

A NEWCOMER'S GUIDE TO SERVICES

COUNTY OF NORTHUMBERLAND DIRECTORY



WELCOME
WATER
WATER

Community Services

Northumberland
Legislative

Resource Centre



Workforce Development Board
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Peterborough, ON K9J 2R8
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The views expressed in this document do not necessarily reflect those of Employment Ontario.

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*"The opinions and interpretations in this publication are those of the author
and do not necessarily reflect those of the Government of Canada."*



The City of Peterborough
Social Services Department
Serving the City and County of Peterborough



New Canadians Centre

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Acknowledgements

The role of the Workforce Development Board (WDB) is to engage its communities and community partners in a local labour market research and planning process that leads to cooperative efforts among partners to find local solutions to local issues.

As community partners we have identified, based on census data, that in the very near future the majority of hires to our workforce will be New Canadians. It is incumbent upon us then, to be ready to welcome immigrants to the area and set as a priority the enhancement of services that will attract and assist them in the transition into their new country and community.

The purpose of this Newcomer's Guide is to provide a resource that has key contacts and community information that will help immigrants settle into their new life.

We would like to thank Yasmin Hernandez Banuelos, Workforce Development Board and Tamara Hoogerdyk, New Canadians Centre, who worked tenaciously to develop this resource. Thanks as well to the United Way organizations of Northumberland; Peterborough and Kawartha Lakes and Fourinfo.com; and all of the service agencies in Haliburton, Kawartha Lakes, Peterborough and Northumberland that deliver services to immigrants for sharing their expertise, assistance and commitment to the project.

We would like to thank our sponsors, Employment Ontario, Service Canada, New Canadians Centre and, the City of Peterborough Social Services Department serving the City and County of Peterborough, for assisting with the cost of this guide. Thanks as well to all municipalities for providing the enclosed maps.

The Workforce Development Board is proud to have been part of this exciting project.

Gord Evans

Chief Executive Officer

Workforce Development Board

December 2007

Emergency Numbers



IN CASE OF AN EMERGENCY

Police, Ambulance and Firefighters

Dial: 911

To contact the police department about non-emergency matters, consult the Regional Information section of the guide.

HELP LINES

Northumberland Distress Centre

Emotional support and assistance in times of crisis

Phone: (905) 372-5919 or 1-800-363-5919

Peterborough-Northumberland Victim Service

Emotional and practical assistance to victims of crime and disaster

Phone: (705) 748-0324 or 1-888-822-7729

Kinark Child and Family Crisis Line

Help for teenagers and their families to work through difficult times

Phone: (905) 372-2070 or 1-800-551-0403

Parent Help Line

Counselling and referrals for parents with questions about their teenagers

Phone: 1-888-358-5145

Lesbian, Gay, Bi Youth Help Line

Peer support for Lesbian, gay, bisexual, transgender, two-spirited or questioning youth

Phone: 1-800-268-9688

Youth Phone Line

Emotional support and counselling for youth

Phone: (905) 372-7738

Kids Help Line

Support, counselling and information on issues affecting kids

Phone: 1-800-668-6868

Four County Crisis Community Mental Health

Information, referrals, professional support and intervention in times of crisis

Phone: (705) 745-6484 or 1-866-995-9933

Telehealth Ontario

Free phone access to health advice from a registered nurse (24 hours, 7 Days a week)

Phone: 1-866-797-0000

TTY: 1-866-797-0007

Poison Information Centre

Information and advice about potential exposure to poisonous substances

Phone: 1-800-268-9017

TTY: 1-877-750-2233

DID YOU KNOW?

In Canada, all the phone numbers that begin with 1-8XX-XXX-XXXX are Toll Free. This means that there is no charge for the phone call.

WHAT DOES TTY MEAN?

TTY is a special phone system designed for people who have a hearing loss. You need a special machine to type what you say.

HELP LINES FOR VICTIMS OF SEXUAL ASSAULT

The following places offer counselling, emotional support, information and referrals.

Alderville First Nation Women's Shelter

24 hour Crisis Line: (905) 352-3708 or 1-800-388-5171

Northumberland Services for Women

Phone: 1-800-263-3757 (Only within Northumberland County)

Sexual Assault Crisis Response (Peterborough Hospital)

Phone: (905) 372-1515 or 1-800-263-3757

Kawartha Sexual Assault Centre (Peterborough)

Phone: (705) 741-0260 or 1-866-298-7778

Assaulted Women Help Line (Toronto)

Phone: 1-866-863-0511

TTY: 1-866-863-7868

SHELTERS

The following places offer temporary refuge for those who need it.

Alderville First Nation Women's Shelter (Located in Roseneath)

Phone: (905) 352-3708 or 1-800-388-5171

Northumberland Services for Women (Located in Cobourg)

Phone: 1-800-263-3757 (Toll free only within Northumberland County)

Transition House (Located in Cobourg)

Phone: (905) 377-0378

Youth Habilitation Quinte (Located in Trenton)

Phone: (613) 392-8317

Salvation Army

Campbellford: (705) 653-4185

Cobourg: (905) 373-9440 or 1-866-865-0768

Trenton: (613) 392-3392

Brock Mission (Located in Peterborough)

Phone: (705) 748-4766

Youth Emergency Shelter (Located in Peterborough)

Phone: (705) 748-3851

SYMBOLS AND SIGNS USED IN THIS GUIDE

(\$) = Fees for services

(*) = Full accessibility

(+) = An interpreter can be arranged

Welcome to the County of Northumberland!

Moving to a new community can be overwhelming. The Workforce Development Board and the New Canadians Centre in Peterborough have put together this booklet to provide you with a listing of initial contact points to help ease your settlement in the City of Kawartha Lakes.

THINGS TO DO YOUR FIRST 2 WEEKS IN CANADA

- ___ Look for information on www.settlement.org
- ___ Find the Settlement Agency closest to your home
- ___ Get maps of streets and find out about bus routes
- ___ Find out where to shop
- ___ Get information on your rights as an employee
- ___ Get information on your rights as a tenant
- ___ Find a place to stay
- ___ Apply for a Health Card (OHIP)
- ___ Find the Community Health Centre closest to your home
- ___ Open a bank account
- ___ Apply for a Social Insurance Number (SIN)
- ___ Find the Employment Resource Centre closest to your home
- ___ Get information about finding a job
- ___ Find out how to start your children in school
- ___ Find an English class for you and your family
- ___ Apply for the Child Tax Benefit
- ___ Find the Public Library closest to your home

Source: www.settlement.org

Remember!

If you feel overwhelmed, homesick, scared or worried - Ask for help! Most organizations listed in this guide can assist you or refer you to other agencies that can help you!

Settlement Services



www.settlement.org

- Settlement.org is a website developed by the Ontario Council of Agencies Serving Immigrants (OCASI) and funded by Citizenship and Immigration Canada and the Ontario government.
- Visit: www.settlement.org to access information on topics such as education, employment, health, housing, immigration and citizenship and legal services in over 30 different languages!
- It is extremely important for you to understand the Canadian laws, your rights and responsibilities as well as to understand the government services' system in order to use it better.

NEW CANADIANS CENTRE PETERBOROUGH

The New Canadians Centre Peterborough helps anyone who is new to Canada including permanent residents, refugees, new citizens, students, temporary workers and people seeking status.

