour Market Information")

EXERCISE



What questions do you have about Education in Ontario? Write down your questions, who you will ask or where you will look for information, and your answers.

| Question | Who to ask / Where to look | Answer |
|----------|----------------------------|--------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |



Business and Working in Ontario

Ontario has a diversified economy, the largest in Canada. The province accounts for about 40% of the country's jobs. Most of these jobs – about 75% – are in the service sectors, for example financial services, health care, retail, tourism, real estate and public administration. The goods producing sectors, such as manufacturing, construction, agriculture, forestry and mining, account for about 25% of jobs.

LABOUR MARKET

Labour market trends and conditions change over time and vary from one region of Ontario to another. Labour market information can tell you where the jobs are and which occupations may have the best prospects.

To find local labour market information, speak to your immigrant-serving agency or visit www.labourmarketinformation.ca or www.settlement.org (click on "Employment", then "Find a Job", then "Labour Market Information")

DOCUMENTS NEEDED FOR WORK

To start working, you will need a Social Insurance Number (SIN). For information on how to apply for your SIN, visit www.servicecanada.gc.ca/eng/sc/sin.

Depending on the type of work, you may also need other documents. For example, you may need educational, trade or professional certificates, birth certificate, proof of permanent residency, driver's license or a police background check.

LOOKING FOR WORK

Looking for work is a job in itself. It may take some time to find work that matches your interests, skills and salary expectations. To get started, you might have to accept work that may not be ideal. Try not to be discouraged if you can't find what you want right away.

To apply for work, you will usually need a résumé and cover letter. A résumé should provide an overview of your qualifications and experience. A cover letter should introduce you to the potential employer and explain why you are a suitable candidate for the job. For help with creating résumés and cover letters, visit your local Employment Resource Centre or speak to your immigrant-serving agency.

EMPLOYMENT ONTARIO

Employment Ontario is a government program that provides free employment and training services for job seekers. These services can help you make career decisions, look for work, find labour market information, apply for training, and gain new skills and work experience. Employment Ontario centres are located across the province. Specialized services for youth, immigrants and people with disabilities are also available.

For more information, speak to your local immigrant-serving agency and visit www.edu.gov.on.ca/eng/tcu/employmentontario or call Employment Ontario Hotline at 1-800-387-5656

Learn about Employment Ontario - What services are available to you?

1. Go to this website: www.edu.gov.on.ca/eng/tcu/employmentontario
2. Scroll down and click on "I'm new to Ontario" or "I need a job"
3. Read the "Here's How" section to learn about the service offerings
4. Click on the links that interest you to learn more
5. Find Employment Ontario services in your area here: www.edu.gov.on.ca/eng/tcu/search.asp?chosen=15

You can also call the Employment Ontario hotline toll-free at 1-800-387-5656.

WHERE TO LOOK FOR WORK

- Employment Resource Centres (an Employment Ontario service)
- Employment or Placement Agencies (look under "Employment" in Yellow Pages)
- Job Bank www.jobbank.gc.ca
- Federal Public Service Jobs <http://jobs-emplois.gc.ca>
- Ontario Public Service Jobs www.gojobs.gov.on.ca
- Other Job Sites http://www.settlement.org/sys/faqs_detail.asp?faq_id=4000253
- Company Websites (look for "employment", "careers" or "jobs" sections)
- Newspapers (look in "Classifieds" or "Help Wanted" sections)
- "Help Wanted" signs in stores and restaurants

JOB SEARCH TIPS

- Learn to speak English or French or both
- Network (meet new people and talk to people you know to explore opportunities)
- Meet with an employment counsellor
- Attend job search workshops
- Seek a mentor
- Volunteer (it's a great way to network and gain experience)
- Research potential employers
- Customize your cover letter and résumé for each job
- Make sure your résumé and cover letter are error-free
- Practice answering typical interview questions
- Obtain Canadian equivalency for international credentials
- Be persistent and try to keep a positive attitude



Start Networking

Write down the names of three people whom you can ask for job search support or advice:

Name:

Contact Information:

FOREIGN EDUCATION CREDENTIALS

It is important to find out how the training you received outside of Canada is recognized in Ontario. This information will be required when you apply for work, further study or professional license. World Education Services, funded by the Governments of Canada and Ontario, helps newcomers evaluate their international education credentials.

