

Welcome to Ontario



A Guide to Programs and Services for
Newcomers to Ontario



@2009, Queen's Printer for Ontario
ISBN 978-1-4249-8396-4

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Living in Ontario



Getting the Help You Need

As a newcomer to Ontario, you may have many questions. There are community services across Ontario that can help you.

Some of these information and support services are funded through Ontario's **Newcomer Settlement Program**. This

program helps support organizations that work with newcomers as they settle and build a new life.

You will find services in many different languages.

They include:

Giving you information about the laws, rights and responsibilities, culture and society, essential documents, housing, education, employment, health, transportation and legal services in Ontario.

Helping you solve problems such as filling out forms, arranging appointments, or settling disputes.

Providing you with interpreter services to help you find other community support services.

Helping you find a job:

- Identifying the skills you will need to get a job
- Locating workshops on how to find a job, networking, interview skills and resume preparation
- Finding training programs, getting trade or professional certification, or having your educational qualifications recognized in Ontario
- Giving you access to a computer, or other resources, to help in your job search

Answering your questions and making sure you get the help you need.

Referring you to other services that can help you find a job or settle in the community.

You will find a list of organizations that help newcomers on page 39 of this guide.

Learn More: www.ontarioimmigration.ca keeps a list of all of the newcomer settlement and community support services across Ontario.

Choosing a Community

Ontario has many different kinds of communities, from big cities to small towns.

If you are still deciding where you would like to live, you can search the internet for more information about Ontario communities. You can learn about populations, the kinds of jobs available, and other details about community life.

Learn More: www.2ontario.com and click on “Community Profiles”.

Finding a Place to Live

There are many different ways to learn about renting or buying a home in Ontario. There are rental websites on the internet. Local newspapers also list rentals and homes for sale. Do you need help? Newcomer settlement agencies can provide you with assistance. Here are some things to know about renting or buying a home in Ontario:

Renting: When you rent a place to live—an apartment, house or condominium—you become a tenant or renter. The person or company that owns the property is the landlord. You may have to sign a written agreement, called a lease, that outlines the responsibilities you have as a tenant. You will pay rent each month as part of that agreement. The landlord is responsible for keeping your rented home safe and suitable for people to live in.

It may be difficult to find reasonably priced rental property in a larger city. Before you begin your search, take some time to think about where you want to live and how much you can afford to pay in rent. In choosing where to live, you will want to think about how far you might have to travel to work, or how close you are to schools and other community services. You should also buy tenant insurance to protect your personal belongings. Rent will probably be one of your largest monthly expenses.





Buying a home: You may choose to buy your own home—a house, condominium or townhouse, for example. Most people need financial assistance for this. Banks and financial institutions can give you information about interest rates, mortgages and loans. Rates and obligations can vary between institutions.

It is important to understand all of the other expenses you will pay if you own a home. They include taxes, electricity, heating and homeowner insurance. Condominium owners must also pay a property or condo fee to keep the common areas in the condominium property safe, clean and accessible.

Co-operative (“Co-op”) housing: In co-operative housing, all of the tenants contribute their own time to the upkeep and maintenance of the building(s). This means that the rent charged for the units is usually lower than private rental units. Co-operative housing is not available in all communities.

Boarding Homes: Boarding homes offer limited private space, usually one room, and sometimes other services such as meals or laundry facilities. These are often most suitable for single people and couples for a short period of time.

Emergency shelters and hostels: A shelter is somewhere you can stay for a short length of time. Besides offering you a temporary place to stay, shelters also offer counseling, support and referrals to legal, health and other services.

A hostel offers food and shelter to people who do not have a permanent home, or are in crisis. Some hostels also offer health care, education, legal help and job search training, as well as “drop-in” programs for non-residents.

Staff at hostels for groups with special needs, like newcomers, often speak several different languages or can arrange for an interpreter. Each shelter and hostel has its own set of rules about who can stay, for how long they can stay and the services they offer.

Subsidized housing: If you qualify for subsidized housing, the amount of rent you pay is determined by the amount of money you make. There is a limited number of these specially-funded rental homes available. Not every community can offer them. You will need to complete an application process for subsidized housing. You can get advice about this, and other kinds of housing, at one of the newcomer service agencies listed in this guide.





Finding a School for Your Children

Each community in Ontario is served by one or more publicly funded school board or school authority. Most districts also have Catholic school boards. They too are publicly-funded. Every board or authority offers instruction in French and English. They ensure that there are schools, teachers and other educational resources available for all the children, from junior kindergarten to grade 12, living in their communities.

Children are usually assigned to a school based on where they live, but this may vary.

Learn More: www.edu.gov.on.ca

Using Public Transportation

Most cities in Ontario have a public transportation system. Most public transportation systems have buses. Some may also have street cars, subways or light rail systems. These transportation services are provided by local cities for use by everyone. To find information about your local transit system, look in the blue pages of the telephone directory for “transit information” or “transportation.” The cost to use public transportation is different in each city.

Learn More: Contact your local municipality or visit www.mto.gov.on.ca/english/traveller/transit.htm

Here are some of Ontario's public transit systems:

Barrie Transit	London Transit Commission
Belleville City Transit	Milton Transit
Brampton Transit	Mississauga Transit
Brantford Transit	Niagara Transit
Brockville Transit System	North Bay Transit
Burlington Transit	Oakville Transit
Chatham-Kent Transit	OC Transpo (Ottawa)
Clarence-Rockland Transit	Orangeville Transit System
Cobourg Transit	Orillia Transit
Colltrans (Collingwood)	Owen Sound City Transit
Cornwall Transit	Peterborough Transit
Durham Region (Ajax/Pickering, Whitby, Oshawa, Clarington)	Port Hope Transit
Elliot Lake Transportation	Sarnia Transit
Fort Erie Public Transit	Sault Ste. Marie Transit
GO Transit	St. Catharines Transit
Grand River Transit (Cambridge, Kitchener, Waterloo)	St. Thomas Transit
Greater Sudbury Transit	Stratford Transit
Guelph Transit	Thorold Transit
Hamilton Street Railway	Thunder Bay Transit
Huntsville Transit	Timmins Transit
Kenora Transit Services	Toronto Transit Commission (TTC)
Kingston Transit	Toronto Island Ferry
Leamington Transit	Welland Transit
Lindsay Transit (Kawartha Lakes)	Transit Windsor
	Woodstock Public Transit
	York Region Transit (Aurora, Markham, Newmarket, Richmond Hill, Vaughan)

Getting Your Ontario Driver's Licence

If you live in Ontario and want to drive you must have a valid driver's licence from the Ontario Ministry of Transportation. You must have your driver's licence with you whenever you drive. You must also carry proof of auto insurance.

