

# فهرست راهنمای خدمات برای کانادایی های جدید

یک پروژه از *Guelph Inclusiveness Alliance*

تهیه شده توسط مرکز اطلاعات گایف، 2008



خدمات برای کانادایی‌های جدید- مقدمه

**به گایلف خوش آمدید!** این بسیار هیجان انگیز است که شما این انجمن را برای خانه خود انتخاب کردید. به محث اینکه شما با شهر آشنا شوید، شما شاید این خواهید بود که گایلف چطور بزودی خانه تمام کانادایی های جدید میشود.

این فهرست راهنما به منظور کمک به یادگیری هر چه بیشتر شما دربارهٔ خدمات موجود در گایلف برای افراد و فامیلهای تدارک دیده شده. در اینجا معلومات دربارهٔ کار، خانه، صحت، کورس ESL و سایر خدمات که وقتی شما جابجای شدید مشاهده خواهید کرد. هر چقدر شما زیادتز دربارهٔ چیزهای که برای شما در اینجا است بفهمید همانقدر آسانتر از آن خدمات در خانه جدیدتان بهرمنند خواهید شد. اگر شما ضرورتان را در این فهرست راهنما پیدا نکردید، با ما تماس بگیرید! هدف ما کمک به جابجایی شما در چامه جدید است.

### دانستنی ها:

این فهرست راهنما را **Guelph inclusiveness Alliance** تهیه دیده است. **Guelph inclusiveness Alliance** یکی از شبکهات سازمان اجتماعی است که به منظور کمک به گایف کار می کند تا گایف بتواند خوش آمد گوی کانادایی های جدید باشد. تشکر از تمام کسانیکه برای تهیه و همگانی کردن این معلومات کمک و حمایت کردند. ما از کمک مالی **Ontario Ministry of Citizenship** و **Ontario Community Builder's Fund** برای این پروژه تقدیر میکنیم. که شامل است از: این فهرست راهنما، شبکه تحقیقات مردمی و نفوز شماری و تمرکز گروهی کانادایی های جدید. این فهرست راهنما توسط انجمن معلومات گایف تهیه دیده شده. که یک پروگرام از مرکز داوطلب **Guelph/Wellington** است. تشکر از لیزا گالیفر از مرکز داوطلب **Guelph/Wellington**، کسیکه ادیتز (ویرایشگر) و نویسنده این تحقنق کمک کننده است.



سازمان ها یکه در این پروژه مشارکت کردند

**AIDS Committee of Guelph/Wellington \***  
**City of Guelph, Community Services Department \***  
**County of Wellington, Ontario Works and Housing Departments**  
**Family & Children's Services of Guelph/Wellington**  
**Guelph & District Multicultural Centre**  
**Guelph Community Foundation \***  
**Guelph Community Health Centre \***  
**Kindle Communities Inc.**  
**Lutherwood, Adult Employment Services**  
**Naylor McLeod**  
**Ontario Ministry of Citizenship & Immigration, Regional Office**  
**Onward Willow – Better Beginnings, Better Futures**  
**Public Health Unit – Guelph Wellington Dufferin \***  
**Trellis Mental Health and Developmental Services \***  
**United Way of Guelph & Wellington \***  
**Volunteer Centre of Guelph/Wellington**

## فهرست راهنما را چطور استفاده کنیم

### مرجع راهنمای ضروری

این راهنما سازمان هاییکه خدمات شبیه هم تهیه میکنند را در یک سطر با زیر موضوع مشترک قرار میدهد. آدرس مادی این انجمن، شماره تلفون و شماره خط سیر بس (اگر سازمان در مسیر بس قرار داشته باشد) در کنار نام هر سازمان لیست شده است. نمبر ثبت در طرف راست عطف دارد به نمبریکه به هر سازمان در قسمت خدمات داده شده است. یک تشریح در ارتباط مسیر بس در پایان این بخش داده خواهد شد.

### چگونگی استفاده بخش خدمات

تمام سازمان ها با نامهای رسمیشان به ترتیب حروف الفبا لیست شده است. احياناً اگر کدام نام رسمی از نام معمول عطف شده باشد، آن نام در داخل قوس درج شده است. هر لست دربر دارنده معلومات تماس است ( آدرس، شماره تلفون، وب سایت آدرس و ایمل). ساعات خدمات، یک تشریح ساده در ارتباط خدماتی که هر سازمان ارائه میدهد و همچنان خدمات لسانی (غیر از انگلیسی) اگر موجود باشد. نمبر ثبت وابسته به هر پروگرام یا سازمان در طرف راست درج شده است.

تمام شعبات دولتی در زیر ناحیه گرافیکی شان لیست شده است. شعبات و وزارتخانه های دولتی کانادایی در زیر نام کانادا، وزارتخانه های آنتریو در زیر نام آنتریو، به دنباله نام شعبه یا وزارتخانه شان لیست شده است. شعبات منطقه ای و شهری هم در زیر نام Wellington یا گیلف درج شده است.

در اینجا بعضی از سر نامها و مخففات معمول که در این راهنما استفاده شده تهیه شده است:

انگلیسی، زبان دوّم ESL: English as a second language

LINC: Language Instruction for Newcomers to Canada

راهنمایی زبان برای تازه رسیده گان به کانادا

روزهای هفته Mon, Tues, Wed, Thurs, Fri: days of the week

Monday, Tuesday, Wednesday, Thursday, Friday

Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sept, Oct, Nov, Dec:

Months of the year ماههای سال

January, February, March, April, May, June, July, August, September, October,  
November, December

### مخففات که در آدرس استفاده میشود

Ave: Avenue

Ave: خیابان

Cres: Crescent

Cres: گولایی

Dr: Drive

Dr: سرک

Rd: Road

Rd: جاده

St: Street

St: کوچه

E, W, N, W: street directions East, West, North South

E, W, N, W: جهات سرک شرق، غرب؛ شمال و جنوب

ON: an address located in the province of Ontario

ON: یک آدرس که در ایالت آنتریو باشد

### مخففات که در تلفون استفاده میشود:

Ext: خط مستقیم به یک شخص یا یک بخش

TTY: تلفون نوشتاری برای ناشنوایان

**سرویس حمایت و دوباره سازی**

نام سازمان	آدرس	تلفون دفتر	مسیر بس	نمبر ثبت
Canada. Member of Parliament (MP), Guelph Riding, Brenda Chamberlain	40 Cork St E	519-837-8276	D	7
Chalmers Community Services Centre	50 Quebec St	519-822-8778	D	9
Food and Friends Student Nourishment Program	Call for information	519-846-2715; ext. 4642		19
Guelph, Community Services	19 Northumberland St	519-837-5618	D	30
Delhi Community Centre	65 Delhi St	519-837-5625	8	
Evergreen Seniors Centre	683 Woolwich St	519-823-1291	1	
Victoria Road Recreation Centre	151 Victoria Rd N	519-837-5621	61	
West End Community Centre	21 Imperial Rd S	519-837-5657	23	
Riverside Park Operations	709 Woolwich St	519-837-5626	1	
River Run Centre	35 Woolwich St	519-837-5662	D	
Guelph, City Clerk's Office	59 Carden St	519-837-5603	D	31
Guelph Public Library	100 Norfolk St	519-824-6220	7, 23	32
<b>گروپهای همسایگی</b>				
Brant Avenue Neighbourhood Group	35 Algonquin Dr	519-821-9243	1, 70A, 70B	2
Clairfields Neighbourhood Group	Call for information	519-837-5618; ext 2678	51	11
Exhibition Park Neighbourhood Group	70 Division St	519-767-5750	7	15
Grange Hill East Neighbourhood Group	151 Victoria Rd N	519-824-1149	6	21
Hanlon Creek Neighbourhood Group	Call for information	519-837-5618; ext 2678	10, 52	36
Kortright Hills Neighbourhood Group	23 Ptarmigan Dr	519-837-0974	10	40
Onward Willow	20 Shelldale Cres	519-824-8498	22	58
Parkwood Gardens Neighbourhood Group	21 Imperial Rd S	519-824-6340	23,70A, 70B	59
Two Rivers Neighbourhood Group	131 Ontario St	519-837-4248	4	67
Waverley Neighbourhood Group	140 Waverley Dr	519-821-9677	8	77
West Willow Woods Neighbourhood Group	495 Willow Rd	519-826-9930	24	87
Ontario. Member of Provincial Parliament, (MPP) Guelph Wellington Riding, Liz Sandals	173 Woolwich St	519-836-4190	1	57
Shelldale Centre	20 Shelldale Cres	519-766-0795	22	63
Spiritwind Christian Centre, Guelph Food Bank	100 Crimea St	519-767-1380	3, 23	64
United Way Community Services of Guelph and Wellington	85 Westmount Rd, 2nd Floor	519-821-0571	7	68
University of Guelph, Office of the International Student Advisor	University Centre, Level 3	519-824-4120; ext 5221	51/51A* 52, 55*	70
Volunteer Centre of Guelph Wellington	46 Cork St E, Unit 1	519-822-0912	D	74
Community Information Guelph	46 Cork St E, Unit 1	519-821-0632	D	75

**بحران**

نام سازمان	آدرس	تلفون دفتر	مسیر بس	نمبر ثبت
Distress Centre Wellington Dufferin, Crisis Line		519-821-0140		12
Guelph Wellington Women In Crisis	18 Norwich St E	519-836-1110	1	29
Guelph Police Service	15 Wyndham St S	519-824-1212	4	34
Victim Services Wellington	15 Wyndham St S	519-824-1212; ext 304	D	73

