



# SERVING IMMIGRANT AND NEWCOMER CLIENTS

## Who is considered a Newcomer or Immigrant?

Immigrants that have been accepted by the federal government to come to Canada are known as Permanent Residents. They hold many of the same rights and responsibilities as citizens. A person who is in Canada temporarily such as a student or temporary foreign worker is not a permanent resident but may still identify as a newcomer. The best first referral for anyone that identifies as a newcomer or immigrant is to your local settlement agency.

Locally there are two options: Mennonite Community Services (MCS) and YWCA St. Thomas-Elgin.

## Who can receive services?

Anyone who identifies as a newcomer may access settlement services, as long as their immigration status is - Permanent Residents, refugees, citizens, and following are non-eligible - foreign workers, international students and other temporary resident's. Clients must be within Canada to access services. For those outside the country, they may be able to obtain pre-arrival services funded by the Government of Canada.

## How are settlement services delivered?

Locally our Settlement agencies receive federal and provincial funds to support immigrants and newcomers. The majority of services are offered at no cost to the client. Settlement Workers assist newcomers to settle into their community, to understand their rights and responsibilities, and work towards their future goals.

### Supports for clients that are not Permanent Residents

- Questions about applications for Permanent Residence
- Work permits
- Visitor's visas and extensions
- Travel documents

### Settlement services cannot...

- Provide interpretation or translation services for other agencies
- Provide immigration or citizenship advice or representation
- Find housing for clients
- Provide employment-related supports such as assistance with resume writing or finding work.

## YWCA Settlement Services



16 Mary St W, St Thomas, ON  
N5P 2S3  
settlement@ywcaste.ca  
(519) 631-9800

## Mennonite Community Services



16 Talbot St E, Aylmer, ON  
N5H 1H4  
arc@mcson.org  
(519) 765-3020

## Collège Boréal



142 Fullarton St, London, ON  
N6A 0A4  
infocso@collegeboreal.ca  
(519) 451-5194

## Initial or Short Term Needs

The first needs that generally arise when a client is newly settled in Canada and the community. These areas of support are often time-sensitive and require one-on-one support.

### Child and Youth Supports

- Registering children for school
- Supports for students in school
- Parent and child programs
- Assistance with accessing recreational activities (i.e. Jumpstart, sports, camps)

### Government Programs

- Information about Government benefits, credits and programs
- Applying for birth, marriage, and death certificates
- Applying for Old Age Security and Canada Pension Plan
- Support in understanding disability benefits
- Social Insurance Number (SIN)

### Housing

- Information about housing options
- Understanding housing expenses in Canada
- Understanding landlord/tenant rights and responsibilities

### Education

- English language training
- Skills training and support
- Information about credential assessment and licensing

### Employment

- Information about working in Canada and how to access employment services
- Volunteering
- Understanding employment rights and responsibilities

### General Supports

- Orientation to local shopping and where to find items that may be needed
- Information about life in Canada including customs and traditions
- Translation and interpretation services
- Money and finances
- Some transportation supports may be provided.
- Community safety and well-being

### Transportation

- Public transportation
- Applying for an Ontario Drivers License

### Healthcare

- Navigating and accessing local health care services
- Registration for Ontario Health Insurance (OHIP)

## Medium Term Needs

After the initial settlement needs are addressed the focus can be directed to more areas

- Literacy programs
- Making social connections
- Consumer rights and protection
- General information about immigration programs

## Long Term Needs

These requests for support typically happen after initial needs are met and the client is more settled in the community.

- Citizenship preparation
- Renewing Permanent Residents cards
- Access to employment programs
- Financial literacy and planning
- Information about buying a home and home ownership
- Volunteering opportunities

## Needs as they Arise

These areas of support are not linked to the settlement process and need to be addressed as it arises.

- Information about taxes in Canada
- Census forms