It is important to know that Ontario uses a graduated licensing system. This lets new drivers build their driving experience and skills gradually.

This two-step process takes at least 20 months to complete.

To apply for a licence you must:

- be at least 16 years old
- pass a vision test
- pass a knowledge test of the rules of the road and traffic signs (the knowledge test may be written in several languages)

After you pass these tests:

- you will get a Class G1 or M1 licence
- you will also receive a driver information package for new drivers
- you must then pass two road driving tests to become fully licensed



A driving school can help you to learn how to drive or, if you have driven before, to get ready for the test. A foreign driver's licence is valid for 60 days after you arrive in Canada. This gives you time to get your Ontario driver's licence.

To apply for a licence, you must:

- show your valid foreign driver's licence
- pass a written test of your knowledge of Ontario's traffic rules
- pass a vision test
- pay the fees to take the tests and have a licence issued

You must provide the original documents that confirm your identity and date of birth.

The graduated licencing system may apply to you, depending on the country or state you may have come from and the length of time you have been driving.

New Ontario residents who bring a car or truck from another province or country have 30 days to register their vehicles, and get Ontario licence plates and vehicle permits.

Learn More: www.mto.gov.on.ca/english/dandv/driver/index.html

Driver and Vehicle Licensing: 1-800-387-3445

Road Test Booking: 1-888-570-6110



Recycling in Ontario

In Ontario we recycle more than three million tonnes of garbage every year. To find out more about your community's recycling program contact your local city government through their website or by telephone.

Learn More: www.ene.gov.on.ca/en/land/wastedisposal/index.php

Consumer Protection

The government of Ontario offers information to help you identify and protect yourself from persons who may use fraud, trickery or unfair business practices to get your money. Beware of common traps such as sending your personal banking information to strangers or being pressured to send money in order to get a loan.

Learn More: www.gov.on.ca/mgs/en/ConsProt/ConsProt/STEL01_132036.html



Finding Health Care Services

In Ontario, many medical services, such as visits to the family doctor, are paid for by the Ontario Health Insurance Plan (OHIP). However, OHIP does not pay for all medical expenses. You may wish to get additional private health insurance.

In order to receive health care services through OHIP, you must first be a resident of Ontario and get an OHIP health card. It is important to remember that there is a waiting period to obtain this card. You should apply for it as soon as you arrive in Ontario. The general waiting period to receive medical coverage is three months from the date that you arrive in Ontario. An important requirement to remember is that you must be present in Ontario for 153 days of the first six months after you apply for health coverage.

Learn More: www.health.gov.on.ca/english/public/program/ohip/ohip_mn.html

Or call the ministry **INFOline** at: **1-800-664-8988**

Getting Help in Your First Language

Settlement agencies provide services in a range of languages. You will find a list of some of the settlement agencies on page 39. These agencies also provide interpretation services to help newcomers use government and community support services.

The government funds organizations that provide spoken language interpretation at no cost for victims of domestic violence. People with limited knowledge of English can get help from interpretation services so they can use the shelters, social, health care and legal services, as well as the court system.

Learn More: www.settlement.org

ServiceOntario

ServiceOntario is a website that provides a wide range of information about Ontario government services. Use the website to register births, get vehicle licenses, register a business and more.

Learn More: www.serviceontario.ca

Important to know ...

On November 21, 2005, the governments of Ontario and Canada signed the first **Canada-Ontario Immigration Agreement**.

- Under this agreement, the federal government will provide an additional \$920 million in new immigration funding over five years, to help newcomers successfully integrate more quickly into Ontario communities.
- The agreement outlines how the governments of Canada and Ontario will work together to expand language training and settlement programs.

You may be able to get help with interpreter services related to domestic violence at the locations listed below. Services are available 24 hours a day, 7 days a week, in 60 languages.

Eastern Ontario

Immigrant Women Services Ottawa

Tel: (613) 729-3145 EXT 227
www.immigrantwomenservices.com

Area Served: Greater Ottawa area including Pembroke, Perth, L'Orignal and Cornwall

Quinte United Immigrant Services

Tel: (613) 968-7723 EXT 21
www.quis-immigration.org

Area Served: Belleville, Brighton, Brockville, Cobourg, Kingston, Lindsay, Napanee, Peterborough and Picton

Western Ontario

Kitchener-Waterloo Multicultural Centre

Tel: (519) 745-2531
www.kwmc.on.ca

Area Served: Kitchener, Waterloo, Cambridge Guelph, Brantford, Stratford and neighbouring communities

Multicultural Council of Windsor & Essex

Tel: (519) 255-1127
www.themcc.com

Area Served: Windsor and Essex County

Across Languages

Tel: (519) 642-7247
www.acrosslanguages.org

Area Served: London, St. Thomas, Owen Sound, Stratford, Woodstock and Brantford

Information Niagara

Tel: St. Catharines: (905) 682-6611
Niagara Falls: (905) 356-4636
Toll Free: 1 (800) 263-3695

www.informationniagara.com

Area Served: Niagara Region and Hamilton-Wentworth

Northern Ontario

Thunder Bay Multicultural Association

Tel: (807) 345-0551
www.tbma.ca

Area Served: Sault Ste. Marie, Thunder Bay, Dryden, Timmins

Multicultural Association of Kenora and District

Tel: (807) 468-9443
www.kenoramulticultural.com

Area Served: Kenora and Fort Francis

Central Region

Multilingual Community Interpreter Services

Tel: (416) 426-7051
Toll Free: 1 (888) 236-8311
www.mcis.on.ca

Area served: South Central Ontario including Scarborough, Halton, Peel, Durham and York regions and Barrie

Barbra Schlifer Commemorative Clinic

Tel: (416) 323-9149 EXT 245
www.schliferclinic.com

Area Served: GTA including downtown Toronto, Etobicoke, North York

Understanding Human Rights in Ontario

In Ontario, protecting human rights is everyone's responsibility. We all have a duty to respect each other's human rights and speak out against discrimination and harassment. The **Ontario Human Rights Code** protects everyone in this province from discrimination and harassment. All provincial laws are consistent with principles in the Code.



