

Welcome to Canada

Starting your life in Canada



When you first arrive in Canada, you'll have a lot on your mind. Here are some early things you can do to get started:

- ☐ **Apply for your Social Insurance Number (SIN).** You will need this to work and to access government programs and benefits.
- ☐ **Apply for a Government health insurance card** (Contact the provincial government to verify your eligibility) or purchase private health insurance coverage.
- ☐ **Open a Canadian bank account**
- ☐ **Look for work.** There are many organizations and resources to help you find work. The Canada Job Bank (jobbank.gc.ca) has information and openings for Ukrainian job seekers.
 - *If you arrived in Canada as a **temporary resident, and were not issued an open work permit upon arrival, you may still apply for one.***

In addition to federal services available to help you get started, the **Provincial and Territorial governments** will also have various services available to you, such as **health care and education**.



The Canadian Red Cross will be available at **select Canadian airports** to welcome, assist and register new arrivals.

They can help with translation and interpretation needs, and provide information to access government and community services to help meet your needs.

Registration with the Red Cross helps to ensure you have access to necessary information now that you have arrived in Canada. It also provides Immigration, Refugees and Citizenship Canada with information which can be used to better understand your needs.

For more information go to:

Canada.ca/ukraine-immigration-measures

#Welcome
 **Ukrainians**





WELCOME PACKAGE
Arrivals in Canada from Ukraine
April 8, 2022

Welcome to Canada.

The Canadian Red Cross is pleased to be supporting Immigration, Refugees and Citizenship Canada (IRCC) to welcome and provide reception, registration, information, and referrals to people arriving in Canada from Ukraine.

Registration with the Red Cross helps to ensure you have access to necessary information now that you have arrived in Canada. It also provides IRCC with information which can be used to better understand your needs.

At this point, you may have many questions and are not sure what the following days will look like. It's common to feel increased stress because of this uncertainty. This document and our team can help give you an idea of what to expect and answer some of the most pressing questions you may have.

For emergency services and life-threatening situations, please call 911.

Role of the Canadian Red Cross

Here in Canada and overseas, the Red Cross stands ready to help people before, during and after a crisis.

As part of the support provided to people arriving to Canada from Ukraine, the role of the Canadian Red Cross is to provide reception, registration, and translation services upon your arrival at this airport. Our team can also provide information to access government services and referrals to community service providers to help meet your immediate needs.

Experienced clinicians and mental health specialists are on-site to assist and help refer you to other service providers if you need medical attention or are struggling to cope with the impacts on your mental health.

Health

For immediate emergency services and life-threatening situations, please call 911 from any phone (mobile, home or public phones). Calling 911 will connect you to ambulance, police or fire services to help you. Translation services are also available through 911. If an ambulance transports you to a hospital, you may need to pay for the ambulance ride.



It is also possible to make your own way to a hospital in the case of an emergency to receive urgent medical assistance. If you do not yet have a provincial health card, you will need to pay for this visit.

If you have any non-urgent medical questions or need to know where to find a clinic or hospital, there is a number to call.

In Ontario: call 1-866-797-0000

In Alberta: call 811

In British Columbia: call 811

These numbers are free of charge and available 24 hours a day, 7 days a week.

Walk-in Clinics are available to people who want to see a doctor for minor concerns like a sore throat, fever, to follow-up with chronic illnesses such as diabetes, high blood pressure, heart problems, or other conditions which require medications. If you do not yet have a provincial health card, you will need to pay for this visit.

Many medications in Canada need to be ordered by a doctor. If you already have a medication that you take, a pharmacist may be able to provide you with more of the same medication without needing to see a doctor. Once this medication runs out you will need to see a doctor to get more. You will need to pay the pharmacist for the medication and possibly for their service.

Emotional Support

Experiencing a life altering event can affect everyone differently. How you feel and react might be very different than how your partner, child or friend will feel and react.

While these experiences can affect people differently, below are some expected reactions to acute stress:

- Having difficulty concentrating and focusing
- Finding yourself replaying traumatic events in your mind
- Having trouble sleeping or experiencing nightmares or night terrors
- Experiencing flashbacks of traumatic events during the day while you're awake
- Crying a lot
- Feeling very angry

While some people may seem like they are functioning normally right now, it's important to be aware that these signs of stress could be experienced in a day, a month or even a year from now.

Just because you're somewhere that is considered safe, doesn't mean that you must feel safe. Feeling unsafe in a new situation after such an experience is an expected reaction.

There are some small steps you can take, day to day, that can be helpful:



- Try to make sure you're drinking water
- Eat whenever you feel you can
- Try your best to create a routine in your day which can help to give you a sense of security in a new place
- Try to spend time connecting with other people and try your best not to isolate yourself
- If you feel comfortable, try going outside for a walk, sitting in the sun and breathing fresh air

If you are experiencing strong emotions, stress that prevents you from sleeping or eating, or if you just feel a need to talk, we have an on-site mental health specialists who can help. You can also access support by calling our team at the toll-free number 1-833-354-1628.

Family Reunification

The Canadian Red Cross Restoring Family Links program helps people re-establish contact with their family members when separated internationally by armed conflict, disasters, migration, and other humanitarian crisis.

If you are looking for a family member abroad who isn't a Canadian citizen, please contact the Restoring Family Links team:

- toll free: 1.800.363-7305 ext. 3622909
- mobile phone, Viber, Signal or WhatsApp: 1.416.550-8715 / 1.236.334-3445
- email: familylinks@redcross.ca
- online: www.redcross.ca/familylinks

If you are looking for a Canadian citizen in the affected area, please contact Foreign Affairs at 1.800.387-3124.

COVID-19 Information

COVID-19 is present in Canada, here are few things you can do to help stay safe:

- Wear a mask
- Wash your hands often
- Maintain physical distance

Some provinces or territories may have different COVID-19 safety requirements. You can find out more about each province and territory's requirements through the Public Health Agency of Canada's website: <https://www.canada.ca/en/public-health.html>.

Ukrainians arriving in Alberta

Important information on available supports

This information sheet provides important information for Ukrainians arriving in Alberta. It provides general information on:

- Agencies that can help you settle
- Obtaining important documents, including health cards, identification and driver's license
- Finding a job
- Getting your professional and educational credentials recognized
- Enrolling your children in school or childcare
- Income supports

Settlement services

Agencies and organizations in communities across Alberta assist and support newcomers successfully settle and integrate into their new communities and access different community resources and available services. These agencies provide programs and direct services such as:

- Information about health care, housing, immigration, and schools for children
- Connecting newcomers with cultural or faith communities
- Providing referrals to programs and services
- Finding employment
- Learning about Canadian culture

Catholic Social Services

Catholic Social Services is the initial immigrant-serving organization to contact when arriving in Alberta. Catholic Social Services will provide needs assessments and referrals for you to access support in Alberta.

For additional information, You can email info@ukrainiansinalberta.ca

[Resources for Ukraine Crisis | 211 Alberta, Information on social, community, health and government services in Alberta](#)

Getting health coverage in Alberta

In Alberta, you need provincial health coverage and a health card to get health care services. Provincial health coverage is provided through the Alberta Health Care Insurance Plan.

Before applying for health coverage, it is best to get an Alberta identification card or an Alberta driver's license. You can get these documents at a registry office.

Visit alberta.ca/Ukraine for additional information.

Key health services in Alberta

How to get health information and advice

Call Health Link at 811. Translation services are available. Calls are answered 24 hours a day, 7 days a week.

How to get mental health or addiction information and advice

Call 1-877-303-2642. Translation services are available. Calls are answered 24 hours a day, 7 days a week.

How to find a doctor

Ask your host family or search online: albertafindadoctor.ca

How to find a hospital

Call Health Link at 811 or visit: albertahealthservices.ca/hf/Page13599.aspx

How to get emergency health care

Call 911.

Childcare

Accessing child care

Ukrainian Parents can call Child Care Connect toll free at 1-844-644-5165 to:

- Learn about child care options in your area.
- Get help finding the licensed child care program in your community that works best for your family.

For additional information, [visit alberta.ca/Ukraine](https://www.alberta.ca/Ukraine)

Getting an Alberta driver's license or identification (ID) card

To get a driver's licence or Alberta ID card for the first time, a registry agent will ask for documentation that proves who you are, proves you are an Alberta resident and proves that you are lawfully entitled to be in and remain in Canada. All documentation presented must be valid, and in English or accompanied by a written translation from an approved translator.

- To get a learner's licence, a person must be at least 14 years old.
- To get a driver's licence, a person must be at least 16 years old.
- To get an identification card, a person must be at least 12 years old.

Visit [alberta.ca/Ukraine](https://www.alberta.ca/Ukraine) for additional information.

Finding a job

There are a number of organizations and resources that can help you find work and build your career in Alberta:

Alberta Supports Centres provide employment programs and services across Alberta. This includes job fairs, workshops, information sessions, and labour market information. Visit <https://www.alberta.ca/alberta-supports.aspx> to learn more.

alis – Look for work is an online resource for job seekers. Get advice on finding jobs, drafting your resumé, and preparing for an interview, and negotiating your salary. Visit <https://alis.alberta.ca/look-for-work/> to learn more.

