

# Newcomer Services In Hamilton

## A Guidebook for Service Providers



Hamilton Immigration  
Partnership Council

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# Introduction

This Guidebook is a reference tool intended for service providers who serve newcomer clients. It outlines programs and services available in the community that help to meet the settlement needs of recent immigrants, refugees, and refugee claimants to Hamilton.

Since the settlement process is unique to each individual and family, this Guidebook contains an inventory of a broad range of services that are categorized accordingly:

- a) Immigration
- b) Settlement Services
- c) Housing
- d) Health
- e) Education
- f) Employment
- g) Recreational

Many organizations address multiple needs of newcomers and may be listed in more than one category. Identifying what is considered to be a settlement services is not always clear.

This Guidebook includes settlement-specific organizations as well as a broader

range of local agencies and institutions, which serve all members of the community including newcomers.

Every effort has been made to include up-to-date and accurate information about city-wide programs, services, and municipal agencies.

Any updates of programs and services can be sent to the Hamilton Immigration Partnership Council (HIPC) through the website at [www.hamiltonimmigration.ca](http://www.hamiltonimmigration.ca)

The Guidebook content is updated regularly. For the most current version please visit the Welcome to Hamilton website at [www.welcometohamilton.ca](http://www.welcometohamilton.ca). Additional information as well as all HIPC materials and resources can be accessed at this site.

Service providers listed in this Guidebook are acknowledged for their contribution to the development and completion of this document.

# Immigration

## Citizenship and Immigration Canada (CIC)

### Administration of Immigration and Refugee Programs

Program/ Service	Description	Contact Information
<b>Processing Applications for Refugee Status</b>	<p>Upon arrival to Canada, individuals can make a refugee claim at designated CIC office. These individuals must complete an application package and bring this with them in person to CIC in order to be scheduled for an interview with an immigration officer. An application package can be accessed at: <a href="http://www.cic.gc.ca/english/information/applications/protection.asp">http://www.cic.gc.ca/english/information/applications/protection.asp</a></p> <p>If CIC decides that the refugee claim is eligible, the Claimant will be given a date for an Immigration and Refugee Board of Canada (IRB) hearing at which point, the Claimant will need to contact a lawyer or a legal representative.</p> <p>Note: Recent legislative changes have resulted in various changes to the process of claiming status. Further details can be viewed at: <a href="http://www.cic.gc.ca/english/refugees/inside/apply-how.asp">www.cic.gc.ca/english/refugees/inside/apply-how.asp</a></p>	<p>Federal Bldg. Hamilton, ON Tel: 1- 888 – 242 – 2100 Fax: (905) 572 – 2626 <a href="http://www.cic.gc.ca">www.cic.gc.ca</a></p>
<b>Processing Applications for Permanent Residency and Citizenship</b>	<p>This CIC office also processes applications submitted by immigrants wishing to reside in Canada permanently. Current permanent residents may apply for Canadian Citizenship at this office.</p>	<p>Federal Bldg. Hamilton, ON Tel: 1-888 – 242 – 2100 Fax: (905) 572 – 2626 <a href="http://www.cic.gc.ca">www.cic.gc.ca</a></p>
<b>Information on Canadian Immigration Law, Policy &amp; Procedures</b>	<p>This CIC office provides information, advice and guidance free of charge on all matters pertaining to Immigration Law, Policy and Procedures.</p>	<p>Federal Bldg. Hamilton, ON Tel: 1-888 – 242 – 2100 Fax: (905) 572 – 2626 <a href="http://www.cic.gc.ca">www.cic.gc.ca</a></p>

To provide effective services for newcomer clients, service providers should be familiar with various immigration classes used by newcomers to immigrate to Canada. By understanding the differences between various immigrant classes, service providers will be able to identify the services and programs for which their clients are eligible or ineligible.

The following section outlines the federal, provincial and municipal programs for which various immigrant groups are **not** eligible. The chart below describes eligibility to services based on immigrant group.

<b>Eligibility to Programs and Services</b>		
<b>Eligibility to Programs and Services Based on Immigrant Class</b>		
Immigrant Class	Program/Service	Description
<b>Federal Skilled Worker</b>	OHIP OW ODSP Old Age Security Pension	<ul style="list-style-type: none"> <li>• No <b>Ontario Health Insurance Plan</b> (OHIP) coverage for the first three (3) months after arrival</li> <li>• May be eligible for <b>Ontario Works</b> (OW). Assessed on a case by case basis.</li> <li>• No <b>Ontario Disability Support Program</b> (ODSP) assistance for the duration of one (1) year after arrival</li> <li>• Must live in Canada for 10 years, apply for <b>Old Age Security</b> (OAS), and be a Canadian Citizen to obtain</li> </ul>
<b>Refugee Claimant</b>	OHIP OSAP College/University LINC ISAP Old Age Security Pension Employment Programs	<ul style="list-style-type: none"> <li>• Not eligible for <b>Ontario Health Insurance Plan</b>, use <b>Interim Federal Health Plan</b> (IFH) for healthcare needs or private health insurance if ineligible for IFHP</li> <li>• Not eligible for <b>Ontario Student Assistance Program</b> (OSAP), must independently fund post-secondary education</li> <li>• Not eligible to attend post-secondary programs but may apply for an <b>Education Permit</b> to gain access</li> <li>• Not eligible for <b>Language Instruction for Newcomers to Canada</b> (LINC), must attend provincially funded <b>English as a Second Language</b> (ESL) classes</li> <li>• Not eligible for <b>Immigrant Settlement Adaptation Program</b> (ISAP) but may access <b>Newcomer Services Program</b></li> <li>• Not eligible for <b>Old Age Security Pension</b></li> <li>• Not eligible for Employment and Financial Literacy Programs</li> <li>• Are not granted a <b>Social Insurance Number</b> (SIN) but may be eligible for a <b>Work Permit</b> and a <b>Temporary SIN</b></li> </ul>
<b>International Student</b>	LINC OHIP ISAP SIN	<ul style="list-style-type: none"> <li>• Not eligible for <b>Language Instruction for Newcomers to Canada</b>, must pay for language instruction or attend <b>English as a Second Language</b></li> <li>• Not eligible for <b>Ontario Health Insurance Plan</b>, may have coverage under their college or university health coverage plan</li> <li>• Not eligible for <b>Immigrant Settlement Adaptation Program</b> but may access <b>Newcomer Services Program</b></li> <li>• Are not granted a <b>SIN</b> but may be eligible for a <b>Work Permit</b> and a temporary SIN</li> </ul>

## Eligibility to Programs and Services (cont'd)

### Eligibility to Programs and Services Based on Immigration Class

Immigrant Class	Program/ Service	Description
<b>Temporary Foreign Worker</b>	LINC Old Age Security Pension OHIP ISAP SIN OW ODSP	<ul style="list-style-type: none"> <li>• Not eligible for <b>Language Instruction for Newcomers to Canada</b> but may to attend <b>English as a Second Language</b></li> <li>• Only eligible for <b>Ontario Health Insurance Plan</b> if: client has been employed full time for a consecutive six (6) months, reside in Ontario and has a valid <b>Work Permit</b></li> <li>• Not eligible for <b>Old Age Security Pension</b></li> <li>• Not eligible for <b>Immigrant Settlement Adaptation Program</b> but may access <b>Newcomer Services Program</b></li> <li>• Are not granted a <b>SIN</b> but may be eligible for a <b>Work Permit</b> and a temporary <b>SIN</b></li> <li>• Are not eligible for <b>Ontario Works</b> assistance for basic needs. Employer must ensure that basic needs are met.</li> <li>• Not eligible for <b>Ontario Disability Support Program</b></li> </ul>
<b>Family Sponsorship Class</b>	OW ODSP Old Age Security Pension	<ul style="list-style-type: none"> <li>• Not eligible for <b>Ontario Works</b>. Sponsor must provide basic needs for the duration of the <b>sponsorship undertaking period</b>. If the sponsored family member accesses income assistance, sponsor must repay <b>Ontario Works</b> for the supports</li> <li>• Not eligible for <b>Ontario Disability Support Program</b> and sponsor must cover costs. If the sponsored family member accesses this program, sponsor must repay <b>Ontario Disability Support Program</b> for the monetary supports</li> <li>• Must live in Canada <b>for 10 years</b>, apply for <b>Old Age Security</b>, and be a Canadian Citizen to obtain.</li> </ul>
<b>Investor/Business Class Immigrants</b>	Ontario Works ODSP Old Age Security Pension	<ul style="list-style-type: none"> <li>• May be eligible for Ontario Works. Assessed on a case by case basis.</li> <li>• Not eligible for <b>Ontario Disability Support Program</b> assistance for the <b>first (3) years</b>.</li> <li>• Must live in Canada <b>for 10 years</b>, apply for <b>Old Age Security</b>, and be a <b>Canadian Citizen</b>.</li> </ul>



# Settlement Services

## YWCA of Hamilton

### Provision of the Settlement Programs for Newcomers

Program/ Service	Description	Eligibility	Contact Information
<b>Newcomer Settlement Program</b>	The YWCA assist in adjusting to life in Canada, understanding workplace culture, knowledge and preparation of employer expectations, access to supportive employment tools and training/upgrading opportunities, assistance in finding information about other community services, schools and health care for new comers to Canada	All immigrant groups, permanent residents and Canadian Citizens are eligible.	75 MacNab St. S. Hamilton, ON L8P 3C1 Tel: (905) 522 – 9922 www.ywcahamilton.org

## Hamilton Urban Core Community Health Centre (HUCCHC)

### Provision of Settlement and Health Supports for Newcomers

Program/ Service	Description	Eligibility	Contact Information
<b>Orientation and Health Services</b>	HUCCHC is a multi-service organization that provides a variety of services to newcomers which include: a) Orientation and overview of the Canadian Healthcare System b) Newcomer orientation and assistance with adjustment c) Health promotion, services addressing emotional and mental health issues d) Primary health care and education services in group and individual settings	Landed Immigrants, Permanent Residents, Convention Refugees, Government Assisted Refugees or others that qualify for ISAP services.	71 Rebecca St. Hamilton, ON L8R 1B6 Tel: (905) 522 – 3233 Fax: (905) 522 – 3433 www.hucchc.com
<b>Refugee Support and Advocacy</b>	HUCCHC provides supports for Refugee Claimants which include: a) Completion of forms b) Advocacy and support for individuals and families going through the Refugee Determination process c) Primary health care, health promotion and education services in groups and individual settings	All immigrant categories are eligible.	71 Rebecca St. Hamilton, ON L8R 1B6 Tel: (905) 522 – 3233 Fax: (905) 522 – 3433 www.hucchc.com

## YMCA of Hamilton

### Provision of the Settlement Programs for Newcomers

Program/ Service	Description	Eligibility	Contact Information
<b>Language Assessment and Referral</b>	Provides language assessment and referral to eligible clients wishing to access CIC and MCI funded language training programs. The assessment will be based on the Canadian Language Benchmarks. Clients will be referred to the appropriate CIC or MCI funded language training program in Hamilton that they choose	All newcomer categories (except for Visitors) are eligible for use of resources and information.	<p>Main Site 25 Main St. W. Suite 105 Hamilton, ON L8P 1H1 Tel: (905) 526 – 8452</p> <p>Alternate Site 211 Centennial Pkwy. N. Hamilton, ON L8E 1H8 Tel: (905) 662 – 9400 <a href="http://www.mydreamlife.ca">www.mydreamlife.ca</a></p>
<b>Newcomer Information Centres</b>	Provides timely, accurate and comprehensive information. The NIC refers newcomers to services that meet individual needs, including settlement services and language training. Empowers newcomers to access information in a self-directed manner.	All immigrants who are eligible to work in Canada are eligible for personalized support and assistance.	<p>25 Main St. W. Hamilton, ON L8P 1H1 Tel: (905) 526 – 8452 <a href="http://www.mydreamlife.ca">www.mydreamlife.ca</a></p> <p>Libraries in Hamilton?</p>
<b>Library Settlement Partnership</b>	This program is a partnership between the YMCA of Hamilton/Burlington/Brantford, the Hamilton Public Libraries and CIC which provides information, referral and community outreach based on client's needs.	All immigrant categories are eligible.	<p>25 Main St. W. Hamilton, ON L8P 1H1 Tel: (905) 526 – 8452 <a href="http://www.mydreamlife.ca">www.mydreamlife.ca</a></p> <p>Libraries in Hamilton?</p>

## YMCA of Hamilton (cont'd)

### Provision of the Settlement Programs for Newcomers

Program/ Service	Description	Eligibility	Contact Information
<b>Employment Training &amp; Settlement Services for Newcomers</b>	The Newcomer Youth Centre is dedicated to the settlement, development, integration and empowerment of Hamilton's newcomer youth. NYC offers a comfortable social environment where youth can engage in a variety of age appropriate activities.	Youth 13-24, Permanent Residents to Canada, Protected Persons, Convention Refugees, protected persons selected for resettlement and Live-in Caregivers are eligible.	79 James St. S. Hamilton, ON L8P 2Z1 Tel: (905) 317 – 4934 www.mydreamlife.ca
	The Newcomer Settlement Program supports the successful settlement and integration of newcomers. Services components include: client needs assessment, information about community and government services, referral and service linking, orientation to Canadian life and culture, assistance with settlement-related issues.	Permanent Residents, Convention Refugees, Refugee Claimants, Canadian Citizens, Provincial Nominees, Temporary Foreign Workers and Minister's Permit Holders are eligible.	Main Site 25 Main St. W. Hamilton, ON L8P 1H1 Tel: (905) 526 – 8452  Itinerate Site 211 Centennial Pkwy. N. Hamilton, ON L8E 1H8 Tel: (905) 662 – 9400 www.mydreamlife.ca

## Ecumenical Support Committee for Refugees

### Provisions of Financial Assistance and Loans

Program/ Service	Description	Eligibility	Contact Information
<b>Ecumenical Support Committee for Refugees</b>	Provides interest free, long term loans for processing fees of landing applications, family reunification, and seed money for refugee advocacy and education on their rights and responsibilities.	All refugee groups are eligible.	North Hamilton Community Health Centre 438 Hughson St. N. Hamilton, ON L8L 4N5 Tel: (905) 523 – 6611

## Centre de Santé Communautaire Hamilton/Niagara

Serving the Healthcare and Settlement Needs of Francophone Clients

Program/ Service	Description	Eligibility	Contact Information
<b>Settlement and Adaptation Services</b>	Provides assessments to determine the needs of newcomers and administers information in areas such as immigration, medical services, registering children in school, referrals and interpretation.	Must speak French to be eligible for programs. All immigrant groups are eligible; some services are limited to ISAP eligible clients.	460 Main St. E., 2 <sup>nd</sup> floor Hamilton, ON L8N 1K4 Tel: (905) 528 – 0163 ext. 3290 www.cschn.ca