You can call for an appointment, or come to our office. When you come to the Centre for the first time, one of the staff will spend time getting to know you and explain the services and programs.

New Canadians Centre Peterborough (www.nccpeterborough.ca) (*) (+)

205 Sherbrooke Street, Unit D

Peterborough, ON K9J 2N2

Phone: (705) 743-0882

Fax: (705) 743-6219

Email: info@nccpeterborough.ca

To book an appointment in Lindsay or Cobourg, please call (705) 743-0882 or (705) 761-4365 (NCC cell phone).

New Canadians Centre Peterborough - Staff

Executive Director: **Carmela Valles** - cvalles@nccpeterborough.ca

Settlement Services Coordinator: **Ziysah Markson** - ziysah@nccpeterborough.ca

Host Program Coordinator: **Luisa Vega Baron** - luisa@nccpeterborough.ca

Employment Counsellor: **Tamara Hoogerdyk** - tamara@nccpeterborough.ca

Computer Administrator: **Carolina Orduz** - carolina@nccpeterborough.ca

Bookkeeper/Office Assistant: **Grace Salalila** - grace@nccpeterborough.ca

Programs and Services

Community Orientation

Assistance adjusting to your new community. This might include:

- Obtaining a Social Insurance Number (SIN)
- Applying for health insurance (OHIP)
- Registering your children in school and enrolling in ESL classes
- Acquiring a driver's license
- Finding a place to live, setting up a phone line
- Learning how to shop for food and goods
- Preparing for winter

General Counselling

Providing help such as encouragement, support, information and referrals. You might want to talk to a counsellor if you:

- Are having a hard time at school or work
- Have issues in your family
- Have feelings of isolation or depression
- Are having a difficult time with money and financial issues
- Are feeling undervalued
- Have been experiencing discrimination or violence
- Are worried about your immigration status
- Just want to talk

Immigration Counselling

Help with:

- Questions about immigration and immigration status
- Inviting visitors
- Sponsorship breakdown
- Eligibility for permanent status
- Completion of application forms
- Refugee applications
- Sponsorship applications
- Extension of visa applications
- Citizenship

Host Program

This program provides new Canadians with a friend from the local community. Canadian volunteers provide friendship, emotional and social support to New Canadians. Please call the Host Program Coordinator for details.

Other Events

Group trips - Past trips have included a bicycle ride and a trip to Niagara Falls.

Special workshops - Past workshops have included how to file your taxes and how to apply to college/university.

Free Computer Classes

The computer classes are designed for people that have basic or no computer skills.

The topics are: Introduction to computer hardware and software, Microsoft Office (Word, Excel, Power Point, Publisher), internet security and internet searching skills.

To register for the computer classes please contact the Centre.

Free High Speed Internet

The Community Access Program (CAP)/Newcomers Information Centre (NIC) site has six computers available to the public. These computers are connected to high speed Internet. The site has access to a printer, scanner and a fax machine. The site is open to the public Monday to Friday from 9:00 a.m. to 5:30 p.m.

English Classes and Language Assessments

(See Education Section of the guide for full details).

Employment Services

(See Employment Section of the guide for full details).

Translation and Interpretation

The New Canadians Centre in Peterborough can help you obtain translation and interpretation services from the Central Eastern Ontario Translation and Interpretation Services/Quinte United Immigrant Services. *(See details on next page).*

**Central Eastern Ontario Translation and Interpretation
Services/Quinte United Immigrant Services** (www.quis-immigration.org) (\$) (\$)

41 Octavia Street

Belleville, ON K8N 3N3

Phone: (613) 968-1065 or 1-888-968-1065

Fax: (613) 968-2597

Email: ceo@quis-immigration.org

- Available services include: face-to-face interpretation, teleconference, message relay and translation
- A certified translation costs about \$45 per page and takes 5 business days to complete
- Interpreters can go with you to appointments to help you communicate with your doctor, social worker or anyone at all
- The cost depends on how far the interpreter has to travel and how long your appointment is
- Interpreters are provided for free to victims of domestic violence
- When you call to request an interpreter they will ask for:
 - Your name
 - Agency name (if applicable)
 - Agency phone number and address
 - Language requested
 - Limited-English speaker's name
 - Type of service required
 - Appointment date and time
 - Meeting place address



DO YOU KNOW YOUR RIGHTS AND RESPONSIBILITIES AS A TENANT?

As A Tenant You Must:

- Pay rent on time (usually on the first day of each month, but your lease will say when rent is due)
- Keep apartment clean and put garbage in the proper place
- Not let extra people live in the apartment (visitors may stay with you for a few days, but not for a long time)
- Not disturb other tenants

Your Tenant Rights Are:

- A clean, well-maintained home with electricity, heat, running water and appliances that work (fridge and stove)
- Privacy. The landlord must give you a letter 24 hours before he/she enters your apartment unless an emergency happens (for example: fire)
- To end your tenancy within the time allowed in the lease or by law

Source: www.settlement.org/FD, page 13

FINDING A PLACE FOR RENT IN NORTHUMBERLAND COUNTY

You can ask people you know if they know of a place for rent.

You could also look in the Classifieds section of your community's newspaper for places for rent:

- **Northumberland Today:** www.ospreyclassifiednetwork.com/classifieds

Other websites listing units for rent:

- **Ontario Rental:** www.ontariorental.com/tenresidential.asp
- **Fleming College Off-Campus Housing Listing:** www.flemingc.on.ca/NoIndex/cf/Housing/welcome.cfm

Contact The Help Centre and check out their list of rental properties available in the area.

The Help Center/Housing Information Line

1005 Elgin Street, Suite 301 (The Fleming Building)

Cobourg, ON K9A 5J4

Phone: (905) 372-2646 or 1-888-698-3382

Housing Information Line: (905) 372-4380

- Listing of local rental properties available
- Posted listings from people looking for or offering shared accommodation
- Roommate matching services
- Assistance with completion of rent-geared-to-income application forms

DO YOU KNOW?

- Your landlord must wait 12 months to increase your rent and he/she must let you know of a rent increase 90 days before he/she starts charging you more.
- If you pay your rent by the month your landlord can only ask for one month's rent deposit. If you pay rent by the week, then your landlord can only ask for one week's rent deposit. For more information about renting a place in Ontario visit: www.settlement.org/site/HO/renting.asp.
- For more information and assistance on Landlord-Tenant legal disputes contact:

Ontario Rental Housing Tribunal (www.orht.gov.on.ca)

300 Water Street Peterborough, ON K9J 8M5

Phone: 1-888-332-3234

Fax: 1-888-377-8808

SUBSIDIZED HOUSING

Tenants pay less than the market price for rent. This service is for people with low to moderate income. Subsidized housing is also called social housing.

- You need to be a legal resident of Canada or refugee claimant (16 years old and older).
- There are different kinds of subsidized housing. Ask for detailed information before filling out an application!
- The waiting time can be from 1 to 5 years long. Applications for subsidized housing are available from the following organizations:

Northumberland County Housing Services (www.northumberland.ca) (*)

860 William Street, Lower Level

Cobourg, ON K9A 3A9

Phone: (905) 372-3329 or 1-800-354-7050 ext. 2295

- Maintains the centralized waiting list for subsidized housing in Brighton, Campbellford, Colborne, Hastings, Port Hope and Warkworth.

