Community Resources for Immigrants & Refugees funded by Government of Canada.

What types of services would immigrants need? In this article you will find a list of organizations that delivered services to newcomers in Ontario and other provinces. What are some common problems faced by new immigrants in Canada?

6 Common Challenges Faced by Immigrants

1. Language Barrier
2. Finding Employment
3. Cultural Shock
4. Cultural shock describes the feelings you experience after leaving your familiar, home culture to live in another cultural or social environment. For most newcomers it's difficult to deal with the cultural differences. ...
5. Isolation
6. The Weather

The services offered by local governments include education, health care, social services, law enforcement, sanitation, clean water, utilities, and parks and recreational services. Some of these programs rank higher in importance for immigrants than others. Health programs are another service utilized by immigrants.

OCASI Its membership is comprised of more than 200 community-based organizations in the province of Ontario. To act as a collective voice for member agencies serving immigrants in all matters related to immigrants. OCASI manages the following websites:

Settlement.org provides newcomers to Ontario with information about language programs, housing, health, education, recreation and more. Services such as crisis lines, community health centres and settlement services can be sorted by region.

InMyLanguage.org provides Ontario residents with information in 11 languages. Resources cover a wide range of topics including health, education, legal matters and daily life.

WelcomeOntario http://welcomeontario.ca/ provides basic information on settlement services including employment, education and other resources available to support newcomers including Syrian refugees.

NewYouth.ca: Articles and videos aimed at newcomer youth. Links to services and programs, and listings of events for newcomer youth.
Durham Region

- **Community Development Council Durham**: Provides orientation services, a newcomer settlement program, community connections, and settlement workers in schools.
- **Conseil des organismes de la région de Durham**: Offers settlement services to francophone newcomers.
- **Welcome Centre Immigrant Services**: Guides and supports immigrants with information and resources for newcomers in Durham Region. Services provided in 20 languages.

Hamilton

- **Immigrant Women’s Centre**: Offers orientation to newcomer women and their families, in areas such as housing, health care, immigration and other settlement needs. Orientation services are offered in 21 languages and interpretation is also available.
- **Neighbourhood and Newcomer Services**: Supports government-assisted refugee children and youth in the resettlement process through initial and ongoing needs assessment, links to community employment programs and community support services. Wesley Urban Ministries also has [child, youth and family programs](#).
- **THRIVE Child and Youth Trauma Services**: Provides trauma-specific services to children and youth in the Hamilton area. The OASIS Program is Hamilton’s only provider of child and youth trauma counseling and treatment for immigrant and refugee children, youth, and their families.

London

- **London Cross Cultural Learner Centre**: Offers settlement counselling as well as social support, advocacy and help accessing local medical, educational and social services, job search workshops, and a volunteer matching program.
- **LUSO Community Services** offers programs specifically for immigrants, newcomers and refugees including settlement services.
- **South London Neighbourhood Resource Centre** offers newcomer orientation, settlement workers in schools, and library settlement partnerships.

Niagara

**Niagara Folk Arts Multicultural Centre**: A community based non-profit charitable organization that provides settlement services to newcomers including:

- **Child-minding service**
- **Youth program** helps newcomer youth age 13 to 24 get connected to the community.

**Welland Heritage Council**: Provides settlement counselling, immigration services, and a multicultural youth group.

- **ESL program** to maintain and enhance English-language skills

Ottawa
• **Catholic Immigration Centre of Ottawa**: Free services and programs in multiple languages to newcomers in Ottawa, including services for youth. Provides temporary shelter and housing to refugees and new Canadians with urgent needs.

• **Cultural Interpretation Services for Our Communities (CISOC)** offers subsidized translation and interpretation services to community organizations and financially disadvantaged community members.

• **Lebanese and Arab Social Services Agency of Ottawa-Carleton**: Settlement and social services agency.

• **Ottawa Chinese Community Service Centre**: Settlement services, including a child-minding service.

• **Ottawa Community Immigrant Services Organization**: Programs include community integration, public education, mental health counselling, school-based programs, and English language instruction to newcomers. **YOCISO programs** are specifically designed to assist immigrant youth, ages 13 to 24.

• **Somali Centre for Family Services**: Provides assistance to refugees and immigrants in need of settlement support and integration services.

• **Vanier Community Service Centre**: Settlement program services offered in many languages and include information and orientation, referrals, counselling, assistance with forms, and access to services facilitation.

**Region of Peel (Brampton, Mississauga)**

• **Brampton Multicultural Community Centre**: Settlement services, settlement workers in schools, interpretation and translation, counselling and advocacy.

• **COSTI Immigrant Services**: COSTI provides youth settlement services, employment services and the Enhanced Language Training program to newcomers in Peel Region.

• **India Rainbow Community Services of Peel**: Settlement and adaptation, helping new Canadians learn about employment, education, housing, citizenship, health and other related information.

• **Newcomer Centre of Peel**: Comprehensive settlement services and programs for women, youth and seniors.

• **Peel Multicultural Council**'s Immigrant Settlement and Adaptation Program provides counselling, help with forms, and refers newcomers to appropriate agencies.

• **Polycultural Immigrant & Community Services**: Services offered in 19 languages.

• **Vietnamese Community Centre of Mississauga**: Legal and financial assistance, non-profit housing and settlement-related services, support groups for women and youth, settlement and counselling services, interpretation and translation, and assistance enrolling in educational institutions.