Immigrant-serving agencies offer services to newcomers, including help with finding a job. Visit <http://aaisa.ca/membership/current-members/> for a list of agencies across Alberta.

Work Search Basics can give you the knowledge and resources to find work in Alberta. Visit <https://alis.alberta.ca/look-for-work/find-work/work-search-basics/> to learn more.

Alberta Job Postings provides a list of job opportunities across Alberta. Visit <https://alis.alberta.ca/occinfo/jobs-in-alberta/> to learn more.

Jobs for Ukraine provides a list of job opportunities, visit https://www.jobbank.gc.ca/report_note.do?cid=18538&msclkid=1c3a5a2ead0411ecab6e14cc13a7ee03

Getting your credentials and qualifications recognized

Educational and professional qualifications and standards differ from country to country. You may need to have your international credentials assessed to see how they compare with Alberta's standards.

For more information on the International Qualifications Assessment Services, visit <https://www.alberta.ca/international-qualifications-assessment.aspx>

Education

Accessing education services

To register in a local public or separate school, parents should:

- Identify the school that you would like to have your children attend.
- Contact the school and complete the student registration form.

For additional information on registering a student, visit [alberta.ca/Ukraine](https://www.alberta.ca/Ukraine)

Information guide for Ukrainians arriving in Alberta





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Message from the Premier

On behalf of the Government of Alberta, welcome to our province!

Alberta holds a special place in its heart for Ukraine and its people, owing so much to the hundreds of thousands of Albertans of Ukrainian origin who have helped build this province. Now, it is our turn to show our gratitude and support for these contributions. In your time of need, Alberta is here for you, your family and your country.

We know that your journey to get to Alberta has not been easy, and we recognize that you may feel a level of uncertainty and apprehension, particularly if this is your first time to our province.

This guide serves as resource with important information to help you settle and rebuild your lives in Alberta. It includes information on programs and services that will help you to take the first steps towards integrating into Alberta society, such as finding housing and jobs, getting a driver's licence, enrolling your children into school and childcare, setting up your finances, and accessing health care.

We are working closely with the Government of Canada, our fellow provinces and territories, settlement-serving agencies, Ukrainian organizations in Alberta and the Canadian Red Cross to share information and resources so we can continue to address your needs and help you transition into your new life in Alberta.

We know that challenging days may still lie ahead. However, Ukrainians are strong, resourceful and hardworking people – much like Albertans. Know that we stand by you in solidarity and will continue to do whatever we can to ensure you and your family feel safe and supported in this next chapter of your journey.

Sincerely,

Honourable Jason Kenney

Premier of Alberta



Overview

This guide provides important information for Ukrainians arriving in Edmonton or Calgary, Alberta. It provides general information on:

- Agencies that can help you settle
- Obtaining important documents, including health cards, identification and driver's license
- Finding a job
- Getting your professional and educational credentials recognized
- Enrolling your children in school or childcare
- Setting up a bank account and financial management

Settlement services

Agencies and organizations in communities across Alberta assist and support newcomers successfully settle and integrate into their new communities and access different community resources and available services. These agencies provide programs and direct services such as:

- Information about health care, housing, immigration, and schools for children
- Connecting newcomers with cultural or faith communities
- Providing referrals to programs and services
- Finding employment
- Learning about Canadian culture

Catholic Social Services

Catholic Social Services is the initial immigrant-serving organization to contact when arriving in Alberta. Catholic Social Services will provide needs assessments and referrals for you to access support in Alberta.

You can send an email at info@ukrainiansinalberta.ca if you have any questions.

Getting health coverage in Alberta

Health care in Alberta

In Alberta, you need provincial health coverage and a health card to get health care services. Provincial health coverage is provided through the Alberta Health Care Insurance Plan.

How to apply for health coverage and get a health card

Before applying for health coverage, it is best to get an Alberta identification card or an Alberta driver's licence. You can get these documents at a registry office.

Once you have an identification card or a driver's licence, here's how to apply for health coverage:

- 1. Complete an application form.**

The application form is included in your folder and is also available online: cfr.forms.gov.ab.ca/Form/AHC0102.pdf

- 2. Take photocopies of your identification.**

- 3. Mail your documents or take them to a registry office.**

You can either mail your completed application form and copies of your identification or you can take these documents to a health registry office.

Mail:

Alberta Health
PO Box 1360, Station A
Edmonton, Alberta T5J 2N3

Registry office:

A list of health registry offices is available online: alberta.ca/ahcip-registry-locations.aspx#jumplinks-0
A health card will be mailed to you.

If you have questions, you can send an email to evacueehealthregistration@gov.ab.ca

Your Alberta health card

When you receive your Alberta health card, remember to carry it with you. Show your health card whenever you need to get health services.



Key health services in Alberta

How to get health information and advice

Call Health Link at 811. Translation services are available. Calls are answered 24 hours a day, 7 days a week.

How to get mental health or addiction information and advice

Call 1-877-303-2642. Translation services are available. Calls are answered 24 hours a day, 7 days a week.

How to find a doctor

Ask your host family or search online: albertafindadoctor.ca

How to find a hospital

Call Health Link at 811 or visit: albertahealthservices.ca/hf/Page13599.aspx

How to get emergency health care

Call 911.

More information

For more information about health services in Alberta, visit alberta.ca and refer to the resources attached:

- Alberta Health Care Insurance Plan application form
- Your Healthcare Options in Alberta
- Addiction and Mental Health Support and Resources
- Alberta Health Services Mental Health Help Line

Getting an Alberta driver's license or identification (ID) card

To get a driver's licence or Alberta ID card for the first time, a registry agent will ask for documentation that proves who you are, proves you are an Alberta resident and proves that you are lawfully entitled to be in and remain in Canada. All documentation presented must be valid, and in English or accompanied by a written translation from an approved translator.

To get a learner's licence, a person must be at least 14 years old.

To get a driver's licence, a person must be at least 16 years old.

To get an identification card, a person must be at least 12 years old.

Proof of identity

Documents that contain a photo and prove your identity:

- Non-Canadian passport
- A driver's licence or ID card issued by an official government
- Permanent residence card issued by Immigration, Refugees, and Citizenship Canada (IRCC)

Examples of documents that are accepted for proof of legal entitlement in Canada (these documents may also contain a photo and can be used to prove your identity):

- Canada-Ukraine Authorization for Emergency Travel (CUAET) issued by IRCC
- Work permit issued by IRCC
- Study permit issued by IRCC
- Confirmation of permanent residence issued by IRCC
- Permanent residence card issued by IRCC

Example of documents that are accepted for proof of Alberta residency, which must contain an Alberta address:

- Utility, gas, phone or cable bills
- Bank or credit card statements
- Residential lease agreement
- Pay stub
- Written confirmation of Alberta employment
- Written confirmation from an Alberta educational institution
- Statutory declaration completed in a registry agent office stating you are a resident of Alberta

If you are applying for a driver's licence and you already have a valid driver's licence(s) from another jurisdiction, you must surrender it to the registry agent.

Your Alberta driver's licence or ID card may take up to two weeks to arrive by mail at your Alberta address. The card will not be delivered if you have mail-forwarding.

No proof of identity

If you do not have ID, or your ID has been lost, stolen, or destroyed a registry agent can help you. This process is still being developed.

Parental/Guardian Consent Requirement for Children under the age of 18

A person under the age of 18 must have the consent of a parent or guardian when applying for a driver's licence or ID card for the first time. A guardian is someone who is responsible for the care and well-being of the person who is under the age of 18.

Cost

The cost of a driver's licence, for a one year term, is \$16.00. In addition, the registry agent may charge a service charge of up to \$10.00.

The cost of an ID card, for a one year term, is \$8.00, in addition, the registry agent may charge a service charge of up to \$8.00.

Testing Requirements for Driver's Licences

If you are living in Alberta and take up residence, you must exchange your current driver's licence for an Alberta driver's licence within **90 days** of moving to the province.

To get a driver's licence in Alberta, you will need to pass a knowledge test and road test.

Step 1. Pass a Class 7 knowledge test

Visit a registry agent and take a knowledge test.

Alberta's class 7 learner's licence allows you to drive the following vehicles:

- moped (by yourself)
- all Class 5 or Class 6 vehicles (with someone over 18 who has a full Class 5 driver's licence)

Step 2. Exchange your driver's licence

Visit a registry agent and hand in your valid driver's licence that is equivalent or higher to an Alberta Class 5 licence.

The registry agent will check to see if you can apply for the Graduated Driver Licensing (GDL) exemption program and will give you an application to complete.

Your licence, application for GDL exemption and support documents will be sent to the Service Alberta Special Investigations Unit (SIU) for review. If approved, you can go for your Class 5 road test once approval is given. If not approved, you must hold your Class 7 learner's licence for one year before you can take a Class 5 basic road test to get a Class 5 licence.