Port Hope Non-Profit Housing Corporation

144 Rose Glen Road

Port Hope, ON L1A 4H8

Phone: (905) 885-7477

Email: phnphc@eagle.ca

Sutherland Place Cooperative Homes

199A Sutherland Crescent

Cobourg, ON K9A 5L9

Phone: (905) 372-7775

Trinity Housing of Cobourg Corporation

25 James Street East

Cobourg, ON K9A 1G8

Phone: (905) 372-9433

Email: trinityp@eagle.ca

Campbellford Non-Profit Housing Inc.

224 First Street

Campbellford, ON K0L 1L0

Phone: (705) 653-0343

DID YOU KNOW?

Habitat for Humanity is a well known organization aimed at building simple, affordable houses for people in need of adequate housing. Visit: www.habitatpeterborough.ca for more information on eligibility.

Habitat for Humanity Northumberland (www.habitatnorthumberland.ca)

P.O. Box 222

45 Ewart Street

Cobourg, ON K9A 4K5

Phone: (905) 373-4663

Email: info@habitatnorthumberland.ca

- The selected homeowner must contribute 500 hours of "Sweat Equity" to the construction of his/her home before taking ownership and then repay a long-term, no-interest mortgage

Cobourg Non-Profit Housing Corporation

330 Alexandria Drive

Cobourg, ON K9A 5C8

Phone: (905) 372-1855 or 1-800-708-3557

Email: cnphc@on.aibn.com

SHELTERS

(See also the Community Services for Women section of the guide)

Transition House

10 Chapel Street

Cobourg, ON K9A 1H9

Phone: (905) 377-0378

Email: transitionhous1@bellnet.ca

- Shelter for up to 3 months for those who need it

- Residents must participate in the programs available

Youth Habilitation Quinte

81 Dundas Street West

Trenton, ON K8V 3P4

Phone: (613) 392-8317

- Operates transition home (temporary shelter for youth: 16-24 years old)

- Cooperative Housing Program

- Housing Resource Centre (provision of subsidized supported housing)

- Referrals to other community services in the area

Salvation Army

Campbellford: (705) 653-4185

Cobourg: (905) 373-9440 or 1-866-865-0768

Trenton: (613) 392-3392

- Shelter can be arranged for single men in emergency cases (1 to 4 nights emergency shelter)

Brock Mission - Kinman House (Men Only) (*)

271 Brock Street

Peterborough, ON K9H 2P8

Phone: (705) 748-4766

- Shelter for homeless men who are 16 years old or older

- Luncheon programs (available 5 days a week).

For more information, call or visit the Brock Mission

Youth Emergency Shelter (YES) (www.yes-shelter.org)

196 Brock Street

Peterborough, ON K9H 2P4

Phone: (705) 748-3851

- Short term shelter for youth aged 16-24

BUYING A HOUSE

- Visit: www.cmhc.ca/en/co/buho/index.cfm and click on “*Newcomers Guide to Canadian Housing*” for useful information you need to consider before buying a house in Ontario.
- You can also call the *Canada Mortgage and Housing Corporation* for advice and information about mortgages. Phone: 1-800-668-2642.
- To see a listing of places for sale across Ontario visit: www.mls.ca.



QUICK FACTS ABOUT THE ONTARIO HEALTH SYSTEM

- Only permanent residents, Canadian citizens and some workers are eligible for OHIP.
- OHIP does not cover the cost of medications or dental care.
- If you are eligible you must apply as soon as you arrive to Canada. Be aware that you can only receive OHIP after a 3 month waiting period following your application.
- To check your eligibility, call the OHIP office.

Important!

Although refugee claimants are not eligible for OHIP, you may be eligible for other health coverage. Contact the New Canadians Centre Peterborough to find out if you are eligible for any other program.

HOW TO GET A HEALTH CARD

1. To apply for the Ontario Health Insurance Plan (OHIP) you must fill out an application.

- To get an application online visit: www.health.gov.on.ca/english/public/forms/form_menus/ohip_fm.html and click on “Registration for Ontario Health Coverage.”
- You can also get an application by going directly to the closest OHIP office:

Ontario Ministry of Health and Long-Term Care

201 City Centre Drive, Suite 210 (across from Square One)
Mississauga, ON L5B 2T4
Monday to Thursday: 8:30 a.m. to 7:00 p.m.
Friday: 8:30 a.m. to 5:00 p.m.

Ontario Ministry of Health and Long-Term Care (www.gov.on.ca) (*)

300 Water Street, 1st Floor (North Tower)
Peterborough, ON K9J 8J8
Phone: (705) 755-4600
Fax: (705) 745-1481

2. Once you have filled out an application, you need to bring the following original documents to the closest OHIP centre:

- **Proof of citizenship or status** (For example: record of landing, confirmation of permanent residence, valid permanent residence card, or any other official document that proves your status)
- **Proof of residency** (For example: home phone, water, gas, cable TV or any other public utility bill that has your current address on it)
- **Support of identity** (For example: record of landing, permanent resident card, Canadian immigration identification card, or any other document that displays your address and signature)

Important!

If you live in a remote area, the ministry can make special arrangements. For more information call the Ministry of Health and Long-Term Care Info Line at 1-800-268-1154.

HOSPITALS

Northumberland Hills Hospital (www.nhh.ca)

1000 DePalma Drive
Cobourg, ON K9A 5W6
Phone: (905) 372-6811
Crisis Phone: (905) 377-9891 or 1-888-294-7579

Campbellford Memorial Hospital (www.cmh.ca)

146 Oliver Road
Campbellford, ON K0L 1L0
Phone: (705) 653-1140

Quinte Health Care Trenton Memorial (www.qhc.on.ca/qhctrenton.html)

242 King Street
Trenton, ON K8V 5S6
Phone: (613) 392-2541
Fax: (613) 392-2489

FINDING A DOCTOR

You cannot contact specialists (a cardiologist for heart disease or dermatologist for skin problems) directly. It has to be done through your family doctor. As soon as you receive your OHIP card you should look for a family doctor. You need to contact different doctors and ask if they are taking new patients.

- You can call 1-800-268-7096 ext. 626 to get the names and addresses of doctors who are taking new patients in your area.
- You can also visit the College of Physicians and Surgeons' website for a listing of family doctors: www.cpso.on.ca/Doctor_Search/dr_srch_hm.html.
- You can look in the Yellow Pages of your phone book under "*Physicians and Surgeons.*"

WALK-IN CLINICS

If you are sick but you do not have a family doctor (also called general practitioner or GP), you can go to any of the following clinics to get medical help.

Fast Track Walk-In Clinic (*)

1000 DePalma Drive
P.O. Box 340
Cobourg, ON K9A 4K9
Phone: (905) 372-6811
Monday to Friday: 1:00 p.m. to 6:00 p.m.

After Hours Clinic/Walk-In Clinic (*)

1060 Burnham Street, Unit 5
Cobourg, ON K9A 5V9
Phone: (905) 373-8333
Monday to Friday: 5:30 p.m. to 8:30 p.m.
Saturday: 10:00 a.m. to 1:00 p.m.

Port Hope Walk-In Clinic (*)

249 Ontario Street
Port Hope, ON L1A 3V9
Phone: (905) 885-0611
Monday to Friday: 1:00 p.m. to 8:00 p.m.
Saturday, Sunday and Holidays: 10:00 a.m. to 6:00 p.m.