Discrimination means unfair treatment based on your race, sex, colour, ancestry, place of origin, ethnic origin, marital or same sex partner status, sexual orientation, age, disability, citizenship, family status or religion. You have the right to be free from discrimination and harassment in the community and where you work.

Harassment is a form of discrimination. It includes behaviour or comments that insult or offend you based on race, sex, colour, ancestry, place of origin, ethnic origin, marital status, same sex partner status, sexual orientation, age, disability, citizenship, family status or religion.

You may complain to the **Human Rights Commission** if you believe you have been discriminated against or harassed.

Learn More: www.ohrc.on.ca

Learning in Ontario



Getting Recognition for Education Outside Canada

If you graduated from a university, college or a training institute outside Canada it is important to find out how your international credentials are recognized in Ontario. Em-

ployers, educational institutions, licensing groups, professional associations and apprenticeship training programs will need to know what type of training you received before coming to Ontario. **World Education Services** can help guide you through this process.

Learn More: www.wes.org

Having Your Education Documents Evaluated

To participate in any type of study after arriving in Ontario, you will need to have your transcripts or other academic documents evaluated. Each school may have a different process. It is important to contact a school directly to find out what information they need from you.

Having Your Professional Credentials Reviewed

Educational requirements differ for every profession. You will need to have your international education, training and experience reviewed to ensure they meet Ontario's standards. The Ontario government has funded **World Education Services Canada**, to help newcomers assess their credentials.

However, each professional regulatory group in Ontario decides how to assess an individual's academic credentials. If you are applying to a professional regulatory group for a licence or certification you should check to see what assessment service they recognize.

Learn More: www.citizenship.gov.on.ca/english/working/education/

Having Your Trade Credentials Reviewed

The government helps tradespeople obtain recognition of their trade qualifications and experience in Ontario, or enter an apprenticeship. Tradespeople who have enough work experience to meet Ontario standards and who pass a written examination receive a certificate of qualification.

There are two categories of trades: those for which certification is mandatory and those for which it is voluntary.

Skilled Trades That Require Certification: To work in certain trades in Ontario, you must have a certificate of qualification or be a registered apprentice.

Skilled Trades Where Certification Is Voluntary: You do not need a certificate of qualification to work in various other trades in Ontario. Employers and unions in these trades may, however, ask for a certificate of qualification.

Learning English or French

English-as-a-Second Language (ESL), **French-as-a-Second Language (FSL)** and citizenship and language classes are offered by school boards, community agencies, colleges and universities in Ontario. You may hear many different names for language training classes, including:

- FSL (French language classes)
- ESL (English language classes)
- LINC (Language Instruction for Newcomers to Canada)

Many school boards also offer adult non-credit ESL and FSL classes that are funded by the Ontario Ministry of Citizenship and Immigration. These could be very helpful for you if you also wish to complete your high school education, enter a bridge training program, pursue post secondary education, or find employment. Language training classes are offered during the day, in the evening or on the weekend. Special language training classes are also available. They can include: language for your profession, help with job search language skills, and ESL literacy development, which is adult non-credit ESL training with a literary focus. You may visit the website below to learn more about language classes. You may also ask your local school board, college, university, settlement agency, public library or local language assessment centre for more information.

Learn More:

www.ontarioimmigration.ca/esl/wizard/index.aspx

Entering a University Program

Ontario universities offer a wide variety of programs. All offer undergraduate, or bachelor degrees, and many offer graduate (master's and doctoral) programs. Universities in Ontario are independent. Each institution is self-governing and regulates its own programs, admissions and faculty.

Undergraduate degrees can take only three years to complete. A fourth or “honours” year is usually required before admission into a graduate program.

Many universities also offer professional programs, such as medicine, dentistry and law. In some cases, students begin these programs after two or three years of undergraduate study.

Learn More: www.educationcanada.cmec.ca/EN/Prov/ON.php#study

Entering a College Program

Ontario's 24 community colleges have partnered with the government to make it easier for newcomers to access college programs. Ontario colleges are testing programs and services to help internationally trained applicants find and enrol in the right courses without duplicating what they have already learned.



Colleges are designing programs and services to remove barriers for internationally trained applicants by making improvements in five key areas:

- A clearer, easier to understand admissions process
- A standardized credential assessment process
- Improved advisory services
- Standardized language assessment tools
- Improved employment preparation services

Learn More: www.citizenship.gov.on.ca

Loans for Foreign Trained Professionals

The government is helping internationally trained professionals work in their fields sooner by partnering with the Maytree Foundation to provide loans of up to \$5,000 to cover assessment, training and exam costs for qualified candidates.

The Maytree Foundation is a charitable organization that provides a wide range of programs for Ontarians and newcomers to the province.

Learn More: www.maytree.com



Working in Ontario

Ontario's economy offers many kinds of work and different occupations. Most newcomers come to Ontario for the opportunities they can find here.

Learning About Ontario's Programs for Newcomers

Newcomers are important to Ontario's economy. Many of them are highly qualified professionals and tradespeople who have specialized skills and knowledge to offer.

That is why the Ontario Ministry of Citizenship and Immigration is working hard to help newcomers put their professional skills to work as quickly as possible in their fields. There are many programs and services available to help newcomers succeed.

Learn More: www.211toronto.ca/ips/start.jsp



Getting Started: The Documents You Will Need

If you are a permanent resident, you are allowed to work in Canada and do not have to apply for a work permit. If you are staying for just a short period of time you will need a temporary work permit.

Learn More: www.ontarioimmigration.ca/english/how_work.asp

You will also need a social insurance number (SIN) that you can get from Human Resources and Social Development Canada. A SIN is a nine-digit identification number used to help the government keep track of who is earning money, paying taxes, paying into pension plans, using government services and receiving benefits. You must have a SIN to work in Canada and to receive benefits.

Your SIN comes in the form of a card. This card is often called your “SIN card”.