**Northern Ontario**

• **North Bay & District Multicultural Centre**'s Immigration settlement services: needs assessment and referral, interpretations and translation, community information and assistance completing forms. Their Community Connections Program helps adult newcomers and their children adjust to new life in Canada.

• **Thunder Bay Multicultural Association**: Services include needs assessment and referral, consumer and community information, help completing government forms, and orientation/information sessions on topics ranging from health to parenting.

**Greater Toronto Area**

• **Access Alliance**: Provides a wide range of programs and services for immigrants and refugees living in the City of Toronto, with a focus on health care.
- **East Metro Youth Service [http://emys.on.ca/](http://emys.on.ca)**: Provides newcomer youth and their families with support, skills, information and training during the settlement and acculturation process.
- **Arab Community Centre of Toronto**: A place to socialize and access services and opportunities, including immigration and settlement services.
- **Canadian Centre for Victims of Torture**: Toronto-based programming, including mental health services, settlement services, and programs for children and youth.
- **Centre for Information and Community Services**: Offers wide-ranging settlement services, including early years, and programs and activities for immigrant children and youth.
- **Canadian Centre for Refugee and Immigrant Health Care**: Provides humanitarian medical treatment and assistance to those new to Canada who are medically uninsured. Services include the [Community Volunteer Clinic (CVC)](http://emys.on.ca), a twice weekly walk-in clinic for the uninsured.
- **Chinese Family Services of Ontario** is a non-profit, accredited professional counselling, family services and settlement agency with a focus on Chinese Canadians.
- **COSTI’s Settlement Services**: Individual and group counselling sessions to orient newcomers to Canadian society and assist them in accessing basic services.
- **Cross-Cultural Community Services Association**: One-on-one counselling, information workshops, orientation days, settlement factsheets, and other services.
- **CultureLink**: Settlement services and coordinates, monitors, evaluates, and advocates multiple services to meet clients’ specific and complex needs, including [Newcomer Youth Centre: Programs and services](http://emys.on.ca).
- **Dixie Bloor Neighbourhood Centre**: Adaptation, youth settlement, disability settlement services, family reunification, translation, child care and newcomer youth community engagement. [Youth settlement program](http://emys.on.ca).
- **For Youth Initiative**: Services include help finding housing, accessing health care, interpretation and translation, legal help and education assistance.
- **Kababayan Community Centre Multicultural Services**: Offers settlement services to newcomers in the Parkdale, Bathurst/Finch communities. Settlement services include information and referral, form filling guidance, and others.
- **Newcomer’s Centre** (Agincourt Community Services Association): Orientation, counselling and referrals for immigrant and refugee individuals and families.
- **Newcomer Services Program** (KCWA Family and Social Services): Services include education, counselling, language instruction, translation services and information programs on Canadian culture and life.
- **Learning Enrichment Foundation**: Services include one-on-one information and support, workshops, a youth program, and housing access and support services.
- **Parkdale Intercultural Association**: Free settlement programs and services to refugees and new immigrants. Services are offered in English, Chinese, Spanish, Tamil, Hindi, Tibetan, Polish and Vietnamese, and include a newcomer youth program.
- **Polycultural Immigrant & Community Services**: Services are offered in 19 languages.
- **Punjabi Community Health Services**: Services include health and mental health information, orientation, translation and interpretation, counselling and referral services.
- **Ralph Chiodo Family Immigrant Reception Centre**: Services for refugees include temporary accommodation, initial settlement services, child care, housing services and art therapy for children.
- **Rexdale Women’s Centre**: Services in 20 different languages at locations throughout Rexdale and Toronto, such as orientation, translation, interpretation, referral to community resources, solution focused counselling, general information, employment-related services, and assistance with accessing government services and forms. [Parenting and Family Supportive Counselling](http://emys.on.ca): Children’s services.
- **SAFSS** (Settlement Assistance and Family Support Services): Services include reception and welcome, orientation, translation, interpretation, referral to community resources, and counselling. Focus on South Asian, Iranian and Afghani communities.
• **Social Services Network**: Serves the diverse South Asian community in the York region. Services include a health program, family program and youth program, as well as information and referral.

• **South Asian Woman’s Centre**: Services include interpretation and translation, information and referral, family counselling, advocacy, a youth group, support and crisis intervention delivered in 17 languages.

• **Thorncliffe Neighbourhood Office**: Services include information and referral, a family violence program, women’s counselling, settlement services, an Ontario Early Years Centre for Don Valley West riding, youth services and delivery of community information workshops and seminars. Services offered at seven Toronto locations.

• **Vietnamese Association**: Offers settlement counselling, information and orientation to Canadian life, referral to community services and resources, advocacy, and assistance filling out forms. **Youth Settlement Program** serves youth aged 13 to 24 of all ethnicities.

• **WoodGreen**: Services include orientation, counselling, settlement workshops, mentorship, youth programs, self-help networks, newcomer volunteer program, and social and recreational activities.

• **Working Women Community Centre**: Services include orientation, referrals, documentation, interpreting, translation, occasional escorts, supportive counselling and advocacy.

**Windsor and Essex County**

• **Multicultural Council of Windsor and Essex County**: Services include client support services, translation and interpretation, and a resettlement assistance program.

• **South Essex Community Council**: Services include one-on-one counselling and information on health care, employment, housing and education to assist with integration into the community.

• **Windsor Women Working with Immigrant Women** [http://www.wwwwiw.org/]: Services include newcomers experiencing crisis situations related to settlement, direct counselling services, group sessions, access to services in over 15 languages including French, Arabic, and Spanish, mental wellness service training sessions to service providers in the community.