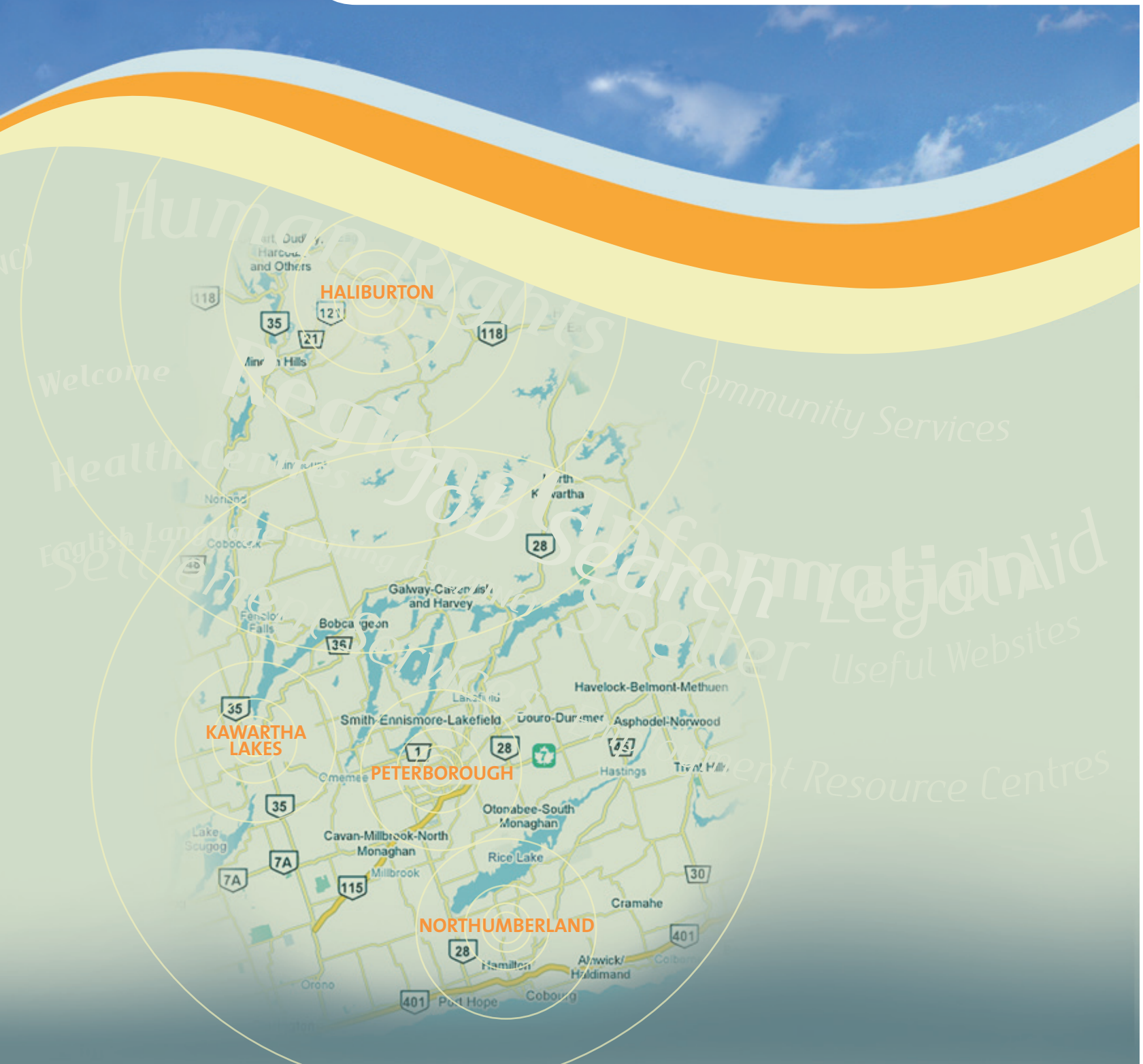


A NEWCOMER'S GUIDE TO SERVICES

CITY AND COUNTY OF PETERBOROUGH DIRECTORY





Workforce Development Board
159 King Street, Suite 208
Peterborough, ON K9J 2R8
Toll free: 1-800-340-0111
Phone: (705) 749-3250
Fax: (705) 749-3162
Email: workforce@wdb.ca
Website: www.solutionsatwork.info

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The views expressed in this document do not necessarily reflect those of Employment Ontario.

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*"The opinions and interpretations in this publication are those of the author
and do not necessarily reflect those of the Government of Canada."*



The City of Peterborough
Social Services Department
Serving the City and County of Peterborough



New Canadians Centre

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Acknowledgements

The role of the Workforce Development Board (WDB) is to engage its communities and community partners in a local labour market research and planning process that leads to cooperative efforts among partners to find local solutions to local issues.

As community partners we have identified, based on census data, that in the very near future the majority of hires to our workforce will be New Canadians. It is incumbent upon us then, to be ready to welcome immigrants to the area and set as a priority the enhancement of services that will attract and assist them in the transition into their new country and community.

The purpose of this Newcomer's Guide is to provide a resource that has key contacts and community information that will help immigrants settle into their new life.

We would like to thank Yasmin Hernandez Banelos, Workforce Development Board and Tamara Hoogerdyk, New Canadians Centre, who worked tenaciously to develop this resource. Thanks as well to the United Way organizations of Northumberland; Peterborough and Kawartha Lakes and Fourinfo.com; and all of the service agencies in Haliburton, Kawartha Lakes, Peterborough and Northumberland that deliver services to immigrants for sharing their expertise, assistance and commitment to the project.

We would like to thank our sponsors, Employment Ontario, Service Canada, New Canadians Centre and, the City of Peterborough Social Services Department serving the City and County of Peterborough, for assisting with the cost of this guide. Thanks as well to all municipalities for providing the enclosed maps.

The Workforce Development Board is proud to have been part of this exciting project.

Gord Evans

Chief Executive Officer

Workforce Development Board

December 2007

Emergency Numbers



IN CASE OF AN EMERGENCY

Police, Ambulance and Firefighters

Dial: 911

To contact the police department about non-emergency matters, consult the Regional Information section of the guide.

HELP LINES

Crime Stoppers of Peterborough

Call to report a crime (it can be an anonymous call).

(705) 745-9000 or 1-800-222-8477

Peterborough - Northumberland Victim Service

Emotional and practical assistance to victims of crime and disaster.

(705) 748-0324 or 1-888-822-7729

Telecare Peterborough

Emotional support to anyone who is lonely, in distress or in despair.

(705) 745-2273

Kinark Child and Family Crisis Line

Help for teenagers and their families to work through difficult times.

(905) 372-2070 or 1-800-551-0403

Parent Help Line

Counselling and referrals for parents with questions about their teenager.

1-888-603-9100

Lesbian, Gay, Bi Youth Help Line

Peer support for lesbian, gay, bisexual, transgender, two-spirited or questioning youth.

1-800-268-9688

Youth Phone Line

Support and counselling for youth.

(905) 372-7738

Kids Help Line

Support, counselling and information on issues affecting kids.

1-800-668-6868

FourCAST Addiction Services

Emotional support, referrals and crisis intervention in cases of alcohol and drug related problems.

(705) 876-1292

Four County Crisis Community Mental Health

Information, referrals, professional support and intervention in time of crisis.

(705) 745-6484 or 1-866-995-9933

Telehealth Ontario

Free phone access to health advice from a registered nurse (24 hours, 7 Days a week).

1-866-797-0000

TTY: 1-866-797-0007

DID YOU KNOW?

In Canada, all the phone numbers that begin with 1-8XX-XXX-XXXX are Toll Free. This means that there is no charge for the phone call.

WHAT DOES TTY MEAN?

TTY is a special phone system designed for people who have a hearing loss. You need a special machine to type what you say.

Poison Information Centre

Information and advice about potential exposure to poisonous substances.
 1-800-268-9017
 TTY: 1-877-750-2233

HELP LINES FOR VICTIMS OF SEXUAL ASSAULT**Sexual Assault Response Team** (Peterborough Hospital)

Specially trained nurses to assist victims of violence and sexual abuse.
 (705) 876-5022

Kawartha Sexual Assault Centre

Information, counselling and support for women who have been sexually assaulted.
 (705) 741-0260 or 1-866-298-7778

Assaulted Women's Help Line (Toronto)

Counselling, emotional support, information and referrals.
 1-866-863-0511
 TTY: 1-866-863-7868

SHELTERS

The following places offer temporary refuge for those who need it.

Peterborough Emergency Housing

1-800-262-9032

Brock Mission

(705) 748-4766

Crossroads Women's Shelter

(705) 743-4135 or (705) 743-8922

Alderville First Nation Women's Shelter

(905) 352-3708 or 1-800-388-5171

Youth Emergency Shelter

(705) 748-3851

SYMBOLS AND SIGNS USED IN THIS GUIDE

(\$) = Fees for services

(*) = Full accessibility

(+) = An interpreter can be arranged

Welcome to the City and County of Peterborough!

Moving to a new community can be overwhelming. The Workforce Development Board and the New Canadians Centre in Peterborough have put together this booklet to provide you with a listing of initial contact points to help ease your settlement in the City or County of Peterborough.

THINGS TO DO YOUR FIRST 2 WEEKS IN CANADA

- Look for information on www.settlement.org
- Find the Settlement Agency closest to your home
- Get maps of streets and find out about bus routes
- Find out where to shop
- Get information on your rights as an employee
- Get information on your rights as a tenant
- Find a place to stay
- Apply for a Health Card (OHIP)
- Find the Community Health Centre closest to your home
- Open a bank account
- Apply for a Social Insurance Number (SIN)
- Find the Employment Resource Centre closest to your home
- Get information about finding a job
- Find out how to start your children in school
- Find an English class for you and your family
- Apply for the Child Tax Benefit
- Find the Public Library closest to your home

Source: www.settlement.org

Remember!

If you feel overwhelmed, homesick, scared or worried - Ask for help! Most organizations listed in this guide can assist you or refer you to other agencies that can help you!

Settlement Services

www.settlement.org

- Settlement.org is a website developed by the Ontario Council of Agencies Serving Immigrants (OCASI) and funded by Citizenship and Immigration Canada and the Ontario government.
- Visit: www.settlement.org to access information on topics such as education, employment, health, housing, immigration and citizenship and legal services in over 30 different languages!
- It is extremely important for you to understand the Canadian laws, your rights and responsibilities as well as to understand the government services' system in order to use it better.

NEW CANADIANS CENTRE PETERBOROUGH

The New Canadians Centre Peterborough is here to help you when you arrive in the Peterborough area. We help anyone who is new to Canada including permanent residents, refugees, new citizens, students, temporary workers and people seeking status.

You can call for an appointment, or come to our office. When you come to the Centre for the first time, one of the staff will spend time getting to know you and explain the services and programs.

New Canadians Centre Cobourg (www.nccpeterborough.ca) (*) (+)

50 Covert Street, PO Box 402
Cobourg, ON K9A 4L1
Phone: (905) 377-8100
Email: cobourg@nccpeterborough.ca

New Canadians Centre Peterborough (www.nccpeterborough.ca) (*) (+)

205 Sherbrooke Street
Peterborough, ON K9J 2N2
Phone: (705) 743-0882
Fax: (705) 743-6219
Email: info@nccpeterborough.ca
To book an appointment in Lindsay or Cobourg, please call (705) 743-0882 or (705) 761-4365 (NCC cell phone.)

New Canadians Centre Peterborough - Staff

Executive Director: **Ziysah Danielle Markson** - ziysah@nccpeterborough.ca
Settlement Services Coordinator: **Tamara Hoogerdyk** - tamara@nccpeterborough.ca
Host Program Coordinator: **Steve Ross** - steve@nccpeterborough.ca
Employment Counsellor: **Michael VanDerHerberg** - michael@nccpeterborough.ca
Computer Administrator: **Carolina Orduz** - carolina@nccpeterborough.ca
Settlement Counsellor: **Liliana Perez** - liliana@nccpeterborough.ca
LINC Assessor: **Andrea Heilingbrunner**

Programs and Services

Community Orientation

Assistance adjusting to your new community. This might include:

- Obtaining a Social Insurance Number (SIN)
- Applying for health insurance (OHIP)
- Registering your children in school and enrolling in ESL classes
- Acquiring a driver's license
- Finding a place to live, setting up a phone line
- Learning how to shop for food and goods
- Preparing for winter

General Counselling

Providing help such as encouragement, support, information and referrals. You might want to talk to a counsellor if you:

- Are having a hard time at school or work
- Have issues in your family
- Have feelings of isolation or depression
- Are having a difficult time with money and financial issues
- Are feeling undervalued
- Have been experiencing discrimination or violence
- Are worried about your immigration status
- Just want to talk

Immigration Counselling

Although we are legally restricted from providing immigration advice or representation, we can assist you with the following:

- General questions about immigration and immigration status
- Help contacting Citizenship and Immigration Canada
- Letters of invitation for visitors
- Information on Sponsorship breakdown
- Immigration application forms for work permits, student permits, extensions, sponsorship, permanent residence, citizenship, and more
- General information and assistance completing forms

If you require advice or representation, or if your case is very complicated and beyond the expertise of our staff, we may refer you to a professional. To find a certified immigration consultant on your own, visit the *Canadian Society of Immigration Consultants*.