FINDING A DENTIST

OHIP does not cover dental care. It is your responsibility to find a dentist.

You can search for a dentist:

- Online: www.oda.on.ca
- Look through the Yellow pages of the phone book
- Ask people you know for a dentist referral

Campbellford Memorial Health Centre (*)

119 Isabella Street
Campbellford, ON K0L 1L0
Phone: (705) 653-4343

HEALTH UNITS

These places provide education about health issues such as nutrition and dental hygiene. They also promote and run disease prevention programs in various communities.

Haliburton Kawartha Pine Ridge District Health Unit (www.hkpr.on.ca) (*)

Port Hope

200 Rose Glen Road
Port Hope, ON L1A 3V6
Phone: (905) 885-9100 or 1-866-888-4577
After hours: 1-888-255-7839
Email: info@hkpr.on.ca

Brighton

35 Alice Street
Brighton, ON K0K 1H0
Phone: (613) 475-0933

Campbellford

22 Doxsee Avenue South
Campbellford, ON K0L 1L0
Phone: (705) 653-1550

*"A man's health can be judged by which he takes two at a time - pills or stairs."
- Joan Welsh*

DID YOU KNOW?

If you are receiving assistance from Ontario Works and your children are in urgent need of dental care, you should contact one of the following places and ask for more information on the Children In Need of Treatment (CINOT) program:

- Ontario Works: (905) 372-6846
- or*
- Health Unit: 1-866-888-4577

MENTAL HEALTH SERVICES

Four County Crisis-Community Mental Health Crisis Response Program

Phone: (705) 745-6484 or 1-866-995-9933

- Helps individuals and families with non-medical crisis support
- Links people to appropriate services
- Initiates and arranges follow-up as required
- Services available 24 hours a day, 7 day a week

Lakeshore Community Mental Health Services (*)

975 Elgin Street

Cobourg, ON K9A 5J3

Phone: (905) 377-9891 or 1-888-294-7579

Monday to Friday: 8:00 a.m. to 4:00 p.m.

Crisis Hours: 8:00 a.m. to 9:00 p.m.

- Vocational, family and behaviour counselling for people with serious mental disorders

- Services include depression, mood swings, anxiety disorder, panic attacks and more

Campbellford Community Mental Health Centre (*)

146 Oliver Road

Campbellford, ON K0L 1L0

Phone: (705) 653-0436 ext. 2200

Crisis line: (705) 653-1140 ext.2193

Email: wellness@cmh.ca

Providence Continuing Care Centre - Mental Health Services (www.pccchealth.org) (*)

752 King Street West

Kingston, ON K7L 4X3

Phone: (613) 546-1101 ext. 5638

Fax: (613) 548-5588

Education



SCHOOL BOARDS

In Ontario, publicly funded schools are administered by school boards. English public schools are open to all students. Catholic elementary schools are open to all students of Roman Catholic parents. Catholic secondary schools are open access. Generally, French language schools are open to all students seeking a French language education.

Source: www.settlement.org

To enroll your children or to obtain more information, contact the school boards. Keep in mind that some school boards also run ESL classes, Continuing Education courses and other courses for adults.

Kawartha Pine Ridge District School Board (www.kpr.edu.on.ca)

1994 Fisher Drive
Peterborough, ON K9J 7A1
Phone: (705) 742-9773 or 1-877-741-4577 ext. 2249
Fax: (705) 743-3538
Email: kpr_info@kprdsb.ca

Peterborough, Victoria, Northumberland and Clarington Catholic District School Board (www.pvnccdsb.on.ca)

1355 Lansdowne Street West
Peterborough, ON K9J 7M3
Phone: (705) 748-4861 or 1-800-461-8009 ext. 0
Fax: (705) 748-9691
Email: nsharpe@pvnccdsb.on.ca

"That is what learning is. You suddenly understand something you've understood all your life, but in a new way."

- Doris Lessing

COLLEGES AND UNIVERSITIES

Colleges and universities offer a wide range of full-time and part-time programs. The programs may be 2 to 4 years for professional degrees or short, 3-month continuing education courses.

Fleming College - Cobourg Campus

1005 Elgin Street West
Cobourg, ON K9A 5J4
Phone: (905) 372-6865 ext. 221
Fax: (905) 372-8570

Trillium College - Cobourg Campus

1111 Elgin Street West (Northumberland Mall)
Cobourg, ON K9A 5H7
Phone: (905) 372-8978
Fax: (905) 372-5789

Loyalist College

Wallbridge - Loyalist Road
P.O. Box 4200
Belleville, ON K8N 5B9
Phone: (613) 969-1913 or 1-888-569-2547 ext. 2204
Fax: (613) 962-1376

LANGUAGE ASSESSMENT

Most schools, colleges and universities will ask you to prove your level of English. The most popular and accepted test is called TOEFL (Test of English as a Foreign Language). Ask the Admissions Department of the school you are applying to if they accept TOEFL. Other well-known tests include:

- TSE (Test of Spoken English): www.ets.org
- IELTS (International English Language Testing System): www.ielts.ca

For more information about TOEFL visit: www.ets.org.

Durham College - Oshawa Campus (www.durhamcollege.ca)

2000 Simcoe Street North
 Oshawa, ON L1H 7K4
 Phone: (905) 721-2000
 Fax: (905) 721-3113

Trent University - Peterborough Campus (www.trentu.ca)

1600 West Bank Drive
 Peterborough, ON K9J 7B8
 Phone: (705) 748-1215
 Fax: (705) 748-1629

Trent University - Oshawa Campus

2000 Simcoe Street North
 Oshawa, ON L1H 7K4
 Phone: (905) 721-3003 or (905) 721-3107
 Fax: (905) 721-3014

University of Ontario Institute of Technology (www.uoit.ca)

2000 Simcoe Street North
 Oshawa, ON L1H 7K4
 Phone: (905) 721-8668
 Fax: (905) 721-3178

ENGLISH LANGUAGE TRAINING (ESL/LINC)

There are two kinds of English language classes, ESL (English as a Second Language) and LINC (Language Instruction for Newcomers to Canada).

1. ESL Classes

- They can be private (you must pay a fee) or government funded (no cost).
- Open to almost anyone who wants to learn English.

2. LINC Classes

- Government funded (no cost).
- Open only to permanent residents or convention refugees (17 years or older).

To get more information about LINC contact visit: www.settlement.org.

The READ Centre (www.thereadcentre.ca) (*)

700 D'Arcy Street North, Unit 31, Building 18, Room 9 (CIS Building)
 Cobourg, ON K9A 5T3
 Phone: (905) 373-7033
 Fax: (905) 373-8162
 Email: thereadcentre@on.aibn.com
 - Free ESL instruction
 - Tutoring for reading, writing, numeracy
 and basic computer skills

*"To have another language is
 to possess a second soul."
 - Charlemagne*

REMEMBER!

Visit the closest library and find out if they have any ESL material. See a list of the County's libraries in the Regional Information section of the guide.