خدمات برای کاناداییهای جدید – رهنا

Welcome In Drop In Centre, Emergency Shelters & Supportive Housing	23 Gordon St	519-837-0080	51, 52	78
<b>گروههای فرهنگی</b>				
<b>نام سازمان</b>	<b>آدرس</b>	<b>تلفون دفتر</b>	<b>مسیر بس</b>	<b>نمبر ثبت</b>
Guelph and District Multicultural Centre	319 Speedvale Ave E, Unit C, Lower Level	519-836-2222	1	22
<b>خدمات آموزش و پرورش</b>				
<b>نام سازمان</b>	<b>آدرس</b>	<b>تلفون دفتر</b>	<b>مسیر بس</b>	<b>نمبر ثبت</b>
Conestoga College, Guelph Campus	460 Speedvale Ave W	519-824-9390	22	13
Guelph and District Multicultural Centre	319 Speedvale Ave E, Unit C, Lower Level	519-836-2222	1	22
International Credential Assessment Service of Canada (ICAS)	100 Stone Rd W, Suite 303	519-763-7282	52	37
International Language Program	63 Victoria Rd N	519-836-8785	6	38
Naylor McLeod Group	55 Cork St E, Suite 303	519-821-7887	D	45
Ontario. Ministry of Training Colleges and Universities, Ontario Student Assistance Program (OSAP)		1-807-343-7260		54
St. George's Centre for ESL	21 King St	519-766-9551	8, 61	72
University of Guelph		519-824-4120	51/51A* 52, 55*	69
Upper Grand District School Board	500 Victoria Rd N	519-822-4420	1, 70A, 70B	71
Wellington Catholic District School Board	75 Woolwich St	519-821-4600	D	79
<b>خدمات کاری</b>				
<b>نام سازمان</b>	<b>آدرس</b>	<b>تلفون دفتر</b>	<b>مسیر بس</b>	<b>نمبر ثبت</b>
Canada. Guelph Service Canada Centre	259 Woodlawn Rd W, Suite C	1-800-265-3595	22, 70A 70B	6
Conestoga College, Job Connect Program	460 Speedvale Ave W	519-824-9390	22	14
Guelph Business Enterprise Centre	42 Wyndham St N, Unit 401	519-826-4701	D	23
Lutherwood	30 Wyndham St N	519-822-4141	D	44
Naylor McLeod Group	55 Cork St E, Suite 303	519-821-7887; 519-821-5003	D	45
Northern Lights, Employment Assessment and Resource Centre	221 Woodlawn Rd W	519-767-9222	22, 70A 70B	47
Ontario. Ministry of Labour	155 Frobisher Dr, Unit G 213, Waterloo	519-885-3378		51
Ontario. Ministry of Labour, Office of the Worker Advisor	155 Frobisher Dr, Unit G 213, Waterloo	519-888-9063		52
Ontario. Ministry of Labour, Workplace Safety and Insurance Board (WSIB)	55 King St W, 3rd Floor, Kitchener	519-576-4130		53
Ontario. Ministry of Training Colleges and Universities, Global Experience Ontario	285 Victoria St, 7th Floor, Toronto	See Record		55
Second Chance Employment Counselling	177 Norfolk St	519-823-2440	7, 22	62
Shelldale Centre	20 Shelldale Cres	519-766-0795	22	63
Wellington County, Employment Resource Centre	138 Wyndham St N	519-823-7887	D	82
Wellington County, Ontario Works	129 Wyndham St N	519-837-2670	D	84
<b>خدمات صحت</b>				
<b>نام سازمان</b>	<b>آدرس</b>	<b>تلفون دفتر</b>	<b>مسیر بس</b>	<b>نمبر ثبت</b>

خدمات برای کاناداییهای جدید – ره‌نما

Canadian Mental Health Association	147 Wyndham St N	519-836-6220	D	8
Distress Centre Wellington Dufferin		519-821-3760	N/A	12
Family Midwifery Care of Guelph	319 Speedvale Ave E	519-763-8568	1	18
Guelph Community Health Centre	176 Wyndham St N	519-821-5363	D	24
Guelph General Hospital	115 Delhi St	519-822-5350	8	26
Guelph General Hospital, Doctors Taking New Patients	115 Delhi St	519-822-5350; ext 2725	8	27
Guelph Midwives	176 Wyndham St N, # 3	519-823-9785	D	28
Ontario. Ministry of Health and Long Term Care, Health Card Registration and Renewal		Appointments:1 -800-268-1154		49
Telehealth Ontario		1-866-797-0000		50
Trellis Mental Health and Developmental Services	147 Delhi St	519-821-2060	8	66
University of Guelph, Office of the International Student Advisor	University Centre, Level 3	519-824-4120; ext 5221	51,51A* 52, 55*	70
Waterloo Wellington Community Care Access Centre (CCAC)	450 Speedvale Ave W, Suite 201	519-823-2550	22	76
Wellington Dufferin Guelph Public Health	Call for new location	519-846-2715		80

**مسکن (خانه)**

نام سازمان	آدرس	تلفون دفتر	مسیر بس	نمبر ثبت
Fresh Start Housing Centre	150 Wyndham St N	519-822-2887	D	20
Welcome In Drop In Centre, Emergency Shelters & Supportive Housing	23 Gordon St	519-837-0080	51, 52	78
Wellington County, Housing Services	138 Wyndham St N	519-824-7822	D	85
Wellington County Rent Bank and Energy Emergency Fund	129 Wyndham St N	519-837-2670; ext 3710	D	86

**خدمات جابجایی برای مهاجرین**

نام سازمان	آدرس	تلفون دفتر	مسیر بس	نمبر ثبت
Guelph and District Multicultural Centre	319 Speedvale Ave E, Unit C, Lower Level	519-836-2222	1	22
University of Guelph, Office of the International Student Advisor	University Centre, Level 3	519-824-4120; ext 5221	51,51A* 52, 55*	70

**مهاجرت & تبعیت**

نام سازمان	آدرس	تلفون دفتر	مسیر بس	نمبر ثبت
Canada. Member of Parliament (MP), Guelph Riding, Brenda Chamberlain	40 Cork St E	519-837-8276	D	7
Canada. Waterloo and Wellington Citizenship and Immigration Centre	29 Duke St E, Kitchener	1-888-242- 2100		4
Canada. Department of Foreign Affairs and International Trade, Passport Office	The Galleria, 101 Frederick St, Suite 630, Kitchener	1-800-567- 6868		5

**برنامه لسان (ESL & LINC)**

نام سازمان	آدرس	تلفون دفتر	مسیر بس	نمبر ثبت
Guelph and District Multicultural Centre	319 Speedvale Ave E, Unit C, Lower Level	519-836-2222	1	22
Naylor McLeod Group	55 Cork St E, Suite 303	519-821-7887; 519-821-5003	D	45
St. George's Centre for ESL	21 King St	519-766-9551	8, 61	72
University of Guelph, Office of the International Student Advisor	University Centre, Level 3	519-824-4120; ext 5221	51,51A* 52, 55*	70

<b>خدمات قانونی</b>				
نام سازمان	آدرس	تلفون دفتر	مسیر بس	نمبر ثبت
Legal Aid Ontario	11A Suffolk St E	519-824-0170	7,22	42
Legal Clinic of Guelph and Wellington County	11 Wyndham St N	519-821-2100	D	43
<b>والدین</b>				
نام سازمان	آدرس	تلفون دفتر	مسیر بس	نمبر ثبت
Family and Children's Services	55 Delhi St	519-824-2410	8	16
Family Counselling and Support Services	109 Surrey St E	519-824-2431	4	17
Guelph Community Health Centre, Ontario Early Years Centre	176 Wyndham St N, Suite 5	519-766-1550	D	25
La Leche League	Call for information	519-829-2293		41
Onward Willow - Better Beginnings, Better Futures	20 Shelldale Cres	519-824-8498	22	58
Salvation Army Community and Family Services	210 Victoria Rd S	519-836-9824	4, 70A, 70B	60
Shelldale Centre	20 Shelldale Cres	519-766-0795	22	63
Wellington Dufferin Guelph Public Health	Call for new location	519-846-2715		80
Wellington County, Childcare Services	21 Douglas St	519-837-3620	D	81
<b>همیاری مردمی و اعانه عمومی</b>				
نام سازمان	آدرس	تلفون دفتر	مسیر بس	نمبر ثبت
Ontario, Ministry of Community and Social Services, Ontario Disability Support Program	Wellington Plaza 86 Gordon St	519-822-7500	10, 51, 52	48
Wellington County, Childcare Services	21 Douglas St	519-837-3620	D	81
Wellington County, Ontario Works	129 Wyndham St N	519-837-2670	D	84
Wellington County, Rent Bank and Energy Emergency Fund	129 Wyndham St N	519-837-2670; ext 3710	D	86
<b>دوکانهای با صرفه</b>				
نام سازمان	آدرس	تلفون دفتر	مسیر بس	نمبر ثبت
Bibles for Mission Thrift Store	228 Victoria Rd S	519-821-2498	4	1
Habitat for Humanity, ReStore	45 Dawson Rd	519-780-2323	22	35
IODE Opportunity Shop	348 Speedvale Ave E	519-836-1710	1	39
New Life Christian Reformed Church, Community Clothing Closet	400 Victoria Rd N	519-823-5851	1, 70A 70B	46
Salvation Army Thrift Store	255 Woodlawn Rd W	519-836-6316	22, 70A 70B	61
St Vincent de Paul Society, Thrift Store	133 Woolwich St	519-836-5829	D	65
<b>ترجمه و ارزیابی تصدیق‌های بین‌المللی</b>				
نام سازمان	آدرس	تلفون دفتر	مسیر بس	نمبر ثبت
Canada, Guelph Service Canada Centre (Foreign Credentials Referral Services)	259 Woodlawn Rd W, Suite C	1-888-854- 1805	22, 70A 70B	6
Guelph and District Multicultural Centre	319 Speedvale Ave E, Unit C, Lower Level	519-836-2222	1	22
Guelph Community Health Centre	176 Wyndham St N	519-821-5363	D	24
International Credential Assessment Service of Canada	100 Stone Rd W, Suite 303	519-763-7282	52	37
Wellington County, Multilingual Access Program	138 Wyndham St N	519-837-2670	D	83

حمل و نقل				
نام سازمان	آدرس	تلفون دفتر	مسیر بس	نمبر ثبت
Guelph Transit		519-822-1811		33
Ontario. Ministry of Transportation, Driver Examination Centre	255 Woodlawn Rd W, Unit 106	519-824-6323	22, 70A 70B	56

<p><b>مسیر بس</b> که فقط شامل سفرهای داخلی با استفاده گایف ترانزیت میشود  <b>D</b> – مقصد به مدت 5 دقیقه پیاده روی از <b>downtown</b> به نقطه انتقال در <b>St. George's Square</b> است.                  *مسیرهای <b>#51A</b> و <b>#55</b> به <b>downtown</b> نمی روند. مسیر <b>#51A</b> از دوشنبه تا جمعه در زمان اوج ترافیک فعال است.                  مسیر <b>#55</b> فقط در دوران کلاسهای فاکولته گایف (سپتمبر – اپریل) فعال است.</p>
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1/7/2008

ترجمه: واحد رضایی

# Directory of Services for New Canadians in Guelph

## Bibles for Mission Thrift Store

1

**Address** 228 Victoria Rd S  
Guelph, ON

**Phone** 519-821-2498

**Website** [www.thebibleleague.ca](http://www.thebibleleague.ca)

**Hours** Mon to Sat 10:00am - 5:00pm

The thrift store raises money for Bibles in Cambodia and works with the Bible League. You'll find used items such as clothing, furniture, small electricals, kitchenware, sports equipment, toys and books. Provides used goods pick up service; call for an appointment.

## Brant Avenue Neighbourhood Group

2

**Address** The Friendship Place  
35 Algonquin Dr  
Guelph, ON N1E 3P2

**Phone** 519-821-9243

**Hours** Mon to Thurs 9:00am - 3:00pm; Evenings by appointment.

The Brant Avenue Neighbourhood Group is a member of the Neighbourhood Support Coalition. This group promotes the health and well-being of children and families within the neighbourhood through a variety of programs. Many programs continue throughout the summer; call for availability.

Boundaries: East side of Victoria Rd North to Speedvale Ave East heading North to the country.