Alberta's class 5 driver's licence allows you to drive the following vehicles by yourself:

- two-axle single motor vehicle
- motorhome without airbrakes unless you hold an air brake certificate
- tow a trailer with one or more axles if the trailer is not equipped with airbrakes
- moped, recreational vehicle, or any combination of recreational vehicles and a trailer, if the trailer has 2 axles or less and isn't equipped with airbrakes

For more information on getting an Alberta driver's licence, visit: <https://www.alberta.ca/exchange-non-alberta-licences.aspx>.

Finding a job

There are a number of organizations and resources that can help you find work and build your career in Alberta:

- **Alberta Supports Centres** provide employment programs and services across Alberta. This includes job fairs, workshops, information sessions, and labour market information. Visit <https://www.alberta.ca/alberta-supports.aspx> to learn more.
- **alis – Look for work** is an online resource for job seekers. Get advice on finding jobs, drafting your resumé, and preparing for an interview, and negotiating your salary. Visit <https://alis.alberta.ca/look-for-work/> to learn more.
- Immigrant-serving agencies offer services to newcomers, including help with finding a job. Visit <http://aaisa.ca/membership/current-members/> for a list of agencies across Alberta.
- **Work Search Basics** can give you the knowledge and resources to find work in Alberta. Visit <https://alis.alberta.ca/look-for-work/find-work/work-search-basics/> to learn more.
- **Alberta Job Postings** provides a list of job opportunities across Alberta. Visit <https://alis.alberta.ca/occinfo/jobs-in-alberta/> to learn more.

The Government of Canada's Job Bank

The Government of Canada's Job Bank has a list of current job opportunities in Alberta. New jobs are advertised on Job Bank every day. To cut down on your job search time, find the jobs that match your skills and experience through Job Match. You can also download the Job Bank Mobile App to look for jobs on your mobile device.

- Jobs for Ukraine
https://www.jobbank.gc.ca/report_note.do?cid=18538&msclkid=1c3a5a2ead0411ecab6e14cc13a7ee03
- Job Bank:
<https://ab.jobbank.gc.ca/home>
- Job Match:
<https://www.ab.jobbank.gc.ca/match>
- Job Bank Mobile App:
<https://www.ab.jobbank.gc.ca/mobileapp>

Credentials and Qualifications

Getting your credentials and qualifications recognized

Educational and professional qualifications and standards differ from country to country. You may need to have your international credentials assessed to see how they compare with Alberta's standards.

Educational credentials

Your educational credentials are certificates that show that you have completed high school or post-secondary education. The International Qualifications Assessment Service (IQAS) will assess your international academic credentials and provide an assessment that indicates how your credentials compare to standards in Alberta.

An IQAS assessment can be used to support your application for employment, admission to select post-secondary institutions, and licensure with select Professional Regulatory Organization (PRO). As an agency designated by the Government of Canada, IQAS also completes Educational Credential Assessments (ECA) for immigration purposes.

For more information on the International Qualifications Assessment Services, visit <https://www.alberta.ca/international-qualifications-assessment.aspx>.

Regulated occupations and trades

Many trades and occupations in Alberta are regulated, which means you need to be licensed by a provincial Professional Regulatory Organization (PRO) to work in that occupation. Other common terms that mean the same thing as regulated are "certified" and "registered." Regulated occupations and trades require recognition by professional regulatory bodies to ensure workers meet standards of practice.

To learn more about regulated occupations in Alberta, visit <https://www.alberta.ca/foreign-qualification-recognition.aspx>.

To learn more about designated trades in Alberta, visit <https://tradesecrets.alberta.ca/trades-occupations/>.

Education

Accessing education services

To register in a local public or separate school, parents should:

1. **Identify the school that you would like to have your children attend.**
2. **Contact the school and complete the student registration form.**
3. **The school may request the following documentation to ensure the student is eligible to access education:**
 - Immigration documents issued by Immigration, Refugees and Citizenship Canada (IRCC) that a person receives prior to or when entering Canada, such as temporary resident documents, Confirmation of Permanent Residence or Refugee/Refugee Claimant documents. These documents should be provided for both parent(s) and child, if possible.
 - Families may also be asked for student birth certificates or other documentation that shows the parent/child connection if the IRCC documents do not name family members.

Child care

Accessing child care

Ukrainian Parents can call Child Care Connect toll free at 1-844-644-5165 to:

- Learn about child care options in your area.
- Get help finding the licensed child care program in your community that works best for your family.

Banking

Opening a bank account

Most Albertans keep their money in a bank, a credit union or the Alberta Treasury Branch. You must pay a service charge for most banking services. Financial institutions offer services such as:

- Chequing, savings and other types of accounts
- Utility, telephone and credit card bill payment services by phone, online or at an automated teller machine (ATM)
- Safety deposit boxes
- Debit cards and credit cards
- Loans
- Money exchange, money orders and traveller's cheques

When you open an account, you will need to provide:

- Photo identification (ID)
- A second piece of ID
- Your social insurance number for income tax purposes

You do not need to have a job or deposit a certain amount of money into your account.

Visit <https://www.canada.ca/en/financial-consumer-agency/services/banking/opening-bank-account.html> to learn more about opening a bank account or visit a financial institution near you.



Coming to Ontario from Ukraine

Learn about immigration measures and settlement support for people affected by the conflict in Ukraine.

Download PDF in Ukrainian (<https://files.ontario.ca/mltsd-coming-to-ontario-from-ukraine-uk-2022-03-30.pdf>)

Overview

Ukrainians coming to Ontario will receive support from:

- the Canadian government
- the Ontario government
- business and community organizations

We are working hard to make sure people arriving have access to programs and services they'll need to start a new life in Ontario.

We'll add more information to this page as the situation changes.

Immigration measures for people fleeing conflict in Ukraine

If you wish to come to Canada or have arrived in Canada after fleeing the conflict in Ukraine, you can contact the Government of Canada (<https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/ukraine-measures.html>) for information about:

- how Ukrainian nationals and their family members can apply for emergency travel, immigrate, or extend their stay in Canada
 - how Canadian citizens and residents can return to Canada or bring family members to Canada
-

Resources and support for newcomers

If you are new to Ontario, you can get settlement and orientation services to help you get settled. You can find information about, and get access to:

- health care, housing and education
- language training
- employment supports

Get help with the immigration process

Visit the Government of Canada website (<https://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants.html>) to find information on immigration processes, apply for a permanent resident card or Canadian citizenship and find out about how to start your life in Canada.

Find local providers that deliver free federal supports and services to newcomers (<https://ircc.canada.ca/english/newcomers/services/index.asp>) .

Getting settled in Ontario

Here is a collection of resources to help you get settled in Ontario.

- Learn more about moving to and settling in Ontario. (<https://www.ontario.ca/page/getting-settled-ontario>)
- Canadian Ukrainian Immigrant Aid Society (<https://cuias.org/wp/>) provides settlement and orientation services in Ukrainian, including supportive counseling to new arrivals, mobilizing volunteers and coordinating donations and offers of support.
- Settlement.org (<https://settlement.org/>) provides newly arrived immigrants with information and resources to help settle in Ontario.

- Orientation to Ontario (<https://settlement.org/o2o/>) provides information, resources and workshops to newcomers in multiple languages, including Ukrainian.

Help for students

International Student Connect (<http://www.internationalstudentconnect.org/>) provides information online and in-person to support international students in Ontario.

Employment supports

We are working to provide targeted services to help Ukrainian newcomers connect with employers in the community.

If you need help finding employment in Ontario, or if you are an employer interested in hiring a Ukrainian newcomer, call 1-888-562-4769 to be referred to an agency that can help you.

Employment Ontario

Employment Ontario (<https://www.ontario.ca/page/employment-ontario>) can help you find work or training. You can make a free appointment (<https://www.eoss.tcu.gov.on.ca/CitizenPortal/infoAboutYou.do?programCode=ESI&lang=en>) to speak with an employment counsellor that can help you:

- find grants and other services to find work
- find training to build your skills and start a new career
- find a job
- prepare for an interview
- develop career goals
- start a job when the time is right

Ontario Job Bank

The Ontario Job Bank (<https://www.on.jobbank.gc.ca/home>) is an employment service for people looking for a job and employers looking for workers. If you are looking for a job, you can use the job bank to search for jobs near you.

Employers who wish to support Ukrainians with offers of employment can register on Job Bank's Jobs for Ukraine webpage (https://www.jobbank.gc.ca/report_note.do?cid=18538) .

Ontario Immigrant Nominee Program

The Ontario Immigrant Nominee Program (OINP) selects immigration candidates who best meet Ontario's labour market needs.

Ukrainian applicants who are invited to apply based on established program criteria (<https://www.ontario.ca/page/ontario-immigrant-nominee-program-oinp#section-1>) will benefit from expedited processing. If your application is approved, you will receive a nomination more quickly.