New Canadians Centre Peterborough (www.nccpeterborough.ca) (*) (+)

205 Sherbrooke Street, Unit D

Peterborough, ON K9J 2N2

Phone: (705) 743-0882

Email: info@nccpeterborough.ca

- LINC Assessment: If you are a landed immigrant (permanent resident), or convention refugee, you can take LINC classes. Before you can enroll for these classes, you need to do a test to determine your level of English. Call to find out our next assessment date.
- English Conversation Classes: A casual way of practicing English, the classes are free and open to everyone. Monday: 5:30pm-7:30pm (schedule may change - call for details)
- Peterborough Computer Assisted Language Lab (PCALL): English practice using computer software. Instruction and support is provided. The lab is offered during the summer months when LINC and ESL classes are on summer break.
- LINC Home Study: If you are unable to attend regular LINC classes, you can still learn English from your house. For more information call the New Canadians Centre Peterborough or visit: www.tcet.com/linchomestudy.

Loyalist College (www.loyalstc.on.ca) (\$) (*)

Wallbridge - Loyalist Road

P.O. Box 4200

Belleville, ON K8N 5B9

Phone: (613) 969-1913 or 1-888-569-2547 ext. 2146

Fax: (613) 962-1376

ONLINE ESL CLASSES

If you want to take an ESL course online you must find a person who is willing to be your English tutor.

Independent Learning Centre (www.ilc.org) (\$) (*)

P.O. Box 200, Station Q

Toronto, ON M4T 2T1

Phone: (416) 484-2704

Virtual Learning Centre (www.virtuallearning.ca) (\$) (*)

230 Angeline Street South

Lindsay, ON K9V 4R2

Phone: (705) 328-2925

Fax: (705) 878-8891

Email: vlcadmin@tlds.on.ca**ADULT LITERACY**

Literacy training is not an ESL program! It is designed for people who:

- Have learned to speak English but have difficulty reading or writing
- Have not completed high school
- Want to prepare for continuing their education or employment
- Want to develop or strengthen any of the following essential skills: reading text, document use, numeracy, writing, oral communication, working with others, thinking skills, computer use and continuous learning

The READ Centre (www.thereadcentre.ca) (*)

700 D'Arcy Street North, Unit 31, Building 18, Room 9 (CIS Building)

Cobourg, ON K9A 5T3

Phone: (905) 373-7033

Fax: (905) 373-8162

Email: thereadcentre@on.aibn.com

Centre for Individual Studies - Northumberland Campus (\$) (*)

700 D'Arcy Street, Unit 30

Cobourg, ON K9A 5T3

Phone: (905) 372-1697

Fax: (905) 372-5492

- Alternative high school for adults
- Adult Basic Literacy (ABL) program
- ESL classes (there needs to be a minimum of 12 people interested)

Independent Learning Centre (www.ilc.org) (\$) (\$)

P.O. Box 200, Station Q

Toronto, ON M4T 2T1

Phone: (416) 484-2704

- Online ESL classes
- You must find a tutor
- Tutor must fill out an ESL/ABL form and register

ACADEMIC UPGRADING

You should consider Academic Upgrading as a way to build on or acquire knowledge from a particular subject and new skills. This program will prepare you:

- To go to college
- To undertake an apprenticeship
- To get a job where you need to review knowledge from a specific subject
- To write a High School Equivalency Test (ACE)

DID YOU KNOW?

If you are an adult and have not completed High School, there are three ways of getting a High School Diploma or equivalency:

- Writing a GED (General Education Development) test. For information, visit the Independent Learning Centre's website: www.ilc.org
- Completing the required credits (every course you pass) for your Ontario Secondary School Diploma (OSSD)
- ACE: Academic Career Entrance Certificate

Academic Upgrading Centre - Fleming College (*)

1005 Elgin Street West, Suite 301

Cobourg, ON K9A 5J4

Phone: (905) 372-6865

Fax: (905) 372-8570

Centre for Individual Studies - Northumberland Campus (\$) (\$)

700 D'Arcy Street, Unit 30

Cobourg, ON K9A 5T3

Phone: (905) 372-1697

Fax: (905) 372-5492

- Alternative high school for adults
- Adult basic literacy

ADULT CONTINUING EDUCATION PROGRAM

This is a program for adults who want to gain new skills or improve their existing skills. You can take individual general interest courses or get a full certificate.

Trillium College - Cobourg Campus (\$) (*)

1111 Elgin Street West (Northumberland Mall)
Cobourg, ON K9A 5H7
Phone: (905) 372-8978
Fax: (905) 372-5789

Community Training and Development Centre (www.ctdclearningplace.com) (\$)

300 Alexandria Drive
Cobourg, ON K9A 4R5
Phone: (905) 372-9967
Fax: (905) 372-9703

Campbellford Community Resource Centre (www.campbellfordcrc.ca) (*)

65 Bridge Street East
Campbellford, ON K0L 1L0
Phone: (705) 653-5161 (Answering machine)
Fax: (705) 653-0888
Email: admin@campbellfordcrc.ca
- Computer training (\$)
- Continuing education programs (\$)

Loyalist College (www.loyalistic.on.ca) (\$) (*)

Wallbridge - Loyalist Road
P.O. Box 4200
Belleville, ON K8N 5B9
Phone: (613) 969-1913 or 1-888-569-2547 ext. 2204
Fax: (613) 962-1376
- Degree programs
- Continuing education courses
- Online courses

HELPFUL ADVICE

Sometimes, employers only recognize specific programs for the jobs they offer. If the goal of continuing your education is to get a job, it is better to ask the employer if they will recognize the program you are considering before you enroll in the program.

Employment



SERVICE CANADA

Service Canada is the government agency in charge of delivering federal programs and benefits and of issuing important documents. Service Canada runs the Employment Insurance Program (EI) and issues Social Insurance Numbers (SIN).

Cobourg Office

1005 Elgin Street
Cobourg, ON K9A 5J4
Phone: (905) 372-3326 or 1-800-206-7218

Trenton Office

50 Dundas Street West
Trenton, ON K8V 6R5
Phone: 1-800-206-7218 (Regional EI and SIN Call Centre)
Fax: (613) 392-6148

Peterborough Office

185 King Street, Suite 101
Peterborough, ON K9J 2R8
Phone: (705) 740-4500 or 1-800-206-7218

WHAT IS EMPLOYMENT INSURANCE (EI)?

- EI is a benefit for people who are laid off from their job.
- This benefit is temporary financial help until you find another job.
- You need a **“Record of Employment (ROE)”** to apply for EI. Make sure your employer gives you a ROE if you are laid off.
- To apply you have to go to your local Service Canada Office or go to www.servicecanada.gc.ca.

SOCIAL INSURANCE NUMBER (SIN)

- It is a 9 digit number that helps the government to know who is paying taxes, who is earning money and who uses government services.
- It is illegal to work in Canada without a SIN card!
- You will need a SIN card to open a bank account and to get a tax credit.
- Your children do not need a SIN card until they are of working age, usually 15 or 16 years of age.

APPLYING FOR A SIN CARD

- Go to a Service Canada Office to get an application or get one online at www.servicecanada.gc.ca.
- Once you have completed the form you can bring it to your local Service Canada Office or send it by mail.
- Check the documents you need before submitting your application.

In Person:

Service Canada - Cobourg Office

1005 Elgin Street
Cobourg, ON K9A 5J4
Phone: (905) 372-3326 or 1-800-206-7218

By Mail:

Social Insurance Registration

P.O. Box 7000
Bathurst, New Brunswick E2A 4T1

DON'T GIVE YOUR SIN NUMBER TO JUST ANYONE!