## Canada. Revenue Agency Tax Services Office

3

**Address** 166 Frederick St  
Kitchener, ON N2G 4N1

**Phone** Toll Free: General Inquiries: 1-800 959-8281;  
GST Credit Cheques: 1-800-959-1953;  
Tax Refunds: 1-800-959-1956;  
Business Inquiries: 1-800-959-5525;  
Public Forms: 1-800-959-2221;  
Visually Impaired Line: 1-800-267-1267;  
TIPS: 1-800 267-6999

**Website** [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

## Directory of Services for New Canadians in Guelph

**Hours** Jan 2 - Apr 30: Mon to Fri 8:15am - 5:00pm;  
May 1 - Dec 31: Mon to Fri 8:15am - 4:30pm.

As a resident of Canada for part or all of a tax year (January 1 to December 31), you must file a tax return if you: owe tax; or want to receive a refund because you paid too much tax in a tax year. Even if you have no income to report or tax to pay, you may be eligible for certain payments or credits. In order to receive these payments or credits, you must file an income tax return.

The Tax Services office has information and forms for completing a tax return. It can also tell you about an income tax program for low income Canadians.

### Canada. (Citizenship and Immigration) Waterloo-Wellington Citizenship and Immigration Centre

4

**Address** 29 Duke St E  
Kitchener, ON N2H 1A2

**Phone** Toll Free: 1-888-242-2100

**Website** [www.cic.gc.ca](http://www.cic.gc.ca)

**Hours** Mon, Tue, Thurs, Fri 8:00am - Noon; 1:00pm - 3:00pm; Closed Wed

Information regarding citizenship and immigration. Applications for citizenship may be obtained through the website and through the call centre.

Another website to visit is [www.settlement.org](http://www.settlement.org). It provides information to newcomers about finding a job, sponsorship, ESL, housing, education and health. They also have a guide called "Your First Days in Ontario" that has useful information for your first two weeks in Ontario.

**Languages of Service** English; French

### Canada. Department of Foreign Affairs and International Trade

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#### Passport Office

**Address** The Galleria  
101 Frederick St, Suite 630  
Kitchener, ON N2H 6R2

**Phone** Toll Free: 1-800-567-6868

## Directory of Services for New Canadians in Guelph

**Website** www.ppt.gc.ca

**Hours** Mon to Fri 8:45am - 4:30pm

The Passport Office issues Canadian passports to Canadian citizens. Processing times are as follows:

- By mail - 4 weeks (20 working days) This does not include mailing time.
- In person - 2 weeks (10 working days) This does not include the day the application is submitted.
- At a participating post office - 3 weeks (15 working days) This does not include mailing time.
- At a participating Service Canada Access Centre - 4 weeks (20 working days) This does not include mailing time.

Passport applications may be obtained from passport offices, all Canada post outlets and the internet.

**Languages of Service** English; French

## Canada. Guelph Service Canada Centre

6

**Address** 259 Woodlawn Rd W, Suite C  
Guelph, ON N1H 8J1

**Phone** Toll Free: 1-800-265-3595

**Website** www.servicecanada.gc.ca

**Hours** Mon to Fri 8:30am - 4:00pm

Service Canada Centres are operated by the federal government. It is where you go to apply for your Social Insurance Number (SIN), to apply for Employment Insurance benefits (EI), Canada Pension Plan (CPP) or Old Age Security (OAS).

- Job Bank - Job listing across Canada at [www.jobbank.gc.ca](http://www.jobbank.gc.ca)
- Records of Employment - call 1-800-263-8364
- Employment Insurance Claims - visit the office or call 1-800-206-7218.
- Income Security Programs - Basic applications and pamphlets for programs such as Canada Pension Retirement, Death and Survivor benefits and Old Age Security benefits - application drop-off or call 1-800-277-9914.
- Service Canada Centre for Youth - assisting employers and students with summer jobs, call 519-767-2559. Open seasonally May to early August.
- Foreign Credentials Referral Service – helps New Canadians find information related to the assessment and recognition of their foreign credentials. Visit the office or call: 1-888-854-1805. [www.credentials.gc.ca](http://www.credentials.gc.ca)

**Languages of Service** English; French

## Directory of Services for New Canadians in Guelph

### Canada. Member of Parliament (MP) Guelph Riding, Brenda Chamberlain

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**Address** 40 Cork St E  
Guelph, ON N1H 2W8

**Phone** 519-837-8276

**Website** [www.brendachamberlainmp.ca](http://www.brendachamberlainmp.ca)

**Hours** Mon to Fri 9:30am - 5:00pm, Closed 1:00 - 2:00pm daily

Citizens of Guelph are represented at the national level by their federal Member of Parliament (MP). Federal MP's represent and assist people who need access to federal government programs and policies. The current MP for Guelph is Brenda Chamberlain (Liberal Party representative). Postage is not required when writing to a federal Member of Parliament as long as MP appears after the name.

The office accepts passports for free delivery to Ottawa. Allow 6-7 weeks for processing.

### Canadian Mental Health Association

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#### Grand River Branch, Guelph

**Address** 147 Wyndham St N  
Guelph, ON N1H 4E9

**Phone** 519-836-6220; Toll Free: 1-888-255-2642

**Website** [cmhagrb.easycgi.com/dnn/](http://cmhagrb.easycgi.com/dnn/)

**Hours** Mon - Fri 9:00am - 5:00pm

The Canadian Mental Health Association is a community-based organization that operates a resource, referral and education service for people who experience mental health issues. Their downtown office has a drop-in education centre and library.

### Chalmers Community Services Centre

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**Address** 50 Quebec St  
Guelph, ON N1H 2T4

# Directory of Services for New Canadians in Guelph

**Phone** 519-822-8778

Chalmer's Community Services Centre provides food, personal supports and community connection for its participants. They distribute food, clothing and household items to people who need help from time to time. This is a city-wide program.

## Churches of the St. Vincent de Paul Society

10

**Address** See locations below

**Hours** Mon to Thurs, 9:00am - 4:30pm & Fri 9:00am - noon (St. John's).  
Calls returned by volunteers on Tues & Thurs (St. Joseph's).  
Mon to Fri 9:00am - 4:30pm, closed noon - 1:00pm (Church of Our Lady)

St. Vincent de Paul Society is a charitable support service that is run by several Catholic parishes in Guelph. They provide emergency help to people in need, based on a home visit.

CHURCH OF OUR LADY  
28 Norfolk Street  
Guelph, ON N1H 4H8  
Phone: 519-824-3951

SACRED HEART  
75 Manitoba Street  
Guelph, ON N1E 3C2  
Phone: 519-822-8944

ST. JOHN'S CHURCH  
45 Victoria Road North  
Guelph, ON N1E 5G9  
Phone: 519-824-7311

ST. JOSEPH'S CHURCH  
409 Paisley Rd.  
Guelph ON N1H 2R4  
Phone: 519-836-6806 (Leave a message on the machine)

The parish secretaries at each church will take requests for assistance and give referrals as needed. Food vouchers are available. A visiting committee from the church will make suggestions and provide aid and support. For emergency assistance only.

## Clairfields Neighbourhood Group

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**Address** They don't have an office. Call for a meeting location.

**Phone** 519-837-5618; ext 2678

**Website** [www.clairfields.org](http://www.clairfields.org)

Clairfields Neighbourhood Group is a member of the Neighbourhood Support Coalition. They exist to develop a sense of community among the residents. Boundaries: Gordon Street, Clair Road (including the south side), Hanlon Wetlands and Lowes Road.

## (Community Torchlight Incorporated) Distress Centre Wellington Dufferin

12

**Address** No Street Address

**Phone** 519-821-3760  
Crisis Line: 519-821-0140

**Website** [www.dc-wd.org](http://www.dc-wd.org)

**Hours** 24 hours a day, 7 days a week, 365 days a year

Sometimes you just need someone to talk to. This Distress Line has trained volunteers who provide 24 hour, 7 day/week telephone listening, support, referral and crisis assistance services for all ages. Calls are conducted in an atmosphere of confidentiality, anonymity and impartiality. Youth Support Line and TTY for the hearing impaired.

## Conestoga College Institute of Technology and Advanced Learning

13

**Address** 460 Speedvale Ave W  
Guelph, ON N1H 6N6

**Phone** 519-824-9390

**Website** [www.conestogac.on.ca](http://www.conestogac.on.ca)

**Hours** Office Hours: Mon to Fri 8:00am - 4:00pm  
Campus Hours: Mon to Sat 7:00am - 11:00pm

## Directory of Services for New Canadians in Guelph

Conestoga College offers full-time degrees, diploma and certificate programs. Students can register for part-time programs; postgraduate, apprenticeship and preparatory studies; online courses; part-time evening and weekend courses; and customized training for business and industry. Campuses also in Kitchener and Waterloo.

### Job Connect Program

14

**Address** 460 Speedvale Ave W  
Guelph, ON N1H 6N6

**Phone** 519-824-9390; ext 331; Toll Free: 1-866-585-4008

**Website** [www.conestogac.on.ca/jsp/programs/schoolaccess/jobconnect/index.jsp](http://www.conestogac.on.ca/jsp/programs/schoolaccess/jobconnect/index.jsp)

**Hours** Guelph office: Mon to Fri 8:30am - 4:30pm; extended hours Wed to 8:00pm

The Job Connect program offers career exploration, educational planning, skills assessment, job search assistance, information on potential employers and the labour market, on-the-job training, links to apprenticeship training, apprenticeship scholarships, referrals to community supports, information on summer and part-time jobs. It is available to people of all ages.

### Exhibition Park Neighbourhood Group

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**Address** Exhibition Park Arena  
70 Division St  
Guelph

**Phone** 519-767-5750

**Website** [www.guelph.ca](http://www.guelph.ca)

**Hours** Tues 3:30 - 5:50 pm; Fri 10:30am - 1:30pm

Exhibition Park is a developing neighbourhood group with the Neighbourhood Support Coalition. The group organizes an annual picnic in the park in September, Winterfest in February and other events to bring the community together. The group has organized an outreach system to deliver flyers and other information to the neighbourhood residents.

Boundaries: Edinburgh Road, Speedvale Avenue, Speed River, Paisley Road/Quebec St./Douglas St.

## Family and Children's Services of Guelph and Wellington County 16

**Address** 55 Delhi St  
Guelph, ON N1H 6N3

**Phone** 519-824-2410; Toll Free: 1-800-265-8300

**Website** [www.fcsgw.org](http://www.fcsgw.org)

**Hours** Mon to Fri 8:30am - 4:30pm, 24 hour Emergency Service

Family and Children's Services offers support to children who are victims of abuse or neglect and to families who may be at risk of abuse or neglect.

**Languages of Service** English; Arabic; Vietnamese; Interpretive Services

## Family Counselling and Support Services for Guelph Wellington 17

**Address** 109 Surrey St E  
Guelph, ON N1H 3P7

**Phone** 519-824-2431; AIR (Access Information & Referral for Developmental Services): 519-824-4015; Toll Free: 1-800-307-7078; AIR (Access Information & Referral for Developmental Services): 1-877-216-1116

**Website** [www.familyserviceguelph.on.ca](http://www.familyserviceguelph.on.ca)

**Hours** Mon, Fri 9:00am - 5:00pm; Tue, Wed, Thurs 9:00am - 9:00pm

Family Counselling and Support Services provides counselling to individuals, couples and families on a sliding fee scale.