Canadian Society of Immigration Consultants - CSIC (www.csic-scci.ca)

The Canadian Society of Immigration Consultants (CSIC) is a non-for-profit, self-regulatory body created to protect the consumers of immigration consulting services while ensuring the education, competency testing and discipline of its members.

390 Bay St. Suite 1600

Munich Re Centre

Toronto, ON M5H 2Y2

Tel: 416-572-2800

Toll Free: 1-866-308-2742

Fax: 416-572-4114

Email: information@csic-scci.ca

To find a CSIC member in your area, use the Find a Consultant link on the home page.

CSIC members in Peterborough and the surrounding area

Immigration Consulting (www.carmelavalles.com)

Juliana Carmela Valles, CSIC, CMI

311 George St., Suite 200

Peterborough, ON K9J 3H3

Phone: (705) 761-2244

Fax: (705) 741-4217

Email: info@carmelavalles.com

Lloyd & Associates (<http://lloydandassociates.com>)

8991 Rose Road

Cobourg, Ontario Canada K9A 4J9

Tel: (905) 342-9858

Email: warren@lloydandassociates.com

Host Program

This program provides new Canadians with a friend from the local community. Canadian volunteers provide social and language support to new Canadians. Please call the Host Program Coordinator for details.

Other Events

Group trips - Past trips have included a bicycle ride and a trip to Niagara Falls.

Special workshops - Past workshops have included how to file your taxes and how to apply to college/university. To find out what is going on, please contact any staff member to be added to our mailing list.

Free Computer Classes

The computer classes are designed for people that have basic or no computer skills.

The topics are: Introduction to computer hardware and software, Microsoft Office (Word, Excel, Power Point, Publisher), internet security and internet searching skills.

To register for the computer classes please contact the Computer Administrator.

Free High Speed Internet

The Community Access Program (CAP)/Newcomers Information Centre (NIC) site has six computers available to the public. These computers are connected to high speed Internet. The site has access to a printer, scanner and a fax machine. The site is open to the public Monday to Friday from 9:00a.m. to 4:30p.m.

English Classes and Language Assessments

(See Education Section of the guide for full details).

Employment Services

(See Employment Section of the guide for full details).

Translation and Interpretation

The New Canadians Centre in Peterborough can help you obtain translation and interpretation services from the Central Eastern Ontario Translation and Interpretation Services/Quinte United Immigrant Services. Contact a settlement services worker for more information, or contact the agency directly.

Central Eastern Ontario Translation and Interpretation Services/Quinte United Immigrant Services (www.quis-immigration.org) (\$)

41 Octavia Street

Belleville, ON K8N 3N3

Phone: (613) 968-1065 or 1-888-968-1065

Fax: (613) 968-2597

Email: ceo@quis-immigration.org

- Available services include: face-to-face interpretation, teleconference, message relay and translation
- A certified translation costs about \$55 per page or more (depending on page size and amount of text) and takes 5 business days to complete
- Interpreters can go with you to appointments to help you communicate with your doctor, social worker or anyone at all
- The cost depends on how far the interpreter has to travel and how long your appointment is
- Interpreters are provided for free to victims of domestic violence
- When you call to request an interpreter they will ask for:
 - Your name
 - Agency name (if applicable)
 - Agency phone number and address
 - Language requested
 - Limited-English speaker's name
 - Type of service required
 - Appointment date and time
 - Meeting place address

Peterborough Partnership Council on Immigrant Integration

The Peterborough Partnership Council on Immigrant Integration (Partnership Council) exists for promoting, advancing and supporting coordinated immigrant integration in our community, regardless of immigration status. Members of the Partnership Council believe that immigrant integration is essential for long-term social, economic and environmental community health and quality of life.

Newcomers are welcomed and encouraged to join the Newcomer Advisory Group of the Partnership Council, a forum where newcomers can give input and advice to the Council's work.

For more information please contact:

Hajni Hos, Coordinator
205 Sherbrooke Street, Unit D
Peterborough, ON K9J 2N2
Phone: (705) 743-0882 ext 230
Fax: (705) 743-6219
Email: hajni@nccpeterborough.ca

Newcomers Mentorship Program

The purpose of the Newcomers Mentorship Program is to match an experienced or skilled person (mentor) with a person who would like to improve his or her skills (mentee). As a mentee the new Canadian will have the opportunity to learn firsthand about the Canadian workplace as it applies to their skilled trade or profession.

You can become a mentee if you: were born outside of Canada and were internationally educated or trained; have little or no Canadian work experience in your profession or have decided to change professions; are comfortable using English in conversations; and are 19 years of age or older.

If you are interested in becoming a mentee please contact:

Tamara Hoogerdyk, Settlement Services Coordinator
205 Sherbrooke Street, Unit D
Peterborough, ON K9J 2N2
Phone: (705) 743-0882
Fax: (705) 743-6219
Email: tamara@nccpeterborough.ca



DO YOU KNOW YOUR RIGHTS AND RESPONSIBILITIES AS A TENANT?

As A Tenant You Must:

- Pay rent on time (usually on the first day of each month, but your lease will say when rent is due)
- Keep apartment clean and put garbage in the proper place
- Not let extra people live in the apartment (visitors may stay with you for a few days, but not for a long time)
- Not disturb other tenants

Your Tenant Rights Are:

- A clean, well-maintained home with electricity, heat, running water and appliances that work (fridge and stove)
- Privacy. The landlord must give you a letter 24 hours before he/she enters your apartment unless an emergency happens (for example: fire)
- To end your tenancy within the time allowed in the lease or by law

Source: www.settlement.org/FD, page 13

FINDING A PLACE FOR RENT IN PETERBOROUGH

You can ask people you know if they know of a place for rent.

Look in the Classifieds section of your community's newspaper for places for rent:

- **Peterborough Examiner:** www.ospreyclassifiednetwork.com/classifieds
- **Peterborough This Week:** www.mykawartha.com/classified

Other website listings units for rent:

- **GSC Rentals:** www.gscrentals.com/Apartments/Peterborough
- **Kijiji Peterborough's Classifieds:** <http://peterborough.kijiji.ca>
- **Trent University Off-Campus Housing Listing:** www.trentu.ca/housing/offcampus/viewlistings.php
- **Fleming College Off-Campus Housing Listing:** www.flemingc.on.ca/NoIndex/cf/Housing/welcome.cfm

For a list of rental accommodations available in the area visit the Housing Resource Centre in person or go to their website: www.housingpeterborough.com/vacancylistings.html.

Housing Resource Centre

229 King Street

Peterborough, ON K9J 2R8

Phone: (705) 743-9122 or 1-800-274-1611

Fax: (705) 742-3015

Monday to Friday: 9:00 a.m. to 4:30 p.m. (Closed: 12:30 p.m. to 1:30 p.m.)

These services are also available in Havelock and Apsley (call to make an appointment).

DO YOU KNOW?

- Your landlord must wait 12 months to increase your rent and he/she must let you know of a rent increase 90 days before he/she starts charging you more.
- If you pay your rent by the month your landlord can only ask for a one month's rent deposit. If you pay rent by the week, then your landlord can only ask for one week's rent deposit. For more information about renting a place in Ontario visit: www.settlement.org/site/HO/renting.asp.
- For more information and assistance on Landlord-Tenant legal disputes contact:

Ontario Rental Housing Tribunal (www.orht.gov.on.ca)
 300 Water Street Peterborough, ON K9J 8M5
 Phone: 1-888-332-3234
 Fax: 1-888-377-8808

SUBSIDIZED HOUSING

Subsidized Housing means you pay less than the market price for rent. This service is for people with low to moderate incomes. Subsidized housing is also called social housing.

- You need to be a legal resident of Canada or refugee claimant (16 years old and older).
- There are different kinds of subsidized housing. Ask for detailed information before filling out an application!
- The waiting time can be from 1 to 5 years long. Applications for subsidized housing are available from the following organizations:

Housing Access of Peterborough City and County (*)

380 Armour Road, Suite 101
 Peterborough, ON K9H 7L7

Phone: (705) 742-4499

Monday to Friday: 8:30 a.m. to 4:30 p.m.

- Manages the centralized waiting list of units located in the County and City of Peterborough

Housing Resource Centre (www.ccrcc-ptbo.com) (*)

229 King Street

Peterborough, ON K9J 2R8

Phone: (705) 743-9122 or 1-800-274-1611

Fax (705) 742-3015

Monday to Friday: 9:00 a.m. to 4:30 p.m. (Closed 12:30 p.m. to 1:30 p.m.)

- Helps applying for affordable housing and social assistance
- Assistance finding emergency shelter
- Provides assessment, individual support and advocacy for people who face significant barriers related to finding or maintaining affordable housing
- Referrals to free legal advice
- Referrals and assistance in obtaining emergency assistance

Kawartha Village Co-Op

152 Lansdowne Street East, Unit 19

Peterborough, ON K9J 8B5

Phone: (705) 748-5188

Email: kawarthavcoop@nexicom.net

- Subsidized housing for families and seniors

Kiwanis Scott's Plains Housing Inc.

951 Hilliard Street

Peterborough, ON K9H 5R9

Phone: (705) 749-1629

- Subsidized housing for singles and seniors

Leta Brownscombe Co-Operative Homes Inc.

243 Milroy Drive, Unit 100
 Peterborough, ON K9H 7L8
 Phone: (705) 749-5707
 Toll Free: 1-866-787-5525
 - Subsidized housing for singles, families and seniors

AOTS Community Homes

1025 Chemong Road (Chemong Village)
 Peterborough, ON K9H 7E6
 Phone: (705) 748-0543
 - Subsidized housing for singles, families and seniors

Hilliard Park Non-Profit

800 Hilliard Street
 Peterborough, ON K9H 7N5
 Phone: (705) 749-1906
 - Subsidized housing for singles, families and seniors

Kairos Non-Profit Housing of Peterborough

185 Romaine Street
 Peterborough, ON K9J 2C3
 Phone: (705) 741-2483
 - Subsidized housing for single women with children

Marycrest at Inglewood

1565 Monaghan Road
 Peterborough, ON K9J 8M2
 Phone: (705) 876-6111
 - Subsidized housing for seniors (65 years old or older)

Millbrook Non-Profit Housing

P.O. Box 258
 Millbrook, ON L0A 1G0
 Phone: (705) 932-3066
 - Subsidized housing for seniors (60 years old or older)

Otonabee Non-Profit Housing

R.R. 3
 Keene, ON K0L 2G0
 Phone: (705) 295-4900
 - Subsidized housing for seniors (65 years old or older)

Towerhill Village

77 Towerhill Road
 Peterborough, ON K9H 7N3
 Phone: (705) 749-3907
 - Subsidized housing for singles, families and seniors

Sunshine Homes Non-Profit Inc.

572 Crystal Drive
 Peterborough, ON K9J 8H9
 Phone: (705) 749-3167
 - Subsidized housing for couples and families

YWCA Centennial Crescent Homes

1770 Stenson Boulevard
 Peterborough, ON K9K 2H8
 Phone: (705) 745-6616
 - Subsidized housing for female singles, families and seniors

Saint John's Retirement Home

440 Water Street
 Peterborough, ON K9J 7K6
 Phone: (705) 749-0757
 - Subsidized housing for seniors (65 years olds or older)

Kinsmen Garden Court

831 Dutton Road
 P.O. Box 171
 Peterborough, ON K9J 6Y8
 Phone: (705) 742-8366
 - Subsidized housing for seniors (65 years olds or older)

St. Giles Apartments

775 Park Street South
 Peterborough, ON K9J 3T6
 Phone: (705) 743-8660
 - Subsidized housing for seniors (60 years olds or older)

Canadian Mental Health Association

466 George Street North
 Peterborough, ON K9H 3R7
 Phone: (705) 748-6711
 - Subsidized housing for adults with psychiatric disabilities

Kawartha Participation Projects

77 Towerhill Road
 Peterborough, ON K9H 7N3
 Phone: (705) 745-4122
 - Subsidized housing for singles, families and seniors who are frail, cognitively impaired, physically disabled, with acquired brain injuries and those living with HIV/AIDS

Apsley and District Satellite Homes

P.O. Box 88
 Apsley, ON K0L 1A0
 Phone: (705) 656-1982
 - Subsidized housing for frail seniors

DID YOU KNOW?

Habitat for Humanity is a well known organization aimed at building simple, affordable houses for people in need of adequate housing. Visit: www.habitatpeterborough.ca for more information on eligibility.