For more information, visit these websites:

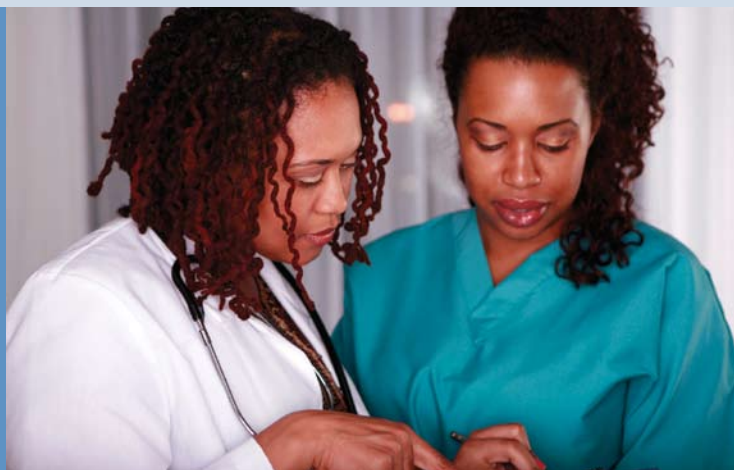
- www.wes.org/ca
- <http://www.ontarioimmigration.ca/english/academic.asp>
- <http://www.settlement.org>, clicking on "Education" then "Evaluate My Credentials"

REGULATED PROFESSIONS

In Ontario, certain professions and trades are regulated, including teachers, doctors, nurses, engineers, accountants, lawyers, electricians and many others. To work in a regulated profession or trade, you must be registered with the appropriate regulatory body.

Global Experience Ontario (GEO) and other immigrant serving agencies help internationally trained individuals find out how to qualify for professional practice in Ontario. These centres offer various services, including:

- Contact information and referrals to regulatory bodies
- Links to education and assessment programs
- Information about licensure, registration, internships, mentorships
- Career maps for almost 40 occupations and trades



For more information, call toll-free 1-866-670-4094 or go to www.ontarioimmigration.ca and click "Global Experience Ontario".

FOR HEALTH PROFESSIONALS

HealthForceOntario

Through the free services offered at HealthForceOntario's Access Centre for Internationally Educated Health Professionals, newcomers can learn how to qualify for professional practice in Ontario's regulated health care professions. For more information, call toll-free 1-800-596-4046 or visit www.healthforceontario.ca.

CEHPEA

The Centre for the Evaluation of Health Professionals Educated Abroad (CEHPEA) is an independent not-for-profit organization that provides evaluation and orientation programs to internationally educated health professionals. For information about the assessment process and types of assessments available, visit www.cehpea.ca.

GETTING WORK EXPERIENCE

INTERNSHIPS

Having Canadian work experience will improve your chances of finding a job. The Career Bridge program is designed to help internationally trained professionals obtain Canadian work experience through paid internships. Placements lasting for 4, 6, 9 or 12 months may be available in a range of non-regulated professions.

The Ontario Public Service (OPS) offers internships through Career Bridge so that skilled immigrants gain provincial government work experience. Placements may be available in a range of fields including finance, chemistry, business administration, communications and environmental studies. Candidates must be eligible to apply to the Career Bridge program.

For more information, call (416) 977-3343 or visit www.citizenship.gov.on.ca/english/working/internship

BRIDGE TRAINING PROGRAMS

Bridge training programs help qualified internationally trained professionals and trades people get the skills and knowledge they need to practice in Ontario. These programs provide training and Canadian workplace experience without duplicating what you have already learned. Bridge training programs are offered in more than 100 regulated and non-regulated trades and professions.