## Immigrant Women's Centre (IWC)

Provision of Settlement Services for Immigrant and Refugee Women

Program/ Service	Description	Eligibility	Contact Information
<b>Settlement Support</b>	This program assists newcomers by providing information and support in over 20 different languages. The IWC provides orientation to the community, provision of information about immigration, information about community resources and services, referral to such services as well as providing assistance with form completion and interpretation.	Men and women who are Convention Refugees and Permanent Residents are eligible. Canadian Citizens, Refugee Claimants, International Students, and Temporary Foreign Workers are not eligible.	Downtown 8 Main St. E. Suite 101 Tel: (905) 529 – 5209  Downtown East 182 Rebecca St. Tel: (905) 525 – 9676
<b>Community Connections</b>	First Steps is a one-day orientation workshop for newcomers to learn about health, housing, education and employment. Leading and Learning is a six week program for newcomer women leaders aiming to use their settlement experience to become Peer-Support Workers in their communities and learn about health, housing, education and employment.	Convention Refugees and Permanent Residents are eligible. Both men and women are welcome to First Steps.	Hamilton Mountain 1119 Fennel Ave. E. Suite 236 Tel: (905) 387 – 1100  Hamilton East 2255 Barton St. E. Tel: (905) 573 – 7663

## Immigrant Women's Centre (cont'd)

### Provision of Settlement Services for Immigrant and Refugee Women

Program/ Service	Description	Eligibility	Contact Information
<b>English for Work</b>	With a strong focus on English telephone skills and workplace culture and communication, this special Level 5 LINC program provides students with language skills to secure and maintain employment.	Convention Refugees and Permanent Residents are eligible. Both men and women are welcome to First Steps	Downtown 8 Main St. E. Suite 101 Tel: (905) 529 – 5209
<b>Employment Service</b>	<p>The Immigrant Women's Centre offers Job Search Workshops which provide pre-employment training to newcomers and assistance with gaining knowledge and skills to better understand strategies, business perspectives, and the next steps relating to the job search process. Referrals are also provided to other community resources.</p> <p>Quick Facts:</p> <ul style="list-style-type: none"> <li>a) Workshops are culturally-appropriate</li> <li>b) Delivery is designed for newcomers and Internationally-trained professionals</li> <li>c) Workshops build self-confidence by providing information, understanding interview techniques and answering interview questions</li> <li>d) Provide customized action plans and resume preparation</li> <li>e) Workshops are free of charge and include childcare for program participants.</li> </ul>	All immigrants who are eligible to work in Canada.	<p>Downtown 8 Main St. E. Suite 101 Hamilton, ON L8N 1E8 Tel: (905) 529 – 5209 <a href="http://www.stjosephwomen.on.ca">www.stjosephwomen.on.ca</a></p> <p>Downtown East 182 Rebecca St. Hamilton, ON L8R 1C1 Tel: (905) 525 – 9676</p> <p>Hamilton Mountain 1119 Fennell Ave. E. Suite 236 Hamilton, ON L8T 1S2 Tel: (905) 387 – 1100</p> <p>Hamilton East 2255 Barton St. E. Suite 101 Hamilton, ON L8H 7T4 Tel: (905) 573 - 7663</p>

# Wesley Urban Ministries

## Provision of Multicultural and Resettlement Services for Seniors and Government Assisted Refugees (GARs)

Program/ Service	Description	Eligibility	Contact Information
<b>Resettlement Assistance Program</b>	<p>This is a federally funded program which provides resettlement assistance for Government Assisted Refugees (GARs) sponsored from UNHCR camps across the world. RAP provides the following immediate supports:</p> <ul style="list-style-type: none"> <li>a) counselling</li> <li>b) needs assessment</li> <li>c) referrals</li> <li>d) temporary accommodation for GARs for the first 4 to 6 weeks</li> </ul>	<p>Only Government-Assisted Refugees are eligible.</p>	<p>52 Catharine St. Hamilton, ON L8R 1J1 Tel: (289) 389 – 6514</p>
<b>Multicultural Seniors Outreach Program</b>	<p>Wesley Urban Ministries connects seniors to supports that help them focus on maintaining their independence. The Multicultural Seniors Outreach Program aims to address the following needs:</p> <ul style="list-style-type: none"> <li>a) income security and income tax needs</li> <li>b) advocacy</li> <li>c) friendly visits</li> <li>d) referral to other services</li> </ul>	<p>All immigrant groups and Canadian Citizens are eligible.</p>	<p>Mon &amp; Wed 155 Park St. S. Hamilton, ON L8P 3E7</p> <p>Tues &amp; Thurs 30 Sanford Ave. Hamilton, ON L8M 3M3</p>
<b>Client Support Services (CSS)</b>	<p>This is a federally funded program which provides client-centred case management to Government Assisted Refugees (GARs) to ensure that they have a warm, welcoming and safe environment in Canada. Clients are referred by RAP to CSS.</p>	<p>Only Government-Assisted Refugees are eligible.</p>	<p>52 Catharine St. Hamilton, ON L8R 1J1 Tel: (289) 389-8739</p>
<b>Newcomer Youth Support Services (NYSS)</b>	<p>This is a federally funded program which provides client-centred case management to Government Assisted Refugee children and youth to provide them specific programs tailored to their unique needs. Clients are referred from RAP to NYSS.</p>	<p>Only Government Assisted Refugee youth who are ages 6 – 21.</p>	<p>52 Catharine St. Hamilton, ON L8R 1J1 Tel: (289) 389-8739</p>

## North Hamilton Community Health Centre (NHCHC)

### Provision of Health and Settlement Supports for Newcomers

Program/ Service	Description	Eligibility	Contact Information
<b>Multicultural Health Services</b>	NHCHC provides counselling, health services, health education and prevention, and settlement services such as community referrals.	All refugees and immigrants are eligible.	554 John St. N. Hamilton, ON L8L 4N5 Tel: (905) 523 – 6611 ext. 228

## Centre Français Hamilton

### Implementing the Welcoming Communities Program

Program/ Service	Description	Eligibility	Contact Information
<b>Cultural Programs</b> <b>Youth Programs</b> <b>Community Programs</b>	Centre Français provides a cultural programming in French for Francophones and French-speaking Anglophones.  For more information, please visit: <a href="http://www.centrefrançais.ca">www.centrefrançais.ca</a>	All programs are open to francophone newcomers.	970 King St. E. Hamilton, ON L8M 1C4 Tel: (905) 547 – 5702 Fax: (905) 547 – 7268 <a href="http://www.centrefrançais.ca">www.centrefrançais.ca</a>

## ACFO Régionale Hamilton

### Provisions of Francophone Resources and Information

Program/ Service	Description	Eligibility	Contact Information
	Provides general information to the francophone community and promotes the development of services and activities in French in Hamilton. ACFO Régionale Hamilton also supports community and volunteer projects in French.	Clients must be francophone	627 Main St. E. Hamilton, ON Tel: (905) 540-1300  <a href="http://acfo-hamilton.on.ca">acfo-hamilton.on.ca</a>



## Hamilton Public Library

### Provision of Accessible Libraries for all Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Library Settlement Partnership Program</b>	The Hamilton Public Library provides year round settlement services to newcomers at selected branches of the HPL. The focus of the LSP program is to connect youth and their families to resources in the community.	ISAP eligible clients are eligible for this program.	55 York Blvd. Hamilton, ON L8R 3K1 Tel: (905) 546 – 3200 www.hpl.ca
<b>Hamilton Public Library</b>	The Hamilton Public Library connects people to resources and information to help meet personal, educational, cultural and employment needs. The Hamilton Public Library has: a) Books, DVDs, CDs, eBooks and eAudio materials to borrow b) 24 library locations, two bookmobiles and a virtual library c) Computers and free access to the internet in all library locations d) Interesting, informative and fun programs for children, teens and adults of all ages.	All residents of Hamilton are eligible.	For a complete list of locations, please visit <a href="http://www.hpl.ca">www.hpl.ca</a>
<b>Language Training</b>	The Hamilton Public Library in Partnership with Citizenship and Immigration Canada provides two Language Instruction programs for Newcomers to Canada.  For eligible newcomers CLB levels 2 to 10: a) 4 to 6 hours a week of one to one English language practice with a volunteer tutor from the community  For eligible seniors 55 and over CLB levels 1 and 2: a) 6 hours of small group instruction a week. b) Optional 1.5 hours of tutoring a week.	Permanent Residents, Landed Immigrants and Convention Refugees are eligible.	55 York Blvd. Hamilton, ON L8R 3K1 Tel: (905) 546 – 3200

## Hamilton Centre for Civic Inclusion (HCCI)

### Provision of Programs to Create an Inclusive and Welcoming Community

Program/ Service	Description	Eligibility	Contact Information
<b>Advantage Diversity</b>	HCCI's diversity assessments and customized programs have led to changes in policy and practice within Hamilton's organizations. HCCI works with school boards, police services, front-line social service organizations, corporations, healthcare providers, and non-profits. The online diversity audit tool allows organizations to engage with thousands of employees. HCCI's custom approach makes it possible to work with small teams.	All immigrant groups and organizations are eligible.	267 King St. E. Hamilton, ON L8N 1B9 Tel: (905) 297 – 4694 www.hcci.ca
<b>Community Engagement</b>	These programs help connect Hamiltonians to important issues and to each other. Graduates of HCCI programs assume leadership roles in community initiatives and projects.		
<b>Public Education</b>	HCCI's educational events, workshops, and resource library helps Hamiltonians take action on issues that matter. HCCI brings a "Knowledge is power" message to schools, businesses, neighborhoods, and cultural communities.		
<b>Resource Development</b>	HCCI creates long-lasting community resources. The 'Stop Hate Crimes Resource Manual,' helps Hamiltonians respond to victimizing crimes, and the 'Diversity Toolkit' are some examples of resource development. Both tools can be downloaded from HCCI's website.		
<b>Leadership Programs</b>	Strong cities need leaders from diverse backgrounds and lived experience. HCCI assists adults and youth in gain skills to make a difference by joining advocacy groups, sitting on boards or seeking political office.		

## City of Hamilton – Ontario Works

### Provision of Income Support and Employment Assistance

Program/ Service	Description	Eligibility	Contact Information
<b>Ontario Works Benefits (OW)</b>	Ontario Works provides income assistance for people who are in temporary financial need. The process begins with an online application or a phone call.	All immigrant groups may be eligible based on individual circumstances. Temporary Foreign Workers and International students are not eligible.	<p>To Apply Call (905) 546 – 4800 and Press 1 <a href="http://www.ontario.ca/socialassistance">www.ontario.ca/socialassistance</a></p> <p>181 Main St. W. 3<sup>rd</sup> Fl. Hamilton, ON L8P 1H9</p> <p>2255 Barton St. E. Hamilton, ON L8E 2W8</p> <p>1550 Upper James St. Hamilton, ON L9B 1J5</p> <p>250 Main St. E. Hamilton, ON L8N 1H7</p>
<b>Ontario Works Employment Assistance</b>	Ontario Works provides employment assistance for people who are in temporary need. The process begins with an online application or a phone call.	All immigrant groups who are on OW, ODSP or other income support may be eligible.	
<b>Ontario Disability Support Program (ODSP)</b>	Ontario Disability Support Program is an Ontario Ministry of Community and Social Services program for people with disabilities who are in financial need, or who want and are able to work and need support.	All immigrant groups may be eligible. Federal Skilled Workers and Government Assisted Refugees are not eligible for one year after arrival. Sponsored Permanent Residents, Sponsored Refugees, Temporary Foreign Workers, International Students and Business Class immigrants may not be eligible. Ontarians who are 65 years or older who are not eligible for Old Age Security may also qualify for ODSP supports if they are in financial need.	

## City of Hamilton – Childcare and Subsidies

### Provision of Fee Subsidy and Financial Assistance

Program/ Service	Description	Eligibility	Contact Information
<b>Fee Subsidy and Financial Assistance</b>	Financial assistance is available to eligible families who need childcare for children aged 0 – 12 years old. If you are eligible, you may only have to pay a portion of your total child care costs.	All immigrant categories may be eligible depending on their annual income.	<p>Child Care Subsidy 28 James St. N. 6<sup>th</sup> Floor Hamilton, ON L8R 2K1 childcare@hamilton.ca</p> <p>Mailing Address City of Hamilton. Community Services Child Care Subsidy Lister Block Building, 6<sup>th</sup> Floor P.O. Box 2040, Hamilton, ON L8P 4Y5</p>

## Jewish Social Services of Hamilton

### Serving the Settlement Needs of Jewish Immigrants

Program/ Service	Description	Eligibility	Contact Information
<b>Services for Newcomers</b>	Provides Jewish immigrants with up to date information about the Jewish and general community, assists with resettlement and integration of immigrants as well as provides case management and settlement supports.	This program is available for all Jewish immigrants.	<p>30 King St. E. Suite 102 Dundas, ON L9H 5G6 Tel: (905) 627 – 9922 www.hamiltonjss.org</p>

## SACHA – Sexual Assault Centre

Provision of supports to survivors of sexual assault

Program/ Service	Description	Eligibility	Contact Information
<b>Sexual Assault Support Services</b>	<p>The Diverse Communities Outreach Program offers supportive programming for women from Hamilton’s diverse racial and cultural communities, in particular women who are aboriginal, immigrant and refugees.</p> <ul style="list-style-type: none"> <li>- Individual support</li> <li>- Information and referral</li> <li>- Advocacy and accompaniment</li> </ul>	Open to Anyone who is 16 years of age or older.	<p>75 MacNab St. S. 3rd Floor Hamilton, ON L8P 3C1 Tel: (905) 525 - 4573 Fax: (905) 525 - 7085 TTY: (905) 525 - 4592</p> <p><a href="http://sacha.ca/our-services/diverse-communities-outreach">http://sacha.ca/our-services/diverse-communities-outreach</a></p>

## Centre de Santé Communautaire Hamilton/Niagara

Serving the Settlement Needs of Francophone Clients

Program/ Service	Description	Eligibility	Contact Information
<b>Settlement Services</b>	<p>Supports Francophone newcomers settle and integrate into Canada. Facilitates the integration of students in the school system, Helps newcomers to build social and professional networks, find volunteer opportunities and participate in various integration activities.</p>	These services are open to French speakers.	<p>460 Main St. E. Hamilton, ON L8N 1K4 Tel: (905) 528 – 0163 <a href="http://www.cschn.ca">www.cschn.ca</a></p>

# Housing

## Housing Help Centre of Hamilton (HHCH)

### Provision of Information, Advocacy and Support for Those Who Need Housing

Program/ Service	Description	Eligibility	Contact Information
<b>Housing Emergency Loan Program (HELP)</b>	<p>This program aims to assist tenants facing homelessness. They can apply for a HELP loan to receive financial assistance for:</p> <ul style="list-style-type: none"> <li>a) last month's rent deposits</li> <li>b) limited utility arrears</li> <li>c) used appliances when moving into geared-to-income housing</li> </ul>	<p>All immigrant groups with status are eligible.</p>	<p>119 Main St. E. Hamilton, ON L8N 3Z3 Tel: (905) 526 – 8100 Fax: (905) 528 – 1448 <a href="http://www.housinghelpcentre.ca">www.housinghelpcentre.ca</a></p>
<b>Tenants' Rights and Responsibilities Information</b>	<p>The HHCH provides free of charge information about tenants' rights and responsibilities in:</p> <ul style="list-style-type: none"> <li>a) senior's apartments</li> <li>b) supportive housing</li> <li>c) non-for-profit housing</li> <li>d) cooperative housing</li> <li>e) residential care facilities</li> <li>f) rooming houses and community services</li> </ul>	<p>All immigrant groups are eligible.</p>	
<b>Rent Bank</b>	<p>Tenants facing eviction for non-payment of rent can apply to receive financial assistance from the provincial rent bank program. If a tenant's application is approved, the outstanding rent is paid directly to the landlord on behalf of the tenant.</p>	<p>Clients must have a source of income (I.e. Employment OW, ODSP, E.I., etc.)</p>	