- Your SIN card has lots of personal information about you. Keep it private and in a safe place.
- Only authorized government agencies, non-profit organizations and employers will ask for your SIN number.
- Do not give it to an employer before they hire you.
- Do not write your SIN number in a resume.
- If you lose your SIN card, call 1-800-206-7218 ext. 3 or go to your closest Service Canada Office!

ONTARIO WORKS (OW)

(For more information about Ontario Works see the Financial Assistance section of the guide).

OW is a provincial program that provides income and employment assistance to people who are unable to meet the basic needs of their family. Ontario Works has four different divisions: Housing, Employment, Children, and Financial Services. In order to access this program you must be:

- A resident of Ontario
- In immediate financial need
- A participant in employment assistance activities, workshops and training

Northumberland County Community and Social Services/Ontario Works (*)

860 William Street
Cobourg, ON K9A 3A9
Phone: (905) 372-6846 or 1-800-354-7051
Fax: (905) 372-6701

JOB SEARCH

Many organizations exist to help you in your job search. For example, services are available to help you decide what type of work you want to do, to help you with your resume and cover letter, to teach you how to conduct a job search, and help prepare you for an interview.

Many organizations (such as those listed in this guide) provide services free or for a small fee. Other organizations may charge you for their services; for example, anywhere from \$100 to \$1000 for a resume. A resume that costs you money is not necessarily better than one you get for free. It's not a question of quality; it's a question of funding. Places that charge for resumes are private companies looking to make a profit. Places that offer free resumes are usually non-profit agencies funded by the government.

HEALTH AND SAFETY REGULATIONS IN THE WORKPLACE**Employers MUST:**

- Provide a safe and healthy workplace
- Train on potential hazards and ensure employees have the required certification
- Correct unsafe acts and conditions
- Ensure personal protective equipment is available and being used
- Report and investigate all accidents and incidents

Employees MUST:

- Know and comply with all regulations
- Protect themselves
- Report unsafe acts and conditions
- Use protective equipment
- Report any incident, accident or illness to employer

EMPLOYMENT STANDARDS

Learn about your rights as an employee. Read about the Employment Standards Act (ESA) at www.labour.gov.on.ca/english/es/index.html.

Ministry of Labour

Phone: (416) 326-7160 or 1-800-531-5551
TTY: 1-866-567-8893

EMPLOYMENT RESOURCE CENTRES

Employment Resource Centres offer different services. Not all organizations offer the same services or have the same eligibility, so visit their offices or look at their websites to get the full list of available services.

Types of services offered include:

- Employment counselling
- Training and retraining programs
- Information on Employment Insurance claims
- Help writing resumes and cover letters
- Assistance with interview and job search skills
- Access to online and on sight job postings. (Job Banks)
- Computer, photocopier, phone and fax services
- Resource rooms featuring extensive job-related books and information

New Canadians Centre Peterborough (www.nccpeterborough.ca) (*)

205 Sherbrooke Street, Unit D

Peterborough ON K9J 2N2

Phone: (705) 743-0882

Email: info@nccpeterborough.ca

- Assistance with resumes, cover letters, job search, interviews, accreditation, apprenticeships, work placements, higher education options and workers' rights
- Employment services offered in English, French, Spanish and Tagalog
- Outreach program: Call to book an appointment and the Employment Counsellor will meet you at a place close to your community.

The Help Centre (*)

1005 Elgin Street, Suite 301 (The Fleming Building)

Cobourg, ON K9A 5J4

Phone: (905) 372-2646 or 1-888-698-3382

- Job postings in board
- Help writing resumes and cover letters
- Free faxing of resumes and cover letters
- Training Loan fund

*"Meaningful employment
is successful settlement."*

- Author Unknown

Campbellford Community Resource Centre (www.campbellfordcrc.ca) (*)

65 Bridge Street East

Campbellford, ON K0L 1L0

Phone: (705) 653-5161 ext.28

Fax: (705) 653-0888

Email: cop@campbellfordcrc.ca

- Training info and courses such First Aid and CPR (\$)
- Employment counsellors available
- Job search assistance
- Internet and computer access for job search
- Assistance with resume, cover letter and interview skills
- Board with job postings and online job bank

Community Employment Resource Centre (www.cercnorthumberland.com) (*)**Cobourg**

1005 Elgin Street, Suite 103-A

Cobourg, ON K9A 5J4

Phone: (905) 372-9372

Fax: (905) 372-5247

Email: cobcerc@cercnorthumberland.com**Port Hope**

74 Queen Street (Lakeland Place)

Port Hope, ON L1A 2Y9

Phone: (905) 885-2372

Fax: (905) 885-5706

Email: cerc@cercnorthumberland.com

- Ideal place for independent job seekers
- Assistance with resume, cover letter and interview preparation
- Access to computers, internet, fax, photocopying services
- Computer workshops
- Referral to community services and resources
- Customized packages of information
- 1 hour free childcare for job search purposes (only available in Port Hope)
- Colborne Outreach: The Community Employment Resource Centre goes to Colborne Public Library on Thursdays: 2:00 p.m. to 5:00 p.m. For more information call (905) 372-9372.

Watton Employment Services (www.watton.ca) (*)**Cobourg**

18 Spencer Street East

Cobourg, ON K9A 1C2

Phone: (905) 372-190 or 1-888-348-8854

Fax: (905) 372-7790

Email: greg@watton.ca**Colborne**

Township of Cramahe - Upper Level

1 Toronto Street/Highway 2

Colborne, ON K0K 1S0

Phone: 1-888-348-8854

USEFUL WEBSITES!

- For a listing of jobs available across Canada visit: www.jobbank.gc.ca.
- Labour Market Information: www.labourmarketinformation.ca
- For useful information about training opportunities, jobs available, government assistance, opportunities for entrepreneurs and more resources available in Ontario visit: www.ontario.ca/employmentontario.

Campbellford

Campbellford Public Library
 98 Bridge Street East
 Campbellford, ON K0L 1L0
 Phone: 1-888-348-8854

- Self-employment program and orientation workshops
- One-on-one and online counselling
- Workshops on resume and cover letter writing, interview and job search preparation
- Vocational life skills
- Assessment of aptitudes and abilities
- Job coach program

Northumberland East Support Services (NESS) (*)

74 Main Street
 Brighton, ON K0K 1H0
 Phone: 1-888-348-8854 ext. 2432

- NESS holds the following services for Brighton residents:
 - By appointment only!
 - Watton employment services
 - The help centre services
 - Northumberland Community Futures Development Corporation
 - Northumberland County Community and Social Services
 - Job connect

Youth Habilitation Quinte/Career Edge (www.careeredge.on.ca)

81 Dundas Street West
 Trenton, ON K8V 3P4
 Phone: (613) 392-8317

- Employment programs
- Referrals to other community services in the area
- Employment Counselling

Northumberland County Community and Social Services Employment Services Division (*)

860 William Street, Lower Level
 Cobourg, ON K9A 3A9
 Phone: (905) 372-6846 or 1-800-354-7051 ext. 2475

- Job Placement Services: Referral to local employers looking to hire someone with your skills. (You must be referred by a caseworker) Phone: (905) 372-6846 or 1-800-354-7051 ext. 2425
- Community Placement: Phone: (905) 372-6846 or 1-800-354-7051 ext. 2425

For a detailed explanation of these programs and services pick up a copy of the “Your Guide to Employment” at the Northumberland County building.