Learn More: www.servicecanada.gc.ca/en/sc/sin/index.shtml

Learning About The Labour Market

The Ontario government provides labour market information to help individuals and businesses make informed decisions about careers, education, employment and business plans.

Labour market information can help you determine which occupations suit your abilities and interests, where the jobs are, and which occupations have the best prospects. It can also help you locate the most appropriate training and educational resources.

Learn More: www.ontario.ca and click on “Looking for a job”, then “Labour Market Information”.

Key Resource!

Building Your Career in Ontario is a guide developed by the Government of Ontario. It outlines what newly arrived immigrants need to know about working in Ontario.

Find it: www.edu.gov.on.ca/eng/general/postsec/openingdoors/newlife/index.html

Understanding the Work Environment

The **Ontario Workplace Gateway** website developed by the government provides employers and workers with information on many workplace-related topics.

Here, you can learn about workplace rights and responsibilities, employment standards, health and safety laws, environmental protection and many other topics. The **Ontario Workplace Gateway** will help you find the information and answers you need to participate successfully in the workforce.

Learn More: www.labour.gov.on.ca and click on “Workplace Gateway”.



The Provincial Nominee Program

The Provincial Nominee Program (PNP) is a program in Ontario that allows the province to nominate individuals for immigration based on provincial labour needs and priorities.

The program also helps employers in certain occupations meet their human resource requirements through a faster immigration process.

PNP is divided into two main areas:

The Employer Category

This allows Ontario employers — in a number of identified occupational groups — to recruit individuals who can fill approved positions. Qualified individuals may then apply for a provincial nomination that may lead to permanent residency. It also allows employers to recruit international students for any skilled occupation related to their field of study in Canada.

The Multinational Investor Category

This supports economic growth in Ontario by providing companies making a significant investment in Ontario the opportunity to identify key personnel for a provincial nomination that may lead to permanent residency.

Bill I24 – The *Fair Access to Regulated Professions Act, 2006*

The Ontario government passed **The Fair Access to Regulated Professions Act** in 2006 to break down barriers and help newcomers get to work in their fields. This legislation, the first of its kind in Canada:

- Requires Ontario regulators to have a quicker, fair and open registration process. This means:
 - More reasonable fees
 - Clear assessment of academic credentials
 - Timely response to applicants
- Created the **Office of the Fairness Commissioner** — the Fairness Commissioner works with the 34 regulated professions to ensure implementation of this Act through annual reports and audits
- Established **Global Experience Ontario** — a one-stop access and resource centre for internationally trained individuals



Global Experience Ontario (GEO)

Global Experience Ontario helps internationally trained and educated individuals find out how to qualify for professional practice in Ontario. This one-stop resource centre offers a range of services, providing information for people who intend to apply to a regulatory body or obtain licensure to work in their field.

Knowledgeable staff can explain the process for licensing and registration in Ontario.

Services include:

- Contact information and referrals to the regulatory body in the appropriate field of expertise
- Links to education and assessment programs to provide timely access to the best services available, as close to home as possible
- Information about standards for professional qualifications, licensing and registration processes, alternative professional avenues to complement skills, internships and mentorships
- Information and referrals for re-training

GEO serves the following professions:

- Architecture
- Certified Engineering Technicians and Technology
- Certified General Accounting
- Certified Management Accounting
- Chartered Accounting
- Early Childhood Education
- Forestry
- Land Surveying
- Law (including Paralegal)

- Professional Engineering
- Professional Geoscientists
- Social Work and Social Service Work
- Teaching
- Veterinary Medicine

Tel: **416-327-9694** or **1-866-670-4094**

TYYL: **416-327-9710** or **1-866-388-2262**

Email: **geo@ontario.ca**

**163 Queen Street, 2nd Floor
Toronto, ON M5A 1S1**

English and French services are available in person, by telephone or online. Staff at the centre also respond to information requests from prospective newcomers.

For more information please go to: www.ontarioimmigration.ca

Working in Your Profession or Trade

As a newcomer to Ontario, it is important to understand how you can become qualified to work in your field of experience. The government works with occupational and regulatory bodies to produce **Career Maps** to help newcomers.

Career Maps show you what is required in order to enter a profession or trade. They provide detailed, step-by-step information on the assessment process, examinations and costs involved, and labour market conditions. They also include the contact information you may need.

On the website below, you will find **Career Maps** for almost 40 professions and trades, and links to regulatory bodies and professional associations.

Career Maps for the Professions include:

- Architects
- Chartered Accountants
- Certified General Accountants
- Certified Management Accountant
- Dental Technologists
- Dental Hygienists
- Dentists
- Denturists
- Dieticians
- Early Childhood Education (regulated profession as of February 2009)
- Engineers
- Engineering Technicians and Technologists
- Geoscientists
- Lawyers
- Massage Therapists
- Medical Laboratory Technologists
- Medical Radiation Technologists
- Midwives
- Nurses
- Occupational Therapists
- Pharmacists
- Physicians/Surgeons
- Physiotherapists
- Psychologists
- Social Workers
- Teachers
- Veterinarians



Career Maps for the Trades include:

- Automotive Service Technicians
- Construction and Maintenance Electricians
- Cooks and Bakers
- General Machinists
- Hairstylists
- Hoisting Engineers
- Industrial Electricians
- Industrial Mechanics (Millwrights)
- Plumbers
- Refrigeration/Air Conditioning Mechanics
- Sheet Metal Workers
- Tool and Die Maker

Learn More: www.citizenship.gov.on.ca and click on “Career Planning.”

Bridging to Your Profession or Trade

The Ontario government has created many bridge training programs to help internationally trained professionals and trades people get the skills and knowledge they need to practice in Ontario, without duplicating what they have already learned.

Bridge training projects are partnerships between government, employers, educators, trainers and occupational regulatory groups. They can help you upgrade your qualifications and get the added education and skills you may need, such as language training.

Newcomers who participate in bridge training programs can be sure that the training they receive will be recognized by their professions' governing body. Bridge programs are for those who are qualified to continue their chosen career in Ontario.

There are bridge programs offered in more than 100 trades and professions including Accounting, Engineering, Nursing, Teaching and Social Work.

Bridge programs have proven successful in helping internationally trained individuals prepare to work in their field.

Learn More: www.citizenship.gov.on.ca and click on "Getting Experience."