## Hamilton Community Legal Clinic (HCLC)

### Provision of Information, Advocacy and Support for Those Who Need Housing

Program/ Service	Description	Eligibility	Contact Information
<b>Legal Clinic</b>	HCLC's legal clinics provide legal advice and services to individuals or families facing eviction. These services are offered at two locations.	All immigrant groups are eligible.	<p>For services in English 100 Main St. E. Suite 203 Hamilton, ON L8N 3W4 Tel: (905) 527 – 4572 Fax: (905) 523 – 7282</p> <p>For services in French 460 Main St. E., 2nd Floor Hamilton, ON L8N 1K4 Tel: (905) 528 – 0163 ext. 3253 Fax: (905) 528 – 9196</p> <p><a href="http://www.hamiltonjustice.ca">www.hamiltonjustice.ca</a></p>

## Access to Housing Hamilton

### Provision of Rent-Geared-to-Income housing

Program/ Service	Description	Eligibility	Contact Information
<b>Rent-Geared-to-Income housing</b>	Provides a point of access for people applying for subsidized housing in Hamilton as well as maintaining the waiting lists for these subsidized units.	All immigrant groups except Temporary Foreign Workers and International Students are eligible.	<p>499 King St. E. Hamilton, ON L8N 1E1 Tel: (905) 524 – 2228 Fax: (905) 524 – 1199 <a href="http://www.hamilton.ca/HealthandSocialServices/SocialServices/Housing/HowToApplyLowCost.htm">www.hamilton.ca/HealthandSocialServices/SocialServices/Housing/HowToApplyLowCost.htm</a></p>



## City of Hamilton- Residential Care Facilities

Provision of Residential Care Facilities			
Program/Service	Description	Eligibility	Contact Information
<b>Residential Care Facilities</b>	The City of Hamilton has contracts with 57 Residential Care Facilities (RCF), which provide shelter and care to people with developmental disabilities, mental health issues, and acquired brain injuries, as well as the elderly who require 24/7 assistance with the daily activities of life.	Assessment form is required by a medical professional to determine the level of care required.	Residential Care Facilities & Hostel Unit 350 King St. E. Suite 110 Hamilton, ON L8N 3Y3 Tel: (905) 546 – 2225 Fax: (905) 546 – 3401

## Micah House

Provision of Temporary Shelter for Refugees Seeking Asylum			
Program/Service	Description	Eligibility	Contact Information
<b>Short Term Housing</b>	Micah House provides a home and a family for refugee claimants by providing: a) short-term housing, b) assistance with settlement needs c) social bridges to the Hamilton community Micah House has a settlement worker and an outreach worker.	Only Refugee Claimants are Eligible.	205 Holton Ave. S. Hamilton ON L8M 2L8 Tel/Fax: (905) 296 – 4387 <a href="http://www.micahhouse.ca/home">www.micahhouse.ca/home</a>

## Interval House

### Provision of Transitional Shelter for Abused Women

Program/ Service	Description	Eligibility	Contact Information
<b>Short Term Shelter</b>	Interval House is a transition house for battered/abused women and their children. This shelter provides meals, emergency clothing and personal needs for women 7 days a week.	Women from all immigrant groups are eligible if fleeing abuse or are homeless.	630 Sanatorium Rd. Hamilton, ON L9C 7S7 Tel: (905) 387 – 9959 Fax: (905) 387 – 0019 Crisis Line: (905) 387 – 8881 <a href="http://www.intervalhousehamilton.org">www.intervalhousehamilton.org</a>

## Mission Services: Inasmuch House

### Provision of Transitional Shelter for Abused Women

Program/ Service	Description	Eligibility	Contact Information
<b>Short Term Shelter</b>	Inasmuch House is an emergency shelter for abused and homeless women and their children as well as female teenagers over the age of 16. This shelter provides meals, emergency clothing and personal needs for 37 residents.	Women from all immigrant groups are eligible if fleeing abuse or are homeless.	Tel: (905) 529 – 8029 Business: (905) 529 – 8149 Fax: (905) 529 – 6156 24 hour Crisis Line: (905) 529 – 8600 <a href="http://www.mission-services.com/programs-and-services/womens-services/inasmuch-house/index.html">http://www.mission-services.com/programs-and-services/womens-services/inasmuch-house/index.html</a>

## Mission Services Men's Residence

### Provision of Transitional Shelter for Homeless Men

Program/ Service	Description	Eligibility	Contact information
<b>Short Term Shelter</b>	Mission services provide programs for adult men experiencing a crisis in: a) housing b) clothing c) finances d) personal well being e) emergency shelter	All men are eligible.	325 James St. N. Hamilton, ON L8L 1H3 Tel: (905) 528 – 7635

## Good Shepherd Centres

### Provision of Temporary Shelter for Homeless Individuals and Families

Program/ Service	Description	Eligibility	Contact Information
<b>Mary's Place - Short Term Shelter</b>	Mary's Place is an emergency shelter for homeless women 18 years and older. This program aims to help women cope with issues such as homelessness, poverty, mental illness and violence. Mary's Place also refers clients to other agencies and SPOs.	Women from all immigrant groups, permanent residents and Canadian Citizens are eligible if they are homeless.	Pearl St. N. Hamilton, ON L8R 2Y8 Tel: (905) 540 – 8000
<b>Martha House – Short Term Shelter</b>	Martha House provides a 40 bed short term family shelter which specializes in the care of domestic violence victims. The facility is security equipped and provides supports such as: a) needs assessment b) legal assistance c) housing assistance and d) referrals to other services for women and children in crisis.	Women from all immigrant groups, permanent residents and Canadian Citizens are eligible if they are homeless.	30 Pearl St. N. Hamilton, ON L8R 2Y8 Tel: (905) 523 – 8895 Fax: (905) 527 – 3033 Crisis Line: (905) 523 – 6277  www.goodshepherdcentres.ca/programs/women.htm
<b>Centre for Men</b>	This centre is an emergency shelter for men in need of temporary accommodation. A daily hot meal is served by non-residents, a lunch bag is provided and access to a food bank. Men are provided with clothing and household items if available and needed.	All men are eligible.	135 Mary St. Box 1003 Hamilton, ON L8N 3R1 Tel: (905) 528 – 9109 www.goodshepherdcentres.ca/programs/mens.htm

## Good Shepherd Centres

### Provision of Temporary Shelter for Homeless Individuals and Families

Program/ Service	Description	Eligibility	Contact Information
<b>Family Centre</b>	This program provides emergency accommodation for families experiencing homelessness. Staff assists families with developing strategies for re-establishing housing and community integration. This facility includes private fully furnished self-contained units.	All immigrant groups are eligible.	143 Wentworth St. S. Hamilton, ON L8N 2Z1 Tel: (905) 528 – 9442
<b>Angela's Place</b>	Angela's Place has 15 apartments which offer transitional housing and support to young mothers where staff help mothers in: a) life-skills development, b) infant bonding and c) nutrition.	New young mothers from all immigrant groups are eligible.	320 Tragina Ave. N. Hamilton, ON L8H 5E3 Tel: (905) 549 – 4276
<b>Brennan House</b>	Brennan House is a 15 bed, residential program for youth where staff helps you cope with issues such as: a) homelessness, b) poverty, c) mental illness, d) violence, e) life skills development and f) referral services.  Brennan House is a long term facility.	All immigrant youth are eligible.	614 King St. E. Hamilton, ON L8N 1E2 Tel: (905) 577 – 1166
<b>Notre Dame</b>	Notre Dame House is a 20 bed shelter and resource centre for homeless youth, where staff helps them get off the streets and get their lives back on track. Youth are provided with a) short term accommodation, b) track counselling, and c) assistance with medical/mental health issues.	All immigrant youth are eligible.	14 Cannon St. W. Hamilton, ON L8R 2B3 Tel: (905) 308 – 8090

## Salvation Army

### Provision of Transitional Shelter for Homeless Men

Program/ Service	Description	Eligibility	Contact Information
<b>Men's Hostel</b>	<p>The Salvation Army Men's Hostel is a short term shelter which provides homeless men in crisis with:</p> <ul style="list-style-type: none"> <li>a) housing</li> <li>b) clothing</li> <li>c) finances</li> <li>d) personal well-being</li> <li>e) referrals to other agencies</li> </ul>	All men are eligible.	94 York Blvd. Hamilton, ON. L8R 1R6 Tel: (905) 527 – 1444

## Wesley Urban Ministries

### Provision of Temporary and Short Term Shelter for Homeless Men

Program/ Service	Description	Eligibility	Contact Information
<b>The Special Care Unit</b>	<p>Claremont House provides temporary accommodation with 15 beds and short to long term stay as well as palliative care. Services include</p> <ul style="list-style-type: none"> <li>a) alcohol treatment</li> <li>b) harm reduction strategies</li> <li>c) health assessment and monitoring</li> <li>d) psychiatric care</li> </ul>	All men are eligible.	52 Catharine St. Hamilton, ON L8R 1J1 Tel: (905) 318 – 6903
<b>Wesley Youth Housing</b>	<p>Wesley Youth Housing provides 19 units of housing to homeless individuals or those at risk of homelessness 16 – 21 years of age.</p>	Homeless youth and youth at risk of homelessness who are 16 – 21 years of age are eligible.	191 Main St. W. Suite 410 Hamilton, ON L9P 4S2 Tel: (905) 527 – 4430 ext. 28.

## Good Shepherd Supportive Housing

### Supportive Housing Complexes in Hamilton

Program/ Service	Description	Eligibility	Contact Information
<b>Supportive Housing Program</b>	248 units of supportive housing with assistance in: a) problem solving b) managing health issues c) referrals in the community	Must have status, be on OW or ODSP/Income Support and have a mental health diagnosis to be eligible.	35 Aikman Ave. Hamilton, ON L8M 3M8 Tel: (905) 528 – 3655
<b>Emmaus Place</b>	60 units of supportive housing with assistance in: a) problem solving b) managing health issues c) referrals in the community	Must have status, be on OW or ODSP/Income Support and have a mental health diagnosis to be eligible.	35 Aikman Ave. Hamilton, ON L8M 3M8 Tel: (905) 525 – 5188
<b>Taylor Apartments</b>	15 units of supportive housing with assistance in: a) problem solving b) managing health issues c) referrals in the community	Must have status, be on OW or ODSP/Income Support and have a mental health diagnosis to be eligible.	100 Lock St. S. Hamilton, ON L8P 4Y9 Tel: (905) 529 – 8301
<b>Mathias Place</b>	28 units of supportive housing with assistance in: a) problem solving b) managing health issues c) referrals in the community	Must have status, be on OW or ODSP/Income Support and have a mental health diagnosis to be eligible.	329 Main St. W. Hamilton, ON L8P 9K3 Tel: (905) 529 – 8301
<b>McGinty House</b>	10 units of supportive housing with assistance in: a) problem solving b) managing health issues c) referrals in the community	Must have status, be on OW or ODSP/Income Support and have a mental health diagnosis to be eligible.	131 Catherine St. N. Hamilton, ON L8R 1J5 Tel: (905) 525 – 7884

## YWCA of Hamilton

### Provision of Transitional Living Program for Women

Program/ Service	Description	Eligibility	Contact Information
<b>Transitional Housing for Women</b>	YWCA provides a safe, supportive transitional living program for women. The objective of the program is to assist single women in transition that are prepared to make positive changes in their lives by means of setting and achieving short and long-term goals.	All immigrant women are eligible.	75 MacNab St. S. Hamilton, ON L8P 3C1 Tel: (905) 522 – 9922 ext. 134

## Native Women's Centre

### Provision of Supports and Information for New Homeowners

Program/ Service	Description	Eligibility	Contact Information
<b>Transitional Housing and Support Program</b>	Works to support women and their children who have experienced violence or abuse by connecting clients with individualized services and supports within their communities. This initiative uses a holistic approach to assist women and children to live violence/abuse free and lead safe and meaningful lives.	Women from all immigrant categories are eligible. Male children must be under 16 years of age.	1900 King St. E. P.O. Box 69036 Hamilton, ON L8K 1W0 Tel: (905) 664 – 1114 1 – 888 – 308 – 6559 Fax: (905) 664 – 1101 <a href="http://www.nativewomenscentre.com">www.nativewomenscentre.com</a>
<b>Honouring the Circle</b>	A 45 bed Transitional Emergency Shelter which provides temporary housing to single women and women with children who have experienced family violence and/or homelessness. Connects clients with individualized services and supports within their community.		21 Rosedene Ave. Hamilton, ON L9A 4W3 Tel: (905) 318 – 1822 Fax: (905) 318 – 1870 <a href="http://www.nativewomenscentre.com">www.nativewomenscentre.com</a>

# Health



## Ontario Ministry of Health

### Provision of the Ontario Health Insurance Plan

Program/ Service	Description	Eligibility	Contact Information
<b>OHIP</b>	This government ministry provides information and assistance related to eligibility, enrolment, and benefits available through the OHIP.	Refugee Claimants and International Students are not eligible. Permanent Residents must reside in Ontario for 3 months to be eligible.	119 King St. W. 10 <sup>th</sup> Floor Hamilton, ON L8P 4Y7 Tel: (905) 521 – 7100
<b>Health Care Connect and Health INFO</b>	These programs aim to provide general information about OHIP and assist Ontarians without a health care provider to find one in their community.	All immigrant groups are eligible.	Tel: (905) 521 – 7100 1-800-268-1154

## City of Hamilton – Emergency Medical Services (EMS)

### Provision of Paramedic and Emergency Ambulance Services

Program/ Service	Description	Eligibility	Contact Information
<b>Emergency Medical Services/Ambulance</b>	Hamilton EMS provides paramedic/ambulance response to medical emergencies and injuries across Hamilton	Must be eligible for OHIP, have private health insurance or IFHP coverage. In cases of emergency, all immigrant groups are eligible.	For emergencies dial 911  Information or inquiries on ambulance services dial (905) 540 – 5782

## North Hamilton Community Health Centre

### Provision of Primary Care, Health Wellness and Community Outreach Programs

Program/ Service	Description	Eligibility	Contact Information
<b>Feet First: Steps for Health</b>	Provides assessments, consultation and treatment to people with diabetes and other barriers to health at no cost to eligible clients. These services are provided by registered chiropodists and registered nurses.	All immigrant categories, Permanent Residents, and Canadian Citizens are eligible.	Feet First Team 438 Hughson St. N. Hamilton, ON L8L 4N5 Tel: (905) 523 – 0090
<b>Community Gardens Program</b>	Provides physical activity, organic gardening, food access education, social interaction for community members, growing methods, storage and preserving. It takes place May to October and costs 10\$ per season.	Must be a North End resident to be eligible.	240 Burlington St. E. Hamilton, ON L8L 4H4  100 Burton St. Hamilton, ON L8L 3R6 Tel: (905) 523 – 6611 ext. 3007
<b>Albanian Women's Exercise Group</b>	Provides a space for social interaction, health education and assists newcomers to learn about Canadian culture. Specifically it enhances the physical, emotional and mental health of participants.	All immigrant, Permanent Resident, and Refugee women from Albanian and Kosovo origins are eligible.	438 Hughson St. N. Hamilton, ON L8L 4N5 Tel: (905) 523 – 6611 ext. 2013
<b>Chronic Disease Self-Management for Spanish Speaking</b>	Provides assistance by administering exercise, symptom management, coping and communication with health providers to establish improved health status. Groups meet weekly for 6 weeks.	All members of the Hamilton community who speak Spanish and deal with health conditions such as diabetes, asthma, emphysema, and heart disease are eligible.	554 John St. N. Hamilton, ON L8L 4S1 Tel: (905) 523 – 6611 ext. 305
<b>Healthy Moms, Healthy Babies</b>	This program aims to provide parents with information about health and nutrition for themselves and their babies. The new mothers are able to share a meal and access the program with a bus ticket.	All mothers are eligible.	50 Murray St. W. Hamilton, ON L8L 1B3 Tel: (905) 521 – 8295 www.nhchc.ca