**Languages of Service** English; Spanish

## Family Midwifery Care of Guelph 18

**Address** 319 Speedvale Ave E, 2nd Floor  
Guelph, ON N1E 1N4

**Phone** 519-763-8568

**Website** [www.familymidwiferycare.ca](http://www.familymidwiferycare.ca)

## Directory of Services for New Canadians in Guelph

Registered midwives who are trained and regulated health care professionals, providing primary care and gentle support to women during pregnancy, labour and birth. Midwives also provide care to mothers and babies during the first six weeks after the baby is born.

Midwives support women in their choice of birth place, either at home or in the hospital.

**Languages of Service** English; French; Interpretive Services

## Food and Friends Student Nourishment Program 19

**Address** Call for information

**Phone** 519-846-2715; ext. 4642; Toll Free: 1-800-265-7293

**Website** [www.wdghu.org](http://www.wdghu.org)

Children need a healthy breakfast to help them learn during the school day. Many schools in Guelph are supported by this program to serve breakfast (and sometimes snacks or lunch) to students. Call for more information on whether your children's school participates in this program.

## Fresh Start Housing Centre 20

**Address** 150 Wyndham St N  
Guelph, ON N1H 4E8

**Phone** 519-822-2887

**Hours** Tue to Fri 10:00am - 3:00pm

Finding a place to live can be a lot of work. Fresh Start Housing can help. Their resource centre in downtown Guelph has:

- A market rent landlord registry
- Telephones
- Common application for non-profit housing for Guelph and Wellington County
- Newspaper listings
- Help with landlord - tenant issues.
- Public Internet access
- Referrals to find emergency housing, food and household goods, legal assistance and community support services

## Directory of Services for New Canadians in Guelph

### Grange Hill East Neighbourhood Group

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**Address** 151 Victoria Rd N  
Guelph, ON N1E 5H4

**Phone** 519-836-9427

**Website** [www.guelph.ca](http://www.guelph.ca)

**Hours** Mon 6:00 -7:00pm, Tues 11:00 - 4:00pm, Thurs afternoon, Fri morning.  
Call for more information on hours.

The Grange Hill East Neighbourhood Group is a member of the Neighbourhood Support Coalition. They work to build a sense of community among neighbours in the area. They organize community events such as Winterfest and Summerfest. In addition, they host the Youth Mobile Centre at Victoria Road Recreation Centre for the summer months. Call to find out about current family programs. Boundaries: to the West - Victoria Rd, to the South - CP rail tracks north of Elizabeth St, to the East - townline, to the North - Eastview/Eramosa Rd.

### Guelph and District Multicultural Centre

22

**Address** 319 Speedvale Ave E, Unit C, Lower Level  
Guelph, ON N1E 1N4

**Phone** 519-836-2222

**Website** [www.gdmc.org](http://www.gdmc.org)

**Hours** Mon to Thurs 9:00am - 4:00pm (closed daily from Noon - 1:00pm);  
Fri 9:00am - Noon.  
After hours appointments available in evenings and weekends by appointment only.

This organization provides services to New Canadians, immigrants and refugees. It is a Canadian Language Benchmarks Assessment (CLBA) Centre for English as a Second Language Learners and gives referrals to ESL courses in the City of Guelph and Wellington County. They also provide links to interpreters/translators in the community. They assist with resumes, job search, and other links and referrals for new Canadians.

ISAP - Immigration Settlement and Adaptation Program for landed immigrants (all categories), convention refugees

NSP - Newcomer Settlement Program for refugee claimants, student visa, work visa and citizens

LINC - Language Assessment - only for permanent residents

**Languages of Service** English; Arabic; Chinese - Cantonese; Farsi; German; Hungarian; Mandarin; Persian; Serbo-Croatian; Spanish - on site; Vietnamese; Interpretive Services

### Guelph Business Enterprise Centre Inc.

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**Address** 42 Wyndham St N, Unit 401  
Guelph, ON

**Phone** 519-826-4701; Toll Free: 1-866-744-8344

**Website** [www.guelphbusiness.com](http://www.guelphbusiness.com)

**Hours** Mon to Fri 8:30am - 4:30pm

This Centre offers information and advice to anyone starting or managing a business. They can help with preparing a business plan, how to obtain financing, managing a business and general assistance to entrepreneurs.

### Guelph Community Health Centre

24

#### Community Health Programs

**Address** 176 Wyndham St N  
Guelph, ON N1H 8N9

**Phone** 519-821-5363

**Hours** Centre: Mon - Thurs 9:00am - 8:00pm; Fri 9:00am - 5:00pm

The Guelph Community Health Centre is a client-based medical centre with programs available to members of the general public. Medical services are provided to registered patients. The following programs are available to the broader community:

- Helping Hands (ext 381): support for women of all cultures to help them access health services and other community resources.
- Nutrition counseling: provided for new Canadians and immigrants/refugees to Guelph.
- ID Clinic: (ext 321): drop in clinic for anyone who would like to apply for or replace ID in order to get a health card. Offered at the Downtown office and at the Shelldale Centre.

Parenting Programs:

- Prenatal/Postnatal Exercise Classes (ext 452): for women who are prenatal and up to 10 months postnatal and their children between infant and 6 years. Also offered at Stone Road Mall location.
- Post-Partum Depression Support Group (ext 320): support for women who are experiencing postpartum depression and a concurrent program for their children between infant and 6 years
- Breastfeeding Support (ext 386): individual appointments and a drop-in program at the Stone Rd Mall location.

## Directory of Services for New Canadians in Guelph

**Languages of Service** English; Arabic; Farsi; Hindi; Mandarin; Persian; Polish; Punjabi; Serbo-Croatian; Spanish; Urdu; Vietnamese; Interpretive Services

### Ontario Early Years Centre

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**Address** 176 Wyndham St N, Suite 5  
Guelph, ON N1H 8N9

**Phone** 519-766-1550  
519-767-5162 - satellite office at the Stone Road Mall

**Website** [www.ontarioearlyyears.ca](http://www.ontarioearlyyears.ca)

**Hours** Main Location: Mon Closed, Tues, Thurs & Fri 9:00am - 1:00pm,  
Wed 9:00am - 1:00pm, 2:00 - 5:00pm, Sat 10:00am - 1:00pm  
Stone Road Satellite office: Mon Closed, Tues to Fri 9:30am -  
4:30pm, Sat 10:00am - 1:00pm.

The Ontario Early Years Centre is a place for parents and caregivers of children up to the age of six to find information about services designed to support the development of young children. Every OEYC offers the services listed below, all of which are FREE to parents and caregivers of young children:

- early learning and literacy programs for children and their parents
- programs to support parents and caregivers in all aspects of early child development
- information on pregnancy and parenting
- outreach activities to ensure all parents can become involved with a nearby Early Years Centre
- links to other early years programs and services in the community
- Toy lending library is available for a membership fee
- Child care registry for parents seeking child care.

**Languages of Service** English; Interpretive Services

### Guelph General Hospital

26

**Address** Guelph General Hospital  
115 Delhi St  
Guelph, ON N1E 4J4

**Phone** Automated telephone: 519-837-6440; Switchboard: 519-822-5350

**Website** [www.gghorg.ca](http://www.gghorg.ca)

**Hours** 24 hours a day, 7 days a week

# Directory of Services for New Canadians in Guelph

Guelph General Hospital is the main hospital in the City. You will find medical, surgical, pediatric and obstetrical services. Also critical care service and 24 hour emergency department. Offers rehabilitation therapies, social services, diagnostic services, patient education and nutritional counselling. There are no fees for medical services for residents of Ontario.

## Doctors Taking New Patients

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**Phone** 519-822-5350; ext: 2725

**Website** [www.gghorg.ca](http://www.gghorg.ca)

**Hours** 24 hours a day, 7 days a week

To become registered with a family doctor in Guelph, you need to fill in an application. They are available at the Information Desk, Level 1, of the Guelph General Hospital. The application needs to be completed and mailed to the address located on the application. The application is also available on the internet.

Website address: [www.wellingtonguelph.ca/WGPatientDoctorConnect/](http://www.wellingtonguelph.ca/WGPatientDoctorConnect/)

## Guelph Midwives

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**Address** Guelph Community Health Centre  
176 Wyndham St N, Suite 3  
Guelph, ON N1H 8N9

**Phone** 519-823-9785

**Website** [www.sentex.net/~guelphmw](http://www.sentex.net/~guelphmw)

**Hours** Mon to Fri 9:00am - 5:00pm

Guelph Midwives will assess, monitor, and provide care for women during pregnancy, childbirth, and the first few weeks postpartum.

They support women in their choice of birth place, which could be home or hospital. Prenatal classes designed for (but not restricted to) clients of midwives. Midwifery service fees covered by the Ministry of Health; subsidized spaces available for prenatal classes.

**Languages of Service** English; Dutch; German; Polish; Persian; Interpretive Services.

### Guelph Wellington Women In Crisis

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- Address** 18 Norwich St E  
Guelph, ON N1H 2G6
- Phone** 519-836-1110; Toll Free: 1-800-265-7233
- Website** [www.gwwomenincrisis.org](http://www.gwwomenincrisis.org)
- Hours** Administration Office, Rural Women's Support Program, Sexual Assault Centre, Transitional Support Program: Mon - Fri 9:00am - 5:00pm  
Crisis Line/Marianne's Place Shelter: 24 hours

Guelph-Wellington Women In Crisis provides emergency and ongoing supports for women and children who are experiencing physical, sexual, emotional or verbal abuse in the home. They provide an emergency shelter free of charge, as well as counselling, programs and related services. An Immigrant Women's Support Program is one of their programs.

**Languages of Service** English; Farsi; Filipino; German; Hindi; Italian; Polish; Punjabi; Serbo-Croatian; Spanish; Urdu

### Guelph. (City of)

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#### Community Services

- Address** 19 Northumberland St  
Guelph, ON N1H 3A6
- Phone** Administration: 519-837-5618  
Centennial Pool: 519-837-5620  
Delhi Community Centre: 519-837-5625  
Evergreen Seniors Centre: 519-823-1291  
Facility Bookings/Information: 519-837-5618  
Victoria Road Recreation Centre: 519-837-5621  
West End Community Centre: 519-837-5657  
River Run Centre: 519-837-5662
- Website** [www.guelph.ca](http://www.guelph.ca)

## Directory of Services for New Canadians in Guelph

The Community Service Group looks after recreation programs and services for people who live in Guelph. The "Leisure Guide" is a good source of information about the programs offered. It is published three times a year. There is a fee to register for courses. Assistance with fees is available. Call 519-837-5618 for information.

The Community Services Group also looks after public parks in Guelph and the River Run Centre, a performing arts facility.

### City Clerk's Office

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**Address** 59 Carden St  
Guelph, ON N1H 3A1

**Phone** 519-837-5603

**Website** [www.guelph.ca](http://www.guelph.ca)

**Hours** Mon - Fri 8:30am - 4:30pm

The City of Guelph has approximately 120,000 residents. The City Clerk handles inquiries from citizens about the services offered by the City of Guelph offices.