HealthForceOntario Marketing and Recruitment Agency / Access Centre for Internationally Educated Health Professionals

The Access Centre helps internationally educated health professionals living in Ontario with information, advice and support on the process of seeking eligibility for professional practice in Ontario.

Getting Experience in Government: The Ontario Public Service (OPS) Internship Program for Internationally Trained Individuals

The Ontario Public Service (OPS) runs an internship program to give newcomers a chance to gain work experience in Ontario.

Newcomers with a minimum of three years international work experience may be eligible for a placement of six months within the OPS.

To operate this first-ever provincial internship program for internationally trained individuals, the Ontario government is working with Career Bridge to place interns in a wide variety of fields including: finance, chemistry, business administration, communications and environmental studies. All candidates are selected from a database and screened for employment status, language ability and educational credentials.

How to apply: If you are interested in becoming an intern in the OPS Internship Program you must apply directly to Career Bridge to become a Career Bridge candidate. Once in the Career Bridge candidate database, you would be able to apply for available internships within the OPS. Positions may become available during various months each year.

Learn More: To apply, please visit:

www.careerbridge.ca or call Career Bridge directly at (416) 977-3343

Getting More Help from Employment Ontario



Employment Ontario is a government program that helps people find jobs, and helps employers find the workers they need. It can help you plan, prepare for and succeed in the job market, and gain more skills training.

The program has three main services:

The Information and Resource Service

Provides information on careers and occupations, the local labour market, training opportunities and job search strategies. Anyone seeking employment or training can use this service.

Employment Planning and Preparation

Helps people to clarify their employment needs, establish short- and long-term goals, develop an action plan, and search for a job. People who are at least 16 years old, out of school and out of work, and not receiving Employment Insurance benefits can apply for this program.

Job Development and Placement Support

Helps people develop their skills and gain on-the-job work experience. People who are at least 16 years of age, out of school, out of work, not currently in a training program, and not receiving Employment Insurance benefits can apply for this program.

Learn More: www.edu.gov.on.ca/eng/tcu/employmentontario or call the Employment Ontario hotline at: **1-888-387-5656**

Understanding Your Rights in the Workplace

Ontario has legislation called the **Employment Standards Act (ESA)** that sets standards and practices for the workplace in Ontario.

For example:

Minimum Wage

There is a set general minimum wage per hour. Some workers, such as liquor servers, home workers, hunting and fishing guides, or students, have a different wage standard. There are limits on the number of hours an employee can work in one week. Employees must be paid on a regular payday. They will receive a statement showing their wages and deductions (for taxes, benefits, pension and possibly union) for that pay period.

Vacation Time and Public Holidays

Most employees earn at least 2 weeks of vacation time after every 12 months of work. Employees are entitled to at least 4 percent of their total wages earned as vacation pay. Ontario has 10 public holidays every year. Most employees are allowed to take public holidays. This is true regardless of how long they have been working and whether they are full-time, part-time, permanent, on a limited contract, or a student.

Termination Notice and Pay

An employer must give an employee advance written notice, or termination pay instead of notice, or a combination of both, if the employee has been working continuously for 3 months or more and his or her job is terminated. The amount of notice or pay depends on how long the employee has been working for the employer and the number of employees being terminated.

Employees cannot be punished for claiming their rights

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

The Ministry of Labour can help

If an employee thinks that an employer is not following the law, he or she can contact the Ministry of Labour for help. Employment Standards Officers can inspect workplaces and look into possible violations of the ESA.

Employers can be ordered to:

- pay the wages owing to employees
- give back an employee's job
- follow the rules of the ESA
- compensate an employee

The Ministry of Labour can also charge or ticket an employer with an offence. If convicted, employers may be fined or sent to jail.

Learn More: www.labour.gov.on.ca/english/es/brochures/br_rights.html or

Employment Standards Information Centre at **(416) 326-7160**
or toll-free at: **1-800-531-5551**



Starting Your Own Business



Ontario is an excellent place to start a business. Ontario's **Small Business Enterprise Centres** can help with detailed information and services on how to:

- Start a business
 - Write a business plan
 - Find lawyers and accountants
-
- Understand business licences and permits
 - Learn about importing and exporting
 - File patents, copyrights and trademarks
 - Find a business mentor

Learn More: www.sbe.gov.on.ca

Volunteering Your Skills

More than five million people in Ontario volunteer everyday.

Donating your time and your skills is one of the best ways to get to know your community better and gain experience that will be useful as you look for a full-time job.

Volunteer experience can also bring you in contact with new people and organizations.



Most communities have organizations that can help you find a volunteer role that will fit your interests. Community **Newcomer Settlement Programs**, which are listed in this guide, may also be able to help you find volunteer opportunities within the newcomer community.

Learn More: www.citizenship.gov.on.ca/english/volunteerism/

Immigration and Citizenship: Federal Responsibilities



Citizenship and Immigration Canada (CIC) is a federal department. CIC is responsible for:

- Immigration applications and levels
- Selection criteria
- Visa requirements
- Refugee issues
- Settlement
- Federal-provincial relations on immigration
- Canadian citizenship applications

To apply for Canadian citizenship you must be a permanent resident and have lived in Canada for at least three of the previous four years.

CIC is headquartered in Ottawa. There are national case-processing centres and a call centre, as well as local and regional offices around the country. Visa offices are located outside of Canada.

Learn More: www.cic.gc.ca

Where To Find Help: Newcomer Settlement Agencies funded by the Ontario Government

These agencies are funded by the Ontario government under the provincial Newcomer Settlement Program. Many of these are co-funded by the Federal Immigrant Settlement and Adaptation Program.