How Ontarians can help

If you want to provide support to the Ukrainian humanitarian efforts, you can make financial or in-kind donations through the:

- Canadian Red Cross (https://donate.redcross.ca/page/100227/donate/1?_ga=2.247335300.1848365533.1647016363-95783590.1647016363&_gac=1.114983669.1647016363.CjwKCAiAg6yRBhBNEiwAeVyL0ldHKjfA_G_-LX-wDtblyKlChQkaPdUM4C58VKivXUYBhi69rW6_vhoCTfMQAvD_BwE&_gl=1*1hf2sue*_ga*OTU3ODM1OTAuMTY0NzAxNjM2Mw..*_ga_376D8LHM0R*MTY0NzAxNjM2MS4xLjEuMTY0NzAxNjM3MS4w)
- Ukrainian-Canadian Congress (<https://www.ucc.ca/>)
- Canada-Ukraine Foundation (<https://www.cufoundation.ca/>)
- Canadian-Ukrainian Immigrant Aid Society (<https://www.canadahelps.org/en/charities/id/2311>)

Updated: March 30, 2022

about Ontario (<https://www.ontario.ca/page/about-ontario>)

accessibility (<https://www.ontario.ca/page/accessibility>)

news (<http://news.ontario.ca/newsroom/en>)

privacy (<https://www.ontario.ca/page/privacy-statement>)

terms of use (<https://www.ontario.ca/page/terms-use>)

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Welcoming Ukraine

- ✔ **If you need help with government services, call Service BC: 1-800-663-7867. Translators are available.**



B.C. and the federal government are preparing to welcome arrivals from Ukraine to communities across the province.

English | [Українська](#) | [Русский](#)

Last updated: **April 4, 2022**

On this page:

- [I am arriving in B.C. from Ukraine](#)
- [I want to help people from Ukraine](#)

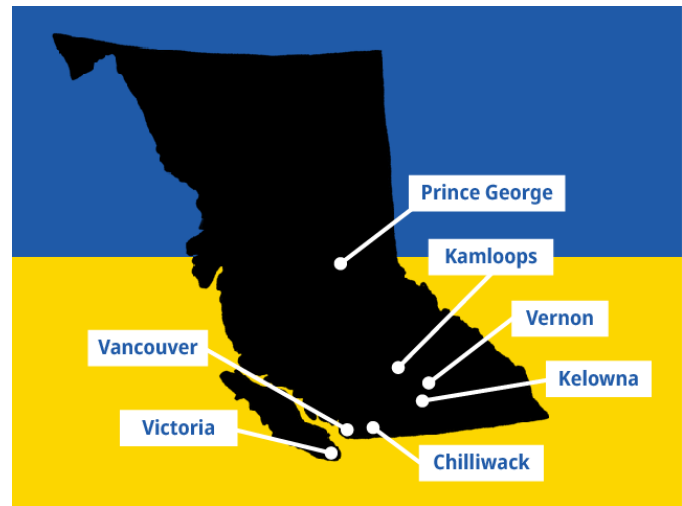
I am arriving in B.C. from Ukraine

Welcome to British Columbia, Canada. Our province has 5.2 million people, including 232,000 Indigenous people from First Nations, Métis and Inuit communities. Canada's official languages are English and French, but most people in B.C. speak English.

B.C. is also home to more than 200,000 Ukrainian-Canadians. Ukrainian communities can be found in cities across the province:

- [Metro Vancouver](#), B.C.'s largest urban area and the location of our major international airport
- [Kelowna](#) in the Interior's Okanagan Valley
- [Vernon](#) in the North Okanagan
- [Victoria](#), the capital of B.C., located on Vancouver Island

- Kamloops in Thompson Country in the Interior
- Chilliwack in the Fraser Valley, east of Vancouver
- Prince George, the urban centre of Northern B.C.



Know your immigration status. Through the Canada-Ukraine Authorization for Emergency Travel (CUAET), you can receive temporary resident status. We recommend that anyone applying under CUAET also apply for an open work permit.

The government services available to you depend on if you enter Canada as a visitor, student or worker. People who already have temporary or permanent resident status may also be eligible for services.

You must also have a medical exam within 90 days of arriving in Canada. Find an approved physician for your medical exam.

Coming to Canada

Immigration is the responsibility of the federal government of Canada. You must follow federal guidance to enter Canada.

- Apply for the Canada-Ukraine Authorization for Emergency Travel
- COVID-19 guidance for Ukrainian nationals and family members
- For immigration and visa questions, call 1-613-321-4243

Supports and services

Resources are available to help you get settled when you arrive in Canada.

- Review WelcomeBC's guide for your first few days in Canada
- Settlement services are available to help you when you arrive in B.C.
- Find free services for newcomers near you

Employment

Health care

Canadian businesses want to hire you. [Apply through the Job Bank.](#)

If you have a [work permit](#) valid for 6 months or longer, you can:

To work in B.C., you need a [work permit](#).

Ukrainian nationals and their family members can apply for an open work permit, valid for up to 3 years.

- [Learn about working in B.C.](#)
- [Visit a WorkBC Centre to get help finding work](#)

Graduate students and researchers may be eligible for [funding to continue their research in Canada](#). You must have already received funding from a Canadian research agency.

- [Register for the B.C. Medical Services Plan \(MSP\)](#)
- Get a [Personal Health Number \(PHN\)](#)

You need a PHN to access health care in B.C.

- [Find clinics, hospitals and pharmacies near you](#)
- [Access mental health supports](#)
- [Get a free COVID-19 vaccine](#)

Education and child care

Learn [how to access child care in B.C.](#)

If you have children aged 5 to 18, register them in a local school when you arrive.

- [Find your local school district](#)
- [Learn about B.C.'s kindergarten to grade 12 curriculum](#)

I need help

If you need help with government services, call Service BC.

[Dial: 1-800-663-7867](tel:1-800-663-7867)

Available 7:30 am to 5

pm PT.

Translators are available in Ukrainian, Russian and 140 other languages.

I want to help people from Ukraine

British Columbians are coming together to support the people of Ukraine. Call Service BC to find out how you can volunteer: [1-800-663-7867](tel:1-800-663-7867)

I want to make a donation

You can donate to the Canadian Red Cross to support the humanitarian response in Ukraine.

I can offer jobs

Hiring new arrivals to B.C. is a great way to help people get settled in our province.

[Donate now](#)

- [Guidance for employers](#)
- [Submit job opportunities to the Job Bank](#)

You can also donate to the Red Cross when shopping at [BC Liquor Stores](#).

For more information on hiring immigrant workers, [visit the Immigrant Employment Council of B.C.](#)

I want to offer housing

The Ukrainian Canadian Congress (UCC) is collecting offers of housing:

- You can submit an offer online. [Visit the UCC website](#) and complete the 'I want to help' form
- In Greater Vancouver, you can [submit an offer directly](#) through the UCC Vancouver website

Other ways to help

To learn how you can support Ukraine in other ways, visit:

- [Ukrainian Canadian Congress](#)
- [Canada-Ukraine Foundation](#)

Welcome to Canada

Information for Newcomers

Government Support

The federal, provincial, and territorial governments offer a wide range of services and supports for newcomers to Canada. Information about benefits and services that you may be eligible for can be found on the Benefits Finder, which is available at [Benefitsfinder.services.gc.ca](https://benefitsfinder.services.gc.ca)

Service Canada

Service Canada provides individuals with a single point of access to a wide range of Government of Canada programs and support for newcomers in Canada. You can access services either online, by phone, or in person. Additional information on Government of Canada programs and services is available at Canada.ca or by contacting us using the information at the end of this page.

Relevant Federal Programs & Services

Below are a few relevant programs and services offered by the Government of Canada:

Social Insurance Number (SIN)

The SIN is a nine-digit number that you need to work in Canada or to have access to government programs and benefits. Submit a SIN application online within a secure and protected environment using the eSIN portal at sin-nas.canada.ca/en/Sin/

If you plan on visiting a Service Canada Centre, we strongly recommend that you book an appointment by filling out the service request form at: eservices.canada.ca/en/service/. A Service Canada officer will contact you within 2 business days.

Foreign Credential Recognition

This helps newcomers and internationally trained professionals have their credentials assessed and recognized as quickly as possible. Experts verify that the education, language skills and work experience you obtained outside Canada meet specific standards. For more information, visit Canada.ca/en/employment-social-development/programs/foreign-credential-recognition.html

Job Bank

Job Bank offers an online listing of job postings from across Canada, job alerts, labour market information, career exploration, and resume building. For more information, visit jobbank.gc.ca/findajob/newcomers

Contact us for more information

Click: Canada.ca

Call: **1 800 O-Canada** (1-800-622-6232)
1-800-926-9105 (TTY)

If you require assistance, please complete an online request form at: eservices.canada.ca/en/service/



Welcome to Canada

Checklist for Newcomers

Government Support

The federal, provincial, and territorial governments offer a wide range of services and support for newcomers to Canada. Please find below a list of important things to do when you arrive in Canada. Note that some items may not apply to your situation. This information is provided in order to guide you through the different steps.

In your first weeks in Canada:

- ☐ **Call or visit an Immigrant-serving organization** and find out what services are available in your new community: Canada.ca → Immigration and Citizenship → New Immigrants → [Find immigrant services near you](#)
- ☐ **Apply for a Social Insurance Number (SIN):**
 - **online**, using the eSIN portal at sin-nas.canada.ca/en/Sin/ (a proof of address is required when you apply online);
 - **in person** at a [Service Canada Centre](#) by scheduling an appointment via the [eServiceCanada request form](https://eservices.canada.ca/en/service/) (eservices.canada.ca/en/service/); or,
 - **by mail**.