Habitat for Humanity

780 Erskine Avenue
 Peterborough, ON K9J 5T9
 Phone: (705) 750-1456

Email: homeapplication@habitatpeterborough.ca

- Application packages available at Habitat for Humanity, Peterborough Public Library, Peterborough Salvation Army and Peterborough County Health Unit
- The selected homeowner must contribute 500 hours of "Sweat Equity" to the construction of his/her home before taking ownership and then repay a long-term, no-interest mortgage

SHELTERS

(See also the *Community Services for Women* section of the guide)

Brock Mission - Kinman House (Men Only) (*)

217 Murray Street

Peterborough, ON K9J 7H6

Phone: (705) 748-4766

Fax: (705) 749-6816

- Shelter for homeless men who are 16 years old or older
- Luncheons programs (available 5 days a week)

For more information, call or visit the Brock Mission.

Casa Maria

378 Downie Street

Peterborough, ON K9H 4J4

Phone: (705) 743-5164

- Temporary shelter for refugees and their families
- Assistance accessing social services, school, health care and permanent housing
- Support through legal processes and settlement

Yes - Youth Emergency Shelter (www.yes-shelter.org)

196 Brock Street

Peterborough, ON K9H 2P4

Phone: (705) 748-3851

- Short term shelter for youth aged 16-24

Rural Outreach Centre

Highway 36 toward Burleigh Falls

PO Box 197

Buckhorn, ON K0L 1J0

Phone: (705) 657-2232 or 1-866-844-7622

Fax: (705) 657-3621

Email: roc@nexicom.net

- Provides shelter for people experiencing violence and abuse in their houses and for people who have lost their house due to a natural disaster

BUYING A HOUSE

- Visit: www.cmhc.ca/en/co/buho/index.cfm and click on “*Newcomers Guide to Canadian Housing.*”
- You can also call the Canada Mortgage and Housing Corporation for advice and information about mortgages. Phone: 1-800-668-2642.
- For a listing of properties for sale across Ontario visit: www.mls.ca.



QUICK FACTS ABOUT THE ONTARIO HEALTH SYSTEM

- Only permanent residents, Canadian citizens and some workers are eligible for OHIP.
- OHIP does not cover the cost of medications or dental care.
- If you are eligible you must apply as soon as you arrive to Canada. Be aware that you can only receive OHIP after a 3 month waiting period following your application.
- To check your eligibility, call the OHIP office.

Important!

Although refugee claimants are not eligible for OHIP, you may be eligible for other health coverage. Contact the New Canadians Centre Peterborough to find out if you are eligible for any other program.

HOW TO GET A HEALTH CARD

1. To apply for the Ontario Health Insurance Plan (OHIP) you must fill out an application.

- To get an application online visit: www.health.gov.on.ca/english/public/forms/form_menus/ohip_fm.html and click on *“Registration for Ontario Health Coverage.”*
- You can also get an application by going directly to the closest OHIP office:

Ontario Ministry of Health and Long-Term Care (*)

300 Water Street, 1st Floor (North Tower)

Peterborough, ON K9J 8J8

Phone: (705) 755-4600

Fax: (705) 745-1481

2. Once you have filled out an application, you need to bring the following original documents to the closest OHIP centre.

- **Proof of citizenship or status** (For example: record of landing, confirmation of permanent residence, valid permanent residence card, or any other official document that proves your status)
- **Proof of residency** (For example: home phone, water, gas, cable TV or any other public utility bill that has your current address on it)
- **Support of identity** (For example: record of landing, permanent resident card, Canadian immigration identification card, or any other document that displays your address and signature)

Important!

If you live in a remote area, the ministry can make special arrangements. For more information call the Ministry of Health and Long-Term Care Info line at 1-800-268-1154.

HOSPITALS

Peterborough Regional Health Centre (www.prhc.on.ca) (*)

1 Hospital Drive
Peterborough, ON K9J 7C6
Phone: (705) 743-2121
TTY: (705) 876-5141

Campbellford Memorial Hospital (www.cmh.ca) (*)

146 Oliver Road
Campbellford, ON K0L 1L0
Phone: (705) 653-1140

FINDING A DOCTOR

You cannot contact specialists (a cardiologist for heart disease or dermatologist for skin problems) directly. It has to be done through your family doctor. As soon as you receive your OHIP card you should look for a family doctor. You need to contact different doctors and ask if they are taking new patients.

- If you are a Peterborough County resident looking for a family doctor, you can contact the Peterborough Networked Family Health Teams and register on a family doctor waiting list.
Please email: info@peterboroughfht.com or call (705) 740-8020.
- You can also call 1-800-268-7096 ext. 626 to get the names and addresses of doctors who are taking new patients in your area.
- You can also visit the College of Physicians and Surgeons' website for a listing of family doctors:
www.cpso.on.ca/docsearch/
- You can look in the Yellow Pages of your phone book under "*Physicians and Surgeons.*"

WALK-IN CLINICS

If you are sick but you do not have a family doctor (also called general practitioner or GP), you can go to any of the following clinics to get medical help.

The Peterborough Clinic - Day Clinic (*)

26 Hospital Drive
Peterborough, ON K9J 7C3
Phone: (705) 743-2040
Monday to Thursday: 8:30 a.m. to 7:30 p.m.
Friday: 8:30 a.m. to 4:30 p.m.

The Day Clinic - Lakefield (*)

18 Queen Street
Lakefield, ON K0L 2H0
Phone: (705) 652-6355
Fax: (705) 652-8373
Monday to Friday: 9:00 a.m. to 4:30 p.m.
The doctor is only available 2 days a week. Call to book an appointment!

North Kawartha Health Centre (*)

183 Burleigh Street
Apsley, ON K0L 1A0
Phone: (705) 656-4281 (*Call to book an appointment*)

FINDING A DENTIST

OHIP does not cover dental care. It is your responsibility to find a dentist.

You can search for a dentist:

- Online: www.oda.on.ca
- Look through the Yellow pages of the phone book
- Ask people you know for a dentist referral

HEALTH UNITS

These places provide education about health issues such as nutrition and dental hygiene. They also promote and run disease prevention programs in various communities.

Peterborough County - City Health Unit (*)

10 Hospital Drive
 Peterborough, ON K9J 8M1
 Phone: (705) 743-1000 or 1-877-743-0101
 TTY: (705) 743-4700
 Fax: (705) 743-2897
 Monday to Friday: 8:30 a.m. to 4:30 p.m.
 Closed weekends and Statutory Holidays

DID YOU KNOW?

If you are receiving assistance from Ontario Works and your children are in urgent need of dental care, you should contact one of the following places and ask for more information on the Children In Need of Treatment (CINOT) program:

- Ontario Works Caseworker: (705) 748-8830 ext. 2
- or
- Health Unit: (705) 743-1000 or 1-877-743-0101

Women's Health Care Centre (www.prhc.on.ca/womenshealth) (*)

157 Charlotte Street
 Peterborough, ON K9J 2T7
 Phone: (705) 743-4132 or 1-800-419-3111

- Prenatal and breastfeeding clinics
- Counselling for sexual abuse, domestic violence and post-natal mood disorders
- Unplanned pregnancy program, body image program and services for mid-life women

Sexual Health Clinic (*)

10 Hospital Drive
 Peterborough, ON K9J 8M1
 Phone: (705) 748-2021
 Fax: (705) 748-3865

- Call to book an appointment
 (Public Health Nurses are also available weekly at Norwood and Lakefield District Secondary Schools)
- Pregnancy testing and birth control for teens and young adults
- Testing and treatment for sexually transmitted infections (STI), including confidential HIV testing, for anyone in the community
- Help with decisions about sex

Havelock-Belmont-Methuen Health Centre (*)

75 Concession Street
 Havelock, ON K0L 1Z0
 Phone: (705) 778-3361
 Fax: (705) 778-7995

"A man's health can be judged by which he takes two at a time - pills or stairs."

- Joan Welsh

MENTAL HEALTH SERVICES

Peterborough Regional Health Centre - Mental Health Services (*)

1 Hospital Drive

Peterborough, ON K9J 7C6

Adult Out-Patients: (705) 876-5028

In-Patients: (705) 876-5035

Family and Youth Clinic: (705) 876-5114

Psychiatric Assessment Service for the Elderly: (705) 876-5076

Schizophrenia Clinic: (705) 876-5071

Canadian Mental Health Association (www.peterborough.cmha.on.ca) (*)

466 George Street North

Peterborough, ON K9H 3R7

Phone: (705) 748-6711

Fax: (705) 748-2577

Email: info@peterborough.cmha.on.ca

- Programs and support for people with mental illnesses
- Supportive employment
- Applications for supportive housing

Four County Crisis - Community Mental Health Crisis Response Program

Phone: (705) 745-6484 or 1-866-995-9933

- Helps individuals and families with non-medical crisis support
- Links people to appropriate services
- Initiate and arrange follow-up as required
- Services available 24 hours a day, 7 days a week

Education



SCHOOL BOARDS

In Ontario, publicly funded schools are administered by school boards. English public schools are open to all students. Catholic elementary schools are open to all students of Roman Catholic parents. Catholic secondary schools are open access. Generally, French language schools are open to all students seeking a French language education.

Source: www.settlement.org

To enroll your children or to obtain more information, contact the school boards. Keep in mind that some school boards also run ESL classes, Continuing Education courses and other courses for adults.

Kawartha Pine Ridge District School Board (www.kpr.edu.on.ca)

1994 Fisher Drive
Peterborough, ON K9J 7A1
Phone: (705) 742-9773 or 1-877-741-4577 ext. 2249
Fax: (705) 743-3538
Email: kpr_info@kprdsb.ca

Peterborough Victoria Northumberland and Clarington Catholic District School Board (www.pvnccdsb.on.ca)

1355 Lansdowne Street West
Peterborough, ON K9J 7M3
Phone: (705) 748-4861 or 1-800-461-8009 ext. 0
Fax: (705) 748-9734
Email: nsharpe@pvnccdsb.on.ca

"That is what learning is. You suddenly understand something you've understood all your life, but in a new way."

- Doris Lessing

COLLEGES AND UNIVERSITIES

Colleges and universities offer a wide range of full-time and part-time programs. The programs may be 2 to 4 years for professional degrees or short-3 month continuing education courses.

Fleming College - Sutherland Campus (www.flemingc.on.ca)

599 Brealey Drive
Peterborough, ON K9J 7B1
Phone: (705) 749-5530
Fax: (705) 741-5507

Fleming College - McRae Campus

555 Bonaccord Street
P.O. Box 4350
Peterborough, ON K9J 7B1
Phone: (705) 749-5530
Fax: (705) 741-3279

Trent University - Peterborough Campus (www.trentu.ca)

1600 West Bank Drive
Peterborough, ON K9J 7B8
Phone: (705) 748-1011
Fax: (705) 748-1629

LANGUAGE ASSESSMENT

Most schools, colleges and universities will ask you to prove your level of English. The most popular and accepted test is called TOEFL (Test of English as a Foreign Language). Ask the Admissions Department of the school you are applying to if they accept TOEFL. Other well-known tests include:

- TSE (Test of Spoken English): www.ets.org
- IELTS (International English Language Testing System): www.ielts.ca

For more information about TOEFL visit: www.ets.org.

Trent University - Oshawa Campus

2000 Simcoe Street North
 Oshawa, ON L1H 7K4
 Phone: (905) 721-3003 or (905) 721-3107
 Fax: (905) 721-3014

Durham College - Oshawa Campus (www.durhamcollege.ca)

2000 Simcoe Street North
 Oshawa, ON L1H 7K4
 Phone: (905) 721-2000
 Fax: (905) 721-3113

University of Ontario Institute of Technology (www.uoit.ca)

2000 Simcoe Street North
 Oshawa, ON L1H 7K4
 Phone: (905) 721-8668
 Fax: (905) 721-3178

ENGLISH LANGUAGE TRAINING (ESL/LINC)

There are many ways you can improve your English. However, you must choose an option that is right for you. Some classes are free; others are not. Also, you must have the right immigration status if you want to attend a government-funded class. For information on any of the classes listed in the guide, contact the New Canadians Centre Peterborough.

The LINC program (Language Instruction for Newcomers to Canada)

Clients must be assessed at the New Canadians Centre Peterborough before going to class. Contact the Settlement Services Coordinator to schedule an assessment.

- Funded by the federal government (Citizenship and Immigration Canada)
- Only open to permanent residents, Live-in Caregivers and convention refugees.
- Free program run by Fleming College during the school year (5 days/week, 3 hours/day).
- Free childcare provided and transportation assistance are provided
- Home Study may be available for people who cannot attend regular LINC classes and who have access to a telephone and computer or CD player

The ESL program (English as a Second Language)

Clients must be referred by the New Canadians Centre Peterborough before going to class. Contact the Settlement Services Coordinator to schedule an appointment

- Only open to naturalized Canadian citizens, refugee claimants and work permit holders.
- Free program run by Fleming College during the school year (5 days/week, 3 hours/day).

The English Conversation Circle

This is an informal class held at the New Canadians Centre Peterborough and led by a trained NCCP volunteer.