## North Hamilton Community Health Centre (cont'd)

### Provision of Primary Care, Health Wellness and Community Outreach Programs

Program/ Service	Description	Eligibility	Contact Information
<b>Diabetes Education- English, Spanish and Portuguese</b>	Provides diabetes education, blood glucose monitoring, nutrition, physical activity, and medication usage and foot care information. The groups take place once a month in 3 languages.	Open to individuals with diabetes and their family members who speak English, Spanish or Portuguese.	554 John St. N. Hamilton, ON L8L 4S1 (905) 523 – 6611 ext. 305 (905) 523 – 6611 ext. 302 (905) 523 – 6611 ext. 303
<b>Third Youth</b>	This program is targeted at Latin American seniors and provides information about food, nutrition and health needs of seniors. Snacks and bus tickets are provided.	All Latin-American seniors are eligible.	554 John St. N. Hamilton, ON L8L 4S1 Tel: (905) 523 – 6611 ext. 285
<b>Seniors Community Kitchen</b>	This program aims to teach seniors clients about nutrition, increase skills around budgeting and food purchasing. This program runs on the first Friday of every month and facilitates cooking sessions, learning about low-cost nutrition cooking and presentations on healthy living.	All seniors are eligible.	554 John St. N. Hamilton, ON L8L 4S1 Tel: (905) 523 – 6611 ext. 223

## Good Shepherd

### Provision of Crisis Support

Program/ Service	Description	Eligibility	Contact Information
<b>Barrett Centre for Crisis Support – Crisis Line</b>	Offers crisis support to people with mental health and addictions challenges. Provides short-term emergency residence for people experiencing a mental health crisis but who do not require hospitalization.	All immigrant groups are eligible.	Tel: (905) 529-4343 24-hour crisis line 905-529-7878

## Hamilton Urban Core Community Health Centre (HUCCHC)

### Provision of Necessary Health Services to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Health Services</b>	The HUCCHC addresses the health needs of Hamiltonians and newcomers. This community health centre conducts needs assessments, referrals to appropriate health practitioners, and the administration of health services.	All immigrant categories are eligible. Some refugee claimants may need to access private health insurance if ineligible for IFHP.	71 Rebecca St. Hamilton, ON L8R 1B6 Tel: (905) 522 – 3233 Fax: (905) 522 – 3433 www.hucchc.com
<b>Community Oral Health Program</b>	Promotes oral health among underserved individuals. Provides cleaning, polishing, pit and fissure sealant, topical fluoride application, nutritional counselling and educational programs.	All immigrant categories are eligible. Some refugee claimants may need to access private health insurance if ineligible for IFHP.	
<b>Taking Charge! Diabetes Awareness/ Education Program</b>	The goal of this program is to improve participants' skills to manage and/ or prevent diabetes. The program is delivered in different languages depending on need.	All immigrant groups are eligible.	
<b>Diabetes Without Borders</b>	Diabetes without borders is a culturally focused diabetes education program organized in response to the health needs of specific cultural, religious, radicalized or language groups.	All immigrant groups are eligible.	
<b>Art From the Heart</b>	Art From the Heart is designed to respond to clients who struggle with difficult emotions, who are chronically ill or isolated.	All immigrant groups are eligible.	

## Hamilton Urban Core Community Health Centre (cont'd)

### Provision of Necessary Health Services to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Early Steps Program</b>	The Goal of the program is to improve parenting knowledge, skills, and practices, to help parents develop support networks, to connect families with the appropriate community resources and to raise awareness regarding the early detection of developmental problems. The program also provides information about parenting and Canadian Law.	All immigrant groups are eligible.	71 Rebecca St. Hamilton, ON L8R 1B6 Tel: (905) 522 – 3233 Fax: (905) 522 – 3433 www.hucchc.com
<b>Inner City Women's Health Initiative</b>	The goal of the inner City Women's Health Initiative is to improve access to resources and information related to women's health issues. Information and education provided in this initiative is designed to address specific community issues related to women's health and is provided in a variety of languages.	All immigrant groups are eligible.	71 Rebecca St. Hamilton, ON L8R 1B6 Tel: (905) 522 – 3233 Fax: (905) 522 – 3433 www.hucchc.com

## Salvation Army

### Provision of Suicide Prevention Services

Program/ Service	Description	Eligibility	Contact Information
<b>Suicide Prevention</b>	The Salvation Army Hope Line is a 24/7 crisis line that provides telephone support to people of all ages experiencing varying degrees of crisis including emergency situations such as suicide attempt. All volunteers and staff are trained in suicide assessment and response.	All immigrant groups are eligible.	HOPE Line: 1-855-294-HOPE (4673) Tel: (905) 522 – 1477 www.hopeSALive.ca

## Public Health Services Dental Program and Services

### Provision of Emergency Dental Services

Program/ Service	Description	Eligibility	Contact Information
<b>Dental Health Bus</b>	<p>The Dental Health Bus is a mobile outreach clinic providing dental services free of charge to residents of the City of Hamilton. The services are provided to residents who do not have any form of dental coverage. The services are provided free of charge and include:</p> <ul style="list-style-type: none"> <li>a) X-rays</li> <li>b) Fillings</li> <li>c) Extractions</li> <li>d) Antibiotics</li> </ul>	<p>All individuals who do not have any form of dental coverage are eligible.</p>	<p>Tel: (905) 546 – CITY (2489)</p> <p>Beasley Recreation Centre 145 Wilson St. Hamilton, ON L8R 1E5</p> <p>Pinky Lewis Recreation Centre 192 Wentworth St. N. Hamilton, ON L8L 5V7</p> <p>Hess St. School 107 Hess St. N. Hamilton, ON L8R 1Y5</p> <p>Neighbour to Neighbour 28 Athens St. Hamilton, ON L9C 3K8</p>
<b>Public Health Services Community Preventive Dental Clinics</b>	<p>This program offers free dental screening, preventive dental services, and dental health information for children and youth under 18.</p>	<p>You may qualify if: you do not have dental insurance, you have low income, and you live in the Hamilton area and are under 18 years of age.</p>	<p>Various neighbourhood locations in Hamilton. Call: (905)546 – 2424 ext. 5369 for locations and appointments.</p>
<b>Public Health Services Dental Treatment and Prevention Clinic</b>	<p>This program offers preventive and treatment services to those who cannot access dental care due to financial hardship.</p>	<p>You may qualify if: you do not have dental insurance, you have low income and you live in the Hamilton area</p>	<p>1447 Upper Ottawa Unit 8 Hamilton, ON L8B 3J6 Tel: (905) 546 – 2424 ext. 3789 <a href="http://www.hamilton.ca/HealthandSocialServices/PublicHealth/DentalServices">www.hamilton.ca/HealthandSocialServices/PublicHealth/DentalServices</a></p>

## Centre de Santé Communautaire Hamilton/Niagara

### Serving the Healthcare Needs of Francophone Clients

Program/ Service	Description	Eligibility	Contact Information
<b>Primary Care</b>	The program provides francophone families with access to family doctors, nurse practitioners, laboratory services, vaccinations and home health services.	Must be eligible for OHIP, have health insurance or IFHP, and speak French to be eligible.	460 Main St. E. Hamilton, ON L8N 1K4 Tel: (905) 528 – 0163 www.cschn.ca
<b>Prenatal Services</b>	The program offers education and support for new mothers in preparation for childbirth, prenatal nutrition, breastfeeding and infant care as well as referrals to midwifery services.	Must be eligible for OHIP, have health insurance or IFHP, and speak French to be eligible.	
<b>Aging at Home Program</b>	This program offers case management, nursing services, occupational therapy, blood pressure clinics, food care, mental health services as well as mental exercise programs for seniors.	Must be eligible for OHIP, have health insurance or IFHP, and speak French to be eligible.	
<b>French-Language Crisis Line</b>	This program provides a 24 hour French language crisis line for victims and survivors of abuse, women who have experiences physical or sexual abuse or have been in abusive relationships. The program also leads to transition support and group counselling services.	All French speaking immigrant groups are eligible.	

## Refuge: Hamilton Centre for Newcomer Health

### Provision of Health Services

Program/ Service	Description	Eligibility	Contact Information
<b>Health Services</b>	<p>Refuge provides health services to immigrants and refugees. Services include:</p> <ul style="list-style-type: none"> <li>a) Routine physical exams</li> <li>b) Immunizations for adults and children</li> <li>c) Pediatrics; Pre- and post-natal care and well-baby care</li> <li>d) Assessment and treatment of acute episodic illnesses</li> <li>e) Chronic disease management</li> <li>f) Family contraceptive planning</li> <li>g) Mental health counseling and support</li> <li>h) Nutrition assessment and counseling</li> <li>i) Information, advocacy, service referral and support</li> <li>j) Triage service for urgent issues</li> <li>k) Home visits</li> </ul>	<p>All immigrant groups including Refugees and Refugee Claimants.</p>	<p>183 Hughson St. S. Lower Level Hamilton, ON L8N 2B6 Tel: (905) 526 – 0000 Fax: (905) 526 – 0001 <a href="http://www.newcomerhealth.ca">www.newcomerhealth.ca</a></p> <p>Dr. John M. Perkins Centre 1429 Main St. E. Hamilton, ON L8K 1C2 Tel: (905) 526 – 0000 Fax: (905) 526 – 0001 <a href="http://www.newcomerhealth.ca">www.newcomerhealth.ca</a></p>



## Community Child Abuse Council

### Provision of Trauma Treatment, Child Abuse Prevention and Education Programs

Program/ Service	Description	Eligibility	Contact Information
<b>OASIS Program</b>	Specialized mental health services for newcomer children and youth who have symptoms of trauma and/or acculturation difficulties; family supports	Immigrant and refugee children and youth experiencing symptoms of trauma or significant acculturation difficulty	Tel: (905) 523 – 1020 ext. 215 www.oasisprogram.ca
<b>Child &amp; Youth Trauma Services</b>	Comprehensive assessment, specialized clinical treatment for sexually victimized children and youth, for children with problem sexual behaviours, and children and youth affected by intrafamilial sexual abuse.	All children and youth are eligible.	Referrals via Contact Hamilton: Tel: (905) 570 – 8888 www.childabusecouncil.on.ca
<b>Parent Support Groups</b>	Group programs with a support and psycho-educational focus designed for parents (including foster parents) and caregivers of sexually victimized children and of children with sexual behaviour problems.	All parents and caregivers are eligible please inquire.	Tel: (905) 523 – 1020 ext. 212 www.childabusecouncil.on.ca

## Hamilton Public Health Services, Sexual Health Clinics

### Provision of Services Relating to Sexual Health

Program/ Service	Description	Eligibility	Contact Information
<p><b>Sexual Health Clinics in Hamilton</b></p>	<p>The City of Hamilton provides confidential sexual health services to females and males at clinics by physicians, nurse practitioners and public health nurses.</p> <p>For an extensive list of services provided, please visit:  <a href="http://www.hamilton.ca/HealthandSocialServices/PublicHealth/SexualHealth/SexInfoClinic.htm">www.hamilton.ca/HealthandSocialServices/PublicHealth/SexualHealth/SexInfoClinic.htm</a></p> <p>Effective October 1, 2013, clients must register 15 minutes before clinic closes to be seen.</p>	<p>Must be eligible for OHIP, IFHP or have health insurance.</p>	<p>Dundas Clinic                  2 King St. W., 2nd floor                  Tel: (905) 628 – 3000</p> <p>East End Clinic                  247 Centennial Pkwy N., Unit 8                  Tel: (905) 546 – 3750</p> <p>Mountain Clinic                  1447 Upper Ottawa St., Unit 8                  Tel: (905) 546 – 3274</p> <p>Waterdown Clinic                  315 Dundas St. E., 2nd floor                  Tel: (905) 546 – 2424 ext. 3541</p> <p>Health Initiatives for Youth Hamilton (HIFY) (Planned Parenthood)                  151 York Blvd., Unit F, lower level                  Tues., Fri. 2:00 – 5: 00 pm                  Tel: (905) 528 – 3009</p> <p>Sexual Health Information Line to speak with a Public Health Nurse:                  Tel: (905) 528 – 5894                  (confidential, no call display)</p> <p>Catholic Family Services of Hamilton, Walk-In Counselling                  447 Main St. E., Unit 201                  Hamilton, ON L8N 1K1                  Tel: (905) 527 – 3823 ext. 279</p> <p>East Hamilton Walk-In Clinic                  800 Queenston Rd.                  Hamilton, ON L8G 1A5                  Tel: (905) 662 – 4141</p>

## Walk-In Clinics in Hamilton

### Provision of Medical Services on a Needs Basis

Program/ Service	Description	Eligibility	Contact Information
<p><b>Walk-In Clinics in Hamilton</b></p>	<p>The following walk in medical clinics provide healthcare by a physician for individuals requiring immediate healthcare supports or those who do not have a family healthcare practitioner. These supports usually do not require an appointment and include, but are not limited to, physical exams, liquid nitrogen, minor surgery, family planning, emergency contraception, physiotherapy, laboratory services, flu shots, allergy shots, immunizations, prescription renewals, medical tests, orthotics, counselling and referrals to specialists. Please contact individual clinics as services may vary.</p>	<p>Must be eligible for OHIP, IFHP or have health insurance.</p>	<p>Queenston Walk-In Clinic 631 Queenston Rd., Suite 103 Hamilton, ON L8K 6R5 Tel: (905) 578 – 9255</p> <p>Stoney Creek Walk-In Clinic 140 Centennial Pkwy. N. Hamilton, ON L8E 1H9 Tel: (905) 561 – 9255</p> <p>Hamilton Medical Walk-In 928 Barton St. Hamilton, ON L8L 3C3 Tel: (905) 549 – 2403</p> <p>Hamilton Medical Walk-In 500 Centennial Pkwy Hamilton, ON L8E 0G2 Tel: (905) 594 – 1830</p> <p>Hamilton Medical Walk-In 2247 Rymal Rd. Stoney Creek, ON L8J 2V8 Tel: (905) 578 – 7100 Pharmacy: (905) 560 – 0020</p> <p>Hamilton Medical Walk-In 1632 Upper James St, Unit 2B Hamilton, ON L9B 1K4 Tel: (905) 381 – 9844</p> <p>Nebo Medical Walk-In Clinic 260 Nebo Rd, Unit 1 Hamilton, ON L8W 3K5 Tel: (905) 381 – 9800</p> <p>St Joseph's Healthcare King Campus, Urgent Care 2757 King St. E. Hamilton, ON L8G 5E4 Tel: (905) 522 – 1155</p> <p>James Street Walk-In Clinic 179 James St. S. Suite 1 Hamilton, ON L8P 3A3 Tel: (905) 529 – 9779</p>