### Public Library

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**Address** 100 Norfolk St  
Guelph, ON N1H 4J6

**Phone** 519-824-6220

**Website** [www.library.guelph.on.ca/](http://www.library.guelph.on.ca/)

**Hours** Adult Department: Mon to Fri 10:00am - 9:00pm; Sat 9:00am - 5:00pm; Sun 1:00pm - 5:00pm; Children's Department: Mon to Fri 10:00am - 8:00pm; Sat 9:00am - 5:00pm; Sun 1:00pm - 5:00pm

The Guelph Public Library provides print and non-print reading materials to adults and children to be used on a loaned basis or within the Library itself. There is staff available to help use the Library and its resources. There are 5 branches around Guelph. Internet access is available at all branches.

### (Transit and Mobility Services) Guelph Transit

33

**Address** Guelph Transit  
170 Watson Rd S  
Guelph, ON N1L 1C1

**Phone** 519-822-1811

**Website** [www.guelph.ca/transit](http://www.guelph.ca/transit)

**Hours** Office Hours: Mon to Fri 8:00am - 4:00pm

Provides public transportation in the City of Guelph as well as door to door mobility service for people unable to use public transit. Mobility Service

## Directory of Services for New Canadians in Guelph

fares are the same as Guelph Transit fares. You will need to fill in an application form to use the mobility service. You can get an application from the office or from the City's website.

Free travel for the blind (guide dogs permitted on the bus), otherwise no pets allowed unless in carriers.

### Guelph Police Service

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**Address** 15 Wyndham St S  
Guelph, ON N1H 4C6

**Phone** 519-824-1212

**Website** [www.police.guelph.on.ca/](http://www.police.guelph.on.ca/)

**Hours** 24 hours a day, 7 days a week

Police service for the City of Guelph. For emergencies dial 911.

**Languages of Service** English; Farsi; German; Hungarian; Italian; Polish

### Habitat for Humanity, ReStore

35

**Address** 45 Dawson Rd, Unit 3A  
Guelph, ON N1H 1B1

**Phone** 519-767-9752

**Website** [www.habitatwellington.on.ca](http://www.habitatwellington.on.ca)

**Hours** Administrative Offices: Mon to Fri 8:30am - 4:30pm  
ReStore: Mon to Fri 9:30am - 5:00pm, Sat 9:00am - 4:00pm

Habitat for Humanity's ReStore sells used furniture, building supplies and appliances at a low cost.

### Hanlon Creek Neighbourhood Group

36

**Address** Call for information

**Phone** 519-837-5618; ext 2678

**Website** [www.guelph.ca](http://www.guelph.ca)

Hanlon Creek is a developing neighbourhood in the Neighbourhood Support Coalition. The group's focus is on community building and addressing community concerns. Boundaries: to the North - College Avenue, to the East - Gordon Street, to the South - Preservation Park, to the West - Hanlon Parkway.

## International Credential Assessment Service of Canada 37

**Address** Ontario AgriCentre  
100 Stone Rd W, Suite 303  
Guelph, ON N1G 5L3

**Phone** 519-763-7282; Toll Free: 800-321-6021

**Website** [www.icascanada.ca](http://www.icascanada.ca)

**Hours** Office hours: Mon to Fri 9:00am - 4:00pm

The International Credential Assessment Service of Canada provides assessment of an individual's education completed outside of Canada. They also help employers, immigration authorities, educational institutions and community agencies to understand international education. There is a fee for this service.

**Languages of Service** English; French

## International Languages Program 38

**Address** St. John School  
63 Victoria Rd N  
Guelph, ON N1E 5G9

**Phone** 519-836-8785

**Website** [www.ilp-guelph.org](http://www.ilp-guelph.org)

The International Languages Program provides weekly instruction in approximately 20 languages to elementary students of Guelph and surrounding communities. It is offered free of charge through the Wellington Catholic District School Board. Its purpose is to help children retain their original language and culture and to promote cross-cultural understanding through language training. Classes are held Saturday mornings, as well as some weekday classes, Sept through May. A three week summer program is offered.

## IODE, Opportunity Shop 39

**Address** 348 Speedvale Ave E  
Guelph, ON N1E 1N5

**Phone** 519-836-1710

**Hours** Tue to Sat 1:00pm - 4:30pm

## Directory of Services for New Canadians in Guelph

Women involved in IODE organize and volunteer in the Opportunity Shop which is their sole source of fund-raising. They sell good used clothing, jewellery and small household articles which are all donated. All proceeds from the sale of donated goods go to support local education, social projects and other charities.

### Kortright Hills Neighbourhood Group

40

**Address** Kortright Hills Public School  
23 Ptarmigan Dr  
Guelph, ON N1C 1B5

**Phone** 519-837-0974

**Website** [www.guelph.ca/neighbourhoods](http://www.guelph.ca/neighbourhoods)

Kortright Hills Neighbourhood Group is a member of the Guelph Neighbourhood Support Coalition. They offer programs for residents of the neighbourhood. They offer parent/child programs, adult interest workshops, recreational activities, community events and school aged childcare for PD days and after school. The community room is available to the public. Call the office for more information. Boundaries: to the North - Hanlon Creek; to the East - Hanlon Parkway; to the South East - Teal Drive; to the West and South West - City Limits.

### La Leche League, Guelph

41

**Address** Call for information

**Phone** 519-829-2293

**Website** [www.lalecheleaguecanada.ca](http://www.lalecheleaguecanada.ca)

A support group for mothers who wish to or who are breastfeeding and need encouragement and information. Mothers have the opportunity to become members and help within the group if they so choose. Call for information on meeting times.

### Legal Aid

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**Address** 11A Suffolk St E  
Guelph, ON N1H 2H7

**Phone** 519-824-0170

**Website** [www.legalaid.on.ca](http://www.legalaid.on.ca)

## Directory of Services for New Canadians in Guelph

Legal aid is available to low income individuals and disadvantaged communities for a variety of legal problems. People who are eligible will receive a certificate which will allow them to receive legal services from the lawyer of their choice. Call for an appointment.

### Legal Clinic of Guelph and Wellington County

43

**Address** 11 Wyndham St N  
Guelph, ON N1H 4E4

**Phone** 519-821-2100; Toll Free: 1-800-628-9205

**Website** [www.gwlc.ca](http://www.gwlc.ca)

**Hours** Office: Mon - Fri 9:00am - 5:00pm; Intake: Mon - Fri 9:30am - 11:00am only

The Legal Clinic provides free legal advice to low income people in Guelph and Wellington County.

They can help with:

- Tenants having problems with their landlord
- People having difficulty with an application, suspension, cancellation or denial of Ontario Works or Ontario Disability Support Program benefits
- People having difficulty with an application or denial of Canada Pension or Old Age Security
- People who need to know their rights in the areas of Employment Standards, Employment Insurance, and Human Rights

Call between 9:30 - 11:00am to make an appointment.

The Legal Clinic does not handle criminal, civil, family or immigration law.

**Languages of Service** English ; Interpretive Services

### Lutherwood, Adult Employment Services

44

**Address** 30 Wyndham St N  
Guelph, ON N1H 4E5

**Phone** 519-822-4141; Toll Free: 1-866-321-4141

**Website** [www.lutherwood.ca](http://www.lutherwood.ca)

**Hours** Mon - Fri 8:30am - 5:00pm; Tue 8:30am - 7:00pm

# Directory of Services for New Canadians in Guelph

Lutherwood provides employment services for people who are 25 years and older. They offer a wide range of employment preparation programs, including an "ESL Cafe" where participants practice their English one night per week. They offer the use of computers with internet access, fax machines, telephone, photocopier and job board for persons job searching. They also have information on apprenticeship and services for internationally trained individuals.

## Naylor-McLeod Group

45

**Address** 55 Cork St E, Suite 303  
Guelph, ON N1H 2W7

**Phone** 519-821-7887; 519-821-5003

**Website** [www.naylor-mcleod.com](http://www.naylor-mcleod.com)

**Hours** Job Search For New Canadians: Mon to Fri 9:00am - 2:30pm.  
Language Instruction for Newcomers (LINC)  
\* Benchmark 0 to 5: Mon to Fri 9:00am - 2:30pm, Mon to Thurs 4:30 - 6:30pm \* Benchmark 6/7: 7:00 - 10:00pm \* Benchmark 7 to 10: call for times.  
Post Secondary Graduate Job Focus Program: Mon to Fri 9:00am - 3:00pm

- Job Search For New Canadians is a free 5-week course which helps immigrants find work and understand the Canadian Workplace. Those who will be considered include immigrants who are unemployed and looking for work, legally entitled to work in Canada and have a minimum 5 English as tested by the Guelph Multicultural Centre.
- Language Instruction for Newcomers (LINC): teach Benchmarks 0 English to level 7. Students must not be Canadian citizens (i.e., convention refugees, landed immigrants) and must need improvement in their English skills.
- English as a Second Language (ESL) instruction: Classes emphasize orientation to Canadian culture and integration into Canadian society.
- Post Secondary Graduate Job Focus Program: is for graduates of Canadian Colleges, Universities, and Private Schools, experiencing difficulties focusing or directing career goals or experiencing problems finding employment suited.
- Enhanced Language Training for Nurses and Engineers (ELT) : call for information.
- Volunteer tutor program for students needing one-to-one assistance. Language assessments are done by the Guelph & District Multicultural Centre.

## Directory of Services for New Canadians in Guelph

### **New Life Christian Reformed Church** **46** **Community Clothing Closet**

**Address** New Life Church  
400 Victoria Rd N  
Guelph, ON N1E 5J7

**Phone** 519-823-5851

**Website** [www.newlifecrc.net](http://www.newlifecrc.net)

**Hours** Thurs & Sat 9:30am - 12:30 pm

The Community Clothing Closet provides good quality free clothing for adults and children.

### **Northern Lights Canada** **47** **Employment Assessment and Resource Centre**

**Address** 221 Woodlawn Rd W  
Guelph, ON N1H 8P4

**Phone** 519-767-9222

**Website** [www.northernlightsvs.on.ca](http://www.northernlightsvs.on.ca)

**Hours** Mon to Fri 8:30am - 4:30pm

Provides free access to all supports needed to conduct a job search, including access to computer/internet, fax, photocopier, newspapers, business directories, labour market information. They will offer help with resumes and cover letters. All clients can meet with an Employment Specialist who will provide assistance during all stages of the job search and coordinate employment plan activities and give referrals to community partners for workshops and other employment supports.

### **Ontario. Ministry of Community and Social** **48** **Services**

#### **Ontario Disability Support Program (ODSP)**

**Address** Wellington Plaza  
86 Gordon St  
Guelph, ON N1H 4H6

**Phone** 519-822-7500; Toll Free: 1-800-567-2953

## Directory of Services for New Canadians in Guelph

**Website** [www.cfcs.gov.on.ca](http://www.cfcs.gov.on.ca)

**Hours** Mon-Fri 8:30am - 5:00pm

The Ontario Disability Support Program (ODSP) helps people with physical or mental disabilities who are in financial need, or who want to work and need support.

Income Supports: provides financial assistance to help with basic needs and accommodation costs. Recipients of this benefit may also be eligible for assistance with costs associated with moving to a new permanent residence within the community or keeping an existing residence.