- Open to everyone interested in learning English, at any level, and of any immigration status
- Free, drop-in class – come when you can
- Currently, English Conversation takes place on Thursdays from 5:30 – 7:30 in the NCCP Board room.
Call for up to date information.

The ITCH

Another free English conversation circle run by Trent Valley International Coffee House.

- Open to everyone interested in learning English, at any level, and of any immigration status
- Currently held on Friday nights from 7:00-9:00 at the Whistle Stop Café at 141 Charlotte St
- Clients who are interested in attending should register by emailing ITCH.Peterborough@hotmail.com.

Trent University - Peterborough Campus (www.trentu.ca/admin/tip/esl) (\$)

1600 West Bank Drive
Peterborough, ON K9J 7B8
Phone: (705) 748-1805

The ESL program at Trent University (\$)

A for-fee program primarily attended by Trent International students.

- Fees are high and there are no discounted fees for Canadian Citizens
- The placement test included in tuition, or you can pay \$110 for a placement test to determine whether or not to enroll in the program.
- Students can also audit any Trent University courses for free while enrolled in the ESL program
- For next testing date or more information, visit the website www.trentu.ca/admin/tip/esl/

*"To have another language is
to possess a second soul."*

- Charlemagne

Fleming College - Sutherland Campus (*) (\$) **International Student Office**

599 Brealey Drive
Peterborough, ON K9J 7B1
Phone: (705) 749-5530 ext.1242 or 1262
Fax: (705) 749-5540
Email: international@fleming.on.ca

ESL and English classes at Fleming College (\$)

Fleming college sometimes runs weekly or online for-fee classes through the Continuing Education program (this is different from the full time ESL program)

- Classes change every semester and are not always offered
- Classes are available at the two Peterborough campuses, the Cobourg or Lindsay campus, or online (Ontario Learn)
- May be other English or communication classes of interest to newcomers
- Check the schedule at www.flemingc.on.ca to see what classes are available

ONLINE ESL CLASSES

If you want to take an ESL course online you must find a person who is willing to be your English tutor (tutors can be arranged through the New Canadians Centre Peterborough).

Independent Learning Centre (www.ilc.org) (\$)

P.O. Box 200, Station Q
Toronto, ON M4T 2T1
Phone: (416) 484-2704

Virtual Learning Centre (www.virtuallearning.ca) (\$)

230 Angeline Street South
Lindsay, ON K9V 4R2
Phone: (705) 328-2925
Fax: (705) 878-8891
Email: vladmin@tldsb.on.ca

REMEMBER!

Visit the closest library and find out if they have any ESL material. See a list of the County's libraries in the Regional Information section of the guide.

ADULT LITERACY

Literacy training is not an ESL program! It is designed for people who:

- Have learned to speak English but have difficulty reading or writing
- Have not completed high school
- Want to prepare for continuing their education or employment
- Want to develop or strengthen any of the following essential skills: reading text, document use, numeracy, writing, oral communication, working with others, thinking skills, computer use and continuous learning

Fleming College - Sutherland Campus (*)

599 Brealey Drive
 Peterborough, ON K9J 7B1
 Phone: (705) 749-5530 ext. 1263
 Fax: (705) 749-5540
 Email: jaaustin@flemingc.on.ca

**Kawartha Pine Ridge District School Board (KPRDSB)
 At Fleming McRae Campus**

555 Bonaccord Street
 P.O. Box 4350
 Peterborough, ON K9J 7B1
 Phone: (705) 745-4523

Trent Valley Literacy Association (*)

139 Douro Street
 Peterborough, ON K9H 1H5
 Phone: (705) 749-0777
 Fax: (705) 749-0084
 Email: phartung@trentvalleyliteracy.ca

Peterborough Native Learning Program (*)

360 George Street North, Unit 15
 Peterborough, ON K9H 7E7
 Phone: (705) 741-0798
 Fax: (705) 740-7262

Lovesick Lake Native Learning Program (*)

15 Charlotte Street
 PO Box 1609
 Lakefield, ON K0L 2H0
 Phone: (705) 652-9673
 Fax: (705) 652-9673
 Email: lovesickoffice@nexicom.net

TEACH Centre (Outreach Community Organization)

5 George Street West
 Havelock, ON K0L 1Z0
 Phone: (705) 778-7873
 Fax: (705) 778-1069
 Email: teachcentre@persona.ca

ACADEMIC UPGRADING

You should consider Academic Upgrading as a way to build on or acquire knowledge from a particular subject and new skills. This program will prepare you:

- To go to college
- To undertake an apprenticeship
- To get a job where you need to review knowledge from a specific subject
- To write a High School Equivalency Test (ACE)

Fleming College - Sutherland Campus (*)

599 Brealey Drive
 Peterborough, ON K9J 7B1
 Phone: (705) 749-5530 ext. 1541
 Fax: (705) 749-5540

**Kawartha Pine Ridge District School Board (KPRDSB)
At Fleming McRae Campus**

555 Bonaccord Street
P.O. Box 4350
Peterborough, ON K9J 7B1
Phone: (705) 745-4523

TEACH Centre

5 George Street West
Havelock, ON K0L 1Z0
Phone: (705) 778-7873
Fax: (705) 778-1069
Email: teachcentre@persona.ca

DID YOU KNOW?

If you are an adult and have not completed High School, there are three ways of getting a High School Diploma or equivalency:

- Writing a GED (General Education Development) test. For information, visit the Independent Learning Centre's website: www.ilc.org
- Completing the required credits (every course you pass) for your Ontario Secondary School Diploma (OSSD)
- ACE: Academic Career Entrance Certificate

ADULT CONTINUING EDUCATION PROGRAM

This is a program for adults who want to gain new skills or improve their existing skills. You can take individual courses or get a full certificate.

Trillium College - Peterborough Campus (\$) (*)

1135 Lansdowne Street West, Suite 201A
Peterborough, ON K9J 7M2
Phone: (705) 742-5565
Fax: (705) 742-1160

Fleming College - Sutherland Campus (\$) (*)

599 Brealey Drive
Peterborough, ON K9J 7B1
Phone: (705) 749-5530 ext. 1541
Fax: (705) 749-5540

Community Training and Development Centre (\$) (\$)

681 Monaghan Road
Peterborough, ON K9J 5J5
Phone: (705) 742-7277
Fax: (705) 749-3450

- All quality programs at affordable prices
- Computer training
- Full-time studies such as education assistant, security officer and personal support worker
- Part-time and general interest studies
- Business/career training

Virtual Learning Centre (www.virtuallearning.ca) (\$) (\$)

230 Angeline Street South
Lindsay, ON K9V 4R2
Phone: (705) 328-2925
Fax: (705) 878-8891
Email: vladmin@tldsb.on.ca
- Online courses

HELPFUL ADVICE

Sometimes, employers only recognize specific programs for the jobs they offer. If the goal of continuing your education is to get a job, it is better to ask the employer if they will recognize the program you are considering before you enroll in the program.

Employment



SERVICE CANADA

Service Canada is the government agency in charge of delivering federal programs and benefits and of issuing important documents. Service Canada runs the Employment Insurance Program (EI) and issues Social Insurance Numbers (SIN).

Peterborough Office (*)

185 King Street
Peterborough, ON K9J 2R8
Phone: (705) 750-4500 or 1-800-622-6232
TTY: 1-800-529-3742
Fax: (705) 750-4520

WHAT IS EMPLOYMENT INSURANCE (EI)?

- EI is a benefit for people who are laid off from their job.
- This benefit is temporary financial help until you find another job.
- You need a "**Record of Employment (ROE)**" to apply for EI. Make sure your employer gives you a ROE if you are laid off.
- To apply you have to go to your local Service Canada Office or go to www.servicecanada.gc.ca.

SOCIAL INSURANCE NUMBER (SIN)

- It is a 9 digit number that helps the government to know who is paying taxes, who is earning money and who uses government services.
- It is illegal to work in Canada without a SIN card!
- You will need a SIN card to open a bank account and to get a tax credit.
- Your children do not need a SIN card until they are of working age, usually 15 or 16 years of age.

APPLYING FOR A SIN CARD

- Go to a Service Canada Office to get an application or get one online: www.servicecanada.gc.ca.
- Once you have completed the form you can bring it to your local Service Canada Office or send it by mail.
- Check the documents you need before submitting your application.

In-Person:

Service Canada Office (*)

185 King Street
Peterborough, ON K9J 2R8

By Mail:

Social Insurance Registration

P.O. Box 7000
Bathurst, New Brunswick E2A 4T1

DON'T GIVE YOUR SIN NUMBER TO JUST ANYONE!

- Your SIN card has lots of personal information about you. Keep it private and in a safe place.
- Only authorized government agencies, non-profit organizations and employers will ask for your SIN number.
- Do not give it to an employer before they hire you.
- Do not write your SIN number on a resume.
- If you lose your SIN card, call 1-800-206-7218 ext. 3 or go to your closest Service Canada Office!

ONTARIO WORKS (OW)

(For more information about Ontario Works see the Financial Assistance section of the guide.)

OW is a provincial program that provides income and employment assistance to people who are in temporary financial need (unable to meet the basic needs of their family). Ontario Works has four different divisions: Housing, Employment, Children, and Financial Services. In order to access this program you must be:

- A resident of Ontario
- In immediate financial need
- A participant in employment assistance activities, workshops and training

Peterborough City and County Social Services/Ontario Works (*)

178 Charlotte Street

Peterborough, ON K9J 2T8

Phone: (705) 748-8830 (general questions) or (705) 742-1105 (employment services)

Email: socialservices@peterborough.ca

JOB SEARCH

Many organizations exist to help you in your job search. For example, services are available to help you decide what type of work you want to do, to help you with your resume and cover letter, to teach you how to conduct a job search and to help prepare you for an interview.

Many organizations (such as those listed in this guide) provide services free or for a small fee. Other organizations may charge you for their services; for example, anywhere from \$100 to \$1000 for a resume. A resume that costs you money is not necessarily better than one you get for free. It's not a question of quality; it's a question of funding. Places that charge for resumes are private companies looking to make a profit. Places that offer free resumes are usually non-profit agencies funded by the government.

HEALTH AND SAFETY REGULATIONS AT THE WORKPLACE**Employers MUST:**

- Provide a safe and healthy workplace
- Train on potential hazards and ensure employees have the required certification
- Correct unsafe acts and conditions
- Ensure personal protective equipment is available and being used
- Report and investigate all accidents and incidents

Employees MUST:

- Know and comply with all regulations
- Protect yourself
- Report unsafe acts and conditions
- Use protective equipment
- Report any incident, accident or illness to employer

EMPLOYMENT STANDARDS

Learn about your rights as an employee. Read about the Employment Standards Act (EAS) at www.labour.gov.on.ca/english/es/index.html.

Ministry of Labour

Phone: (416) 326-7160 or 1-800-531-5551

TTY: 1-866-567-8893

EMPLOYMENT RESOURCE CENTRES

Employment Resource Centres offer different services. Not all organizations offer the same services or have the same eligibility, so visit their offices or look at their websites to get the full list of available services.

Types of services offered include:

- Employment counselling
- Training and retraining programs
- Information on Employment Insurance claims
- Help writing resumes and cover letters
- Assistance with interview and job search skills
- Access to online and on sight job postings (Job Banks)
- Computer, photocopier, phone and fax services
- Resource rooms featuring extensive job-related books and information

EMPLOYMENT SERVICES

The New Canadians Centre is pleased to offer employment services for New Canadians in the Peterborough area. We offer résumé and cover letter writing advice, employment workshops and job search assistance, accreditation assistance for foreign-trained professionals, volunteer placement opportunities, employee rights instruction, and immigration advice as it pertains to employment in Canada.

For employment services, please contact:

Michael VanDerHerberg
 New Canadians Centre Peterborough
 205 Sherbrooke Street, Unit D
 Peterborough ON K9J 2N2
 Phone: (705) 743-0882
 Email: michael@nccpeterborough.ca

Employment services are available at the Peterborough and Cobourg office. If you are unable to arrange transportation to meet at either of those locations, please contact the employment counsellor to arrange itinerant services.

Peterborough Employment Resource Centre (*)

178 Charlotte Street

P.O. Box 4138

Peterborough, ON K9J 2T8

Phone: (705) 748-8830 ext.3310

Email: perc@percresources.ca

- Outreach program to the Township of Douro-Dummer. For more information visit: www.dourodummer.on.ca**Employment Planning and Counselling Peterborough (www.jobspeterborough.ca)**

138 Simcoe Street

Peterborough, ON K9H 2H5

Phone: (705) 748-9110

Fax: (705) 876-0887

Email: epc@jobspeterborough.ca**Human Resources and Skills Development Canada (www.hrdc-drhc.gc.ca/kawartha) (*)****Service Canada**

185 King Street, Suite 300

Peterborough, ON K9J 2R8

Phone: (705) 750-4500

Watton Employment Services (www.watton.ca) (*)

351 Charlotte Street, Suite 201

Peterborough, ON K9J 2W1

Phone: (705) 740-0133

Email: greg@watton.ca**TEACH Centre**

5 George Street West

Havelock, ON K0L 1Z0

Phone: (705) 778-7873

Fax: (705) 778-1069

Email: teachcentre@persona.ca**Curve Lake Employment Resource Centre (*)**

1024 Mississauga Street, Unit 112

Curve Lake, ON K0L 1R0

Phone: (705) 657-9455

Monday, Wednesday and Thursday: 12:00 p.m. to 8:00 p.m. (Closed: 5:00 p.m. to 6:00 p.m.)