## Walk-In Clinics in Hamilton

### Provision of Medical Services on a Needs Basis

Program/ Service	Description	Eligibility	Contact Information
<p><b>Walk-In Clinics in Hamilton</b></p>	<p>The following walk in medical clinics provide healthcare by a physician for individuals requiring immediate healthcare supports or those who do not have a family healthcare practitioner. These supports usually do not require an appointment and include, but are not limited to, physical exams, liquid nitrogen, minor surgery, family planning, emergency contraception, physiotherapy, laboratory services, flu shots, allergy shots, immunizations, prescription renewals, medical tests, orthotics, counselling and referrals to specialists. Please contact individual clinics as services may vary.</p>	<p>Must be eligible for OHIP, IFHP or have health insurance.</p>	<p>Locke Street Walk-In Clinic 206 Locke St. S. Hamilton, ON L8P 4B4 Tel: (905) 570 – 0440</p> <p>Dundurn Walk-In Clinic 50 Dundurn St. S. Hamilton, ON L8P 4W3 Tel: (905) 529 – 4040</p> <p>Main West Walk-In Clinic 135-1685 Main Street W. Hamilton, ON L8S 1G5 Tel: (905) – 521 – 2222</p> <p>Mountain Walk -In Clinic 880 Upper Wentworth St. Hamilton, ON L9A 5H2 Tel: (905) 575 – 0808</p> <p>Hamilton Health Sciences Main Street West Urgent Care 690 Main St. W. Hamilton, ON L8S 1A4 Tel: (905) 521 – 2100 ext. 72000</p> <p>Wilson Medical Centre 130 Wilson St. Hamilton, ON L8R 1E2 Tel: (905) 526 – 6250 Clinic 1 – 800 – 263 – 9340</p> <p>Dundas Street Medical Centre 252 Dundas St. E., Unit 1 Waterdown, ON L0R 2H4 Tel: (905) 689 – 8833</p> <p>Waterdown Walk-In Clinic 90 Dundas St. E. Waterdown, ON L0R 2H2 Tel: (905) 690 – 1418</p>

# Education

## Adult Basic Education Association of Hamilton (ABEA)

Serving the Educational Needs of Adults in Hamilton

Program/ Service	Description	Eligibility	Contact Information
<b>Adult Basic Education Association of Hamilton</b>	ABEA provides basic literacy plan development, essential skills assessments, general educational testing, and assessments of learning challenges, and information and referrals about adult education and training programs.	All Hamiltonians are eligible. Students must speak English, be 19 years of age or older and have a CLB6. All other ESL clients will be referred to appropriate services.	35 King St. E. Hamilton, ON L8N 4A9 Tel: (905) 527 – 2222 www.abea.on.ca

## Circle of Friends for Newcomers

Provisions of Language Programs for Newcomers

Program/ Service	Description	Eligibility	Contact Information
<b>Circle of Friends for Newcomers</b>	Provides English classes, language training and LINC for clients who would otherwise face barriers. This program serves literacy to Level 4.	Language Training is provided for both LINC and ESL students.	Victoria Park 155 Queen St. N. Hamilton, ON L8R 2V6 Tel: (905) 529 – 1840 www.circleoffriends.ca

## Hamilton Literacy Council

Serving the Educational Needs of Adults in Hamilton

Program/ Service	Description	Eligibility	Contact Information
<b>Hamilton Literacy Council</b>	This council empowers clients by providing them with education, training, upgrading literacy, numeracy and essential skills through tutoring services.	All Hamiltonians are eligible.	75 MacNab St. S. Hamilton, ON L8P 3C1 Tel: (905) 529 – 9907 www.hamiltonreads.ca

## Immigrant Women's Centre (IWC)

### Provision of Settlement Services for Immigrant and Refugee Women

Program/ Service	Description	Eligibility	Contact Information
<p><b>Language Instruction for Newcomers (LINC)</b></p>	<p>The IWC offers the LINC program from three locations in Hamilton to CLB levels 1 – 7 and Literacy.</p> <ul style="list-style-type: none"> <li>• Full-time, part-time and evening classes are available.</li> <li>• Bus tickets are provided to eligible participants.</li> <li>• Childcare is available for day-time classes.</li> <li>• Classes are available for men and women, as well as women-only.</li> </ul> <p>All LINC classes use the Canadian Language Benchmark standards for assessment and curriculum development. The following courses are offered:</p> <p><b>1. First Steps in English Course:</b> Literacy Foundation Phase 1 - Phase 2</p> <p><b>Course Overview:</b> Students are introduced to basic literacy skills and numeracy for day-to-day tasks.</p> <p><b>2. Face to Face English Course:</b> CLB 1-3</p> <p><b>Course Overview:</b> Students learn basic words and phrases related to immediate needs; how to use guided questions and conduct short informal conversations to show understanding.</p> <p><b>3. Build and Use English Course:</b> CLB 2-4</p> <p><b>Course Overview:</b> Students learn to communicate basic personal information; practice pronunciation and build basic everyday vocabulary and grammar skills.</p>	<p>Convention Refugees and Permanent Residents are eligible. Both men and women are eligible.</p>	<p>Mady Pich Site Coordinator Downtown Central 8 Main St. E. Suite 101 Tel: (905) 529-5209 Ext. 223</p> <p>Wasan Mohamad Site Coordinator Downtown North 182 Rebecca St. Tel: (905) 525-9676 Ext. 223</p> <p>Silvia Reynaga Site Coordinator Hamilton Mountain 1119 Fennel Ave. E. Suite 236 Tel: (905) 387-1100 Ext. 230</p>

## Immigrant Women's Centre (IWC) (cont'd)

### Provision of Settlement Services for Immigrant and Refugee Women

Program/ Service	Description	Eligibility	Contact Information
<p><b>Language Instruction for Newcomers (LINC)</b></p>	<p><b>4. Learn, Work, Live English Course:</b> CLB 3-5</p> <p><b>Course Overview:</b> Students learn formal introductions; how to give and follow directions; read forms, tables, charts, business texts; get important information and main ideas from texts.</p> <p><b>5. English in Action Course:</b> CLB 4-6</p> <p><b>Course Overview:</b> Students practice English in conversations, discussions; write emails, instructions; use bilingual and English dictionaries; internet searches and learn to use correct spelling, punctuation and clauses.</p> <p><b>6. Language for Leadership Course:</b> CLB 3 -5</p> <p><b>Course Overview:</b> Students participate in debates &amp; discussions; develop PowerPoint presentations; summarize and discuss newspaper articles and develop skills for public speaking.</p> <p><b>7. Intensive Communication for the Labour Market Course:</b> CLB 4-7</p> <p><b>Course Overview:</b> Focusing on telephone communication skills in a telephone computer lab, students learn formal workplace terminology; apply advanced grammar rules to speaking and listening; improve pronunciation and intonation; write emails, business letters and memos.</p> <p><b>8. Academic and Business Skills Course:</b> CLB 5-7</p> <p><b>Course Overview:</b> Students build advanced language skills by building their vocabulary; learning advanced forms of grammar and practicing informal and formal discussions.</p>	<p>Convention Refugees and Permanent Residents are eligible. Both men and women are eligible.</p>	<p>Mady Pich Site Coordinator Downtown Central 8 Main St. E. Suite 101 Tel: (905) 529-5209 Ext. 223</p> <p>Wasan Mohamad Site Coordinator Downtown North 182 Rebecca St. Tel: (905) 525-9676 Ext. 223</p> <p>Silvia Reynaga Site Coordinator Hamilton Mountain 1119 Fennel Ave. E. Suite 236 Tel: (905) 387-1100 Ext. 230</p>



## McMaster University

### Nationally Accredited University in Hamilton

Program/ Service	Description	Eligibility	Contact Information
<b>McMaster University</b>	McMaster University provides a wide range of interdisciplinary programs for undergraduate and graduate students in areas such as business, engineering, health sciences, humanities, sciences and social sciences. Future newcomer students must contact the university for degree accreditation, assessments, and admission inquiries.	All immigrants may access and attend university programs but may have to pay for tuition. Refugee claimants, Temporary Foreign Workers and Live in Care Givers must have an Education Permit to access.	1280 Main St. W. Hamilton, ON L8S 4L8 Tel: (905) 525 - 9140 www.mcmaster.ca
<b>Continuing Education Program</b>	Provides professional education in over 150 credit courses in 17 Certificate and Diploma programs.	All immigrants may access and attend university programs but may have to pay for tuition. Refugee claimants, Temporary Foreign Workers and Live in Care Givers must have an Education Permit to access.	50 Main St. E. Hamilton, ON L8N 1E9 Tel: (905) 525 – 9140 ext. 24321

## Collège Boréal

### Provision of Language Programs for French-Speaking Newcomers

Program/ Service	Description	Eligibility	Contact Information
<b>Language Instruction for Newcomers to Canada</b>	Collège Boréal provides Language Instruction for Newcomers to Canada (LINC) Levels 1 – 6 and continuing education courses such as Accès Carrières Études (ACE). ACE is a grade 12 equivalency program in French for admission to colleges and apprenticeship programs.	Permanent Residents, Convention Refugees and Federal Skilled Workers are eligible for LINC. Canadian Citizens and immigrants with an Education Permit are eligible for some programs.	Standard Life Building 120 King St. W. Plaza Level, Hamilton, ON L8P 4V2 Tel: (905) 544 – 9824 www.collegeboreal.ca

# Mohawk College

## Nationally Accredited College in Hamilton

Program/ Service	Description	Eligibility	Contact Information
<b>Mohawk College</b>	This college offers over 100 degree, diploma and certificate programs in disciplines such as engineering, health, business, human services and the arts. For information about admission and credential recognition, visit the campus or the website.	All immigrants may access and attend college programs but may have to pay for tuition. Refugee claimants, Temporary Foreign Workers and Live in Care Givers must have a Study Permit to attend.	135 Fennell Ave. W. Hamilton, ON L9C 1E9 Tel: (905) 575 – 2000 1 – 866 – 410 – 4795 www.mohawkcollege.ca
<b>Continuing Education Program</b>	Continuing Education courses are for adults who wish to train, upgrade skills, change careers or learn something new. Through in class instruction or on-line learning programs, this program encourages a “Learning never stops” approach.		Tel: (905) 575 – 1212 ext. 3429 www.mohawkcollege.ca/continuing-education/
<b>Community Training Solutions</b>	The community training program aims to provide students with an opportunity to re-strategize their career and professional aspirations. The program provides academic upgrading courses, information about skills updating and retraining, pre-apprenticeship training programs, workplace technology skills assessments as well as literacy, numeracy and essential skills services.		Tel: (905) 575 – 2024
<b>Language Training</b>	Mohawk College provides Language for Newcomers to Canada (LINC) levels 4, 5, 6, and 7 as well as LINC Youth for CLB 1 – 7. Mohawk College also offers English for Academic Purposes (EAP), Enhanced Language Training (ELT) and Occupational Specific Language Training (OSLT) for professionals and various Bridging programs. Classes can be taken on a full time or part time basis.		Tel: (905) 575 – 2421

## Ontario Early Years Centres (OEYC)

### Provision of Supports to Parents with Young Children

Program/ Service	Description	Eligibility	Contact Information
<p><b>Ontario Early Years Centres (OEYC)</b></p>	<p>These centres provide a variety of parenting and educational resources and supports for children up to 6 years of age. To find more information, call the centre closest to you.</p>	<p>All residents of Hamilton are eligible.</p>	<p>Hamilton East 45 Ellis Ave. Hamilton, ON L8H 4L8 Tel: (905) 549 – 2814 ext. 230</p> <p>Hamilton Mountain 465 East 16<sup>th</sup> St. Hamilton, ON L9A 4K6 Tel: (905) 385 – 3020</p> <p>Hamilton West 155 Queen St. N. Hamilton, ON L8R 2V6 Tel: (905) 521 – 0926</p> <p>Stoney Creek 33 Cromwell Crs. Hamilton, ON L8G 2E9 Tel: (905) 573 – 7905</p> <p>French Centres 460 Main St. E. 4<sup>th</sup> Floor Hamilton, ON L8N 1K4 Tel: (905) 528 – 0163</p> <p>400 Cumberland Ave. Hamilton, ON L8M 2A2 Tel: (905) 549 – 3383</p> <p>Aboriginal Centres 192 Wentworth St. N. Hamilton, ON L8L 5V7 Tel: (905) 549 – 4884</p> <p>93 Delena Ave. N. Hamilton, ON L8H 6B6 Tel: (905) 549 - 4884</p>

## Hamilton Public Library

### Provision of Accessible Libraries for all Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Language Training</b>	<p>The Hamilton Public Library in partnership with Citizenship and immigration Canada provides 2 Language Instruction for Newcomers to Canada programs.</p> <p>For eligible newcomers LINC levels 3 and 7: a) 4 to 6 hours a week of one on one English language instruction with a volunteer tutor.</p> <p>For eligible seniors 55 and over LINC levels 1 and 2: b) 4 hours a week of one on one English language instruction with a volunteer tutor.</p>	Permanent Residents, Landed Immigrants and Convention Refugees are eligible.	55 York Blvd. Hamilton, ON L8R 3K1 Tel: (905) 546 – 3200 www.hpl.ca

## YMCA of Hamilton/Burlington/Brantford

### Provision of the Settlement Programs for Newcomers

Program/ Service	Description	Eligibility	Contact Information
<b>Settlement Workers in the Schools</b>	SWIS is a partnership between the YMCA of Hamilton/Burlington/Brantford, the Hamilton Boards of Education and CIC with the objective of helping newcomer students and their families settle in their school and communities. The program reaches out to newcomer families as they arrive in school and provide them with settlement information and referrals to educational and community resources.	All immigrant groups are eligible.	25 Main St. W. Hamilton, ON L8P 1H1 Tel: (905) 526 – 8452 www.mydreamlife.ca
<b>Language Assessment and Referral</b>	Provides eligibility screening based on client's immigration status and language assessment and referral to clients wishing to access CIC funded language training programs. The assessment will be based on the Canadian Language Benchmarks. Client will be referred to the appropriate language training program in Hamilton.		