For a full list of agencies in Ontario that serve immigrants and are also funded by the federal government, please visit:

www.cic.gc.ca/english/resources/publications/welcome/wel-20e.asp

Central GTA

Afghan Women's Counselling & Integration Community Support Organization

789 Don Mills Rd., Suite 312

Toronto, ON M3C 1T5

Tel: (416) 588-3585

Fax: (416) 588-4552

www.afghanwomen.org

The Arab Community Centre of Toronto

555 Burnhamthorpe Rd., Suite 209

Etobicoke, ON M9C 2Y3

Tel: (416) 231-7746

Fax: (416) 231-4770

www.arabcommunitycentre.com

AWIC Community and Social Services

3030 Don Mills Rd. E, Suite 8A

11, Peanut Plaza (Lower Level)

North York, ON M2J 3C1

Tel: (416) 499-4144

Fax: (416) 499-4077

www.awic.org

Bloor Information and Life Skills Centre

672 Dupont St., Suite 314

Toronto, ON M6G 1Z6

Tel: (416) 531-4613

Fax: (416) 531-9088

www.bloorinfo.org

**Canadian Centre for Victims
of Torture**

194 Jarvis St., 2nd Floor
Toronto, ON M5B 2B7
Tel: (416) 363-1066
Fax: (416) 363-2122
www.ccvvt.org

**Canadian Ukrainian Immigrant
Aid Society**

2383 Bloor St. W., 2nd Floor
Toronto, ON M6S 1P6
Tel: (416) 767-4595
Fax: (416) 767-2658
www.cuias.org

Catholic Cross Cultural Services

55 Town Centre Court., Suite 401
Scarborough, ON M1P 4X4
Tel: (416) 757-7010
Fax: (416) 757-7399
www.cathcrosscultural.org

**Centre for Information
and Community Services
of Ontario**

2330 Midland Ave.
Scarborough, ON M1S 5G5
Tel: (416) 292-7510
Fax: (416) 292-9120
www.cicscanada.com

**Centre for Spanish
Speaking Peoples**

2141 Jane St., 2nd Floor
Toronto, ON M3M 1A2
Tel: (416) 533-8545
Fax: (416) 533-5731
www.spanishservices.org

Centre francophone de Toronto

22 College St., Main floor
Toronto, ON M5G 1K3
Tel: (416) 922-2672
Fax: (416) 922-6624
www.centrefranco.org

**Community Action Resource
Centre in Toronto**

1652 Keele St.
Toronto, ON M6M 3W3
Tel: (416) 652-2273
Fax: (416) 652-8992
www.communityarc.ca

**Community Microskills
Development Centre**

1 Vulcan St.
Etobicoke, ON M9W 1L3
Tel: (416) 247-7181
Fax: (416) 247-1877
www.microskills.ca

COSTI Immigrant Services

1710 Dufferin St.
Toronto, ON M6E 3P2
Tel: (416) 658-1600
Fax: (416) 658-8537
www.costi.org

CultureLink Settlement Services

160 Springhurst Ave., Suite 300
Toronto, ON M6K 1C2
Tel: (416) 588-6288
Fax: (416) 588-2435
www.culturelink.net

**Davenport-Perth
Neighbourhood Centre**

1900 Davenport Rd.
Toronto, ON M6N 1B7
Tel: (416) 656-8025
Fax: (416) 656-1264
www.dpnc.ca

**East Toronto Family
Community Centre**

86 Blake St.
Toronto, ON M4J 3C9
Tel: (416) 392-1750
Fax: (416) 392-1175
www.eastviewcentre.com

**Elsbeth Heyworth Centre for
Women (North York)**

1280 Finch Ave. W., Suite 301
North York, ON M3J 3K6
Tel: (416) 663-2978
Fax: (416) 663-2980

**Ethiopian Association in the
Greater Toronto Area and
Surrounding Regions**

2064 Danforth Ave.
Toronto, ON M4C 1J6
Tel: (416) 694-1522
Fax: (416) 694-8736
www.ethiocommun.org

**Flemington Neighbourhood
Services**

10 Gateway Boul., Suite 104
Toronto, ON M3C 3A1
Tel: (416) 424-2900
Fax: (416) 424-3455
www.fnsservices.org

Jamaican Canadian Association

995 Arrow Rd.
Toronto, ON M9M 2Z5
Tel: (416) 746-5772
Fax: (416) 746-7035
www.jcassoc.org

**Jane/Finch Community and
Family Centre**

4400 Jane St., Unit 108
North York, ON M3N 2K4
Tel: (416) 663-2733
Fax: (416) 663-3816
www.janefinchcentre.org

**JIAS (Jewish Immigrant Aid
Services) Toronto**

4600 Bathurst St., Suite 325
Toronto, ON M2R 3V3
Tel: (416) 630-6481
Fax: (416) 630-1376
www.jiastoronto.org

**Kababayan Community
Service Centre Inc.**

1313 Queen St. W., Suite 133
Toronto, ON M6K 1L8
Tel: (416) 532-3888
Fax: (416) 532-0037
www.kababayan.org

KCWA Family and Social Services

27 Madison Ave.
Toronto, ON M5R 2S2
Tel: (416) 340-1234
Fax: (416) 340-8114
www.kwca.net

**Mennonite New Life Centre
of Toronto**

1774 Queen St. E, Suite 200
Toronto, ON M4L 1G7
Tel: (416) 699-4527
Fax: (416) 699-2207
www.mnlct.org

**Newcomer Women's
Services Toronto**

745 Danforth Ave, Suite 401
Toronto, ON M4J 1L4
Tel: (416) 469-0196
Fax: (416) 469-3307
www.newcomerwomen.org

North York Community House

700 Lawrence Ave. W., Suite 226
Toronto, ON M6A 3B4
Tel: (416) 784-0920
Fax: (416) 784-2042
www.nych.ca

**Northwood Neighbourhood
Services**

2625 Weston Rd., Building D,
2nd Floor, Unit 27
Toronto, ON M9N 3V8
Tel: (416) 748-0788
Fax: (416) 748-0525
www.northw.ca