Employment Supports: works with community service providers to help people with disabilities prepare for and find jobs, keep a job and advance their career. The program can also help people with disabilities become self-employed. Supports are available for New Canadians who are on ODSP.

## Ontario. Ministry of Health and Long Term Care

49

### Health Card Registration and Renewal

**Address** 1400 Weber St E, Unit B2  
Kitchener, ON N2A 3Z8

**Phone** 519-893-3966; Toll Free: Information: 1-800-268-1154; Lost or Stolen Health Cards: 1-800-664-8988

**Website** [www.health.gov.on.ca/english/public/program/ohip/ohip\\_mn.html](http://www.health.gov.on.ca/english/public/program/ohip/ohip_mn.html)

**Hours** Mon to Fri 8:30am - 5:00pm; Wed 8:30am - 6:00pm

The Ontario Health Insurance Plan (called OHIP) is needed if you are an Ontario resident and want to receive free public health services. Even young children and babies need an OHIP card. There is a three month waiting period before you are eligible to receive a card and access the Ontario health system.

Applying for a health card for you and your family must be done in person. Bring three pieces of identification (they must be original documents) to prove your citizenship/immigration status, identity and residency in Ontario. Anyone older than 15 years old must apply in person for an OHIP card.

To apply for a health card:

- a) Go directly to the (Kitchener) Ministry of Health office
- b) call the health card clinic at 1-888-376-5197 (in Kitchener) to book an appointment in Guelph

**Languages of Service** English; French

## Directory of Services for New Canadians in Guelph

### Telehealth Ontario

50

- Address** No Street Address
- Phone** Toll Free: 1-866-797-0000
- Website** [www.health.gov.on.ca](http://www.health.gov.on.ca)
- Hours** 24 hours a day, 7 days a week

A free, confidential telephone service which provides health advice or general health information from a registered nurse. They can help advise best course of action; whether it would be to make an appointment with the doctor, go to a clinic, contact a community service or go to a hospital emergency room. Callers can also be connected to medication information and health information audio tapes. Health concerns may include:

- Symptoms that could require medical attention
- Illness or injury
- Chronic illnesses
- Nutrition and healthy lifestyles
- Teen health and lifestyle issues

In emergency situations always call 911.

**Languages of Service** English; French; Translation support for other languages.

### Ontario. Ministry of Labour

51

#### Kitchener – Waterloo Office

- Address** 155 Frobisher Dr, Unit G 213  
Waterloo, ON N2V 2E1
- Phone** 519-885-3378; Toll Free: 1-800-265-2468
- Website** [www.labour.gov.on.ca](http://www.labour.gov.on.ca)
- Hours** Mon to Fri 8:30am - 5:00pm

This office is responsible for the enforcement, education and administration of labour laws such as: The Employment Standards Act (wage complaints, minimum wage, vacation pay, overtime, termination issues), and the Occupational Health & Safety Act (Industrial, Construction and Mining). Services include:

- Enforcing wage complaints, education and administration (Employment Standards)
- Industrial establishment investigation (safety)
- Construction site investigation (safety)

## Directory of Services for New Canadians in Guelph

- Procedures for dealing with workplace hazards (safety)
- Enforcing the law where compliance has not been achieved voluntarily (safety)

### Office of the Worker Adviser

52

**Address** 155 Frobisher Dr, Unit G 213  
Waterloo, ON N2V 2E1

**Phone** 519-888-9063; Toll Free: 1-800-265-2466

**Website** [www.owa.gov.on.ca](http://www.owa.gov.on.ca)

**Hours** Mon to Fri 8:30am - 5:00pm

This office provides free services to non-unionized injured workers and their survivors in workplace insurance matters (formerly called workers' compensation).

**Languages of Service** Contact 1-800-435-8980 for service from this department in French.

### Workplace Safety and Insurance Board (WSIB)

53

**Address** 55 King St W, 3rd Floor  
Kitchener, ON N2G 4W1

**Phone** 519-576-4130; Toll Free: 1-800-265-2570

**Website** [www.wsib.on.ca](http://www.wsib.on.ca)

**Hours** Mon to Fri 8:30am - 4:30pm

The Workplace Safety and Insurance Board administers the province's no-fault workplace insurance for employers and their workers. It focuses on accident prevention, early and safe return to work, and insurance benefits for Ontario workers who are injured in on-the-job accidents or who contract an occupational disease.

### Ontario. Ministry of Training Colleges and Universities

54

#### Ontario Student Assistance Program (OSAP)

**Address** 189 Red River Rd, 4th Floor  
Thunder Bay, ON

## Directory of Services for New Canadians in Guelph

**Phone** 1-807-343-7260

**Website** [osap.gov.on.ca](http://osap.gov.on.ca)

OSAP assists financially needy Ontario residents to participate in post secondary education. OSAP is designed to supplement, not replace, the resources which students receive from their own earnings and other sources including their parents and spouses. OSAP provides both repayable and non-repayable financial assistance.

Ontario residents who plan to attend a post secondary institution within Ontario should also contact the Financial Aid Office at their prospective post secondary institution in order to obtain application forms and information on all OSAP related programs. Students planning to attend a post secondary institution outside Ontario should contact the ministry at (807) 343-7260.

**Languages of Service** English; French

### Global Experience Ontario

55

**Address** 285 Victoria St, 7th Floor  
Toronto, ON M7A 2H6

**Phone** For services regarding Non-Health Professionals: 416-327-9694  
For services regarding Health Professionals: 416-314-4409;  
Toll Free: Non-Health Professionals: 1-866-670-4094;  
Health Professionals: 1-800-596-4046

**Website** [www.ontarioimmigration.ca](http://www.ontarioimmigration.ca)

**Hours** Mon, Wed, Fri 9:00am - 5:00pm; Tues, Thurs 9:00am - 8:00pm

Global Experience Ontario helps internationally trained and educated individuals find out how to qualify for professional practice in Ontario. The centre provides information for people who intend to apply to a regulatory body to obtain a license to work in their field. Staff can advise on the process of licensing and registration in Ontario. The centre also provides information and assistance to various agencies and regulatory bodies.

**Languages of Service** English; French; Bilingual services are available by phone, online and in person.

## Ontario. Ministry of Transportation

56

### Driver Examination Centre

**Address** 255 Woodlawn Rd W, Unit 106  
Guelph, ON N1H 8J1

**Phone** 519-824-6323; Toll Free: Road Tests: 1-888-570-6110

**Website** [www.mto.gov.on.ca](http://www.mto.gov.on.ca)

**Hours** Mon to Fri 8:30am - 5:00pm

Responsible for the examination and issuing of drivers licences and provides the following services:

- Vision test
- Knowledge test (Class A, B, C, D, E, F, G, M, and the "Z" endorsement) Note: oral knowledge tests may be conducted at select Driver Examination Centres
- Schedule road test appointments
- Conduct road tests (Class A, B, C, D, E, F, G1, G2, M1, M2, and the "Z" practical)
- Change class of driver's licence e.g. from class G to AZ
- Reinstate driver's licence with test requirement
- Apply for an original Driving Instructor's licence
- Accept documentation and make changes to conditions on existing driver's licenses
- Exchange driver's licence issued from other Canadian provinces, U.S.A, Japan, Korea, Switzerland, Germany, Great Britain, Canadian Forces-Europe, France and Austria
- Initiate criminal record searches for school bus licences and Driving Instructor licences
- Sell handbooks: car, bus, truck, motorcycle and air brake. CASH only.
- An appointment is necessary to take the written and road (driving) test.

## Ontario. Member of Provincial Parliament (MPP), Guelph Riding, Liz Sandals

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**Address** 173 Woolwich St, Suite 102  
Guelph, ON N1H 3V4

**Phone** Guelph: 519-836-4190  
Toronto: 416-325-4184

## Directory of Services for New Canadians in Guelph

**Hours** Mon to Fri 9:00am - 1:00pm; 2:00pm - 4:30pm

Provincial member of parliament for the City of Guelph area. Applications for birth certificates can be obtained from this office. This is the only government office in Guelph which offers expedited and emergency processing for birth certificates. They also provide general information about other Ontario government services. Call or visit office for more information.

## Onward Willow - Better Beginnings, Better Futures 58

**Address** Shelldale Community Centre  
20 Shelldale Cres  
Guelph, ON N1H 1C8

**Phone** 519-824-8498

**Website** [www.onwardwillowbetterbeginnings.ca](http://www.onwardwillowbetterbeginnings.ca)

**Hours** Mon to Fri 9:00am - 5:00pm

Onward Willow is a neighbourhood-based program that was created to enrich the lives of children and families in the Willow Road area of Guelph. It does this through a variety of programs that have been designed by a partnership between neighbourhood leaders and agency professionals. These programs aim to strengthen individuals and families and ensure healthy growth and development for every child. Programs are developed in response to the needs of community members. Programs are made culturally inclusive through staff who speak a variety of neighbourhood languages, outreach to different language groups, friendship groups that are ethno-specific, which increases access to information and particular supports for a particular cultural community.

Programs are divided into 4 main areas: Community Development, Pre-School Programs, Family Visiting and School-Age Youth Program.

Onward Willow-Better Beginnings, Better Futures has 2 community centers in the area:

- Family Gateway is at 20 Shelldale Crescent, in the Shelldale Centre (519-824-8498)
- Onward Willow Centre is at 15 Willow Road, Unit K-45 (519-824-6892)

Boundaries: to the North - Speedvale Avenue, to the South - Paisley Road, to the West - Silvercreek Pkwy, to the East - Edinburgh Road.

**Languages of Service** English; Farsi; Hindi; Mandarin - Cantonese; Punjabi; Romanian; Spanish; Urdu; Vietnamese; Dari

### **Parkwood Gardens Neighbourhood Group** **59**

**Address** West End Community Centre  
21 Imperial Rd S  
Guelph, ON N1K 2A3

**Phone** 519-824-6340

The Parkwood Gardens Neighbourhood Group is a member of the Neighbourhood Support Coalition. It is a community based group of volunteers whose goals are to provide programs for families, to raise funds for these programs and to improve the sense of community in the area.

Programs/Activities offered include:

- Recreation Programs for children and youth
- Baby Basics, Parent-Child Playgroups
- Community Food Cupboard
- After School Programs
- Community Events

Programs are offered at the following locations: Taylor Evans Public School, Gateway Drive Public School, Parkwood Gardens Community Church, West End Community Centre, Fife Road Co-operative Community Centre, and Ecott Community Centre.

Boundaries: to the North - Paisley Rd, to the East - Hanlon Parkway, to the South - Wellington St, to the West - City limits or Whitelaw Rd.

### **Salvation Army Community and Family Services** **60**

**Address** 210 Victoria Rd S  
Guelph, ON N1E 1E9

**Phone** 519-836-9824

**Website** [www.guelphsa.ca/Community.htm](http://www.guelphsa.ca/Community.htm)

**Hours** Regular Hours: Mon - Fri 1:30am - 4:00pm; Summer Hours (Jul/Aug):  
Tues - Fri 1:30pm - 4:00pm

The Salvation Army is an organization that works to help families and individuals who need emergency help from time to time. They can provide assistance with food, shelter and other costs. Call for more information about a program offered to New Canadians which provides an introduction to community resources.