For more information, visit www.ontarioimmigration.ca/english/bridge.asp



YOUR RIGHTS AND RESPONSIBILITIES

In Canada, there are provincial and federal labour laws designed to protect workers and employers. These laws set minimum wage levels, health and safety standards, and establish rules for hours of work, maternity leave, annual paid vacation, termination of work and other matters. They also provide protection for young workers. Human rights laws protect employees from unfair treatment by employers based on age, sex, race, religion, disability or sexual orientation.

The Employment Standards Act (ESA) is a law that sets minimum standards for workplaces in Ontario. Most employees and employers in Ontario are covered by the ESA. However, the ESA does not cover employees in federal jurisdiction and persons in a few other special categories.

Employers cannot intimidate, fire, suspend, or otherwise punish an employee, or threaten any of these actions because the employee asks for or asks about their rights.

For more information about the ESA, call the Employment Standards Information Centre toll-free 1-800-531-5551 or visit www.labour.gov.on.ca/english/es/index.html

YOUR PAYCHEQUE

Employers must pay their employees on a regular, recurring payday. Employers typically pay their workers weekly, every two weeks, or semi-monthly. You may be paid by direct deposit to your bank account, by cheque or sometimes in cash.

Employees must be given a statement showing their wages and deductions for each period. Deductions from your pay may include federal and provincial taxes, Canada Pension Plan contributions, Employment Insurance contributions, benefit plan contributions and union dues.

Canadian law requires that you file a tax return each year, and report all income, including cash income and income from overseas. Tax returns are filed in late winter or early spring, and are due April 30th. Most employees receive a refund from the Government after filing a tax return.

For more information about payroll deductions and taxes, visit these websites:

Ministry of Labour: www.labour.gov.on.ca

Canada Revenue Agency: www.cra-arc.gc.ca

STARTING A BUSINESS

Small and medium-sized enterprises (SMEs) are a vital part of Ontario's economy. About 99% of all businesses in Ontario are considered small- and medium-sized. They employ nearly 2.9 million people and account for \$250 billion in annual economic activity. There are many government sponsored programs and services designed to support entrepreneurs.

Small Business Enterprise Centres, located across Ontario, provide information, advice and support for start-up and small enterprises during their initial years of operation. Entrepreneurs can access business consulting services and information about management, marketing, technology and financing.

For more information or to find your local Small Business Enterprise Centre, call toll-free 1-800-567-2345 or visit http://www.ontariocanada.com/ontcan/1medt/smallbiz/en/sb_sbec_locations_info_en.jsp

Canada Business Service Centres, located in every province and territory, provide assistance and access to business-related publications, directories and electronic databases. Canada Business provides information about starting a business, financing, taxes, licenses and permits, exporting, importing, e-business, business management and other topics.

For more information call toll-free 1-888-576-4444 or visit www.canadabusiness.ca

Measure Your Entrepreneurial Potential!

1. Go to this website: www.bdc.ca/en/business_tools
2. Click on "Entrepreneurial self-assessment"
3. Click "Continue" to complete this free online assessment
4. Reflect on the results and discuss them with others
 - Do you agree or disagree with the results?
 - What other information do you need to decide if self-employment is for you?

Useful Websites

- Settlement.Org – Employment: www.settlement.org (click on “Employment”)
- Ontario Immigration – Working: www.ontarioimmigration.ca/english/how_work.asp
- Employment Ontario: www.edu.gov.on.ca/eng/tcu/employmentontario
- Global Experience Ontario (GEO): www.ontarioimmigration.ca/english/geo.asp
- Ministry of Labour: www.labour.gov.on.ca
- Canada Revenue Agency: www.cra-arc.gc.ca
- World Education Services Canada: www.wes.org/ca
- Evaluating Your Education Credentials: www.settlement.org (click on “Education” then “Evaluate My Credentials”)
- Career Bridge: www.careerbridge.ca
- Bridge Training Programs: www.ontarioimmigration.ca/english/bridge.asp
- Canada Business: www.canadabusiness.ca

CREDITS

Funding provided by:

Canada 

 Citizenship and Immigration Canada Citoyenneté et Immigration Canada

Video and project management by:

STONEHAVEN

www.stonehaven.ca

Print concept, design and text by:

www.focusfit.com

www.inspiredesign.ca