Tuesday: 1:00 p.m. to 4:30 p.m.

Friday: 10:00 a.m. to 4:00 p.m. (Closed: 12:00 p.m. to 1:00 p.m.)

Northern Lights Canada (www.northernlightscanada.ca)

360 George Street North, Unit 18

Peterborough, ON K9H 7E7

Phone: (705) 740-9014

Fax: (705) 740-9419

Email: meggleton@northernlightscanada.ca**USEFUL WEBSITES!**

- For a listing of jobs available across Canada visit: www.jobbank.gc.ca.
- Labour Market Information: www.labourmarketinformation.ca
- For useful information about training opportunities, jobs available, government assistance, opportunities for entrepreneurs and more resources available in Ontario visit: www.ontario.ca/employmentontario.

SCAMS AND FRAUDS

Typical work-at-home scams promise \$500 a week or more for simple tasks such as assembling products or stuffing envelopes. If you are not sure whether a job advertisement is valid or not, talk to an employment counsellor **before** you reply to the advertisement.

Although most job advertisements are valid, be careful to watch out for advertisements that promise quick, easy money - no experience required; they may be a scam intended to get your money.

If something sounds too good to be true, it probably is!

JOB CONNECT PROGRAM

Job Connect is an Ontario Government program that offers walk-in community resource centres open to everyone, summer job services for students and employment planning and job development services for people out of school, unemployed and not receiving Employment Insurance Benefits. Job Connect is offered at the following organizations:

The Opportunity Centre (www.opportunitycentre.ca)

7 Albert Street
P.O. Box 220
Lakefield, ON K0L 2H0
Phone: (705) 652-7029
Fax: (705) 652-0239
Email: info@opportunitycentre.ca

Fleming College - Job Connect (www.jobconnectfleming.ca) (*)

555 Bonaccord Street, Room 102
Peterborough, ON K9J 7B1
Phone: (705) 749-5520 ext. 2261
Email: jobconnectptbo@flemingc.on.ca

Employment Planning and Counselling Peterborough (www.jobspeterborough.ca)

138 Simcoe Street
Peterborough, ON K9H 2H5
Phone: (705) 748-9110
Email: epc@jobspeterborough.ca

EMPLOYMENT - People With Special Needs

To learn more about the government benefits and services available to people with a disability visit: www.servicecanada.gc.ca.

- Click on "**People with Disabilities.**"
- Under the section "**Other Useful Sites,**" select "**Guide to Government of Canada Services for People with Disabilities.**"

Alternatives Community Program Services (www.alternativescommunityprogramservices.ca)

Employment Supports
267 Stewart Street
Peterborough, ON K9J 3M8
Phone: (705) 742-0806
Fax: (705) 742-0943
Email: alternatives_es@yahoo.ca
Providing employment services and supports to people with barriers to employment in Peterborough City and County.

Watton Employment Services (www.watton.ca) (*)

351 Charlotte Street, Suite 201
Peterborough, ON K9J 2W1
Phone: (705) 740-0133
Email: greg@watton.ca

- Employment support for people on Ontario Disability Support Program (ODSP)
- Employment and career planning
- Career and Vocational Assessment Program
- Psychological Assessment (Diagnostic testing)
- Self-Employment Plan Development - Ontario Disability Support Program (ODSP) Sponsored

- Vocational Life Skills
- Job Trials and On-the-Job Training
- Work Adjustment Program (WAP)
- Unpaid Work Experiences (UWE)
- Job Placement Services
- Opportunities Fund

Northern Lights Canada (www.northernlightscanada.ca) (*)

360 George Street North, Unit 18
 Peterborough, ON K9H 7E7
 Phone: (705) 740-9014
 Fax: (705) 740-9419
 Email: meggleton@northernlightscanada.ca

- Employment support for people on ODSP
- Self-Employment Plan Development - ODSP Sponsored
- Vocational Life Skills

Community Living Peterborough (www.communitylivingpeterborough.ca) (*)

223 Aylmer Street
 Peterborough, ON K9J 3K3
 Phone: (705) 743-2412
 Crisis: (705) 876-1810
 Fax: (705) 743-3722
 Email: contact@communitylivingpeterborough.ca

- Arranges employment opportunities for people with an intellectual disability
- Vocational employment training, employment support, vocational assessment and skills training

Canadian Mental Health Association - Peterborough (www.peterborough.cmha.on.ca) (*)

466 George Street North
 Peterborough, ON K9H 3R7
 Phone: (705) 748-6711
 Fax: (705) 748-2577
 Email: info@peterborough.cmha.on.ca

- Provides guidance to those living with a serious mental illness to identify, develop and achieve their employment and education potential

Canadian Hearing Society (*) (+)

315 Reid Street
 Peterborough, ON K9J 3R2
 Phone: (705) 743-1573
 TTY: (705) 743-1621

- Career planning
- Employment literacy
- Assistance in completing forms, writing resumes and preparing for a job interview
- Employment counselling
- Job placement
- Referral and information services

CNIB - Canadian National Institute for the Blind (www.cnib.ca) (*)

159 King Street, Suite 300
 Peterborough, ON K9J 2R8
 Phone: (705) 745-6918

- Offers free employment counselling to persons of low vision throughout Peterborough and Northumberland County
- Provides vocational assessments, helps individuals explore career interests, develop employment plans, market to potential employers and investigate job opportunities and accommodations
- Helps clients learn how to use adaptive workplace technologies

**Ministry of Community and Social Services Ontario Disability Support Program
Income and Employment Supports** (www.mcsc.gov.on.ca) (*)

360 George Street North, 2nd Floor

Peterborough, ON K9H 7E7

Phone: (705) 742-9292 or 1-800-663-8560

TTY: (705) 742-7507

- Provides income and employment support for people with a severe physical or mental impairment
- For more information on eligibility criteria and benefits of the program visit their website!

CONSIDER VOLUNTEERING...

- To make new friends
- To practice your English
- To gain Canadian work experience
- To learn more about Canadian Culture

Visit: www.fourinfo.com and click on “*Search for Volunteer Opportunities*” to get more information.

APPRENTICESHIP

An apprentice earns money while learning a skilled trade. Apprenticeships are available in many trades such as hairstyling, welding, carpentry, baking and brick laying. An apprentice receives on-the-job training with a qualified employer for most of their apprenticeship, but will also spend approximately 10% of their time in classroom training.

To become an apprentice, you must first find an employer who is willing to train you. You or your employer must then contact the closest apprenticeship office where a training consultant will assess your employer's ability to train you. If the assessment is satisfactory, an agreement will be signed which registers you as an apprentice. Be aware that there are fees for some services.

For more information and for a complete list of qualifying trades, speak to an employment counsellor or contact:

Ministry of Training, Colleges and Universities (*)

Apprenticeship Office

300 Water Street, 1st Floor

Peterborough, ON K9J 3C7

Phone: (705) 745-1918 or 1-877-433-6555

Fax: (705) 745-1926

SKILLS DEVELOPMENT

If you are receiving EI and you feel the only way you will be able to find employment is by developing skills through training, you may qualify for financial assistance to help pay for your training.

- Visit the closest Service Canada office to get more information or go to www.servicecanada.gc.ca.

INTERNATIONALLY - TRAINED PROFESSIONALS

Professional accreditation is the process of getting your non-Canadian education/work experience assessed to determine its Canadian equivalent. Accreditation can be a long and difficult process. However, there are many useful resources available to help you get there.

Why is it important to get your credentials assessed?

- People who work in a regulated field (such as doctors, accountants, teachers, hairstylists, etc.) must get accredited to be legally allowed to work in Canada in their profession (they may, however, be able to work in a related field or under supervision without going through the accreditation process).
- In addition, some colleges and universities require students to submit documents for evaluation, especially if they want to be given credit for courses they have already taken.
- Finally, if you want to know yourself what your education or work experience is equal to in Canada, you can voluntarily get your credentials assessed through an accreditation service (See listings below).

Professional Licenses

In order to get a professional license you must be assessed by the national and/or provincial regulatory body that governs that profession (the process is different for each profession). For example, accreditation for nurses is done through the College of Nurses of Ontario, while accreditation for engineers is done through the Professional Engineers of Ontario.

Educational Assessments

For this type of assessment the accreditation services are provided directly by the college/university or by an assessment service. Since courses and requirements vary between colleges/universities, assessments are only valid at the college or university where they were obtained.

General Accreditation

This type of accreditation may or may not be recognized by a regulatory body or educational institution. It is done through an accreditation service.

Useful Resources

New Canadians Centre Peterborough (www.nccpeterborough.ca)

205 Sherbrooke Street
Peterborough, ON K9J 2N2
Phone: (705) 743-0882
Fax: (705) 743-6219
Email: info@nccpeterborough.ca

- Free, one-on-one counselling to help you with every step of the accreditation process, including:
 - Supplying information on your occupation
 - Determining whether or not you would benefit from accreditation
 - Discussing possible challenges and devising appropriate strategies
 - Understanding the accreditation process
 - Assisting with application forms
 - Talking to regulatory bodies on your behalf
- To schedule an appointment, call the employment counsellor at (705) 743-0882.
- If you live outside of Peterborough and cannot come into the centre, a counsellor will arrange to meet with you in the town closest to where you live.

Foreign Credentials Referral Office (www.credentials.gc.ca)

Phone: 1-888-854-1805
TTY: 1-800-926-9105

- Provides information and referrals to help you prepare for work, based on where you live in Canada.
- The website includes an online tool that will help you identify the name of your occupation in Canada and provide you with a detailed labour market information report (containing job duties, skill requirements, wage rates, etc.) for a chosen location in Canada.

For accreditation information on related jobs not requiring certification, common job titles and typical employers, visit the Settlement.org website at www.settlement.org/site/EM/apt/occupations.asp.

For information in French, Arabic, Chinese and Russian for the following professions: doctor, engineer, medical laboratory technologist, medical radiology technologist, nurse, occupational therapist, pharmacist, physiotherapist, respiratory therapist, visit the website www.cfeep2p.com.

Accreditation Services

WES-World Educational Services (www.wes.org/ca/)

45 Charles Street East, Suite 700

Toronto, ON M4Y 1S2

Phone: (416) 972-0070 or 1-866-343-0070

Email: canada@wes.ca

- Provides assessments to use with employment, immigration, apprenticeships, higher education or licensing.
- Check the accreditation requirements for your profession or program before applying for a WES evaluation - only some regulatory bodies accept WES evaluations.

University of Toronto Comparative Education Service (www.adm.utoronto.ca/ces)

315 Bloor Street West

Toronto, ON M5S 1A3

Phone: (416) 978-2190

Email: info@utoronto.ca

- Provides assessments to use with employment or immigration.

ICAS- International Credential Assessment Service of Canada (www.icascanada.ca)

100 Stone Road West, Suite 303

Guelph, ON N1G 5L3

Phone: (519) 763-7282 or 1-800-321-6021

Email: info@icascanada.ca

- Provides assessments for employment or educational purposes.

SKILLS DEVELOPMENT

If you are receiving Employment Insurance (EI) and you feel the only way you will be able to find employment is by developing some skills through training, you may be eligible for financial assistance to help pay for your training.

- Visit the closest Service Canada office to get more information or go to www.servicecanada.gc.ca.

SELF-EMPLOYMENT

Many newcomers to Canada have become successful entrepreneurs. It's important to plan carefully before starting your own business. With careful planning, your business is much more likely to succeed. Fortunately, there are many organizations offering free services that can help you with the planning process and beyond.

BEFORE YOU BUY...

Although buying an established business can be a great way of getting into business for yourself, *never* buy a business - even from a friend or family member - before you examine the business and its financial situation carefully. Many organizations, such as those listed below, offer free business consultations that can help you do just that.