## Hamilton-Wentworth Catholic District School Board (HWCDSD) – St. Charles Adult & Continuing Education Centres

### Provision of Educational Programs to Youth and Adults

Program/ Service	Description	Eligibility	Contact Information
<b>The Father Kryan Kennedy Catholic Education Centre</b>	Families who are newcomers and Hamiltonians alike can contact HWCDSD to access Catholic schools at kindergarten, elementary, and secondary school levels. Families must bring birth certificates, proof of residency, up-to-date immunization information, and immigration papers, if applicable.	All residents of Hamilton are eligible.	90 Mulberry St. Hamilton, ON L8R 2C8 Tel: (905) 525 – 2930
<b>Parenting and Family Literacy Centres</b>	<p>Parenting and Family Literacy Centres are school-based Catholic programs for parents and their children, aged birth to six years of age, that operate during the school day. The parent or caregiver stays with the child at all times.</p> <p>Program Facilitators work as partners with the Kindergarten teachers and local community programs, collaborating to create a welcoming learning environment that will help prepare children for school.</p> <p>The program at these centres is at no cost and no pre-registration is required.</p>	Parents and their children, aged birth to six years of age.	<p>St. Margaret Mary 25 Brentwood Dr. Hamilton, ON L8T 3W1 Tel: (905) 383 – 8122</p> <p>Our Lady of Lourdes 420 Mohawk Rd. E. Hamilton, ON L8V 3K4 Tel: (905) 383 – 9233</p> <p>Blessed Kateri Tekakwitha 22 Queensbury Dr. Hamilton, ON L8W 1N6 Tel: (905) 385 – 8212</p> <p>St. Lawrence 88 Macaulay St. E. Hamilton, ON L8L 3X5 Tel: (905) 529 – 6625</p> <p>St. Eugene 120 Parkdale Ave. S Hamilton, ON L8K 1H1 Tel: (905) 545 – 9598</p>
<b>International Languages</b>	Many languages available in credit, non-credit and general interest programs.	For elementary school children, teens and adults.	Multiple locations throughout Hamilton Tel: (905) 577 – 0555 Press 1

## Hamilton-Wentworth Catholic District School Board (HWCDSB) – St. Charles Adult & Continuing Education Centres (cont'd)

### Provision of Educational Programs to Youth and Adults

Program/ Service	Description	Eligibility	Contact Information
<b>Literacy and Basic Skills (LBS)</b>	This program serves those without literacy and basic skills necessary to find and keep a job, to successfully participate in further education, to succeed in the apprenticeship program or other skills training and to meet every day needs.	All residents of Hamilton are eligible for this program.  CLB 6 or higher	<p>Mountain 150 East 5th St. Hamilton, ON L9A 2Z7 Tel: (905) 577 – 0555 Press 1</p> <p>North End Mission Services Opportunity Centre 196 Wentworth N. Hamilton, ON L8L 2E1 Tel: (905) 577 – 0555</p> <p>East End 770 Main St. E. Hamilton, ON L8M 1L1 Tel: (905) 577 – 0555 Press 4</p> <p>60 Barlake Ave. Hamilton, ON L8E 1G7 Tel: (905) 577 – 0555 Press 5</p>
<b>Adult Day School</b>	<p>This program provides adult students with an opportunity to attend HWCDSB's secondary school during the day and to work towards obtaining an Ontario Secondary School Diploma.</p> <p>All Ministry of Education credit courses available.</p>	<p>All residents of Hamilton are eligible for this program.</p> <p>CLB 6 or higher.</p>	<p>150 East 5th St. Hamilton, ON L9A 2Z7 Tel: (905) 577 – 0555 Press 1</p>
<b>Independent Learning Program for Adults</b>	<p>This program provides adult students with an opportunity to earn secondary school credits at home through independent study.</p> <p>All Ministry of Education credit courses available.</p>	<p>All residents of Hamilton are eligible for this program.</p> <p>CLB 6 or higher.</p>	<p>150 East 5th St. Hamilton, ON L9A 2Z7 Tel: (905) 577 – 0555 Press 1</p>

## Hamilton-Wentworth Catholic District School Board (HWCDSB) – St. Charles Adult & Continuing Education Centres (cont'd)

### Provision of Educational Programs to Youth and Adults

Program/ Service	Description	Eligibility	Contact Information
<b>CELBAN Test</b>	<p>This is an English assessment test for internationally trained nurses.</p> <p>Various dates are available throughout the year. For testing dates, visit <a href="http://www.stcharles.ca">www.stcharles.ca</a></p>		<p>60 Barlake Hamilton, ON L8E 1G7 Tel: (905) 577 – 0555 Press 3</p>
<b>Assessments</b>	<p>CLB Benchmark Assessment for all ESL/LINC students</p>	<p>All English language learners are welcome.</p>	<p>150 East 5th St. Hamilton, ON L9A 2Z7 Tel: (905) 577 – 0555 Press 1</p> <p>45 Young St. Hamilton, ON L8N 2C8 Tel: (905) 577 – 0555 Press 3</p> <p>770 Main St. E. Hamilton, ON L8M 1L1 Tel: (905) 577 – 0555 Press 4</p> <p>60 Barlake Ave. Hamilton, ON L8E 1G7 Tel: (905) 577 – 0555 Press 5</p> <p>Circle of Friends 155 Queen St. N. Hamilton, ON L8R 2V6 Tel: (905) 529 – 1840</p>
<b>Specialized Language Training Program (SLTP)</b>	<p>This program focuses on specific terminology in three distinct employment sectors:</p> <ol style="list-style-type: none"> <li>1. Healthcare &amp; Pre PSW</li> <li>2. Hospitality &amp; Tourism</li> <li>3. Retailing &amp; Office Employment</li> </ol> <p>This program provides adult students with an opportunity to obtain Canadian work experience and develop skills.</p>	<p>CLB 4 or higher</p>	<p>Mountain 150 East 5th S. Hamilton, ON L9A 2Z7 Tel: (905) 577 – 0555 Press 1</p> <p>East End 60 Barlake Ave. Hamilton ON L8E 1G7 Tel: (905) 577 – 0555 Press 5</p>

## Hamilton-Wentworth Catholic District School Board (HWCD SB) – St. Charles Adult & Continuing Education Centres (cont'd)

### Provision of Educational Programs to Youth and Adults

Program/ Service	Description	Eligibility	Contact Information
<b>English as a Second Language (ESL)</b>	<p>This program focuses on speaking, listening, reading, and writing for non-English speaking adults.</p> <p>All curriculum and language assessments are based on Canadian Language Benchmarks.</p> <p>Morning and afternoon classes are available.</p> <p>CLB Pre-Bench to CLB 5 or higher.</p>	<p>All English language learners are welcome, including: landed immigrants; permanent residents; refugee claimants; convention refugees; and Canadian citizens.</p> <p>Work or study visitors are required to pay visitor fees to attend. See <a href="http://www.stcharles.ca">www.stcharles.ca</a> for details.</p> <p>Computer course at Barlake two times a week Benchmark 2 or higher</p>	<p>Mountain 150 East 5th Street Hamilton, ON L9A 2Z7 Tel: (905) 577 – 0555 Press 1</p> <p>Hamilton Mountain Mosque 1545 Stone Church Rd. E. Hamilton, ON L8W 3P8 Tel: (905) 577 - 0555 Press 1</p> <p>Downtown 45 Young Street Hamilton, ON L8N 2C8 Tel: (905) 577 - 0555 Press 3</p> <p>Circle of Friends 155 Queen St. N. Hamilton, ON L8R 2V6 Tel: (905) 529 - 1840</p> <p>City Housing Hamilton 443 James St. N. Hamilton, ON L8L 1H7 Tel: (905) 577 - 0555 Press 3</p> <p>East End 770 Main St. E. Hamilton, ON L8M 1L1 Tel: (905) 577.0555 Press 4</p> <p>60 Barlake Avenue Hamilton, ON L8E 1G7 Tel: (905) 577 - 0555 Press 5</p>



## Hamilton-Wentworth Catholic District School Board (HWCDSB) – St. Charles Adult & Continuing Education Centres (cont'd)

### Provision of Educational Programs to Youth and Adults

Program/ Service	Description	Eligibility	Contact Information
<b>Language Instruction for Newcomers to Canada (LINC)</b>	<p>This program focuses on speaking, listening, reading, and writing for non-English speaking adults.</p> <p>All curriculum and language assessment are based on Canadian Language Benchmarks. CLB Pre-Bench to CLB 5 or higher.</p> <p>Free child minding and/or bus tickets available for those who qualify.</p>	<p>This program is available to:</p> <p>Convention refugees; landed immigrants; and permanent residents.</p>	<p>Mountain 150 East 5th St. Hamilton, ON L9A 2Z7 Tel: (905) 577 - 0555 Press 1</p> <p>Downtown 45 Young St. Hamilton, ON L8N 2C8 Tel: (905) 577 - 0555 Press 3</p> <p>East End (*no childcare) 60 Barlake Ave. Hamilton, ON L8E 1G7 Tel: (905) 577 – 0555 Press 5</p>
<b>ESL Evening Classes</b>	<p>This program focuses on improving your English language skills.</p> <p>Classes determined by student enrolment.</p>	<p>Reading / Writing Skills (CLB 3/5)</p> <p>Listening and Speaking (CLB 3-5)</p> <p>ESL Multi -Literacy to 5</p>	<p>Mountain 150 East 5th St. Hamilton, ON L9A 2Z7 Tel: (905) 577 - 0555 Press 1</p> <p>Downtown 45 Young St. Hamilton, ON L8N 2C8 Tel: (905) 577 – 0555 Press 3</p> <p>East End 60 Barlake Ave. Hamilton, ON L8E 1G7 Tel: (905) 577 – 0555 Press 5</p> <p>770 Main St. E. Hamilton, ON L8M 1L1 Tel: (905) 577 – 0555 Press 4</p>
<b>IELTS Preparation Course</b>	<p>The International English Language Testing System is the world's leading English language proficiency test taken for education, career and immigration purposes.</p>	<p>All newcomer groups who are CLB 5 or higher. May be required to pay a 10\$ consumable fee</p>	<p>Evening Class 150 East 5th St. Hamilton, ON L9A 2Z7 Tel: (905) 577 - 0555, Press 1</p>

## Hamilton-Wentworth Catholic District School Board (HWCDSB) – St. Charles Adult & Continuing Education Centres (cont'd)

### Provision of Educational Programs to Youth and Adults

Program/ Service	Description	Eligibility	Contact Information
<b>Test of English as a Foreign Language (TOEFL)</b>	This program focuses on advanced English language proficiency for students with academic goals for college or university	All newcomer groups who are CLB 6 or higher. May be required to pay a 10\$ consumable fee	Day time 150 East 5 <sup>th</sup> St. Hamilton, ON L9A 2Z8 Tel: (905) 577 – 0555 Fax: (905) 383 – 4436
<b>Co-operative Education</b>	This program provides adult students with an opportunity to obtain Canadian work experience and high school credits through either Credits At Work at your current place of work; or through a work placement.  All Ministry of Education credit courses available.		
<b>Personal Support Worker (PSW)</b>	This program prepares students for employment in the long-term health care profession.  Students obtain provincial PSW certification, including certificates in First Aid/CPR, dementia care, food handling and ostomy care.  Clinical placement in long-term care facilities provided.  This program is taught by Ontario Certified Teachers who are Registered Nurses.	All residents of Hamilton with a CLB of 6 or higher are eligible.	150 East 5th St. Hamilton, ON L9A 2Z7 Tel: (905) 577 – 0555 Press 1
<b>Chef Training Program</b>	This program prepares students for employment in the hospitality industry, with an opportunity to pursue apprenticeship training as a chef.  Work placements are provided in local restaurants, cafeterias, banquet centres and institutional kitchens.  This program is taught by Ontario Certified Teachers who are Red Seal Chefs.		

# Employment

## Centre for Internationally Educated Nurses

### Provision of Employment Services for Internationally Trained Nurses

Program/ Service	Description	Eligibility	Contact Information
<b>Services For Internationally Trained Nurses</b>	This program helps nurses from around the world to pass their registration exam. The services provided include, but are not limited to, assistance with exams, language counselling, financial advice, job shadowing, workshops, and networking opportunities.	Permanent Residents, Convention Refugees, Federal Skilled Workers, Canadian Citizens and Sponsored Refugees are eligible.	100 James St. S. Hamilton, ON L8P 2Z2 Tel: (905)521-1777 <a href="http://www.care4nurses.org">www.care4nurses.org</a>

## City Of Hamilton - Career Development Centre

### Provision of Employment Support to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Community Placement</b>	A Community Placement is a volunteer position with a non-profit agency or a public sector organization such as the government. Volunteers get up to 70 hours a month. Clients gain work experience for resumes, networking opportunities, and confidence for future jobs.	All immigrant categories are eligible to access the Career Development Centre.	Career Development Centre 181 Main St. W. Hamilton, ON L8P 1H9 Tel: (905) 546 – 2424 ext.5208 <a href="http://www.hamilton.ca//social services">www.hamilton.ca//social services</a>
<b>Helping Hands Program</b>	Helping Hands is a 26 week work experience program that provides home maintenance for seniors and disabled citizens. The program provides skills that assist clients in finding and keeping employment. Clients gain on-the-job training, work experience for resumes, first aid and WHMIS training, an employment reference, a monthly bus pass, work clothes, and job search support.	Only OW and ODSP recipients, their dependents and their spouses are eligible.	

## City of Hamilton - Career Development Centre (cont'd)

### Provision of Employment Support to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Employment Services and Resource Centres</b>	Offers a friendly environment to conduct job searches, apply for employment, and research careers. The services include free access to telephones, faxes and photocopiers. The CDC offers access to job listings, the Service Canada Job Bank, job bulletin board, and newspapers, as well as computer stations to update resumes, cover letters, and online job searches. Access to materials on career planning and labour market information, and information pamphlets on training, education, support services, and community agencies are available, along with an employment reference library.	All immigrant categories are eligible to access the Career Development Centre.	Career Development Centre 181 Main St. W. Hamilton, ON L8P 1H9 Tel: (905) 546 – 2424 ext. 5208 <a href="http://www.hamilton.ca//social services">www.hamilton.ca//social services</a>
<b>Employment Counselling</b>	An Employment Development Counsellor will provide ongoing, one-on-one, customized employment counselling, skills assessment, and will advise clients on how to upgrade or market current skills to match today's job market, and available jobs. Counsellors help maximize job search efforts, and provide Ontario Works employment benefits when needed.	Only OW and ODSP recipients, their dependents and their spouses are eligible.	
<b>Employment Workshops</b>	A variety of group sessions assist with preparation for employment activities. Employment counsellors help determine the best workshop. Group Workshops include: skill and goal identification, new ways to job search, applying for skills training funds, how to write a resume and cover letter, preparing for an interview, preparing for the first day on the job, improving your communication skills and many other related topics.		