For more information, visit: Canada.ca → Jobs → Apply for a Social Insurance Number (SIN) → [Apply](#)
- ☐ **Provide Immigration, Refugees and Citizenship Canada with your Canadian address**, once you have one: Canada.ca → Immigration, Refugees and Citizenship Canada → Contact us → [Find out to contact us](#)
- ☐ **Apply for your work permit** (if applicable): Canada.ca → Immigration and Citizenship → Work → [Get a work permit](#)
- ☐ **Get your credentials accredited** (if necessary): Canada.ca → Immigration and Citizenship → New Immigrants → Prepare for life and work in Canada → [Get your credentials assessed in Canada](#)
- ☐ **Apply for a government health insurance card**
- ☐ **Open a Canadian bank account**
- ☐ **Search for housing to rent or buy.** Learn your rights as a tenant: Canada.ca → Immigration and Citizenship → New Immigrants → Start your life in Canada → [Find a place to live](#)
- ☐ **Enrol your children in school**

In your first months in Canada:

- ☐ **Apply for the Canada Child Benefit** (if you have children under 18 years old): Canada.ca → Benefits → Family and Caregiving benefits → [Canada Child Benefit](#)
- ☐ **Learn about Canadian laws and your rights and responsibilities** as a resident of Canada: Canada.ca → Immigration and Citizenship → New Immigrants → Get to know Canada → [Law](#)
- ☐ **Get your Canadian Driver's Licence** if you plan to drive in Canada: Canada.ca → Immigration and Citizenship → New Immigrants → Prepare for life and work in Canada → [Get a driver's licence](#)
- ☐ **Make a plan to learn or improve your English or French** by enrolling in free language classes. Canada.ca → Immigration and Citizenship → New Immigrants → [Find immigrant services near you](#)
- ☐ **Find a family doctor or health-care centre** where you can go for your medical needs. Information on health care in Canada. Canada.ca → Immigration and Citizenship → New Immigrants → Start your life in Canada → [Learn about health care in Canada](#)
- ☐ **Begin to search and apply for job opportunities.** Learn your rights as an employee: Canada.ca → Immigration and Citizenship → New Immigrants → Prepare for life and work in Canada → Prepare to work → [Get help finding a job.](#)
Learn how to use Job Bank: Canada.ca → Jobs → Find a Job → Job Bank → Job Bank → [Newcomers to Canada](#)
- ☐ **Learn about the education options** available to improve your qualifications

Important phone numbers and sources of information to help you settle in Canada

- **911** Emergency services (police, ambulance and fire)
- **211** Information and referral service to governmental and community health and social services across Canada (24/7, live answer, confidential service, available 150 + languages, online resources [211.ca](#))
- **1-800 O-Canada (1-800-622-6232)** Toll-free number to access information on the Government of Canada programs and services
- **Welcome to Canada** (IRCC Publication):
[canada.ca/content/dam/ircc/migration/ircc/english/pdf/pub/welcome.pdf](#)
- **Visit Immigration, Refugees and Citizenship Canada** for more information and videos on starting your life in Canada: Canada.ca → Immigration and Citizenship → New Immigrants → [Start your life in Canada](#)

Social Insurance Number

Information for Newcomers

Service Canada provides individuals with a single point of access to a wide range of Government of Canada programs and support for newcomers in Canada.

What is a Social Insurance Number?

The Social Insurance Number (SIN) is a nine-digit number that is required to work in Canada. As a newcomer, it is your responsibility to apply for your SIN.

What do I need to apply?

To apply for a SIN, you must provide identity documents:

1. An original valid **primary identity document** that proves your identity and your legal status in Canada, such as:



A Permanent Resident Card or a Confirmation of Permanent Residence, issued by Immigration, Refugees and Citizenship Canada (IRCC); or



A work permit; or
A study permit, which indicates the permit holder “may accept employment” or “may work in

Canada, issued by IRCC; or
A visitor record showing that you are authorized to work in Canada, issued by IRCC; or



A diplomatic identity card and a work authorization, issued by the Department of Foreign Affairs, Trade and Development.

2. An original valid **secondary document** to confirm your identity, such as a passport or a provincial or territorial identification issued by a Canadian Government (federal, provincial or territorial).



A passport, (Canadian or foreign)



A single journey travel document



A provincial or territorial health card

Note: Complete your full name on the application form as it appears on your primary identity document. A **supporting document** may be required if the name on your primary identity document is different from the name on your secondary document or SIN application form.

For more information about the documents required to apply for a SIN, visit Canada.ca → Jobs → Apply for a Social Insurance Number (SIN) → Apply.

How do I apply?

- Applying **online** is easy. Submit a SIN application online within a secure and protected environment using the eSIN portal at sin-nas.canada.ca/en/Sin/ and upload digital copies of your documents.

Please consult the **[Social Insurance Number – Required documents](#)** page to ensure you have all the required documents ready before you apply.



Use your smartphone camera and scan this QR code to be immediately directed to the online SIN application.

If you apply online, a proof of address with your name and residential address will be required. This address must match the one indicated on your SIN application.



Bill or contract from a cell phone or other service provider



Letter from an organization / institution / employer attesting your address



Employment contract with your name and address

- You can also apply for your SIN **by mail**. If you choose this option, you must provide a completed and signed **[SIN application form](#)** in addition to your original documents.

Your original documents will be sent back once your application is processed.

- If you are unable to apply **online** or by **mail** you have the option to apply **in person** and bring all original documents required with you.

If you chose to apply in person, we strongly recommend that you book an appointment prior to your visit by using the Service Canada online [service request form](#) available at: eservices.canada.ca/en/service/

Next steps?

If you apply in person, your SIN will normally be issued instantly. If you apply online, you will receive your confirmation of SIN within 15 business days and if you apply by mail, within 25 business days.

If you have not receive your SIN within that timeframe, please contact the Social Insurance Number program at 1-866-274-6627.

Orientation to Canada | Orientation au Canada



Important Safety Issues for Newcomers

For service providers using this tool: Please read the "[Orientation to Canada, User Guide](#)"

KEY MESSAGES TO DELIVER TO NEWCOMERS

1. **Canada's Safety regulations:** Canada has rules regarding personal, family, home and public safety. These precautions are in place to protect you and your family from unforeseen hazards, accidents and emergencies.
2. **General Safety Information:** There are a wide variety of products aimed at helping you recognize hazards and risks, and to prepare for emergencies. Visit the Government of Canada website [tips on safety](#) for practical advice so that you can prepare yourself to be safe in your home, on the street and in the workplace.
3. **Emergency:** All provinces and territories provide emergency fire, police or medical services free of charge. The Government of Canada's [get prepared](#) website has some great information on how to prepare for emergencies.

If you need urgent medical help, dial "9-1-1" for an ambulance or quickly go to the emergency department of the nearest hospital. In most provinces and territories health care plans do not pay for ambulances. If you call an ambulance, you will receive a bill in the mail.

Call 9-1-1 to report a life-threatening emergency, such as reporting a fire, a crime or to save a life. 9-1-1 can respond in multiple languages.

4. **Police:** The police in Canada uphold the law to keep people safe. They are here to help you and others. Learn more from the Government of Canada's [police services](#) website. For non-emergencies, individuals can call their local police. The phone number can be found on your local police service's website.
5. **Insurance Coverage:** If you own a car, insurance is required in Canada. You will need to get car insurance each year to protect yourself financially if an accident or emergency occurs. It is highly recommended that you also get home or tenant insurance, which most people have in Canada.
6. **Neighbourhood Safety:** Local police services and community neighbourhood associations provide information on safety and crime prevention. There are also online crime maps that display rates of crime

This product is intended for use in IRCC-funded group orientation sessions for newcomers. If you wish to use it for other purposes, Please contact: IRCC.OrientationCanada-OrientationCanada.IRCC@cic.gc.ca



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in particular neighbourhoods. You can research the safety of a neighbourhood you may be considering moving into. You can search for crime mapping tools online for crime rates by city.



7. **Extreme Weather:** There has been an increase in extreme weather events in Canada such as flooding, tornadoes, lightning strikes, wildfires, ice and winter storms. Official federal, provincial and territorial websites provide advice on what to do in emergencies and how to prepare yourself to be safe in Canada.

Environment Canada's webpage on [severe weather](#) provides information on how to prepare.



8. **Services Specific to Women's Safety:** In Canada, women and men have the same rights and freedoms. Gender-based violence is not tolerated in Canada. The Government of Canada webpage, [Services for Newcomer Women](#), provides more information.