The Peterborough Community Futures Development Corporation (www.cdc.on.ca)

351 Charlotte Street

Peterborough, ON K9J 2W1

Phone: (705) 745-5434

Email: comdev@cdc.on.ca

- Business counselling and help developing a detailed business plan
- Guidance on forms and documents to start up a business
- Internet and computer access for business research and planning

Business Advisory Centre (www.gpaedc.on.ca) (*)

210 Wolfe Street

Peterborough, ON K9J 2K9

Phone: (705) 743-0777 ext. 225

Email: bac@gpaedc.on.ca

- Business start-up information packages
- Business resource library (suppliers, sales and marketing, business plans and more)
- Business consultations
- Seminar for new and existing businesses
- FREE legal, accounting and financial advice from local industry professional
- FREE internet access and computer workstation

COIN - Community Opportunity and Innovation Network (www.coin-ced.org)

Head Office: 251 Charlotte Street

Peterborough, ON K9J 1H5

139 Douro Street

Peterborough, ON K9H 1H5

Phone: (705) 743-0238

Fax: (705) 741-6070

Email: info@coin-ced.org

- Help for people to start up a business in the county of Peterborough
- Training and skills development for people facing barriers to employment (lack of experience, lack of education, intellectual or physical disabilities)
- Self-employment program for people on ODSP

Network for Women Entrepreneurs (www.cobsc.org/nwe)

Phone: 1-888-576-4444

Email: new-rfe@cbsc.ic.gc.ca

- Information provided at no charge, in English or French, Monday to Friday 8:30a.m. to 6:00p.m.
- Networking events and promotions activities in all areas of the province
- Website containing information on entrepreneurship and upcoming events

Watton Employment Services (www.watton.ca) (*)

351 Charlotte Street, Suite 201

Peterborough, ON K9J 2W1

Phone: (705) 740-0133

Email: greg@watton.ca

- Self-employment program for people on ODSP

STAFFING AGENCIES

Staffing agencies (also called placement, temporary or employment agencies) help other companies find qualified employees to fill their temporary, permanent and contract positions. One staffing agency may be different from another; for example, one agency may have office positions to fill and require you to apply online, while another agency may have construction positions to fill and require you to apply in person. Others may require you to undergo screening or testing.

Staffing agencies can be a good way for you to gain experience and make contacts; however, before you choose a temporary agency, make sure you check their websites or visit them in person so you know exactly what they are looking for and what you should expect from them - you should not be charged any fees or have any non-governmental deductions taken from your paycheque!

Manpower Temporary Services (www.ca.manpower.com)

131 Simcoe Street

Peterborough, ON K9H 0A3

Phone: (705) 743-5871

- Mostly offers industrial and some office positions
- To find out more visit the agency with resume or visit their website

Level A (www.levela.net)

277 George Street North

Peterborough, ON K9J 3G9

Phone: (705) 749-1919

- Jobs in administration, financial, technical and management positions
- If interested you must register online and mail them your resume
- You must have strong computer skills

Global Human Resource Centre

159 King Street, Unit 103

Peterborough, ON K9J 2R8

Phone: (705) 745-6858

Fax: (705) 755-0388

- Offers mostly industrial and some office administration positions
- To register, you have to go in person and fill out an application

The Staffing Connection (www.thestaffingconnection.ca)

184 Charlotte Street, Suite 205

Peterborough, ON K9J 2T8

Phone: (705) 741-5286

Fax: (705) 741-0713

- Deals with all areas of work
- To register, fax resume and cover letter
- Agency will follow-up at a later date

Labour Ready (www.labourready.com)

306 George Street North

Peterborough, ON K9J 3H2

Phone: (705) 760-9111

- Employment in the general labourer and industrial fields
- Register with a resume

Qualified Personnel Solutions (www.qpscanada.com)

9 James Street East,
Cobourg, ON K9A 1G8
Phone: (905) 373-4400
Fax: (905) 373-4401
Email: resumes@qpscanada.com

Qualified Personnel Solutions Peterborough (www.qpscanada.com)

311 George Street,
Peterborough ON K9J 3H3
Phone: (705) 745-8873
Fax: (705) 745-8684

- Deals in areas of industrial, accounting, administrative and clerical positions
- To register please fax, email and/or drop off resume in person
- Agency will follow-up with a phone call at a later date to set up an interview

Financial Assistance



CHILD TAX BENEFIT

This benefit is a monthly payment free of taxes made by the Federal government to eligible families to help with the cost of raising children (under 18 years of age). For information on how to register, contact the Service Canada Office at (705) 750-4500 or 1-800-622-6232.

Housing Resource Centre - Utility Trust (www.ccrcc-ptbo.com)

229 King Street
Peterborough, ON K9J 2R8
Phone: (705) 743-9122 or 1-800-274-1611
Fax (705) 742-3015
Monday to Friday: 9:00 a.m. to 4:30 p.m. (Closed: 12:30 p.m. to 1:30 p.m.)
- Referrals and assistance in obtaining emergency assistance
- Assistance to people who are under the threat of utility disconnects
(Payments are made directly to the utility company)

Peterborough City and County Social Services/Ontario Works

178 Charlotte Street
Peterborough, ON K9J 2T8
Phone: (705) 748-8830 ext. 2

How to Apply for Social Assistance Under Ontario Works

1) Get the following information about yourself, your spouse and any children before calling.

- Birth certificate
- Social insurance number
- Health card number
- Immigration number and date of landing
- Full address, postal code and telephone number
- Cost of rent or mortgage
- Landlord's name and address
- Cost of utilities (gas, hydro [electricity], water)
- Bank account information
- Address and employment history for the past 12 months
- All money you receive (wages, pensions, child tax credit, etc.)
- Life insurance details
- List of assets (house, car or any other investment)
- Marriage/divorce certificates
- School verifications
- Current resume, grade 12 diploma
- Void cheque or direct debit form

2) In-person application interview.

After the 20-30 minute interview by phone you will be asked to go to the Community and Social Services Office to verify your eligibility. If you are eligible you could get a monthly income support to cover basic needs and shelter.

DID YOU KNOW...

Which benefits you are entitled to if eligible for Income Support under the Ontario Works act?

- Basic drug coverage
- One eye examination every 24 months
- Dental and vision care for children
- Diabetic and surgical supplies
- Medical transportation
- Special diet
- Pregnancy item
- Employment related expenses

You may be eligible for further discretionary benefits! For more information contact Peterborough Social Services at (705) 748-8830 ext. 2.

**Ministry of Community and Social Services Ontario Disability Support Program
Income and Employment Supports** (www.mcsc.gov.on.ca) (*)

360 George Street North, 2nd Floor
Peterborough, ON K9H 7E7
Phone: (705) 742-9292 or 1-800-663-8560
TTY: (705) 742-7507

- Provides income and employment support for people with a severe physical or mental impairment
- For more information on eligibility criteria and benefits of the program visit their website

Credit Counselling Service (www.ccrcc-ptbo.com) (*)

351 Charlotte Street, Suite 203
Peterborough, ON K9J 2W1
Phone: (705) 742-1351
Email: ccspeterborough@trytel.net

- Money management workshops
- Credit counselling
- Mediation with creditors
- These services are also available in Apsley and Havelock (call to make an appointment)

Havelock Community Socio- Economic Help Centre (*)

13 Quebec Street North (Havelock Library)
Havelock, ON K0L 1Z0
Phone: (705) 778-2034
Email: ajackson@city.peterborough.on.ca

- Monday: 10:00 a.m. to 2:00 p.m.
- Thursday: 1:00 p.m. to 7:00 p.m.
- Information about and referrals to social services, housing, health care, employment and training, and childcare in Havelock

DO YOU NEED FINANCIAL ASSISTANCE TO PAY FOR CHILDCARE?

If you are receiving assistance from Ontario Works you can access the Ontario Works Child Care Funding. Contact **Peterborough Social Services Children's Services Division** located at 127 Aylmer Street South or phone (705) 742-0309.

Food Banks



In any of the following locations, food (generally canned or packaged foods) is available free of charge to those in need. To find the closest source of emergency food in the County of Peterborough, call *Kawartha Food Share* at (705) 745-5377 (open Monday, Wednesday and Friday).

Good Neighbours Care Centre

164 Sherbrooke Street
Peterborough, ON K9J 2N3
Phone: (705) 742-9800
Monday, Wednesday and Friday: 10:00 a.m. to 2:00 p.m.

Peterborough Food Bank

263 Simcoe Street
Peterborough, ON K9H 2J2
Phone: (705) 749-0918
Monday, Wednesday and Friday: 10:00 a.m. to 2:00 p.m.

Havelock Food Bank

Havelock Town Hall
12 Oak Street,
Havelock, ON K0L 1Z0
Crisis Phone: (705) 778-1204
November to April: Second and fourth Wednesday of each month from 11:00 a.m. to 1:00 p.m.
May to October: Third Wednesday of the month from 11:00 a.m. to 1:00 p.m.

Lakefield Food Bank

St. John's Anglican Church (Corner of Queen and Regent)
Phone: (705) 652-8302
Tuesday: 9:00 a.m. to 12:00 p.m.

Millbrook Food Share

1 Dufferin Street (Old Millbrook School)
Phone: (705) 932-7066
Second, third and fourth Tuesday of the month: 3:00 p.m. to 5:00 p.m.

Norwood Food Bank

Norwood Town Hall
2357 County Road #45
Call: Roger Millar at (705) 639-5846
Second, fourth and fifth (when applicable) Thursday of every month: 10:00 a.m. to 1:00 p.m.

North Kawartha Food Bank Inc.

175 Burleigh Street
Apsley, ON K0L 1A0
Phone: (705) 656-1748
Tuesday and Friday: 10:00 a.m. to 12:00 p.m.

FOOD FOR KIDS

In most schools within the area, there are breakfast clubs for students who request it.

For more information about the *Food For Kids* program talk to your child's teacher or principal.

Community Gardens/Food Action Program at YWCA

Phone: (705) 743-3526

- Grow your own vegetables in any of the several community gardens located around the city of Peterborough

Collective Kitchens

Peterborough Health Unit: (705) 743-1000 ext. 250

- Meet twice a month: once to plan and once to cook 3 to 5 take-home meals
- Call for more information on the times and locations of these kitchens

Gleaning (Vegetable and Fruit Picking)

Gleaning Info Line: (705) 749-9977

- Catch a bus to a farm to pick free fruits and vegetables
- Gleaning trips are usually organized on short notice. Call for more information!

Fresh Produce Box - Salvation Army (www.ptbotemple.com)

219 Simcoe Street

Peterborough, ON

Phone: (705) 742-4391

- Pay \$6 or \$10 to the Salvation Army at the beginning of the month and on the third Wednesday you will get a small or large box of fruits and vegetables.

YWCA - Just Food Initiatives

Phone: (705) 743-3526

- Staples food box (canned, packaged groceries, some fruits and vegetables) and fresh produce box (fresh fruit, vegetables and an herb) at affordable prices!

DID YOU KNOW?

If you are on Ontario Works and are pregnant, nursing or have a medical condition that requires a special diet, you may be eligible for a *"Special Diet Allowance."* For more information call *Peterborough Social Services/Ontario Works* at (705) 748-8830 ext. 2.

Human Rights



(See also the Legal Aid Section of the Guide).

The Ontario Human Rights Code is the piece of legislation that protects people against discrimination (unfair treatment) based on:

- Age
- Colour
- Ability
- Ancestry
- Race
- Marital status
- Family status
- Origin
- Record of offences (criminal record)
- Dependence on public assistance
- Religion
- Citizenship
- Ethnic origin
- Sex
- Sexual orientation

Source: www.settlement.org/FD June 2007; page 33

If you feel discriminated against, report it!

Ontario Human Rights Commission (*)

180 Dundas Street West, 7th Floor

Toronto, ON M7A 2R9

Phone: (416) 326-9511 or 1-800-387-9080

TTY: (416) 314-6526 or 1-800-308-5561

Fax: (416) 326-9520

Email: info@chrc.on.ca

- In charge of enforcing and administering the Ontario Human Rights Code

- Investigates and assesses human rights complaints

Community Race Relations Committee of Peterborough (*)

205 Sherbrooke Street, Unit D

Peterborough, ON K9J 2N2

Phone: (705) 742-9658

Fax: (705) 743-6219

Email: crrc-p@cogeco.net

- Assisting people or groups on matters related to racial intolerance or racial disadvantage



Peterborough Community Legal Centre

150 King Street, 4th Floor
Peterborough, ON K9J 2R9
Email: reesm@lao.on.ca
Phone: (705) 749-9355
Fax: (705) 749-9360

- This centre provides legal advice, public legal education, referral to community agencies and legal representation (only for financially eligible residents) in the following areas of law:

- Landlord and Tenant Law
- Ontario Disability Support Program
- Ontario Works
- Canada Pension Plan
- Employment Insurance
- Ontario Human Rights Code

Legal Aid Ontario (www.legalaid.on.ca)

364 Water Street
Peterborough, ON K9H 3L6
Phone: (705) 743-5430 ext. 23
Fax: (705) 743-1150

- Serving individuals who need a lawyer but cannot afford to hire one

Visit: www.settlement.org to learn more about the Residential Tenancy Act!

Ontario Rental Housing Tribunal (www.orht.gov.on.ca) (*)

300 Water Street
Peterborough, ON K9J 8M5
Phone: 1-888-332-3234
Fax: 1-888-377-8808

- Assistance with landlord-tenant disputes about issues covered in the Tenant Protection Act

PCAP - Peterborough Coalition Against Poverty (<http://pcap.revolt.org>)

393 Water Street, Unit 17
Peterborough, ON K9H 3L7
(705) 749-9694
Email: pcap@riseup.net

Monday and Friday: 1:00 p.m. to 3:00 p.m.