SCAMS AND FRAUDS

Typical work-at-home scams promise \$500 a week or more for simple tasks such as assembling products or stuffing envelopes. If you are not sure whether a job advertisement is valid or not, talk to an employment counsellor *before* you reply to the advertisement.

Although most job advertisements are valid, be careful to watch out for advertisements that promise quick, easy money - no experience required; they may be a scam intended to get your money.

If something sounds too good to be true, it probably is!

JOB CONNECT PROGRAM

Job Connect is an Ontario government program that offers walk-in community resource centres open to everyone, summer job services for students and employment planning and job development services for people out of school, unemployed and not receiving Employment Insurance Benefits. Job Connect services are offered at the following organizations:

Job Connect - Fleming College

1005 Elgin Street West
Cobourg, ON K9A 5J4
Phone: (905) 372-6865
Fax: (905) 372-8570

Job Connect - Durham College (www.jobconnectontario.org)

10 Mill Street South
Port Hope, ON L1A 2S5
Phone: (905) 885-4842
Email: pauline.bailey@durhamcollege.ca

Job Connect - Career Edge

81 Dundas Street West
Trenton, ON K8V 3P4
Phone: (613) 392-9157
Fax: (613) 392-8331

EMPLOYMENT - *People With Special Needs*

To learn more about the government benefits and services available to people with a disability visit: www.servicecanada.gc.ca.

- Click on "*People with Disabilities.*"
- Under the section "*Other Useful Sites,*" select "*Guide to Government of Canada Services for People with Disabilities.*"

Watton Employment Services (www.watton.ca) (*)

18 Spencer Street East
Cobourg, ON K9A 1C2
Phone: (905) 372-1901 or 1-888-348-8854
Fax: (905) 372-7790
Email: greg@watton.ca

- Work Integration Network for the Disabled Ontario Works (WINDOW)
- Ontario Disability Support Program (ODSP): Employment support
- Employment and career planning
- Career and Vocational Assessment Program
- Psychological Assessment (Diagnostic testing)
- Self-Employment Plan Development - ODSP Sponsored
- Vocational Life Skills
- Job Trials and On-the-Job Training
- Work Adjustment Program (WAP)
- Unpaid Work Experiences (UWE)
- Job Placement Services
- Opportunities Fund

Campbellford Community Resource Centre: Career Opportunities Project (www.campbellfordcrc.ca)

65 Bridge Street East

Campbellford, ON K0L 1L0

Phone: (705) 653-5161 ext. 28

Fax: (705) 653-0888

Email: cop@campbellfordcrc.ca

- Support and assistance finding and maintaining a job
- Workshops to help with workplace integration
- Training and individual counselling to improve employment skills

Community Living West Northumberland (*)

275 Cottesmore Avenue

Cobourg, ON K9A 4E3

Phone: (905) 372-4455 ext. 229

Fax: (905) 372-2783

Email: cl-wn@bell.net

- Employment assistance and resource network
- Vocational employment training for people with intellectual disabilities: work opportunities, employment support, vocational assessment and skills training. For more information call (905) 372-4455 ext. 232

The Canadian Hearing Society (Outreach Program) (www.chs.ca/offices/peterborough) (*)

315 Reid Street

Peterborough, ON K9J 3R2

Phone: (705) 743-1573

TTY: (705) 743-1621

- Outreach Program to Cobourg (Call to make an appointment)
- Career planning and employment literacy
- Assistance in completing forms, writing resumes and preparing for a job interview
- Employment counselling
- Job placement
- Referral and information services

Canadian National Institute for the Blind (CNIB) (www.cnib.ca) (*)

159 King Street, Suite 304

Peterborough, ON K9J 2R8

Phone: (705) 745-6918

- Offers free employment counselling to persons with low vision throughout Peterborough and Northumberland Counties
- Provides vocational assessments, helps people explore career interests, develop employment plans, market to potential employers, and investigate job opportunities and accommodations
- Helps clients learn how to use adaptive workplace technologies

**Ministry of Community and Social Services/Ontario Disability Support Program
Income and Employment Supports** (www.mcscs.gov.on.ca) (*)

360 George Street North, 2nd Floor

Peterborough, ON K9H 7E7

Phone: (705) 742-9292 or 1-800-663-8560

TTY: (705) 742-7507

- Provides income and employment support for people with a severe physical or mental impairment
- For more information on eligibility criteria and benefits of the program visit their website!*

CONSIDER VOLUNTEERING...

- To make new friends
- To practice your English
- To gain Canadian work experience
- To learn more about Canadian culture

Visit: www.fourinfo.com and click on “*Search for Volunteer Opportunities*” to get more information.

APPRENTICESHIP

An apprentice earns money while learning a skilled trade. Apprenticeships are available in many trades such as hairstyling, welding, carpentry, baking, and brick laying. An apprentice receives on-the-job training with a qualified employer for most of their apprenticeship, but will also spend approximately 10% of their time in classroom training.

To become an apprentice, you must first find an employer who is willing to train you. You or your employer must then contact the closest apprenticeship office where a training consultant will assess your employer’s ability to train you. If the assessment is satisfactory, an agreement will be signed which registers you as an apprentice. Be aware that there are fees for some services.

For more information and for a complete list of qualifying trades, speak to an employment counsellor or contact:

Ministry of Training, Colleges and Universities Apprenticeship Office (*)

350 Dundas Street West

Belleville, ON K8P 1B2

Phone: (613) 968-5558 or 1-800-953-6885

Fax: (613) 968-2364

SKILLS DEVELOPMENT

If you are receiving EI and you feel the only way you will be able to find employment is by developing skills through training, you may qualify for financial assistance to help pay for your training.

- Visit the closest Service Canada office to get more information or go to www.servicecanada.gc.ca.

INTERNATIONALLY-TRAINED PROFESSIONALS

Professional accreditation is the process of getting your non-Canadian education/work experience assessed to determine its Canadian equivalent. Accreditation can be a long and difficult process. However, there are many useful resources available to help you get there.

Why is it important to get your credentials assessed?

- People who work in a regulated field (such as doctors, accountants, teachers, hairstylists, etc.) must get accredited to be legally allowed to work in Canada in their profession (they may, however, be able to work in a related field or under supervision without going through the accreditation process).
- In addition, some colleges and universities require students to submit documents for evaluation, especially if they want to be given credit for courses they have already taken.
- Finally, if you want to know yourself what your education or work experience is equal to in Canada, you can voluntarily get your credentials assessed through an accreditation service. (See listings on the next page).

Professional Licenses

In order to get a professional license you must be assessed by the national and/or provincial regulatory body that governs that profession (the process is different for each profession). For example, accreditation for nurses is done through the College of Nurses of Ontario, while accreditation for engineers is done through the Professional Engineers of Ontario.

Educational Assessments

For this type of assessment the accreditation services are provided directly by the college/university or by an assessment service. Since courses and requirements vary between colleges/universities, assessments are only valid at the college or university where they were obtained.

General Accreditation

This type of accreditation may or may not be recognized by a regulatory body or educational institution. It is done through an accreditation service.