## Collège Boréal- Employment Options Emploi

### Provision of Employment Support to Francophone Clients

Program/ Service	Description	Eligibility	Contact Information
<b>Employment Services</b>	<p>Options Emploi provides free services for job seekers and employers.</p> <p>The following services are available for job seekers:</p> <ul style="list-style-type: none"> <li>a) career planning support</li> <li>b) assistance with resume and cover letters</li> <li>c) simulated job interviews</li> <li>d) job readiness workshops on Health, Safety and WHMIS</li> <li>e) work placements</li> <li>f) coaching and mentoring programs</li> <li>g) Second Career programs</li> <li>h) access to job search tools (i.e. internet, fax, telephone, etc.)</li> </ul> <p>The following services are available for employers:</p> <ul style="list-style-type: none"> <li>a) Job posting services</li> <li>b) recruitment and pre-selection of candidates who meet hiring needs and possibility of training subsidies for applicants</li> <li>c) information on the labour market and job opportunities</li> </ul>	All immigrants who are eligible to work in Canada.	<p>Loyd D. Jackson Square 2 King St. W. (King and Bay) Hamilton, ON L8P 1A1 Tel: (905) 777 – 1JOB (ext.1562) Fax: (905) 777 – 8189 www.employmentoptio nsemploi.ca</p>

## Dundas Community Services

### Provision of Employment Supports to Clients

Program/ Service	Description	Eligibility	Contact Information
<b>Youth Employment Services</b>	<p>This summer service links students with prospective employers. From June to August, Dundas Community Services operates an employment service for local young people who need help to find summer work. The service seeks out employment in the community and matches jobs to high school students who have registered with the service. Students can also register to do fall and winter work.</p>	All immigrants who are eligible to work in Canada.	<p>2 King St W. Dundas, ON L9H 6Z1 Tel: (905) 627 – 5461 www.dundascommunit yservices.on.ca</p>

## Employment Hamilton

### Provision of Employment Seeking Tools and Programs

Program/ Service	Description	Eligibility	Contact Information
<b>Employment Services and Resource Centres</b>	<p>An Employment Ontario Service Provider provides one-on-one assistance and support to job seekers of all ages. Services include:</p> <ul style="list-style-type: none"> <li>a) resume development and interview preparation</li> <li>b) effective job search and job retention techniques</li> <li>c) small group workshops</li> <li>d) WHMIS training</li> <li>e) Smart Serve and Excellence in Customer Service training</li> <li>f) information on all Employment Ontario programs</li> <li>g) assistance with applications for Second Career and Ontario Self Employment Benefits</li> <li>h) one-on-one individual counseling</li> <li>i) staffed Resource Centre provides assistance with all employment-related needs</li> <li>j) access to computers, phones, fax machine, copiers and etc.</li> <li>k) assistance with orientation to online job searching</li> <li>l) information on the labour market, careers, training opportunities, apprenticeship, literacy and academic upgrading</li> <li>m) referrals to community agencies and the Summer Jobs Service (SJS) for youth</li> </ul>	All immigrants who are eligible to work in Canada.	67 Victoria Ave. S. Hamilton, ON L8N 2S5 Tel: (905) 522-4902 www.employmenthamilton.com

## Goodwill Employment Services

### Provision of Employment Resources and Programs

Program/ Service	Description	Eligibility	Contact Information
<b>Goodwill Employment Services</b>	<p>The following is offered to Goodwill Career Centre Employment Services Clients:</p> <ul style="list-style-type: none"> <li>a) Employment counselling and one-on-one support. All of the Employment Counsellors have been trained in delivering job search strategies for new immigrants.</li> <li>b) A variety of job search and life skills workshops.</li> <li>c) Clients can access computers, photocopiers, and fax machines for job postings at the resource centre.</li> <li>d) Weekly networking clubs where clients can discuss their job search methods, share job leads, and have access to job developers.</li> <li>e) Access to job developers who make contacts with employers and develop opportunities for clients as well as deliver mock and assisted interviews.</li> <li>f) Assistance with Second Career Application by determining eligibility and suitability for the program for laid-off, unemployed workers who require long-term training for employment in high-skill and high-demand occupations.</li> </ul>	<p>All immigrants who are eligible to work in Canada, are over the age of 16, are unemployed or underemployed and not attending school full time.</p>	<p>Hamilton Mountain 1050 Upper Gage Ave. Hamilton, ON L8V 5B7 Tel: (905) 526 – 8488 <a href="http://www.goodwillonline.ca">www.goodwillonline.ca</a></p> <p>Hamilton Downtown 225 King William St. Hamilton, ON L8R 3P2 Tel: (905) 526 – 8482</p>



## Service Canada

### Provision of Employment Supports to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Job Search</b>	Service Canada provides computer and internet access for assistance with locating and applying for employment insurance, foreign credential recognition programs, apprenticeship incentives and grants, savings grants and student employment services during the summer.	All immigrants who are eligible to work in Canada.	2255 Barton St. E. Hamilton, ON L8E 2W8  1550 Upper James St. Hamilton, ON L9B 1J5 www.servicecanada.gc.ca

## John Howard Society of Hamilton

### Provision of Employment Supports to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Employment Services and Resource Centres</b>	This program provides employment counselling, career assessments, resume and cover letter development, interview preparation, job search support, assistance with referrals to community-based employment and training support services. Resources include: computers with internet access, fax, photocopier, printer and telephones, print and electronic resource information, information on education, training, and apprenticeship opportunities, community support service, as well as training, housing, food stability, income support, pardons, and counselling.	All immigrants who are eligible to work in Canada and have been in contact with law enforcement are eligible.	225 King William St, Suite 201, Hamilton, ON L8R 3P2 www.jhshamilton.on.ca  Resource Centre is open on Tues & Thur

## Living Rock Ministries

### Provision of Employment Supports to Youth in Hamilton

Program/ Service	Description	Eligibility	Contact Information
<b>Employment Assistance</b>	<p>Living Rock's TRI-Rock Program is a 16 week, paid employment training program that is done in two stages. Each stage is eight weeks long. In the first stage, youth work at the Living Rock and receive help with employment and life skills. Participants have the opportunity to receive WHMIS, First Aid, and Food Handlers certification. During the second stage of the program, youth receive an eight week placement in the community, and at the end of the placement the community employer has the choice of hiring the youth.</p>	<p>All immigrant youth who are between 16-30 years of age, are eligible to work in Canada and have not been in receipt of E.I. are eligible.</p>	<p>30 Wilson St. Hamilton, ON L8R 1G7 Tel: (905) 528-7625 www.livingrock.ca</p>

## Wesley Urban Ministries

### Provision of Employment Supports to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Employment Services and Resource Centre</b>	<p>Wesley Employment Services offers support to members of the Hamilton community in a welcoming environment. Case Managers are available to facilitate career exploration, planning and goal setting, assessment of skills, interest and experience, job search tools such as resume and cover letter development, interview and job search strategies, mock interviews, referrals, access to education and training opportunities, including Second Career, and support for Internationally Trained Professionals. The Resource Centre provides access to public computers, internet access, fax and photocopying machines, workshops on a variety of topics, online WHMIS training, job postings, labour market information, referrals to Employment Ontario, and other more.</p>	<p>All immigrants who are eligible to work in Canada, are not working full time or attending school full time are eligible.</p>	<p>151 Queen St. N. Hamilton, ON L8R 2V6 Tel: (289) 396-5864 Fax: (289) 396-0440 www.wesleyurbanministries.ca</p>

## Immigrant Women's Centre (IWC)

### Provision of Employment Supports to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Employment Service</b>	<p>The Immigrant Women's Centre offers Job Search Workshops which provide pre-employment training to newcomers and assistance with gaining knowledge and skills to better understand strategies, business perspectives, and the next steps relating to the job search process. Referrals are also provided to other community resources.</p> <p>Quick Facts:</p> <ul style="list-style-type: none"> <li>f) Workshops are culturally-appropriate</li> <li>g) Delivery is designed for newcomers and Internationally-trained professionals</li> <li>h) Workshops build self-confidence by providing information, understanding interview techniques and answering interview questions</li> <li>i) Provide customized action plans and resume preparation</li> <li>j) Workshops are free of charge and include childcare for program participants.</li> </ul>	All immigrants who are eligible to work in Canada.	<p>Downtown 8 Main St. E. Suite 101 Hamilton, ON L8N 1E8 Tel: (905) 529 – 5209 <a href="http://www.stjosephwomen.on.ca">www.stjosephwomen.on.ca</a></p> <p>Downtown East 182 Rebecca St. Hamilton, ON L8R 1C1 Tel: (905) 525 – 9676</p> <p>Hamilton Mountain 1119 Fennell Ave. E. Suite 236 Hamilton, ON L8T 1S2 Tel: (905) 387 – 1100</p> <p>Hamilton East 2255 Barton St. E. Suite 101 Hamilton, ON L8H 7T4 Tel: (905) 573 – 7663c</p>

## Mission Services

### Provision of Employment Supports to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Employment and Training Services</b>	<p>Employment and Training Services offers individualized skills and on-job training in Food Services and Janitorial Services. The training includes 8 - 11 weeks of hands-on instruction (including life skills and employment workshops), followed by 4 or more weeks of Job Placement Services, supported by our Employment Facilitator. Upon successful completion, a certificate is given.</p>	All immigrants who are eligible to work in Canada.	<p>293 Wellington St. N. Hamilton, ON P.O Box 368 Tel: (905)522-5542 <a href="http://www.mission-services.com">www.mission-services.com</a></p>

## Mohawk College

### Provision of Employment Supports to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Community Employment Services</b>	<p>This program offers free services for those seeking employment and/or training opportunities.</p> <p>Some services include individual job search support, group workshops, creating effective resumes and cover letters, improving interview techniques, upgrading, and training opportunities, including access to Second Career, Ontario Self Employment Benefits, apprenticeship training supports, connecting with employers, as well as information and referrals to programs, services, and resources in the community.</p>	All immigrants who are eligible to work in Canada.	<p>Fennell Campus 135 Fennell Ave. W. Hamilton, ON L9C 7V7 Tel: (905) 575 – 2177</p> <p>Lower East Hamilton 211 Centennial Parkway N. Hamilton, ON L8E 1H8</p>
<b>Summer Jobs Services</b>	Available for youth between the ages of 15-30 who are seeking summer employment and returning to school in the fall.		Central Booking Line: Tel: (905) 575 – 2177
<b>Mohawk's Resource Room</b>	Provides access to computers with internet access, job postings, photocopiers, fax machines, printers, telephone, daily newspapers and materials on career planning, labour market information, and other information for job seekers.		Summer Jobs Services: Tel: (905) 575 – 2368 jobs@mohawkcollege.ca

## Ontario Ministry of Training, Colleges and Universities

### Provision of Training and Supports for Ontarians

Program/ Service	Description	Eligibility	Contact Information
<b>Second Career Program</b>	<p>The Apprenticeship Branch administers and monitors the apprenticeship program and trade certification.</p> <p>The Apprenticeship Branch also helps internationally - educated and trained individuals practice their prior occupations in Ontario.</p>	All immigrants who are eligible to work in Canada.	<p>119 King St. W., 8th Floor Hamilton, ON L8P 4YZ Tel: (905) 521 – 7764 www.ontario.ca/employmentontario</p>

## PATH Employment Services

### Provision of Employment Supports to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Employment Services and Resources Centres</b>	<p>PATH assists individuals with disabilities in finding employment. PATH offers employment services which include a one-on-one employment counselling and job finding club, life skills programs, accessibility training, audits and solutions, outsourcing solutions, and human resource services. Qualified and experienced staff have a proven track record of assisting businesses and individuals in attaining desired employment results, including assisting individuals in overcoming barriers to employment, and aiding employers in obtaining employment-ready candidates for their positions. PATH customizes its programs to each individual's or organization's needs.</p>	All immigrants who are eligible to work in Canada.	31 King St. E. Suite 100 Hamilton, ON L8N 1A1 Tel: (905) 528 – 6611 www.pathemployment.com

## Small Business Enterprise Centre (SBEC)

### Provision of Self-Employment Supports to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Business Support</b>	<p>The Hamilton Small Business Enterprise (SBEC) provides information and tools for entrepreneurs to start and grow their businesses. The SBEC provides resources, information, personalized consulting services, training programs, networking events, and mentoring programs. SBEC works with the City of Hamilton to facilitate business growth.</p> <p>SBEC welcomes everyone who is interested in learning more about entrepreneurship, phases of development, start-ups, existing businesses looking to expand, and thriving businesses looking to support the growing entrepreneurial base in Hamilton.</p>	All immigrants who are eligible to work in Canada and are interested in starting or growing a business.	71 Main St. W. City Hall, 1 <sup>st</sup> Floor Hamilton, ON L8P 4Y5  Tel: (905) 540 – 6400 www.investinhamilton.ca/small-business

## Vpi Inc

### Provision of Employment Supports to Clients

Program/ Service	Description	Eligibility	Contact Information
<b>Employment Services</b>	Vpi offers assistance to clients with their job or training needs. Clients are provided with interactive needs assessments that identify individual employability and employment needs. Clients work with a Career Specialist to develop and implement an individualized Employment Service Plan. Clients are provided with ongoing case management services right through to completion of the employment plan. The supports offered to clients include individual job search assistance, resume and cover letter development, job interview preparation, career exploration, access to funded training, apprenticeship and personal training supports, job development assistance, job retention and access to organization's jobs database.	All immigrants who are eligible to work in Canada.	1051 Upper James St. Hamilton, ON L9C 3A6 Tel: (905) 387 – 2220  1– 888 – 336 – 9550 www.vpi-inc.com
<b>Resource Centre</b>	Provides free computer and internet access, phone, fax, printer, and scanner, access to various printed resources such as newspapers, books, brochures, career planning, and job search publications.		

## Workforce Planning Hamilton (WPH)

### Provision of Employment and Labour Market Information

Program/ Service	Description	Eligibility	Contact Information
<b>Labour Market Information</b>	Workforce Planning Hamilton (WPH) is a local community planning organization that builds solutions to labour market issues by engaging stakeholders and working with partners. WPH offers labour market information about employment, careers, and job search in Hamilton.	Applicable to immigrants and refugees in Hamilton.	77 James St. N. Unit 117 Hamilton, ON L8R 2K3 Tel: (905) 521 – 5777 Fax: (905) 521 – 9309 www.workforceplanninghamilton.ca/
<b>Hamilton Immigrant Mentoring Partnership</b>	The Hamilton Immigrant Mentoring Partnership (HIMP), matches internationally trained professionals (mentees) with established professionals (mentors) based on their professional background and work experiences.	Please contact Oliver Pryce for more information.	Oliver Pryce Tel: (905) 521-5777 ext. 25 oliver.pryce@workforceplanninghamilton.ca

## YWCA of Hamilton

### Provision of Employment Supports to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Bridging Programs</b>	Bridging Programs provide qualified Internationally-Trained Individuals with academic upgrading, job search training, accreditation assistance, workplace exposure, and assistance to secure employment for occupations in the following sectors: a) Environmental b) Information and Communications Technology	Requires a language benchmark of 7 or higher, prior education and/or experience in a related occupation from country of origin. All immigrants who are eligible to work in Canada are eligible for this program.	75 MacNab St. S. Hamilton, ON L8P 3C1 Tel: (905) 522 – 9922 ext. 150 Tel: (905) 522 – 9922 ext. 141 <a href="http://www.ywcahamilton.org">www.ywcahamilton.org</a>
<b>Mentoring Program</b>	Provides Internationally-Trained Individuals who are educated in or have experience working in the banking sector, with coaching and guidance to re-enter their fields in Canada.		
<b>Employment Support Services</b>	Assists women in overcoming barriers to participating in the workforce. The assistance includes setting up email accounts for job search use, resume and cover letter building as well as job search training and assistance.	All immigrant women who are eligible to work in Canada.	
<b>BizSmartz Program</b>	Offers entrepreneurship training and assistance to develop and implement a Business Plan. The program offers 2 weeks of intensive training and 40 weeks of coaching, in addition to income support for qualified men and women.	Individuals on E.I., Reach-back, approved for the Ontario Self-Employment Benefit Program and referred by an Employment Ontario Service are eligible.	
<b>Employment Resource Centre</b>	Resource Centre provides access to technology and employment resources.	All newcomer categories are eligible for use of resources and information.	