GENERAL INFORMATION

Safety in the Home

Fire Safety

- Being prepared is your best defence against a fire in your home. Take the time to create an escape plan and practice it with your family to avoid panic and confusion in the event of a fire.
- Smoke alarms save lives. It is important to put smoke alarms in the right places in your home and make sure they are working. You should test them regularly and replace the batteries twice a year.
- If there is a fire in your house that you cannot put out, call 9-1-1 and leave your home immediately. If you live in a high-rise apartment and there is a fire do not use the elevators. Take the stairs instead.
- If your clothes catch fire, remember to "Stop, Drop and Roll". This means to stop moving immediately (do not wave your arms or run), lie down on the ground (cover your face) and roll over until the flames are out. The Government of Canada webpage [fire safety](#) provides more information.
- Fire Extinguishers: Buy a fire extinguisher for your home and keep it nearby in the event of a small fire. Have extinguishers serviced and inspected regularly, and recharge them after use. Install your fire extinguisher near an escape route and away from potential fire hazards.
- Smoking is one of the leading causes of house fires. Make sure to properly put out cigarettes and never leave lit cigarettes unattended.
- Keep matches and lighters out of sight and reach of children, preferably in a locked cabinet. Purchase and use only child-resistant lighters. Lighters that look like toys can confuse children.
- Candles can be a serious fire hazard if not used properly. Never leave burning candles unattended. Keep burning candles away from things that can catch fire (like mattresses, bedding, curtains, cabinetry, upholstered furniture, decorations and clothing). Do not leave burning candles within reach of children or pets.

Electrical Safety

- You can follow some simple rules to make sure the electrical products you buy meet Canadian safety regulations. Always check for certification marks, such as CSA, cUL or cETL, to make sure you are buying recognized products. The Government of Canada website on [home safety](#) offers more information about electrical products and how to check for certification marks.
- Regularly check and clean appliances that have filters and screens such as dishwashers and clothes dryers. In the case of clothes dryers, leftover lint in the screen and piping can ignite at high temperatures, causing fires.
- Practices to avoid when using electrical products:



- Do not place heat producing electrical products too close to flammable material.
- Do not bring electronic devices to bed, such as laptops and smartphones. They contain lithium batteries, which can explode and cause fires if they fail.
- Do not leave appliances unattended when cooking.

Food Safety

- **Hand washing** is one of the best ways to prevent the spread of many illnesses, including food-borne illness. This is especially important after touching raw meat. Wash your hands often with soap and water for at least 20 seconds before and after handling food and after using the bathroom, changing diapers, or handling pets.
- Food is safely cooked when it reaches a high enough internal temperature to kill the harmful bacteria that cause food-borne illness. Refer to [the Ministry of Health and Long-Term Care webpage on proper cooking temperatures](#) for safe internal cooking temperatures.
- It is important to refrigerate food that could rot or develop bacteria easily.
- Sanitize surfaces: Make sure your countertops and utensils are clean and sanitized. Disinfecting reduces bacteria and can prevent food-borne illness.
- The Government of Canada webpages provides more information [food safety](#) during emergencies, such as power failures.

Prescription Drugs/Pharmaceuticals

- [Dispose of prescription drugs safely](#) by returning unneeded or unused prescriptions to a local pharmacy.

Chemicals and Pollutants

- Always read and follow instructions on the labels of household chemical products and pesticides. Use them carefully – especially around children.
- Keep household chemical products locked in cupboards or drawers – out of reach and sight of young children. If someone has been in contact with a household chemical product and you think they may have been harmed call a [Poison Control Centre](#) or your health care provider right away. You can find phone numbers for the Poison Control Centre nearest you by searching Poison Control Centre + (your province or territory) on the Internet.
- Never dispose of chemical products or pharmaceuticals by flushing them down toilets and drains. Follow directions on the product labels and municipal guidelines on how to dispose of chemicals and other hazardous waste.
- Pesticides are chemicals used to kill insects and weeds. There are different pesticides for different uses, including indoor and outdoor use. Read all the instructions and warnings on the labels before using pesticides. Do not use pesticides intended for outdoor use inside your home, and never mix different pesticides together. You, your family and pets should leave the area during a pesticide treatment, and not return until it has fully dried. The Government of Canada website on [pesticide safety](#) provides information.
- Carbon monoxide is a poisonous gas that has no smell or taste. Breathing it in can make you unwell, and it can kill if you're exposed to high levels. Learn the causes and symptoms of [carbon monoxide poisoning](#) and how you can prevent it. Buying carbon monoxide detectors and checking them regularly can prevent harmful accumulation in your home.

Child Safety

- [Child Minding Advising Services \(CMAS\)](#) is an organization that provides a range of online, multilingual fact sheets about children, on topics such as [child home safety](#), [fire safety](#) and [street safety](#).



- Health Canada's "Is Your Child Safe?" is a series developed for parents, caregivers and the public on the safe use of consumer products intended for children. [Email Health Canada](#) to request copies of "Is Your Child Safe?", "Is Your Child Safe? – Sleep Time" or "Is Your Child Safe? - Play Time".

Legal obligations

- There are laws that protect children from neglect and abuse and that apply to any conduct which places a child in need of protection.
- Parents and legal guardians are ultimately responsible for the safety of children in their care. As a parent, caregiver or guardian, you are required to adequately provide for the protection and supervision of your children at all times.
- Caregivers should not leave young children alone without making reasonable arrangements for their care.
- In some provinces children under the age of 16 are not permitted to be out alone between midnight and 6 am.
- Babies and children are more at risk of serious injury during car accidents, and too often are not properly protected in car seats or other devices. The Government of Canada mandates many protections for children, including the use of car seats featuring the Canadian National Safety Mark. It is the law to use child seats in cars, and children must ride in the back seat depending on their height and age.
- [Transport Canada's](#) website provides more information on child car seats, including how to buy and install one.

Injuries

- Injuries are the main cause of death for young children. Look at your home from the points of view of your children to identify hazards. Remember that children under the age of three years need to be supervised and your home needs to be childproofed to protect them. Health Canada provides [tips on injury prevention](#).
- Laundry detergent packets are small and often brightly coloured, so children and seniors can mistake them for candy or toys. They should be kept stored out of sight and reach of children and elderly to avoid accidental ingestion.

Water Safety

- One of the leading causes of death in children ages 1 to 4 is drowning. Supervise your children at all times while they are in the bath, swimming or playing in or near water. Help children learn about water safety by signing them up for a swimming and water safety program.
- Swimming lessons are available for people of all ages at local pools and recreation facilities. It's a good idea to wear life jackets when learning to swim or participating in water sports. Use caution when swimming in unfamiliar bodies of water.
- It only takes seconds for hot water to burn or scald children's skin. To avoid scalds:
 - Keep hot liquids like coffee or tea out of children's reach.
 - If possible, lower the temperature of your water heater.
 - Put anti-scald devices on your faucets.

Internet

- Teach your child that everything they do online is public and permanent. [Media Smarts](#) provides tools and information to help you educate your children on appropriate and safe media use.

Prevention



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- Teach your children what they should know about **safety in the home** and who to call in an emergency. Ensure they know how to protect themselves from bullying, violence, abduction, physical/mental/sexual abuse, either from strangers, family or friends. The Canada Safety Council offers courses such as the **Home Alone Program** and the **Babysitters Training Course** help children develop the skills to be safe and responsible when they are at home by themselves.
- **Keeping Newcomer Youth Safe** provides additional information to help youth adjust to life in a new country.
- Each province and territory has its own policies about safety in schools, such as the **Safe Schools Act in Ontario**.



Personal Safety

Rights and Freedoms That Protect

- Canada has laws to protect all individuals. If your personal safety is being threatened contact your local police.
- In Canada, women and men have the same rights and freedoms. Support and resources are available to women living in dangerous situations. **IRCC's website** provides more information about these services.
- LGBTQ2+ individuals have the same rights and freedoms as all other people. Support and resources are available for LGBTQ2+ individuals living in dangerous situations. Please refer to **IRCC's website** for more information about services for LGBTQ2+ newcomers.
- There are many laws that protect individuals against **family violence**, including from harassment, physical and sexual violence, and homicide. These laws reflect Canada's commitment to diversity and equality, ensuring the safety and security of all persons. For more information please refer to the Orientation to Canada fact sheet, *Canadian Law and Justice*.



Elder Abuse

- All seniors should be treated with respect and dignity. Elder abuse, also called Senior Abuse, is any action by an individual in a position of power or trust that causes harm or distress to an older person. The abuse can also be caused by neglect. Commonly recognized types of elder abuse include physical, psychological and financial. Often, more than one type of abuse occurs at the same time. It is illegal to neglect family members, or to physically, financially or sexually mistreat them. Government of Canada websites provide more information about **elder abuse** online as well as a **downloadable booklet** on the topic.
- The most common form of elder abuse is financial abuse. This is any improper conduct, done with or without consent that results in personal gain for the abuser and personal loss for the elder.
- Neglect is also a form of abuse and can involve withholding care or denying access to necessary services (home care, nursing) or medical attention, leaving a person in an unsafe place, over/under medicating, not providing food or liquids, proper clothing or hygiene, failure to assist with activities of daily living, abandonment, and the denial of a senior's basic rights.

Abusive Relationships

- Whether you are living in an abusive relationship, thinking about leaving an abusive relationship, or have already left an abusive relationship, there are a number of ways to increase your **safety** and that of your children.





- Make sure you have photocopies of documents, such as passports, birth certificates, driver's licences, prescription records, school records, work permits and all other records including your Permanent Resident card. Learn how to **protect yourself and ensure your safety**.