Tuesday and Thursday: 4:00 p.m. to 6:00 p.m.

- Advocacy and assistance to people in dealing with social services, social agencies, housing and landlord issues, police harassment, squatters rights and poor bashing

Family Law Information Centre (www.familycourtmediation.com)

Superior Court of Justice
470 Water Street
Peterborough, ON K9H 3M3
Phone: (705) 876-6915
Fax: (705) 748-4149
Email: info@familycourtmediation.com

- Information on the court process

- Information about alternative resolution options

- Referrals to community resources and support services available to you in your community

Four-Counties Family Mediation (www.familycourtmediation.com)

349-A George Street North, Suite 205
Peterborough, ON K9H 3P9
Phone: (705) 876-6915 or (705) 760-9603

ARCH: Legal Resource Centre for People with Disabilities (www.archdisabilitylaw.ca) (*)

425 Bloor Street East, Suite 110

Toronto, ON M4W 3R5

Phone: (416) 482-8255

Toll Free: 1-866-482-2724

TTY: (416) 482-1254 or 1-866-482-2728

Fax: (416) 482-2981 or 1-866-881-2723

Email: archlib@lao.on.ca

- Community legal clinic and legal information for people with disabilities

Legal Line (www.legalline.ca)

45 St. Clair Avenue West, Suite 901

Toronto, ON M4V 1K9

Phone: (416) 929-8400 (24 hours a day)

Fax: (416) 929-3651

Email: info@legalline.ca

- Free legal information on how to determine when the assistance of a lawyer is advisable

- Directs people to appropriate resources for further assistance

Lawyer Referral Service (\$)

Phone: 1-900-565-4577

- You can call this number to get the contact information of a lawyer who has experience in cases similar to yours

- You can ask for the contact information of a lawyer who can speak your first language

- Calling this number has a service charge of \$6 per referral

Refugee Law Office (*)**Toronto:**

375 University Avenue, Suite 204

Toronto, ON M5G 2J5

Phone: (416) 598-0200 or 1-800-668-8258 or

Scarborough:

1921 Eglinton Avenue East, Unit 1A

Scarborough, ON M1L 2L6

Phone: (416) 750-7172 or 1-800-668-8258

- Helps refugee claimants who already have a legal aid certificate

- Helps people who are being detained for immigration reasons

To learn more about the law, your rights and the Canadian legislation go to www.cleo.on.ca.

Community Legal Education Ontario

119 Spadina Avenue, Suite 600

Toronto, ON M5V 2L1

Phone: (416) 408-4420 (Accepts collect calls)

Fax: (416) 408-4424

Email: cleo@cleo.on.ca

Community Services for Families and Children

Peterborough City and County Social Services/Family Services Division (www.childcare.peterborough.ca)

175 Simcoe Street

Peterborough, ON K9H 2H6

Phone: (705) 748-8830

Fax: (705) 748-8858

- Financial assistance for childcare to eligible candidates
- Information about the quality and availability of childcare in Ontario
- Information about parenting
- Resources for children with special needs

OEYC/Peterborough Family Resource Centre (www.pfrc.ca) (*)

201 Antrim Street

Peterborough, ON K9H 3G5

Phone: (705) 748-9144

Fax: (705) 748-9177

Email: administrator@pfrc.ca

- Early learning and literacy programs for parents and children
- Training about pregnancy for new parents
- Parenting programs
- Information about programs and services available for children aged 0-6
- This centre has a mobile outreach program that goes to Warsaw, Ennismore, Douro, Buckhorn, Keene and Lakefield. Visit their website or call to get more information about the dates and time.

Kinark Child and Family Services (www.kinark.on.ca) (*)

380 Armour Road, Suite 275

Peterborough, ON K9H 7L7

Phone: (705) 742-3803 ext. 305 or 1-888-454-6275

Fax: (705) 743-4144

- Supports children and youth with behavioural, emotional and social problems

Kawartha-Haliburton Children's Aid Society (www.khcas.on.ca)

1100 Chemong Road

Peterborough, ON K9H 7S2

Phone: (705) 743-9751 or 1-800-661-2843

- Helps in situations of child abuse, neglect and parent-teen conflict
- Counselling for pregnancy planning, parenting and adoption

Old Millbrook School Family Centre

1 Dufferin Street

Millbrook, ON LoA 1G0

Phone: (705) 932-7088

Fax: (705) 932-4020

Email: omsfc@nexicom.net

- Services focus on education, recreation, physical and emotional development of children and their families
- Call for information on available programs

Peterborough Youth Services

459 Reid Street

Peterborough, ON K9H 4G7

Phone: (705) 743-1681

Fax: (705) 743-1994

Email: pisyouth@peterboroughyouthservices.ca

- Counselling for youth 10 to 18 years of age who are struggling with social and emotional difficulties (abuse, family breakdown, etc.)

The Rainbow Youth Coalition (www.rainbowyouth.ca) (*)

159 King Street, Suite 302

Peterborough, ON K9J 2R8

Phone: (705) 749-9110 or 1-800-361-2895

Fax: (705) 749-6310

Email: info@rainbowyouth.ca

- Service for gay, lesbian, bisexual, transgender and two-spirited youth
- Workshops to increase the inclusiveness of the community
- Provides settings and events for gay youth to meet and socialize
- Works to encourage the development of safer and inclusive spaces for gay youth

Big Brothers and Big Sisters (www.bigbrothersandsistersofptbo.com)

483 George Street South

Peterborough, ON K9J 3E6

Phone: (705) 743-6100

Fax: (705) 743-1045

- Finds adult friends (role models) for kids aged 6-16 years. Most children come from single-parent families and request a friendship with the approval of his/her parent.

City of Peterborough/Recreation Division (www.ptboyouth.com) (*)

500 George Street North

Phone: (705) 742-7777 ext. 1805

Fax: (705) 748-8824

Email: recreation@peterborough.ca

- Provides athletic and recreational opportunities and events for children and youth

Community Services for Women



If you have experienced or are experiencing emotional, sexual, psychological, financial, verbal or physical abuse by your intimate partner, look for help.

Kawartha Sexual Assault Centre (*) (+)

411 Water Street, Suite 102

Peterborough, ON K9H 3L9

Phone: (705) 748-5901 (business line)

Crisis Line: (705) 741-0260 or 1-866-298-7778 (24 hour)

Fax: (705) 741-0405

- Counselling and survivor's groups for victims of sexual assault
- Outreach services
- Accompaniment to medical and legal appointments
- Advocacy, workshops, public education and volunteer opportunities

Crossroads Women's Shelter (YWCA) (www.ywcapeterborough.org) (+)

Phone: (705) 743-4135 or (705) 743-8922

Email: info@ywcapeterborough.org

- Temporary shelter for women and their children
- Interpretative services provided for some languages
- Multi-ethnic staff
- Information about violence is available and can be ordered in different languages

Alderville First Nation Women's Shelter (*)

P.O. Box 39

Roseneath, ON K0K 2X0

Administration: (905) 352-3898

24 hour Crisis Line: (905) 352-3708 or 1-800-388-5171

- Aboriginal traditional healing techniques and conventional forms of counselling for women and children
- Counsellors available to shelter residents 24 hours a day, 7 days a week
- Comprehensive children's programming
- Advocacy, referrals and court accompaniment
- Confidential crisis intervention
- Emergency transportation
- Able to accommodate 15 women and children (maximum stay of 8 weeks)

Brock Mission - Cameron House (Women Only)

738 Chemong Road

Phone: (705) 748-4766

- Shelter for homeless women who are 16 years old or older and their children
- Luncheon programs are available 5 days a week. Call for more information!

Rural Outreach Centre

Highway 36 toward Burleigh Falls

PO Box 197

Buckhorn, ON K0L 1J0

Phone: (705) 657-2232 or 1-866-844-7622

Fax: (705) 657-3621

Email: roc@nexicom.net

- Provides shelter for people experiencing violence and abuse in their homes and for people who have lost their house due to a natural disaster

ARE YOU PREGNANT?

Pregnant women have access to a food cupboard, food voucher and nutritionist in two locations:

Peterborough Family Resource Centre (*)

201 Antrim Street
Peterborough, ON K9H 3G4
Friday: 10:00 a.m. to 2:00 p.m.

Havelock Family Centre

13 Quebec Street (below the library)
Havelock, ON K0L 1Z0
Wednesday: 10:00 a.m. to 12:00 p.m.

For more information contact the Peterborough Family Resource Centre at (705) 748-9144.

Peterborough Pregnancy and Support Services (www.mypregnancycentre.org) (*)

473 Aylmer Street
Peterborough, ON K9H 3W3
Phone: (705) 742-4015 (24 hours a day)
Email: crisispc@pipcom.com

- Free pregnancy test
- Education on pregnancy, abortion and making an adoption plan
- Referrals for medical care, prenatal classes, legal assistance and other community resources
- Ongoing support groups and assistance with formula, diapers, baby food, etc.

Women's Health Care Centre (www.prhc.on.ca/womenshealth) (*)

157 Charlotte Street
Peterborough, ON K9J 2T7
Phone: (705) 743-4132 or 1-800-419-3111

- Prenatal and breastfeeding clinic
- Counselling for sexual abuse, domestic violence and post-natal mood disorders
- Unplanned pregnancy program, body image program and services for mid-life women

Sexual Health Clinic (*)

10 Hospital Drive
Peterborough, ON K9J 8M1
Phone: (705) 748-2021
Fax: (705) 748-3865
Monday to Fridays: 8:30 a.m. to 4:30 p.m.
Closed during weekends and Statutory Holidays

Kawartha Community Midwives (<http://kawarthacommunitymidwives.com>)

190 Charlotte Street, Unit C
Peterborough, ON K9J 2T8
Phone: (705) 745-7640
Email: kawartha_midwives@bellnet.ca

- Prenatal visits (routine lab tests, urinalysis, checking your blood pressure, weight and the baby's growth, position and heart rate)
- Counselling and information regarding baby care and about taking care of yourself after the baby's birth
- Postpartum emotional support, assistance with breastfeeding, education and monitoring the well-being of you and your baby

Elizabeth Fry Society (*)

223-C Aylmer Street North
Peterborough, ON K9J 3K3
Phone: (705) 749-6809 or 1-800-820-7384
Fax: (705) 749-6818
Email: info@efrytbo.org

- Support for women in conflict with the law and their family

Community Services for People with Special Needs

Community Living Peterborough (www.communitylivingpeterborough.ca) (*)

223 Aylmer Street
Peterborough, ON K9J 3K3
Phone: (705) 743-2412
Crisis: (705) 876-1810
Fax: (705) 743-3722
Email: contact@communitylivingpeterborough.ca
- Family support, resources and information

Alternatives Community Program Services (www.alternativescommunityprograms.ca)

267 Stewart Street
Peterborough, ON K9J 3M8
Phone: (705) 742-0806
Fax: (705) 742-0943
Email: alternativesmain@yahoo.ca
Providing opportunities for learning and skill development in the areas of employment, volunteerism, recreation and community connections for people with developmental disabilities and other exceptionalities in Peterborough City and County.

Community Care Peterborough (www.commcareptbo.org)

Apsley

Burleigh Street
P.O. Box 303
Apsley, ON K0L 1A0
Phone: (705) 656-4589
Fax: (705) 656-2542
Email: apsley@commcareptbo.org

Chemung

549 Ennis Road
Ennismore, ON K0L 1T0
Phone: (705) 292-8708
Fax: (705) 292-8750
Email: chemung@commcareptbo.org

Harvey

St. Matthew's Anglican Church
P.O. Box 12
Buckhorn, ON K0L 1J0
Phone: (705) 657-2171
Fax: (705) 657-3457
Email: harvofc@commcareptbo.org

Lakefield

275 Queen Street
P.O. Box 158
Lakefield, ON K0L 2H0
Phone: (705) 652-8655
Fax: (705) 652-7332
Email: lakefield@commcareptbo.org

Millbrook

22 King Street East
 P.O. Box 257
 Millbrook, ON LoA 1G0
 Phone: (705) 932-2011
 Fax: (705) 932-4058
 Email: millofc@commcareptbo.org

Havelock

3 George Street West
 P.O. Box 86
 Havelock, ON KoL 1Z0
 Phone: (705) 778-7831
 Fax: (705) 778-7924
 Email: havelock@commcareptbo.org

Norwood

2368 County Road 45
 P.O. Box 436
 Norwood, ON KoL 2V0
 Phone: (705) 639-5631
 Fax: (705) 639-2511
 Email: norwood@commcareptbo.org

Peterborough

180 Barnardo Avenue, Room 9 and 10
 Peterborough, ON K9H 5V3
 Phone: (705) 742-7067
 TTY: (705) 742-2075
 Email: centofc@commcareptbo.org

- Help for adults and seniors with physical challenges
- Friendly visiting, health clinics
- Home maintenance and home help
- Meals on wheels program

Five Counties Children's Centre (*)

872 Dutton Road
 Peterborough, ON K9H 7G1
 Phone: (705) 748-2221 or 1-888-779-9916
 Fax: (705) 748-3526
 Email: info@fivecounties.on.ca

- Speech language therapy
- Occupational therapy
- Physiotherapy
- Therapeutic recreation
- Family services
- Augmentative communication services
- Preschool resource teachers (in Peterborough County)
- Specialized clinics/services

Canadian Hearing Society (*) (+)

315 Reid Street
 Peterborough, ON K9J 3R2
 Phone: (705) 743-1573
 TTY: (705) 743-1621

- Support and counselling with daily living activities
- Help looking for financial assistance, housing, daycare and transportation
- Case management and crisis intervention
- Hearing help classes
- Several self-help groups
- Employment services (see Employment section of the guide for more information)

Regional Information



You can go online to your municipality's website and get information about the events and activities happening in your community.