## Salvation Army Thrift Store

61

**Address** 255 Woodlawn Rd W  
Guelph, ON N1H 8J1

**Phone** 519-836-6316

**Website** [www.thriftstore.ca](http://www.thriftstore.ca)

**Hours** Mon to Thurs & Sat 9:00am - 6:00pm, Fri 9:00am - 9:00pm

This store sells used clothing, furniture, toys, household items and other articles are sold at low cost. Donations can be dropped off at the store during hours of operation.

## Second Chance Employment Counselling Incorporated

62

**Address** 177 Norfolk St  
Guelph, ON N1H 4K1

**Phone** 519-823-2440

**Website** [www.2ndchance.on.ca](http://www.2ndchance.on.ca)

**Hours** Mon to Fri 8:30am - 4:30pm

2nd Chance Employment Counselling helps young people (16-24 years old) look for a job. They have offices around Guelph and Wellington County with all the equipment needed for a job search. They offer One-to-One Youth Employment Counselling as well as access to specialized training programs.

## Shelldale Centre

63

**Address** 20 Shelldale Cres  
Guelph, ON N1H 1C8

**Phone** 519-766-0795

**Website** [www.shelldalecommunitycentres.ca](http://www.shelldalecommunitycentres.ca)

The Shelldale Centre offers health, employment, family and recreation programs from many different community organizations at their location. These include Onward Willow, Public Health, Guelph Community Health Centre, Lutherwood, 2nd Chance Employment Counselling, Guelph & District Multicultural Centre and more. Some programs have specific geographic boundaries. Call for more information.

## Spiritwind Christian Centre

64

### Guelph Food Bank

**Address** 100 Crimea St, Unit C12  
Guelph, ON N1H 2Y6

**Phone** 519-767-1380

**Website** [www.spiritwind-christian-centre.ca](http://www.spiritwind-christian-centre.ca)

**Hours** Office hours: 9:00am - 4:00pm  
Client services: Mon to Fri 9:00am - 11:00am  
Phones answered: Mon to Fri 9:00am to Noon, otherwise leave a message.  
Hamper pickup: Mon to Fri 9:00am - 11:00am  
Excess program pickup: Mon to Fri 9:00am - Noon  
Clothing exchange: Mon to Fri 9:00am - 4:00pm

If you find that you are unable to provide food for you and your family, there is help available. The food bank is a place that has food for families and individuals who really need it. You must call for an appointment and fill out an application for assistance. Calls are taken in the morning.

## St Vincent de Paul Society Thrift Store

65

**Address** 133 Woolwich St  
Guelph, ON N1H 3V1

**Phone** 519-836-5829

**Hours** Mon to Fri 9:30am - 4:30pm; Sat 9:30am - 12:30pm

The St. Vincent De Paul Society operates a thrift store which sells second hand clothing, used household goods and small appliances for low cost.

## Trellis Mental Health and Developmental Services

66

**Address** 147 Delhi St  
Guelph, ON N1E 4J3

**Phone** Delhi St: 519-821-2060; Downtown 176 Wyndham: 519-824-5544;  
Silvercreek Pkwy: 519-836-4991

**Website** [www.trellis.on.ca](http://www.trellis.on.ca)

## Directory of Services for New Canadians in Guelph

When people are experiencing significant mental health problems, they can contact Trellis for help. This organization has staff that includes: social workers, psychologists, psychiatrists, nurses and support staff. Services include assessment, treatment, consultation, education, support and advocacy. Treatment may include brief individual and group therapies, education and support groups, prescribing and monitoring of medication.

### Two Rivers Neighbourhood Group

67

**Address** Tytler Public School  
131 Ontario St  
Guelph, ON N1E 3B3

**Phone** 519-837-4248

**Website** [www.guelph.ca/living](http://www.guelph.ca/living)

**Hours** Mon to Thurs 9:00am - 12:30 pm

The Two Rivers Neighbourhood Group is a member of the Neighbourhood Support Coalition. They are committed to a healthy, creative and safe community that provides opportunities for the social and personal development of all residents. Programs offered for all ages. Areas include: literacy, art, sports, cooking as well as access to computers. A community garden is available where local residents can grow their own vegetables and flowers. There is a Clothing Closet with slightly used children and adult clothing available free of charge to residents of the neighbourhood.

Boundaries: Between Victoria Rd. and Elizabeth St., bounded by the Eramosa and Speed Rivers.

### United Way Community Services of Guelph and Wellington

68

**Address** 85 Westmount Rd, 2nd Floor  
Guelph, ON N1H 5J2

**Phone** 519-821-0571

**Website** [www.unitedwayguelph.com](http://www.unitedwayguelph.com)

**Hours** Mon to Fri 8:30am - 4:30pm

The United Way Community Services of Guelph and Wellington carries out two primary programs: Campaign and Community Services. The United Way Campaign is the development, planning and implementation of a yearly fundraising campaign, which supports a variety of social service programs in

## Directory of Services for New Canadians in Guelph

Guelph and Wellington. Community Services has two primary functions: Social Planning and Fund Distribution. Social Planning is the identification of existing and emerging community needs through the collection and compilation of information related to issues, trends, and opportunities in the social service sector. Social planning also includes involvement in community planning activities through participation in local planning groups, community consultations, and facilitation of community planning processes.

**Languages of Service** English ; French ; Persian ; Spanish

### University of Guelph

69

**Address** Guelph, ON N1G 2W1

**Phone** 519-824-4120

**Website** [www.uoguelph.ca](http://www.uoguelph.ca)

The University of Guelph is made up of six colleges: Arts; Biological Science; Management & Economics; Physical and Engineering Science; Social and Applied Human Sciences; the Ontario Agricultural College; and the Ontario Veterinary College. Other areas of academic specialization include the Faculty of Environmental Sciences, the Office of Open Learning, and the University of Guelph-Humber. Students may pursue undergraduate and graduate degree programs in specialized and applied fields spanning the natural and physical sciences, social sciences and humanities. As well, the University offers distance education degree-credit courses and non-degree continuing education programs.

In addition, community services and programs are offered through numerous campus departments, including the Health and Performance Centre, Child Care and Learning Centre, Family and Couple Therapy Clinic, Human Rights and Equity Office, Counselling and Student Resources, Laboratory Services, small- and large-animal veterinary clinics, the departments of music and recreation, and the Arboretum.

### Office of the International Student Advisor

70

**Address** University Centre  
Level 3  
Guelph, ON N1G 2W1

**Phone** 519-824-4120; ext 5221

**Website** [www.studentlife.uoguelph.ca/isa/](http://www.studentlife.uoguelph.ca/isa/)

**Hours** Mon to Fri 8:30am - 4:30pm

## Directory of Services for New Canadians in Guelph

The International Student Advisor serves the needs of international students, visiting scholars, new immigrants and refugees. Common issues include adaptation challenges and problems, housing needs, academic concerns, financial difficulties, faculty-student issues (grad students) and personal support. The International Student Advisor also advises on Canadian immigration issues and is responsible for the UHIP (University Health Insurance Plan). All new students are requested to visit the ISA upon their arrival to enroll in UHIP (undergraduates) and have their immigration documents checked.

### Upper Grand District School Board

71

**Address** 500 Victoria Rd N  
Guelph, ON N1E 6K2

**Phone** 519-822-4420

**Website** [www.ugdsb.on.ca](http://www.ugdsb.on.ca)

The Upper Grand District School Board operates elementary and secondary schools and a centre of continuing education. Courses in Core French are offered at all schools. French immersion is offered at some locations. Special education classes are offered throughout Dufferin and Wellington Counties at both elementary and secondary schools. See website or call the office for information on specific schools and their attendance areas.

### St. George's Centre for English as a Second Language (ESL)

72

**Address** 21 King St  
Guelph, ON N1E 4P5

**Phone** 519-766-9551

**Website** [www.ugdsb.on.ca/conted.htm](http://www.ugdsb.on.ca/conted.htm)

**Hours** Guelph: (Sept to Jun) Mon to Fri 9:00 - 11:30am, 12:30 -3:00pm, Sat 9:00am - noon; (Jul and Aug) 8:00 - 10:30am, 11:00am - 1:30pm; Evening classes offered year round Mon/Tues/Wed/Thurs 7:00 - 9:30pm.  
Orangeville: Tues & Thurs 7:00 - 9:30pm.

St. George's Centre for English as a Second Language is a school that provides free English language classes for adults. Other services include:

- Language Instruction for Newcomers to Canada (LINC) classes
- Test of English as a Foreign Language (TOEFL) preparation

## Directory of Services for New Canadians in Guelph

- Citizenship
- Other classes related to skills training and advanced levels. Call for more details.

### Victim Services Wellington

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**Address** 15 Wyndham St S  
Guelph, ON N1H 4C6

**Phone** 519-824-1212; ext 304 OR 519-323-9660 in Mount Forest

**Website** [www.vswguelph.on.ca](http://www.vswguelph.on.ca)

**Hours** 24 hours a day, 7 days a week

Victim Services Wellington helps people who have been victims of crime, trauma or tragic circumstance. They provide education, support and referral services in partnership with community and emergency services. Trained volunteers respond on an on-call basis to calls in Guelph and Wellington County to situations such as assault, break and enter, family violence occurrence, fire, homicide, property crimes/damage, robbery, sexual assault, spousal abuse, stalking, death, suicide and traffic accidents.

SUPPORT LINK is a program to provide victims of domestic violence, sexual assault and stalking with access to a cell phone programmed to 911, assistance in safety planning and information about referral to other services.

**Languages of Service** English; Spanish; Interpretive Services

### Volunteer Centre of Guelph/Wellington

74

**Address** 46 Cork St E, Unit 1  
Guelph, ON N1H 2W8

**Phone** 519-822-0912; Toll Free: 1-866-693-3318

**Website** [www.volunteerguelphwellington.on.ca](http://www.volunteerguelphwellington.on.ca)

**Hours** Mon to Fri 9:00am - 5:00pm

Volunteering is a good way to get to know your new community, to gain experience to put on your resume, to practice your English conversational skills and to meet new people. The Volunteer Centre provides information on available volunteer opportunities in Guelph and Wellington County. They also provide training, resources and assistance to organizations that use volunteers.

## Directory of Services for New Canadians in Guelph

### Community Information Guelph

75

**Address** 46 Cork St E, Unit 1  
Guelph, ON N1H 2W8

**Phone** 519-821-0632; Toll Free: 1-866-693-3318

**Website** [communitylinks.cioc.ca](http://communitylinks.cioc.ca)

**Hours** Mon to Fri 9:00am - 5:00pm

Provides information about community, government, non-profit, voluntary and health sector programs and services available to people who live in Guelph. This is offered by telephone, in the office, on the internet. Some printed materials are available.