## YMCA of Hamilton

### Provision of Employment Supports to Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Employment Training and Settlement Services for Newcomers</b>	Employment Services provides resources, such as information about who's hiring in the community, personalized advice and services, skills assessment, skills training and assistance in securing employment. YMCA also helps employers hire people with the skills they need.	<p>All newcomer categories are eligible for use of resources and information.</p> <p>All immigrants who are eligible to work in Canada are eligible for personalized support and assistance.</p>	<p>Career Worx! 23 Main St. E. Hamilton, ON L8N 1E7 Tel: (905) 540 – 9679</p> <p>YMCA Employment Services 35 Main St. N. Waterdown, ON L0R 2H0 Tel: (905) 690 – 9927 <a href="http://www.mydreamlife.ca">www.mydreamlife.ca</a></p>
	Summer Jobs for Youth is for youth between the ages of 15-18, who live in the east, north or downtown Hamilton. The program provides youth with job readiness training and support before being placed in a paid placement for July and August. The program offers a variety of fields such as recreation, hospitality, retail and general labour.	Youth between the ages of 15-18, who live in East, North or downtown Hamilton and are eligible to work in Canada.	<p>YMCA Employment, Training &amp; Settlement 79 James St. S. Hamilton, ON L8P 2Z1 Tel: (905) 317 – 4934 <a href="http://www.mydreamlife.ca">www.mydreamlife.ca</a></p>



## Immigrant Culture and Art Association (ICAA)

### Provision of Cultural and Artistic Mentorship Supports for Artists and Their Families

Program/ Service	Description	Eligibility	Contact Information
<b>Exhibition Assistance</b>	ICAA administers the Ontario Art Council's Exhibition Assistance. The program provides limited financial resources for artists' exhibitions. This program is subjected to approval based on available funds and evaluation of artists' portfolios.	All immigrant categories are eligible, pending the approval of their artistic portfolio.	51 Stuart St. Hamilton, ON L8L 1B5 Tel: (905) 529 – 0181 <a href="http://www.immigrantart.org">www.immigrantart.org</a>
<b>Artist Mentorship Program</b>	The Artist Mentorship Program mentors newcomer artists by providing them with art supplies, opportunities to sell their art work, access to venues for exhibitions, curating assistance and provision of links to Hamilton's artistic community. The program enables artists to use their artistic skills to facilitate their integration into the Canadian economy. ICAA's artists have continued onto to post-secondary education in art related fields and have entered the labour market in various media arts related sectors.		
<b>Musicians Mentorship and Assistance Program</b>	The Musician Mentorship Program engages newcomer musicians by providing them with the opportunity to perform at musical concerts and earn from their performances. ICAA assists low income and immigrant musicians by supporting their marketing efforts.		
<b>Hamilton Art Market</b>	The Hamilton Art Market assists immigrant artists by providing them with an outdoor venue to market and sell their artwork. This program runs over 3 months each summer. Contact the ICAA office for the application process.		

# Recreation

## Kiwaniis Boys and Girls Club

### Provision of Recreational Programs to Youth

Program/ Service	Description	Eligibility	Contact Information
<b>Boys and Girls Club</b>	This program provides art, sports and recreational activities, computer classes, babysitting courses, parenting support and adult day programs to Hamiltonians. These programs may run at facilities such as gyms, swimming pools, game rooms or creative rooms.	All immigrant categories are eligible.	45 Ellis Ave. Hamilton, ON L8H 4L8 Tel: (905) 549 – 2814 <a href="http://www.kboysandgirlsclub.com">www.kboysandgirlsclub.com</a>  785 Britannia Ave. Hamilton, ON L8H 6G7 Tel: (905) 549 – 2814 ext. 238  71 Sanford Ave. N. Hamilton, ON L8L 8G5 Tel: (905) 525 – 0038

## Community Access to Child Health (CATCH)

### Provision of Recreational Programs to Youth

Program/ Service	Description	Eligibility	Contact Information
<b>Community Access to Child Health (CATCH)</b>	CATCH provides teens and local youth access to recreational programs that include, but are not limited to, art classes, painting, swimming, cooking and games.	All immigrant categories are eligible.	350 Quigley Rd., Unit 131 Hamilton, ON L8K 5E8 Tel: (905) 560 – 6575 <a href="http://www.wesleyurbanministries.ca">www.wesleyurbanministries.ca</a>

## Community Living Hamilton

### Provision of Recreational Programs to Adults

Program/ Service	Description	Eligibility	Contact Information
<b>Adult Day Supports Division</b>	Provision of leisure activities and training for adults with intellectual disabilities.	All immigrant categories are eligible.	191 York Blvd. Hamilton, ON L8R 1V5 Tel: (905) 528-0281 ext. 243

## Sills Through Activity and Recreation (STAR)

### Provision of Recreational Programs to Youth

Program/ Service	Description	Eligibility	Contact Information
<b>Skills Through Activity and Recreation (STAR)</b>	Provides arts, sport, recreational activities and skill development to children and youth in the East end of the city. These programs include painting, sports, cooking, swimming and more.	All immigrant categories are eligible.	50 Congress Crt. Hamilton, ON L8K 5H9 Tel: (905) 545 – 6698  245 Barton St. E. Hamilton, ON Tel: (905) 545 – 6698 www.starhamilton.ca

## Hamilton Association for Residential and Recreational Redevelopment Programs (HARRRP)

### Provision of Recreational Programs to Families

Program/ Service	Description	Eligibility	Contact Information
<b>Hamilton Association for Residential and Recreational Redevelopment Programs (HARRRP)</b>	HARRRP provides a variety of programs including a breakfast club, homework club, youth and kids clubs, English conversation club, multicultural seniors program and community gardens in various neighbourhoods.	All immigrant categories are eligible. Some programs may have a recreational cost.	Jamesville Community Centre 209 MacNab St. N. Hamilton, ON L8R 2M5 Tel: (905) 525 – 3069  St. Peter 705 Main St. E. Hamilton, ON L8M 1K8 Tel: (905) 544 – 0050

## Living Rock Ministries

### Provision of Recreational Programs for Youth at Risk

Program/ Service	Description	Eligibility	Contact Information
<b>Living Rock Ministries</b>	This program offers safety, training, recreational programs and aims to foster positive relationships between youth. Specific services include evening meals, breakfast programs, and access to sports, a food bank, clothing, antiracism discussions and art workshops.	All immigrant categories are eligible.	30 Wilson St. Hamilton, ON L8R 1G7 Tel: (905) 528 – 7625 www@livingrock.ca

## YMCA of Hamilton

### Provision of Recreational Programs for Families

Program/ Service	Description	Eligibility	Contact Information
<b>YMCA</b>	YMCA offers health and fitness programs for the entire family at 3 locations in Hamilton. The facilities include child care centres, gymnasiums, swimming pools, and multi-purpose game rooms.	All immigrant categories are eligible. Some programs may be subsidized for low income families.	<p>79 James St. S. Hamilton, ON L8P 2Z7 Tel: (905) 317 – 4912 www.ymcahbb.ca</p> <p>207 Parkside Dr. Waterdown, ON L0R 2H1 Tel: (905) 690 – 3555</p> <p>356 Rymal Rd. E. Hamilton, ON L9B 2L1 Tel: (905) 667 – 1515</p>

## YWCA of Hamilton

### Provision of Recreational Programs for Families

Program/ Service	Description	Eligibility	Contact Information
<b>YWCA</b>	<p>The YWCA of Hamilton offers many recreational programs for youth and children. Specifically there are pre-school programs which take place at gyms and provide the space for parents and children to watch movies, have snacks and attend swimming lessons.</p> <p>The Kids and Youth programs also provide sleepovers for girls and space to run activities such as gymnastics, open gym, youth pottery, leadership training, babysitter training and swimming lessons.</p>	All immigrant categories are eligible. Some programs may be subsidized for low income families.	<p>75 MacNab St. S. Hamilton, ON L8P 3C1 Tel: (905) 522 – 9922 www.ywcahamilton.org</p>

## Robert Land Eva Rothwell Resource Centre

### Provision of Recreational Programs for Families

Program/ Service	Description	Eligibility	Contact Information
<b>Eva Rothwell Resource Centre</b>	Provides youth and families with family movie night, seniors and mothers recreation programs, teen drop in courses and summer day camp programs.	All immigrant categories are eligible.	460 Wentworth St. N. Hamilton, ON L8L 5W8 Tel: (905) 526 – 1558

## City of Hamilton – Recreation

### Provision of Recreational Programs for Hamiltonians

Program/ Service	Description	Eligibility	Contact Information
<b>Recreation Fee Assistance Program</b>	Provides low income residents access to organized sports and recreation programs by: a) providing free family passes to the nearest recreation centre b) fee assistance with the City of Hamilton recreation programs to a maximum of \$150 per child during a 12 month period c) fee assistance of 50% for City of Hamilton affiliated sports programs, to a maximum of \$100.00 annually per child.	All immigrant categories who live in Hamilton, can provide a copy of a document with their home address dated within the last 60 days, receiving OW or ODSP, or have an income below the Low Income Cut – Off (LICO) are eligible.	Physical Address Lister Block Building 28 James St. N. 3rd Floor Hamilton, ON L8R 2K1  Mailing Address Lister Block Building 3rd Floor P.O. Box 2040 Hamilton, ON L8P 4Y5 Tel: (905) 546 – 2424, ext. 4569 <a href="http://www.hamilton.ca">www.hamilton.ca</a>
<b>Recreation Division</b>	This is the department responsible for recreation within the City Of Hamilton and provides information about recreation facilities and programs including Children’s Camps which are municipally funded in Hamilton. For a copy of the guide book please refer to the website.	All immigrant categories are eligible.	Recreation Division Phone Tel: (905) 546 – 3747 <a href="http://www.hamilton.ca/CultureandRecreation/Recreation/Information/Guide.htm">www.hamilton.ca/CultureandRecreation/Recreation/Information/Guide.htm</a>
<b>City Wide Recreation Centres, Arena and Gymnasiums</b>	Provides drop in access to recreation centres, indoor pools and arenas across Hamilton. The following recreation centres, listed on the next page, provide swimming programs, swimming lessons, gym-clubs, indoor gymnasiums and skating arenas.	All immigrant categories are eligible. Some programs may require an admission fee.	Recreational Division Tel: (905) 546 – 3747 <a href="http://www.hamilton.ca/CultureandRecreation/Recreation/Information/Guide.htm">www.hamilton.ca/CultureandRecreation/Recreation/Information/Guide.htm</a>

## City of Hamilton – Recreation Facilities

### Provision of Recreational Programs for All Hamilton Neighbourhoods

#### RECREATION CENTRES

Ancaster Aquatic Centre	47 Meadowbrook Dr.	Ancaster	905-546-2424 x1061
Ancaster Rotary Centre	385 Jerseyville Rd W.	Ancaster	905-546-2424 x1698
Bennetto Recreation Centre	450 Hughson St N.	Hamilton	905-546-4944
Central Memorial Recreation Centre	93 West Ave S.	Hamilton	905-546-4939
Dalewood Recreation Centre	1150 Main St W.	Hamilton	905-546-4946
Dominic Agostino Riverdale Recreation	150 Violet Dr.	Stoney Creek	905-546-4284
Dundas Community Pool	39 Market St. S.	Dundas	905-540-6694
Dundas Lions Memorial Community Centre	10 Market St. S.	Dundas	905-546-2424 x2260
H. G. Brewster Pool	200 Dewitt Rd.	Winona	905-546-2424 x5877
Hill Park Recreation Centre	465 East 16th St.	Hamilton	905-546-4920
Huntington Park Recreation Centre	87 Brentwood Dr.	Hamilton	905-546-4880
Jimmy Thompson Pool Hamilton	1099 King St. E.	Hamilton	905-546-4768
Norman Pinky Lewis Recreation Centre	192 Wentworth St N.	Hamilton	905-546-3122
Ryerson Recreation Centre	251 Duke St.	Hamilton	905-546-3111
Sir Allan MacNab Recreation Centre	145 Magnolia Dr.	Hamilton	905-546-2554
Sir Wilfrid Laurier Recreation Centre	60 Albright Rd.	Hamilton	905-546-4853
Sir Winston Churchill Recreation Centre	1715 Main St. E.	Hamilton	905-546-4775
Stoney Creek Recreation Centre	45 King St. West,	Stoney Creek	905-546-2196
Valley Park Aquatic Centre	970 Paramount Dr.	Stoney Creek	905-546-2424 x1248
Valley Park Community Centre	970 Paramount Dr.	Stoney Creek	905-546-2424 x1114
Westmount Recreation Centre	35 Lynbrook Dr.	Hamilton	905-546-4932

#### ARENAS

Beverly Arena	680 Hwy 8	Rockton	519-647-2722
Carlisle Arena	1496 Centre Rd.	Carlisle	905-689-7283
Chedoke Twin Pad Arena	91 Chedmac Dr.	Hamilton	905-546-2429
Coronation Arena	81 Macklin St. N.	Hamilton	905-546-3109
Dave Andreychuk Mountain Arena & Skating	25 Hester St.	Hamilton	905-546-4938
Eastwood Arena	111 Burlington St. E.	Hamilton	905-546-3152
Glanbrook Arena	4300 Binbrook Rd.	Glanbrook	905-692-9331
Inch Park Arena ..	400 Queensdale Ave.	Hamilton	905-546-4922
Lawfield Arena	150 Folkstone Ave.	Hamilton	905-546-4923
J.L. Grightmire (Market St) Arena	35 Market St. S.	Dundas	905-546-2424 x1218
Morgan Firestone Arena	385 Jerseyville Rd. W.	Ancaster	905-546-2424 x1698
North Wentworth Arena	27 Hwy 5 W.	Flamborough	905-689-6666
Olympic Arena	70 Olympic Dr.	Dundas	905-540-6686
Parkdale Pat Quinn Arena	770 Main St. E.	Hamilton	905-546-4785
Rosedale Arena	100 Greenhill Ave.	Hamilton	905-546-4805
Saltfleet Arena	24 Sherwood Park Rd.	Stoney Creek	905-643-3883
Scott Park Arena	876 Cannon St. E.	Hamilton	905-546-4919
Spring Valley Arena	29 Orchard Dr.	Ancaster	905-648-4404
Stoney Creek Arena	37 King St. E.	Stoney Creek	905-662-2426
Valley Park Arena	970 Paramount Dr.	Stoney Creek	905-573-3600

## City of Hamilton – Senior’s Centres and Affiliate Service Providers

### Provision of Recreational Programs for All Hamilton Neighbourhoods

#### SENIORS CENTRES & CLUBS

Ancaster Senior Achievement Centre	622 Alberton Rd S.	Alberton	905-648-3466
Club 60 Senior Citizen Centre	King St. E.	Stoney	905-664-6110
Main Hess Senior Centre	181 Jackson St. W.	Hamilton	905-546-4964
Rosedale Seniors	100 Greenhill Ave.	Hamilton	905-540-5320
Rotary Cattell Senior Centre	10 Market St. S.	Dundas	905-546-2424 x2260
Sackville Hill Seniors Recreation Centre	780 Upper Wentworth St.	Hamilton	905-546-2541
Warden Park	40 Centennial Parkway	Stoney	905-546-4256
Winona Seniors	1239 Hwy 8	Stoney	905-643-4563
YWCA Hamilton Seniors Active Living Centre	75 MacNab St. S.	Hamilton	905-529-7727
YWCA Hamilton Seniors Active Living Centre	52 Ottawa St N,	Hamilton	905-545-6249 x31

#### AFFILIATE SERVICE PROVIDERS

Boys & Girls Club of Hamilton	45 Ellis Ave.	Hamilton	905-549-2814
Mohawk 4-ICE Arena	710 Mountain Brow Blvd.	Hamilton	905-318-5111



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## The Hamilton Immigration Partnership Council

[www.hamiltonimmigration.ca](http://www.hamiltonimmigration.ca)

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