You don't have to stay in an abusive relationship to keep your immigration status in Canada. You will not be deported or lose your children if you report family violence. Contact the police for help.

Internet Fraud and Telephone Scams

- Internet fraud and telephone scams are types of fraud that deceive victims and convince them to give away money, property, or other belongings. No government department or agency will call, leave voicemail or email you to ask for money or your personal information. They will not be aggressive with or threaten you if you do not follow their instructions to supply them with money or personal information such as your driver's licence, Social Insurance Number (SIN), passport or health card number.
- If someone calls you and asks for payment of any kind for the government (such as an Interac e-transfer, credit card authorization or gift card), it is a scam. Immediately hang up. You can also report a fraud at the **Canadian Anti-Fraud Centre** or call them at 1-888-495-8501. There are many kinds of scams. The **Anti-Fraud Centre** provides information on ways to protect yourself.
- You should also be careful to protect your privacy and private information while using the Internet. For more information, see the Government of Canada's **Get Cyber Safe pages** and refer to the web page on **Internet, email and telephone scams**.
- The Canada Mortgage and Housing Corporation provides mortgage fraud information, resources and tools on developed specifically for **consumers** and **seniors**.

Safety in the Streets

Driving, cycling, walking, right of way

- Pay attention to traffic lights, which indicate when you can walk, cycle or drive. Remember that cyclists may also have their own lanes so make sure to look in all directions. Health Canada provides information on the appropriate **helmets** for cycling, skateboarding or using a scooter. Make sure children wear helmets that fit properly. When driving or cycling, always be careful and watch out for pedestrians. In most cases pedestrians have the "right of way". This means that drivers need to wait for pedestrians to pass.
- Use caution when crossing roads with young children. Teach your kids about street safety including how and where to cross roads.

Night Safety

- Some people, including women and children may be more vulnerable at night, when it is dark outside. It's important to remain alert and take extra safety precautions such as avoiding quiet and poorly-lit areas. Let people know where you are when you plan to go to unfamiliar areas late at night. If you are on a bus or train and **experience harassment**, speak to the bus or train driver.

Harassment

- Street harassment includes unwelcome words and actions by individuals in public places, which invade a person's physical and emotional space.
- It is illegal to engage in harassing conduct, which causes a person to fear for their safety or the safety of someone they know.
- If you are being harassed, call 9-1-1 or the non-emergency line of the **police department**.



Weather



- The weather in Canada can be extreme and can change quickly. Check the weather forecast for your region and prepare as needed for weather conditions and temperature fluctuations.

Winter



- The two main hazards of being out in cold weather are frostbite and hypothermia. The first can cause permanent damage. The second can be fatal. Learn about [strategies for coping with the extremes of winter and summer](#).
- Wear proper clothing and boots to avoid frostbite or getting wet. Depending on the conditions, layer with long underwear (top and bottom), socks, warm pants, sweaters, and a warm coat with a hood, hat, gloves, and winter boots.
- In icy weather, you can buy cleats to attach to your boots to prevent slipping and falling.
- Water pipes in your home can freeze in extreme cold so make sure your pipes are insulated. If leaving the home for an extended period, keep your heat on. It's a good idea to have someone check your home every 2-3 days while you are away.
- Snow and ice are major driving hazards in most parts of Canada. Become familiar with safety issues related to winter driving – the most basic tip is to drive slowly in snowy and icy conditions. It is also a good idea to buy special winter tires for your car -- [this is mandatory in some provinces](#).
- In some parts of Canada, the surface of rivers and lakes can freeze over. Use caution before walking or playing sports on these surfaces.
- Sometimes schools are closed or buses are cancelled due to weather, so it's a good idea to have a childcare backup.

Summer

- To keep cool, you can take advantage of the many community centres or use swimming pools in city parks.
- Avoid long hours in the sun on extremely hot days and seek shade or air-conditioned spaces if necessary. The sun can be very strong in Canada during the summer, even on overcast days. Use sunscreen, hats and sunglasses to prevent sunburns.
- Do not leave children or pets unattended in cars. Temperatures can be much higher inside a car than outside.

Emergencies

- [Health Canada](#) provides information on how to prepare to take care of yourself and your family for a minimum of 72 hours during an emergency. You should also understand the basic principles of first aid and safety.
- In a life-threatening emergency, you should call 9-1-1 or your local police services telephone number to get help. Teach your children how to respond to emergencies and call 9-1-1 when necessary. Give them concrete examples of when and when not to use this number and remind them to always get to a safe space first before calling.

Workplace Safety



- The [Canada Labour Code](#) has provisions that are designed to make workplaces safer. Each workplace has distinct health and safety regulations suited to its environment. In addition to Federal labour laws, each of the provinces and territories has developed its own employment standards act.
- This Government of Canada webpage on [workplace safety](#) provides more information.
- [Prevention is the Best Medicine](#): is a toolkit for teaching newcomers about work place health and safety (Ontario and Manitoba).



ADDITIONAL RESOURCES

- Welcome to Canada — what you should know – “**Canadian Law and Justice**”, and “**Health Care**” (pp.41–43 and p. 102) and the Orientation to Canada (O2C) fact sheets on the same topics.
- Public Safety Canada has a [YouTube channel](#) with many educational videos on a wide range of safety issues.
- Find more resources on health and safety for newcomer children at this [website](#).
- For more information on household safety, visit [Health Canada’s Healthy Home](#).

DISCUSSION QUESTIONS TO CONSIDER:

- *Where can you get help in an emergency?*
- *When is it okay to contact your local police service?*
- *What is considered harassment, abuse, and sexual violence in Canada?*
- *Why are there specialized services for women’s safety?*
- *What are some important safety issues you need to teach your child about?*
- *What are the key areas of child safety that are legally required?*
- *How do you keep children safe while on the Internet?*
- *Who can you talk to about safety in the home?*
- *How can you get more information about issues of safety?*
- *What do you need to know about driving in winter?*
- *Are there courses or training on newcomer safety in Canada?*
- *Where can you or your child sign up for swimming lessons?*
- *Where can you find more information on weather hazards and natural disaster preparedness?*
- *How will you know if an emergency is occurring in your city?*





PROVINCIAL/TERRITORIAL INFORMATION

Alberta

- Alberta Employment Standards
<https://www.alberta.ca/employment-standards.aspx>
- Government of Alberta Emergency Preparedness
www.alberta.ca/emergency-disaster-preparedness.aspx
- Government of Alberta Child Safety
www.alberta.ca/assets/documents/child-safety-well-being-guiding-principles.pdf

British Columbia

- British Columbia Employment Standards
<https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards>
- British Columbia Public Safety
www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/public-safety-solicitor-general
- British Columbia Emergency Preparedness
www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery

Manitoba

- Manitoba Employment Standards
<https://www.gov.mb.ca/labour/standards/index.html>
- Manitoba Urgent Service
www.gov.mb.ca/contact/urgent_toll_free.html
- Prevention is the Best Medicine: A toolkit for teaching newcomers
<https://www.iwh.on.ca/tools-and-guides/prevention-is-best-medicine-toolkit-for-teaching-newcomers>
- Manitoba Emergency Preparedness
www.gov.mb.ca/emo/prepare/community/prepare.html
- Manitoba Justice Community Safety
www.gov.mb.ca/justice/commsafe/crimeprev/index.html

New Brunswick

- New Brunswick Employment Standards
https://www2.gnb.ca/content/gnb/en/departments/post-secondary_education_training_and_labour/People/content/EmploymentStandards.html
- New Brunswick Public Safety
<https://www2.gnb.ca/content/gnb/en/departments/public-safety.html>
- New Brunswick Newcomer Family Law
https://www2.gnb.ca/content/gnb/en/departments/jag/news/news_release.2017.03.0344.html
- New Brunswick Emergency Preparedness
https://www2.gnb.ca/content/gnb/en/departments/public-safety/security_emergencies.html

Newfoundland and Labrador

- Newfoundland and Labrador Employment Standards FAQs
<https://www.gov.nl.ca/aesl/faq/labourstandards/>



- Newfoundland and Labrador Public Safety and Emergency Services
www.gov.nl.ca/public-safety-emergency-services
- Newfoundland and Labrador Injury Prevention
www.cssd.gov.nl.ca/index.html

Northwest Territories

- Northwest Territories Employment Standards
<https://www.ece.gov.nt.ca/en/services/employment-standards>
- Northwest Territories Emergency Services and Public Safety
www.maca.gov.nt.ca/en/services?mefibs-form-filters-combine=&mefibs-form-filters-field_sector_tid=31&mefibs-form-filters-field_program_type_tid=All&mefibs-form-filters-mefibs_block_id=filters

Nova Scotia

- Nova Scotia Employment Rights
<https://novascotia.ca/lae/employmentrights/>
- Nova Scotia Department of Justice Public Safety
https://novascotia.ca/just/public_safety
- Nova Scotia Child Safety
<https://women.gov.ns.ca/immigrant/children-in-nova-scotia>
- Nova Scotia Emergency Preparedness
https://novascotia.ca/dma/emo/prepare_for_an_emergency