### Waterloo Wellington Community Care Access Centre (CCAC)

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**Address** 450 Speedvale Ave W, Suite 201  
Guelph, ON N1H 7G7

**Phone** Guelph: 519-823-2550; Orangeville: 519-941-4133; Toll Free: 1-800-265-8338

**Website** [www.ww.ccac-ont.ca](http://www.ww.ccac-ont.ca)

**Hours** Mon - Fri 8:30am - 6:00pm; Weekends & Holidays 8:30am - 4:30pm

The Community Care Access Centre (CCAC) provides a single point of access for information and referral to community health services, services for the elderly, people with disabilities and those who are seriously ill, to help them stay in the comfort of their own homes for as long as possible. Services are provided for children in schools who have special medical needs. Specialty service areas include palliative care, pediatrics and community mental health services, application/admission to, and information on long-term care facilities.

**Languages of Service** English; Interpretive Services

### Waverley Neighbourhood Group

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**Address** Waverley Drive Public School  
140 Waverley Dr, Room 9  
Guelph, ON N1E 1H2

**Phone** 519-821-9677

**Website** [www.home.golden.net/~wng](http://www.home.golden.net/~wng)

## Directory of Services for New Canadians in Guelph

**Hours** Mon to Thurs 9:00am - 5:00pm

The Waverley Neighbourhood Group is a member of the Neighbourhood Support Coalition. They are a team of neighbours working to support children, families, and adults in their community by providing social and recreational programs and by linking people to other community agencies.

Boundaries: to the West - Woolwich St; to the South - Speedvale Ave; to the East - Victoria Rd, to the North - Woodlawn Rd North.

## Welcome In Drop In Centre

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### Emergency Shelters & Supportive Housing

**Address** 23 Gordon St  
Guelph, ON N1H 4G9

**Phone** 519-837-0080

**Hours** 5:00am - 3:30pm 7 days a week

The Welcome In Drop In Centre provides emergency housing & shelter for males & females:

THE STEPPING STONE emergency shelter provides emergency food and housing for men for 21 days. During this time, they see social workers and are referred to community services such as mental health, addictions, financial assistance depending on the needs of the individual. After hours call: 519-837-0633.

ELIZABETH PLACE provides emergency, overnight accommodation to women and children up to age 12 in the downtown core of Guelph. Time at the house is limited to a month. Meals are provided. There is no cost. After hours call: 519-829-2844.

DWELLING PLACE provides longer-term supportive housing for up to 5 adults, both male and female. Rent is geared to income.

- All referrals are made through the Drop In Centre

## Wellington Catholic District School Board

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**Address** 75 Woolwich St  
Guelph, ON

**Phone** 519-821-4600

**Website** [www.wellingtoncssb.edu.on.ca](http://www.wellingtoncssb.edu.on.ca)

**Hours** Mon to Thurs 8:00am - 5:00pm; Fri 8:00am - 4:30pm

## Directory of Services for New Canadians in Guelph

The Wellington Catholic District School Board is a publicly funded school district offering a full range of programs and services for students from JK to high school graduation. As a faith-based system, they operate programs that are compliant with the Ontario Ministry of Education within the context of the teachings of the Catholic faith. Secondary students do not have to be Catholic to attend a school in this Board.

### Wellington Dufferin Guelph Public Health

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**Address** Call to find out about their new location  
**Phone** 519-846-2715; Toll Free: 1-800-265-7293  
**Website** [www.wdghu.org](http://www.wdghu.org)  
**Hours** Mon - Fri 8:30am - 4:30pm  
Sexual Health Clinic: Mon & Fri 9:30am - 4:30pm; Tue & Thu  
11:00am - 6:30pm; Wed Closed

Need some information on how to stop smoking? Need help with breastfeeding? How about healthy eating suggestions? The public health department can provide you with answers, information, and advice on how to stay healthy. Everything is free. Call for information on the services you need.

### Wellington County

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#### Child Care Services

**Address** 21 Douglas St  
Guelph, ON N1H 2S7  
**Phone** 519-837-3620; Toll Free: 1-800-265-7294; ext 380  
**Website** [www.wellington.ca](http://www.wellington.ca)  
**Hours** Mon to Fri 8:30am - 4:30pm

Working parents may need help with day care for their children. Wellington County Child Care Services can help with:

- the cost of child care
- finding childcare
- special needs services for children
- child care information

You must call for an appointment. Please see the website for more information.

**Languages of Service** Interpretive Services

## Directory of Services for New Canadians in Guelph

### Employment Resource Centre

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**Address** 138 Wyndham St N  
Guelph, ON N1H 4E8

**Phone** 519-823-7887; Toll Free: 1-800-265-7294

**Website** [www.wellington.ca](http://www.wellington.ca)

**Hours** Mon to Fri 8:30am - 4:30pm  
Summer Hours: Mon to Fri 8:30am - 4:00pm (Victoria Day to Labour Day)

The Wellington County Employment Resource Centre offers free services to people looking for a job including:

- computers with access to the Internet;
- photocopying, printing, and faxing;
- job boards;
- community resource brochures; and
- message service for job seekers who do not have a phone

Workshops are also available for free. Come to the Centre and talk to a receptionist for a current workshop calendar and information on how to use the services.

### Multilingual Access Program

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**Address** Administration Centre  
138 Wyndham St N  
Guelph, ON N1H 4E9

**Phone** 519-837-2670; Toll Free: 1-800-265-7294

**Website** [www.wellington.ca/social\\_section.aspx?id=753](http://www.wellington.ca/social_section.aspx?id=753)

**Hours** Mon to Fri 8:30am - 4:30pm

The Multilingual Access Program provides interpretation and translation services in over 25 languages for any resident for whom English is not their first language. These services are offered to address barriers for individuals who want to use County of Wellington services or resources.

Services include:

- Translation of basic information about Social Services and Ontario Works
- Translation and printing (photocopies) of literature for Non-English Speaking participants
- Qualified interpreters are available

**Languages of Service** English ; French; Arabic; Farsi; Filipino; German; Hindi; Hungarian; Indonesian; Italian; Korean; Mandarin; Persian; Polish; Punjabi; Serbo-Croatian; Spanish; Urdu; Vietnamese; Interpretive Services;

## Directory of Services for New Canadians in Guelph

Dari (Afghanistan); Pushto (Afghanistan, Pakistan); Nuer (Sudan);  
Kurdish Sorani (Iranian); Acholi (Uganda, Sudan); Dinka (Sudan)

### Ontario Works

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**Address** 129 Wyndham St N  
Guelph, ON N1H 4E9

**Phone** 519-837-2670; Toll Free: 1-800-265-7294

**Website** [www.county.wellington.on.ca/social.aspx?id=11](http://www.county.wellington.on.ca/social.aspx?id=11)

**Hours** Winter Hours: Mon to Fri 8:30am - 4:30pm; Summer Hours: 8:30am - 4:00pm  
Caseworker to see clients from Mon to Fri 2:30 - 4:00pm

Provides temporary financial assistance to those in need while they work to find employment. They offer workshops on job finding, résumé writing, and preparing for an interview; referrals to job counseling, training and education; access to telephones, faxes, computers and job banks.

The Learning Earning and Parenting (LEAP) Program assists parents who are 21 years of age or younger to acquire education, parenting skills, and employment related skills.

**Languages of Service** Currently provides translation in over forty languages. Call or view the list of languages online.

### Wellington and Guelph Housing Services

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**Address** Administration Centre  
138 Wyndham St N  
Guelph, ON N1H 4E8

**Phone** 519-824-7822; Toll Free: 1-800-663-0750

**Website** [www.wellington.ca](http://www.wellington.ca)

**Hours** Mon to Fri 8:30am - 4:30pm

Individuals and families who have low incomes and cannot afford the total rental amount for shelter might be eligible for subsidized housing. Wellington & Guelph Housing Services provides assisted rental housing on a rent geared to income basis for eligible individuals, couples, families, persons with disabilities, and seniors. Rental units are located in Guelph, Fergus, Erin, Elora, Arthur, Mount Forest, Harriston & Palmerston. All applications for assisted housing go to a 'centralized waiting list' to determine eligibility, then forwarded to the individual housing locations. Applications can be picked up from this office.

## Directory of Services for New Canadians in Guelph

**Languages of Service** English; French; Arabic; Farsi; Filipino; German; Hindi; Hungarian; Indonesian; Italian; Korean; Mandarin; Persian; Polish; Punjabi; Serbo-Croatian; Spanish; Urdu; Vietnamese; Interpretive Services; Dari (Afghanistan); Pushto (Afghanistan, Pakistan); Nuer (Sudan); Kurdish Sorani (Iranian); Acholi (Uganda, Sudan); Dinka (Sudan)

### Wellington County Rent Bank and Energy Emergency Fund

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**Address** Wellington County Social Services  
129 Wyndham St N  
Guelph, ON N1H 3T9

**Phone** 519-837-2670; ext 3710; Toll Free: 1-800-265-7495

**Website** [www.county.wellington.on.ca](http://www.county.wellington.on.ca).

**Hours** Mon to Fri 8:30am - 4:30pm

Wellington County provides two kinds of emergency support that can help people keep their accommodations:

**Energy Emergency Fund:** The purpose of this fund is to pay for energy arrears (including hydro, gas, oil and other forms of energy), security deposits and reconnection costs and will be paid directly to energy providers.

- Individuals may receive emergency assistance from the fund once.

**Provincial Rent Bank Program:** This program is intended to provide funding for rent arrears and is for people in danger of losing their accommodations because they are behind in rent. The fund is to ensure housing stability for those with short-term arrears and who are facing eviction. The fund can assist market rent tenants only. Provisions can be made for up to two month's rent and it will be paid directly to the landlord.

- Tenants can apply for assistance once every two years.

**Languages of Service** Translation services can be arranged.

### West Willow Woods Neighbourhood Group

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**Address** Westwood School Portable #6  
495 Willow Rd  
Guelph, ON

**Phone** 519-826-9930

**Hours** Community Development Worker is available on Mon & Wed from 8:30 - 11:30am. Other meeting times can be made by appointment.

# Directory of Services for New Canadians in Guelph

Parent Play Place: Mon 1:00 - 3:00pm.

Coffee Social: Thurs 9:00 - 10:00am (starting Oct); (closed for the summer months)

Bread Pick-up Wed Afternoons

West Willow Woods Neighbourhood Group is a member of the Neighbourhood Support Coalition. They have an after school program 5 days a week at Westwood School: Mon to Fri 3:30 - 5:30pm in the Portable for children in Grades 1 to 8.

In addition, they operate summer camps for local children. Outreach Programs include: Garden Fresh Box, Free Bread Pick-up, Holiday Hampers, Learning Workshops, Community Kitchen, Emergency Food Cupboard and connections to community resources and available childcare in the community.

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**Email:** [info@volunteerguelphwellington.on.ca](mailto:info@volunteerguelphwellington.on.ca)

**Website:** [www.volunteerguelphwellington.on.ca](http://www.volunteerguelphwellington.on.ca)

**Phone:** 519-822-0912

**Community Information Guelph** appreciates the support of the United Way of Guelph and Wellington and the Ontario Ministry of Citizenship and Immigration.

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*of guelph/wellington*  
Volunteering - Invaluable

46 cork street east, unit 1,  
guelph, ontario n1h 2w8  
t: 519•822•0912 f: 519•822•1389  
1•866•693•3318  
info@volunteerguelphwellington.on.ca

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