Parkdale Intercultural Association

1257 Queen St. W.
Toronto, ON M6K 1L5
Tel: (416) 536-4420
Fax: (416) 538-3931
www.piaparkdale.com

**Polycultural Immigrant &
Community Services**

3363 Bloor St. W.
Etobicoke, ON M8X 1G2
Tel: (416) 233-0055
Fax: (416) 233-5141
www.polycultural.org

Rexdale Women's Centre

23 Westmore Dr., Suite 400
Etobicoke, ON M9V 3Y7
Tel: (416) 745-0062
Fax: (416) 745-3995
www.rexdalewomen.org

**Riverdale Immigrant
Women's Centre**

1326 Gerrard St. E
Toronto, ON M4L 1Z1
Tel: (416) 465-6021
Fax: (416) 465-3224
www.riwc.ca

Skills for Change

791 St. Clair Ave. W.
Toronto, ON M6C 1B7
Tel: (416) 658-3101
Fax: (416) 658-6292
www.skillsforchange.org

**South Asian Family Support
Services of Scarborough**

1200 Markham Rd., Suite 214
Scarborough, ON M1H 3C3
Tel: (416) 431-4847
Fax: (416) 431-7283
www.safss.com

South Asian Women's Centre

800 Lansdowne Ave. , Unit 1
Toronto, ON M6H 4K3
Tel: (416)537-2276
Fax: (416)537-9472
www.sawc.org

St. Christopher House

588 Queen St. W., 2nd Floor
Toronto, ON M6J 1E3
Tel: (416) 504-3535
Fax: (416) 504-3047
www.stchristhouse.org

**St. Stephen's
Community House**

91 Bellevue Ave.
Toronto, ON M5T 2N8
Tel: (416) 925-2103
Fax: (416) 925-2271
www.ststephenshouse.com

**Thorncliffe Neighbourhood
Office of Toronto**

18 Thorncliffe Park Dr.
Toronto, ON M4H 1N7
Tel: (416) 421-3054
Fax: (416) 421-4269
www.thorncliffe.org

**The Cross-Cultural Community
Services Association**

310 Spadina Ave., Suite 301
Toronto, ON M5T 2E8
Tel: (416) 977-4026
Fax: (416) 351-0510
www.tccsa.org

**Tropicana Community Services
Organization**

670 Progress Ave., Unit 14
Scarborough, ON M1H 3A4
Tel: (416) 439-9009
Fax: (416) 439-2414
www.tropicanacommunity.org

**University Settlement
Recreation Centre**

23 Grange Rd.
Toronto, ON M5T 1C3
Tel: (416) 598-3444
Fax: (416) 598-4401
www.usrc.ca

Woodgreen Community Services

815 Danforth Avenue, Suite 310
Toronto, ON M4J 1L2
Tel: (416) 645-6000 Ext. 2100
Fax: (416) 405-8936
www.woodgreen.org

Working Skills Centre

350 Queens Quay W., Suite 204
Toronto, ON M5V 3A7
Tel: (416) 703-7770
Fax: (416) 703-1610
www.workingskillscentre.com

**Working Women
Community Centre**

533A Gladstone Ave.
Toronto, ON M6H 3J1
Tel: (416) 532-2824
Fax: (416) 532-1062
www.workingwomencc.org

Peel/Halton Region

African Community Services of Peel

20 Nelson St., Suite LL102
Brampton, ON L6X 2M5
Tel: (905) 460-9514
Fax: (905) 460-9769
www.africancommunityservices.com

Brampton Multicultural Community Centre

150 Central Park Dr., Suite 107
Brampton, ON L6T 2T9
Tel: (905) 790-8482
Fax: (905) 790-8488
www.bmccentre.org

Brampton Neighbourhood Resource Centre

50 Kennedy Rd. S, Unit 24
(Royal Crest Mall)
Brampton, ON L6W 3R7
Tel: (905) 452-1262
Fax: (905) 452-1365
www.bnrc.org

Dixie Bloor Neighbourhood Centre

1420 Burnamthorpe Rd. E, Suite 315
Mississauga, ON L4X 2Z9
Tel: (905) 629-1873
Fax: (905) 629-0791
www.dixiebloor.ca

Halton Multicultural Council

635 Fourth Line, Unit 48
Oakville, ON L6L 5W4
Tel: (905) 842-2486
Fax: (905) 842-8807
www.halton-multicultural.org

India Rainbow Community Services of Peel

3038 Hurontario St., Suite 206
Mississauga, ON L5B 3B9
Tel: (905) 275-2369
Fax: (905) 275-6799
www.indiarainbow.org

Inter-Cultural Neighbourhood Social Services

3050 Confederation Parkway,
Mezzanine Level
Mississauga, ON L5B 3Z6
Tel: (905) 273-4884
Fax: (905) 273-6720
www.icnss.ca

Malton Neighbourhood Services

3540 Morning Star Dr.
Mississauga, ON L4T 1Y2
Tel: (905) 677-6270
Fax: (905) 677-6281
www.mnsinfo.org

Other Central Area

Y.M.C.A. of Simcoe / Muskoka

Bayfield Mall, 320 Bayfield St.
Unit 63A
Barrie, ON L4M 3C4
Tel: (705) 797-2020
Fax: (705) 797-2022
www.ymcaofsimcoemuskoka.ca

Catholic Community Services of York Region

21 Dunlop St.
Richmond Hill, ON L4C 2M6
Tel: (905) 770-7040
Toll Free: 1 (800) 263-2075
Fax: (905) 770-7064
www.ccsyr.org

Community Development Council Durham

134 Commercial Ave.
Ajax, ON L1S 2H5
Tel: (905) 686-2661
Fax: (905) 686-4157
www.cdcd.org

Southwestern Area

Brantford Y.M.C.A. Immigrant Settlement Services

38 Darling St., Suite 201
Brantford, ON N37 6A5
Tel: (519) 752-4568
Fax: (519) 752-6580
www.ybrantford.com

Folk Arts Council of St. Catharines Multicultural Centre

85 Church St.
St. Catharines, ON L2R 3C7
Tel: (905) 685-6589
Fax: (905) 685-8376
www.folk-arts.ca

Fort Erie Multicultural Centre

55 Jarvis St.
Fort Erie, ON L2A 2S4
Tel: (905) 871-3641
Fax: (905) 871-2231

Guelph and District Multicultural Centre

319 Speedvale Ave. E, Unit C
Guelph, ON N1E 1N4
Tel: (519) 836-2222
Fax: (519) 837-2884
www.gdmc.org

Kitchener-Waterloo Multicultural Centre

102 King St. W.
Kitchener, ON N2G 1A6
Tel: (519) 745-2531
Fax: (519) 745-5857
www.kwmc.on.ca

London Cross Cultural Learner Centre

505 Dundas St.
London, ON N6B 1W4
Tel: (519) 432-1133
Fax: (519) 660-6168
www.lcclc.org

Mennonite Committee Services

c/o MCC Alylmer Resource Centre
16 Talbot St. E
Aylmer, ON N5H 1H4
Tel: (519) 765-3020
Fax: (519) 765-3023
www.mcc.org/ontario