Nunavut

- Nunavut Labour Standards Compliance Office – Fact Sheets
<http://www.nu-lsco.ca/faq-s>
- Nunavut Emergency Management
<https://gov.nu.ca/community-and-government-services/information/nunavut-emergency-management-0>

Ontario

- Ontario Employment Standards
<https://www.labour.gov.on.ca/english/es/>
- Ontario Law and Safety
www.ontario.ca/page/emergency-preparedness
- Ontario Seniors Safety Line
<http://www.elderabuseontario.com/what-is-elder-abuse/prevention>
- Prevention is the Best Medicine: A toolkit for teaching newcomers
<https://www.iwh.on.ca/tools-and-guides/prevention-is-best-medicine-toolkit-for-teaching-newcomers>



Prince Edward Island

- Prince Edward Island Employment Standards
<https://www.princeedwardisland.ca/en/topic/employment-standards-0>
- Prince Edward Island Justice and Public Safety



= Customized to local circumstances



= Designed with newcomers in mind 10 of 14

www.princeedwardisland.ca/en/topic/public-safety-0

- PEI Emergency Preparedness
www.princeedwardisland.ca/en/information/justice-et-securite-publique/emergency-preparedness

Québec

- Québec Labour Standards
<https://www.cnt.gouv.qc.ca/en/accueil/index.html>
- Québec Public Safety
www.securitepublique.gouv.qc.ca/en/ministry/programs-services-forms.html

Saskatchewan

- Saskatchewan Employment Standards
<https://www.saskatchewan.ca/business/employment-standards>
- Saskatchewan Justice Crime and the Law
www.saskatchewan.ca/residents/justice-crime-and-the-law
- Saskatchewan Emergency
www.saskatchewan.ca/residents/emergency

Yukon

- Yukon Employment Standards
<http://www.community.gov.yk.ca/es.html>
- Yukon Emergencies and Safety
<https://yukon.ca/en/emergencies-and-safety>



DOCUMENT URLS

Page 1

- Government of Canada (Public Safety Canada-Get Prepared and Safety Tips)
www.getprepared.gc.ca/cnt/rsrscs/sfttps/index-en.aspx
- Policing: Learn how we are keeping Canadians safe
<https://www.canada.ca/en/services/policing/police.html>
- Government of Canada (Environment and Natural Resources – Seasonal Weather Hazards)
www.canada.ca/en/environment-climate-change/services/seasonal-weather-hazards/be-prepared-for-winter.html

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- Government of Canada (IRCC –Services For Newcomer Women)
www.canada.ca/en/immigration-refugees-citizenship/corporate/mandate/corporate-initiatives/services-women.html
- Immigration Francophone
<https://immigrationfrancophone.ca/fr/>
- Health Canada (Fire Safety)
<https://www.canada.ca/en/health-canada/services/home-safety/fire-safety.html>
- Government of Canada (Electrical product safety)
www.canada.ca/en/health-canada/services/home-safety/electrical-products.html

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- Health Canada – the Benefits of Handwashing
<https://www.canada.ca/en/health-canada/services/healthy-living/your-health/diseases/benefits-hand-washing.html#the>
- Ontario Ministry of Health (Proper Cooking Temperatures)
www.health.gov.on.ca/en/public/programs/publichealth/foodsafety/cook.aspx#1
- Government of Canada (Severe Weather)
www.canada.ca/en/services/environment/weather/severeweather.html
- Government of Canada (Food Safety)
<https://www.canada.ca/en/health-canada/topics/food-safety.html>
- Government of Canada (Safe disposal of prescription drugs)
www.canada.ca/en/health-canada/services/safe-disposal-prescription-drugs.html
- Canadian Association of Poison Control Centres (Fact Sheets)
www.capcc.ca/en/resources
- Health Canada – Using Pesticides Safely
<https://www.canada.ca/en/health-canada/services/consumer-product-safety/pesticides-pest-management/public.html>

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- Government of Canada (Prevent Carbon Monoxide Poisoning)
<https://www.canada.ca/en/health-canada/services/air-quality/indoor-air-contaminants/keep-carbon-monoxide-out-your-home.html>
- Child Home Safety Guide
www.safehomesafebaby.com/downloads/safety_guide.pdf
- Childminding Monitoring, Advisory and Support, CMAS Canada (Fire Safety fact sheet)
<https://cmascanada.ca/wp-content/uploads/2011/02/Fire-Safety-English.pdf>



- Childminding Monitoring, Advisory and Support, CMAS Canada (Street Safety for Children)
<https://cmascanada.ca/wp-content/uploads/2011/02/Street-Safety-for-Children-English.pdf>
- Health Canada email
cps-spc@hc-sc.gc.ca
- Government of Canada (Transport Canada – Child Car Seat Safety)
www.tc.gc.ca/en/services/road/child-car-seat-safety.html
- Government of Canada (Health Canada – Injury Prevention)
www.canada.ca/en/health-canada/services/injury-prevention.html

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- Media Smarts (Canada's Digital and Media Literacy Centre)
<http://mediasmarts.ca>
- Child Safety Link Injury Prevention Program
<https://childsafetylink.ca>
- Home Alone Program
<http://canadasafetycouncil.org/product/home-alone-program/>
- Babysitter Training Course
<http://canadasafetycouncil.org/product/babysitters-training-course/>
- Settlement.Org (Keeping Newcomer Youth Safe)
<https://settlement.org/ontario/health/mental-health-and-addiction/stress/keeping-newcomer-youth-safe>
- Settlement.Org (Ontario Safe Schools Act)
<https://settlement.org/ontario/health/mental-health-and-addiction/stress/keeping-newcomer-youth-safe>
- Government of Canada (Public Health Agency – Stop Family Violence and Elder Abuse)
www.canada.ca/en/public-health/services/health-promotion/stop-family-violence.html
- Government of Canada (IRCC – Welcoming Newcomer Women)
<https://www.canada.ca/en/immigration-refugees-citizenship/campaigns/newcomer-women.html>
- Government of Canada (IRCC – LGBTQ2)
<https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/canada-role/lgbtq2.html>
- Government of Canada (Employment and Social Development Canada - Elder Abuse Awareness)
www.canada.ca/en/employment-social-development/campaigns/elder-abuse.html
- Government of Canada (Department of Justice – Elder Abuse is Wrong Guide)
www.justice.gc.ca/eng/rp-pr/cj-jp/fv-vf/eaw-mai/pdf/eaw-mai.pdf

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- Government of Canada (IRCC – Services For Newcomer Women)
www.canada.ca/en/immigration-refugees-citizenship/corporate/mandate/corporate-initiatives/services-women.html
- Government of Canada (IRCC – Help for Spouses or Partners who are Victims of Abuse)
www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/family-sponsorship/abuse.html
- Government of Canada (Canadian Centre for Cyber Security)
www.getcybersafe.gc.ca/index-eng.aspx
- Government of Canada (Internet, Email and Telephone Scams)
www.canada.ca/en/immigration-refugees-citizenship/services/protect-fraud/internet-email-telephone.html
- Government of Canada (Canadian Anti-Fraud Centre)
www.antifraudcentre-centreantifraude.ca/index-eng.htm
- Canada Mortgage and Housing Corporation (Mortgage Fraud)
www.cmhc-schl.gc.ca/en/finance-and-investing/mortgage-loan-insurance/the-resource/mortgage-fraud-how-to-protect-yourself-when-purchasing-refinancing-home



- Canada Mortgage and Housing Corporation (Seniors Housing)
www.cmhc-schl.gc.ca/en/buying/seniors

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- Health Canada – Sports Gear Safety Tips
<https://www.canada.ca/en/health-canada/services/injury-prevention/sports-gear-safety-tips.html>
- Royal Canadian Mounted Police (Be Street Smart)
<http://bc.rcmpgrc.gc.ca/ViewPage.action?siteNodeId=2074&languageId=1&contentId=30047>
- Thomson Reuters Foundation (Street Harassment – Know Your Rights)
www.ihollaback.org/wp-content/uploads/2014/10/Street-Harassment-Know-Your-Rights.pdf
- Government of Canada (IRCC –Driving)
www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/new-life-canada/driving.html
- Canadian Union of Public Employees (Cold Weather Hazards)
<https://cupe.ca/cold-weather-hazards>

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- Government of Canada (Emergency Preparedness)
<https://www.canada.ca/en/public-health/services/emergency-preparedness/making-an-emergency-kit.html>
- Government of Canada (Justice – Canadian Labour Code)
<https://laws-lois.justice.gc.ca/eng/acts/L-2/index.html>
- Government of Canada (ESDC – Workplace Safety)
www.canada.ca/en/employment-social-development/services/health-safety/workplace-safety.html
- Institute for Work and Health (Toolkit for Newcomers on Occupational Health and Safety)
www.iwh.on.ca/tools-and-guides/prevention-is-best-medicine-toolkit-for-teaching-newcomers
- Government of Canada (Public Safety Canada - Safety in Canada Youtube Channel)
www.youtube.com/user/SafetyinCanada/videos