City of Peterborough: www.peterborough.ca

Township of Smith-Ennismore-Lakefield: www.smithennismorelakefield.on.ca

Township of Havelock-Belmont-Methuen: www.havelockbelmontmethuen.on.ca

Township of Kawartha North: www.northkawartha.on.ca

Township of Otonabee-South Monaghan: www.otonabeesouthmonaghan.ca

Township of Asphodel-Norwood: www.asphodelnorwood.com

Township of Cavan Monaghan: www.cavanmonaghan.net

Township of Douro-Dummer: www.township.dourodummer.on.ca

Township of Galway-Cavendish-Harvey: www.galwaycavendishharvey.ca

211 PETERBOROUGH (www.211peterborough.ca)

Call 211 or visit the website to get free information about local and government services in Peterborough.

Phone: 211 or 1-866-743-7818

TTY: 1-888-435-6086

For services outside Peterborough visit 211Ontario.ca

INFO NORTHUMBERLAND (www.fourinfo.com)

This is a community information centre that provides information about the services available in four counties: Northumberland, Haliburton, Peterborough and the City of Kawartha Lakes. The information at INFO Northumberland can help you find the following type of information:

- **Community Information Database**
 - This database contains a large amount of information for community organizations, agencies, sports and business associations.
- **Volunteer Opportunities**
 - Listing of volunteer positions available in the four counties. Information on rights, responsibilities and benefits of volunteer work.
- **Helpful Sites**
 - Thorough listing of useful resources.

TRANSPORTATION

BUYING A CAR?

There are many things you should consider before you decide to buy a car.

- Visit: www.settlement.org and click on “*Consumer Information*” and then select “*Transportation.*”

Driver Examination Centres

To get an Ontario driver’s license, you need to go to the following place to take a driver examination. For more information about getting your Driver’s License visit www.drivetest.ca.

Peterborough Driver Examination Centre

749 Erskine Avenue
Peterborough, ON K9J 7Y6
Phone: (705) 745-9066 or 1-888-570-6110
Fax: (705) 745-2615
Monday to Friday: 8:30 a.m. to 5:00 p.m.

Driver and Vehicle Licensing Offices

Once you have an Ontario Driver’s license, you can go to the closest driver and vehicle licensing office to get your plate sticker, to get a license plate or to renew your license. For more information and locations visit: www.mto.gov.on.ca.

Peterborough

175 George Street North
Peterborough, ON K9J 3G6
Phone: (705) 742-8881
Monday to Friday: 8:30 a.m. to 5:30 p.m.

Norwood

48 Colborne Street
Norwood, ON K0L 2V0
Phone: (705) 639-2007
Monday, Tuesday, Thursday and Friday: 9:00 a.m. to 4:30 p.m.
(Closed: 12:30 p.m. to 1:30 p.m.)
Wednesday: 1:30 p.m. to 4:30 p.m.
Saturday: 9:00 a.m. to 12:00 p.m.

Lakefield

133 Water Street
Lakefield, ON K0L 2H0
Phone: (705) 652-3141
Monday to Friday: 8:30 a.m. to 4:30 p.m.
Saturday: 9:00 a.m. to 12:00 p.m.

Millbrook

8 King Street East
Millbrook, ON L0A 1G0
Phone: (705) 932-2323
Monday to Friday: 10:00 a.m. to 5:00 p.m. (Closed: 1:00 p.m. to 1:30 p.m.)
Saturday: 9:30 a.m. to 12:00 p.m.

Campbellford

51 Grand Road
 P.O. Box 376
 Campbellford, ON K0L 1L0
 Phone: (705) 653-1579

PUBLIC TRANSIT**Peterborough City - Bus Terminal**

190 Simcoe Street
 Peterborough, ON K9H 2H7
 Phone: (705) 745-0525
 Email: transitoperations@peterborough.ca
 Monday to Friday: 6:15 a.m. to 9:45 p.m.
 Saturday and Sunday: 8:15 a.m. to 6:45 p.m.

Taxis

Call-a-Cab: (705) 745-2424

Capitol Taxi: (705) 742-4242

City Cab: (705) 743-9090

Village Taxi: (705) 748-8294

Village Taxi of Lakefield: (705) 652-8294

LIBRARIES

Call to ask for the hours of operation!

Peterborough Public Library (www.peterborough.library.on.ca)

345 Aylmer Street North
 Peterborough, ON K9H 3V7
 Phone: (705) 745-5382
 Fax: (705) 745-8958

De La Fosse Library

727 Park Street South
 Peterborough, ON K9J 3T3
 Phone: (705) 745-8653
 Fax: (705) 745-8958

Lakefield Public Library (www.mypubliclibrary.ca)

2 Queen Street
 P.O. Box 2200
 Lakefield, ON K0L 2H0
 Phone: (705) 652-8623
 Fax: (705) 652-8878

Ennismore Library (www.mypubliclibrary.ca)

545 Ennis Road
 Ennismore, ON K0L 1T0
 Phone: (705) 292-8022
 Fax: (705) 292-8022

CANADIAN STATUTORY HOLIDAYS**(Most Workers Will Have These Days Off)**

January 1	New Year's Day
Third Monday in February	Family Day
Friday in March or April	Good Friday
Monday before May 25	Victoria Day
July 1	Canada Day
First Monday of September	Labour Day
Second Monday of October	Thanksgiving Day
December 25	Christmas Day
December 26	Boxing Day

Some employers may give their employees the following days off, but are not required to by law:

Sunday after Good Friday	Easter Sunday
Monday after Good Friday	Easter Monday
First Monday in August	Civic Holiday
November 11	Remembrance Day

Bridgenorth Library (www.mypubliclibrary.ca)

826 Ward Street
 Bridgenorth, ON K0L 1H0
 Phone: (705) 292-5065
 Fax: (705) 292-6695

Township of Galway-Cavendish-Harvey Public Library

5 George Street
 Buckhorn, ON K0L 1J0
 Phone: (705) 657-3695
 Fax: (705) 657-3695

Havelock Library

13 Quebec Street
 P.O. Box 464
 Havelock, ON K0L 1Z0
 Phone: (705) 778-2621

Havelock Library/Cordova

55 Alfred Street
 Cordova Mines, ON L0A 1Z0
 Phone: (705) 778-2721
 Email: cordovabranch@sympatico.ca

Millbrook Library

1 Dufferin Street
 Millbrook, ON L0A 1G0
 Phone: (705) 932-2919
 Fax: (705) 932-4019

Bruce Johnston Library

2199 Davis Drive, R.R. 3
 Peterborough, ON K9J 6X4
 Phone: (705) 741-1253
 Fax: (705) 741-2287

Keene Library

3246 County Road 2
 P.O. Box 9
 Keene, ON K0L 2G0
 Phone: (705) 295-6814

Stewart Hall Library

1490 Matchett Line
 Stewart Hall, ON K9J 6Y3
 Phone: (705) 749-5642

Bailieboro Library

199 County Road 28
 Bailieboro, ON K0L 1B0
 Phone: (705) 939-6510

Asphodel - Norwood Library

2363 County Road 45
 Norwood, ON K0L 2V0
 Phone: (705) 639-2228

LOST OR STOLEN ITEMS

If you lose any of the following pieces of identification you must call and report them lost!

Health Card: 1-800-664-8988 or TTY: 1-800-387-5559

SIN Card: 1-800-206-7218 ext. 3

Passport: 1-800-567-6868

Driver's License: Go to a Driver and Vehicle License Issuing Office

Canadian Citizenship Card/Permanent Residence Card: 1-888-242-2100

Birth Certificate: (416) 325-8305 or 1-800-461-2156

POLICE DEPARTMENT (Non-Emergency Calls)**Ontario Provincial Police (OPP)**

Phone: (705) 742-0401

Fax: (705) 742-9427

(Serving the County of Peterborough except the City of Peterborough and the Village of Lakefield)

Peterborough - Lakefield Community Police Service / Main Headquarters

500 Water Street, P.O. Box 2050

Peterborough, ON K9J 7Y4

Phone: (705) 876-1122

Fax: (705) 743-1540

Lakefield Office

12 Queen Street, P.O. Box 96

Lakefield, ON K0L 2H0

Phone: (705) 652-1098

Fax: (705) 652-1098

Westwood Library

312 Centre Line
Westwood, ON KoL 3Bo
Phone: (705) 696-2744

Curve Lake Library

22 Winookedaa Road
Curve Lake, ON KoL 1Ro
Phone: (705) 657-3217

PUBLIC INTERNET ACCESS**Community Access Program (CAP) Sites**

This program provides people with affordable Internet access in different locations throughout the County of Peterborough. All libraries and the New Canadians Centre Peterborough are also CAP sites. For more information and a complete list of CAP sites visit: www.peterboroughcapnetwork.ca.

North Kawartha Lifelong Learning Centre

175 Burleigh Street
Apsley, ON KoL 1Ao
Phone: (705) 656-4958
Email: library@northkawartha.on.ca
Tuesday: 10:00 a.m. to 6:00 p.m.
Wednesday: 12:00 p.m. to 8:00 p.m.
Friday: 10:00 a.m. to 4:00 p.m.
Saturday: 10:00 a.m. to 2:00 p.m.

Cavendish Community Centre

R.R. 1
Buckhorn, ON KoL 1Jo
Phone: (705) 657-9333
Wednesday: 10:00 a.m. to 5:30 p.m.
Saturday: 10:00 a.m. to 2:00 p.m.

Norwood District High School

44 Elm Street
Norwood, ON KoL 2Vo
Phone: (705) 639-5332
Monday to Friday: 7:30 a.m. to 5:30 p.m.

Curve Lake Youth Centre

76 Chemong Street
Curve Lake, ON KoL 1Ro
Phone: (705) 657-3566
Monday to Thursday: 5:30 p.m. to 8:30 p.m.

FIREFIGHTERS (Non-Emergency Numbers)**Peterborough Fire Department**

210 Sherbrooke Street
Peterborough, ON K9J 2N3
Phone: (705) 745-3284
After Hours: (705) 745-3281
Fax: (705) 745-2460

In case of an emergency dial 911.

NEWSPAPERS***Peterborough Examiner*** (www.thepeterboroughexaminer.com)

P.O. Box 3890
 Peterborough, ON K9J 8L4
 Phone: (705) 745-4641 or 1-800-575-5454
 Fax: (705) 743-4581
 Email: news1@peterboroughexaminer.com

Peterborough This Week (www.mykawartha.com)

884 Ford Street
 Peterborough, ON, K9J 5V3
 Phone: (705) 749-3383
 Fax: (705) 749-0074

Apsley Voice (www.apsleyvoice.com)

P.O. Box 383
 Apsley, ON K0L 1A0
 Phone: (705) 656-1591
 Email: info@apsleyvoice.com

The Connection Newspaper (www.connectionnewspaper.com)

Phone: (705) 652-3422
 Email: chantal@connectionnewspaper.com

Lakefield Herald (www.lakefieldherald.com)

74 Bridge Street
 Lakefield, ON K0L 2H0
 Phone: (705) 652-6594
 Fax: (705) 652-6912
 Email: ads@lakefieldherald.com

Millbrook Times

24 King Street East
 Millbrook, ON L0A 1G0
 Phone: (705) 932-3001
 Fax: (705) 932-3377
 Email: thetimes@nexicom.net

Glossary

- ABL*: Adult Basic Literacy
- ACE*: Academic Career Entrance Certificate
- EI*: Employment Insurance
- ESL*: English as a Second Language
- GED*: General Education Development
- HKPR*: Haliburton, Kawartha, Pine Ridge Health Unit
- LINC*: Language Instruction for New Canadians
- NCC*: New Canadians Centre
- ODSP*: Ontario Disability Support Program
- OEYC*: Ontario Early Years Centre
- OHIP*: Ontario Health Insurance Plan
- OPP*: Ontario Provincial Police
- OW*: Ontario Works
- SIN*: Social Insurance Number
- YWCA*: Young Women's Christian Association

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***“We may have all come on different ships,
but we’re in the same boat now.”***

- Martin Luther King, Jr.

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Settlement Services
Housing Community Services
Job Search
Employment Resource Centres
Useful Websites
Regional Information