Multicultural Council of Windsor & Essex County

245 Janette Ave.
Windsor, ON N9A 4Z2
Tel: (519) 255-1127
Fax: (519) 255-1435
www.themcc.com

South Essex Community Council

215 Talbot St. E
Leamington, ON N8H 3X5
Tel: (519) 326-8629
Fax: (519) 326-1529
www.secc.on.ca

Settlement and Integration Services Organization (SISO)

LIUNA Station
360 James St. N, Lower Concourse
Hamilton, ON L8L 1H5
Tel: (905) 667-7476
Toll Free: 1 (877) 855-8136
Fax: (905) 667-7477
www.siso-ham.org

Welland Heritage Council and Multicultural Centre

26 East Main St.
Welland, ON L3B 3W3
Tel: (905) 732-5337
Fax: (905) 732-0212
www.wellandheritagecouncil.com

YMCA of Cambridge Immigrant Services

258 Hespeler Rd.
Cambridge, ON N1R 3H3
Tel: (519) 621-1621
Fax: (519) 621-6580
[www.ymcacambridge.com/
immigrantcentre.html](http://www.ymcacambridge.com/immigrantcentre.html)

YMCA of Sarnia-Lambton

YMCA Learning and Career Centre
660 Oakdale Ave.
Sarnia, ON N7V 2A9
Tel: (519) 336-9622
Fax: (519) 336-1350
www.ymcasar.org

Eastern Area

Catholic Immigration Centre – Ottawa

219 Argyle Ave., Suite 500
Ottawa, ON K2P 2H4
Tel: (613) 232-9634
Fax: (613) 232-3660
www.cic.ca

Conseil économique et social d'Ottawa-Carleton-CESCO

2660 Southvale Cresc., Suite 115
Ottawa, ON K1B 4W5
Tel: (613) 248-1343
Fax: (613) 248-1506
www.cesoc.ca

Cornwall & District Immigrant Services Agency

55 Water St. W., Suite LL30
Cornwall, ON K6J 1A1
Tel: (613) 933-3745
Fax: (613) 933-6027
www.cdisa.ca

Jewish Family Services of Ottawa

2255 Carling Ave., Suite 301
Ottawa, ON K2B 7Z5
Tel: (613) 722-2225
Fax: (613) 722-7570
www.jfsottawa.com

Kingston Community Health Centres

400 Elliott Ave.
Kingston, ON K7K 6M9
Tel: (613) 544-4661
Fax: (613) 544-2916
www.immigrantserviceskingston.ca

**Lebanese and Arab Social Services
Agency of Ottawa**

1385 Bank St., Suite 315
Ottawa, ON K1H 8N4
Tel: (613) 236-0003
Fax: (613) 236-6886
www.Lassa.ca

**New Canadians Centre –
Peterborough**

205 Sherbrooke St., Unit D
Peterborough, ON K9J 2N2
Tel: (705) 743-0882
Fax: (705) 743-6219
www.nccpeterborough.ca

**Ottawa Chinese Community
Service Centre**

381 Kent St., Suite 208
Ottawa, ON K2P 2A8
Tel: (613) 235-4875
Fax: (613) 235-5466
www.ottawachineseservices.org

**Ottawa Community Immigrant
Services Organization**

959 Wellington St.
Ottawa, ON K1Y 2X5
Tel: (613) 725-0202
Fax: (613) 725-9054
www.ociso.org

Quinte United Immigrant Services

41 Octavia St., P.O. Box 22141
Belleville, ON K8N 5V7
Tel: (613) 968-7723
Fax: (613) 968-2597
www.quis-immigration.org

Northern Area

**Sudbury Multicultural/Folk Arts
Association**

196 Van Horne St.
Sudbury, ON P3E 1E5
Tel: (705) 674-0795
Fax: (705) 674-3116
www.sudburymulticultural.org

**Thunder Bay Multicultural
Association**

17 Court St. N
Thunder Bay, ON P7A 4T4
Tel: (807) 345-0551
Fax: (807) 345-0173
www.tbma.ca

Provincial Organization

**Ontario Council of Agencies
Serving Immigrants (OCASI)**

110 Eglinton Ave. W., Suite 200
Toronto, ON M4R 1A3
Tel: (416) 322-4950
Fax: (416) 322-8084
www.ocasi.org

About Ontario: Quick Reference

A summary of the contact information found in this booklet

Topic	Web Contact	Phone Contact
Getting the Help You Need Learning English or French Temporary Work Permits Global Experience Ontario	www.ontarioimmigration.ca	
Choosing a Community	www.2ontario.com	
Finding a School Building Your Career Help from Employment Ontario	www.edu.gov.on.ca	1-800-387-5514
Using Public Transportation Ontario Driver's License	www.mto.gov.on.ca	Driver and Vehicle Licencing: 1-800-387-3445 Road Test Booking: 1-888-570-6110
Health Care Services	www.health.gov.on.ca	INFOline: 1-800-664-8988
Getting Help in Your First Language	www.settlement.org	
Understanding Human Rights	www.ohrc.on.ca	1-800-387-9080
Recognition for Education Outside Canada	www.wes.org	1-866-343-0070
Entering University	www.Educationcanada.cmec.ca	
Entering College Professional Credentials Reviewed Working in Your Trade or Profession Bridging to Your Profession or Trade Volunteering	www.citizenship.gov.on.ca	1-800-267-7329
Loans for Foreign Trained Professionals	www.maytree.com	416- 944-2627
Programs for Newcomers	www.211toronto.ca	1-888-562-4769
Applying for a Social Insurance Number	www.hrsdc.gc.ca	1-800-206-7218
Labour Market	www.ontario.ca	1-800-267-8097
Understanding the Work Environment	www.serviceontario.ca	416-326-1234
Center for the Evaluation of Health Professionals Educated Abroad (CEHPEA)	www.cehpea.ca	416-924-8622
OPS Internship Program	www.careerbridge.ca	416-977-3343
Workplace Rights	www.labour.gov.on.ca	1-800-531-5551
Starting a Business	www.sbe.gov.on.ca	1-800-567-2345