Useful Resources

New Canadians Centre Peterborough (www.nccpeterborough.ca)

205 Sherbrooke Street, Unit D

Peterborough, ON K9J 2N2

Phone: (705) 743-0882

Fax: (705) 743-6219

Email: info@nccpeterborough.ca

- Free, one-on-one counselling to help you with every step of the accreditation process, including:
 - Supplying information on your occupation
 - Determining whether or not you would benefit from accreditation
 - Discussing possible challenges and devising appropriate strategies
 - Understanding the accreditation process
 - Assisting with application forms
 - Talking to regulatory bodies on your behalf
- To schedule an appointment, call the employment counsellor at (705) 743-0882
- If you live outside of Peterborough and cannot come into the centre, a counsellor will arrange to meet with you in the town closest to where you live

Foreign Credentials Referral Office (www.credentials.gc.ca)

Phone: 1-888-854-1805

TTY: 1-800-926-9105

- Provides information and referrals to help you prepare for work, based on where you live in Canada.
- The website includes an online tool that will help you identify the name of your occupation in Canada and provide you with a detailed labour market information report (containing job duties, skill requirements, wage rates, etc.) for a chosen location in Canada.

For accreditation information on related jobs not requiring certification, common job titles and typical employers, visit the Settlement.org website at www.settlement.org/site/EM/apt/occupations.asp.

For information in French, Arabic, Chinese and Russian for the following professions: doctor, engineer, medical laboratory technologist, medical radiology technologist, nurse, occupational therapist, pharmacist, physiotherapist, respiratory therapist, visit the website www.cfeep2p.com.

Accreditation Services

World Educational Services (WES) (www.wes.org.ca)

45 Charles Street East, Suite 700

Toronto, ON M4Y 1S2

Phone: (416) 972-0070 or 1-866-343-0070

Email: canada@wes.ca

- Provides assessments to use with employment, immigration, apprenticeships, higher education or licensing.
- Check the accreditation requirements for your profession or program before applying for a WES evaluation - only some regulatory bodies accept WES evaluations.

University of Toronto Comparative Education Service (www.adm.utoronto.ca/ces)

315 Bloor Street West

Toronto, ON M5S 1A3

Phone: (416) 978-2190

Email: info@utoronto.ca

- Provides assessments to use with employment or immigration

International Credential Assessment Service of Canada (ICAS) (www.icascanada.ca)

100 Stone Road West, Suite 303

Guelph, ON N1G 5L3

Phone: (519) 763-7282 or 1-800-321-6021

Email: info@icascanada.ca

- Provides assessments for employment or educational purposes

SKILLS DEVELOPMENT

If you are receiving Employment Insurance (EI) and you feel the only way you will be able to find employment is by developing some skills through training, you may be eligible for financial assistance to help pay for your training.

- Visit the closest Service Canada office to get more information or go to www.servicecanada.gc.ca.

SELF-EMPLOYMENT

Many newcomers to Canada have become successful entrepreneurs. It's important to plan carefully before starting your own business. With careful planning, your business is much more likely to succeed. Fortunately, there are many organizations offering free services that can help you with the planning process and beyond.

BEFORE YOU BUY...

Although buying an established business can be a great way of getting into business for yourself, *never* buy a business - even from a friend or family member - before you examine the business and its financial situation carefully. Many organizations, such as those listed below, offer free business consultations that can help you do just that.

Northumberland County Community and Social Services/Self-Employment Program

860 William Street, Lower level

Cobourg, ON K9A 3A9

Phone: (905) 372-6846 or 1-800-354-7051 ext. 2471

- The OSEB program offers its participants 40 weeks of assistance in the form of a business plan writing course, ongoing counselling and training.
- You must have been receiving social assistance for 4 months
- You must not have been self-employed in the past 3 years
- If accepted and if your income does not exceed Ontario Works income eligibility you will continue to receive social assistance benefits

Northumberland Community Futures Development Corporation (www.northcfdc.ca) (*)

1005 Elgin Street, Suite 206 (The Fleming Building)

Cobourg, ON K9A 5J4

Phone: (905) 372-8315 or 1-866-670-1191

- Business counselling
- Access to loans for new and small businesses
- Guidance on forms and documents to start up a business
- Internet and computer access for business research and planning
- Mentoring and networking opportunities

Network for Women Entrepreneurs (www.cobsc.org/nwe)

Phone: 1-888-300-9308

Email: new-rfe@cbosc.ic.gc.ca

- Information provided at no charge, in English or French, Monday to Friday 8:30 a.m. to 6:00 p.m.
- Networking events and promotions activities in all areas of the province
- Website containing information on entrepreneurship and upcoming events

Watton Employment Services (www.watton.ca) (*)

18 Spencer Street East

Cobourg, ON K9A 1C2

Phone: (905) 372-1901 or 1-888-348-8854

Fax: (905) 372-7790

Email: greg@watton.ca

- Self-Employment Plan Development for ODSP clients

STAFFING AGENCIES

Staffing agencies (also called placement, temporary or employment agencies) help other companies find qualified employees to fill their temporary, permanent and contract positions. One staffing agency may be different from another; for example, one agency may have office positions to fill and require you to apply online, while another agency may have construction positions to fill and require you to apply in person. Others may require you to undergo screening or testing.

Staffing agencies can be a good way for you to gain experience and make contacts; however, before you choose a temporary agency, make sure you check their websites or visit them in person so you know exactly what they are looking for and what you should expect from them - you should not be charged any fees or have any non-governmental deductions taken from your paycheck!

ADECCO

56 Quinte Street
Trenton, ON K8V 3S9
Phone: (613) 965-5927

Drake Skilled Temporary (www.drakeintl.com)

199 Front Street, Suite 206
Belleville, ON K8P 3C3
Phone: (613) 966-7283

IS2 Staffing Services

1040 Division Street, Unit 8
Cobourg, ON K9A 5V5
Phone: (905) 372-3738

Kelly Services (www.kellyservices.ca)

257 Pinnacle Street, Unit 101
Belleville, ON K8N 3B2
Phone: (613) 962-8647

Manpower Temporary Services (www.ca.manpower.com)**Cobourg**

1011 Elgin Street West, Suite 25
Cobourg, ON K9A 5J4
Phone: (905) 373-0967

Peterborough

131 Simcoe Street
Peterborough, ON K9H 0A3
Phone: (705) 743-5871

Belleville

179 Pinnacle Street
Belleville, ON K8N 3A5
Phone: (613) 968-3455

- Mostly offers industrial and some office positions

To find out more visit the agency with resume or visit their website at www.ca.manpower.com

Qualified Personnel Solutions**Cobourg**

257 Division Street, Suite 102
Cobourg, ON K9A 3P9
Phone: (905) 373-4400

Peterborough

311 George Street, Lower Level 18
Peterborough, ON K9J 3H3
Phone: (705) 745-8874

- Areas of focus include industrial, accounting, administrative and clerical support positions

The Staffing Connection**Cobourg**

245 Division Street
Cobourg, ON K9A 3P8
Phone: (905) 377-1161

Peterborough

184 Charlotte Street, Suite 205
Peterborough, ON K9J 2T8
Phone: (705) 741-5286

- Deals with all areas of work

To register, fax resume and cover letter. Agency will follow-up at a later date.

Labour Ready (www.labourready.com)

306 George Street North
Peterborough, ON K9J 3H2
Phone: (705) 760-9111

- Employment in the general labourer and industrial fields

Register with a resume.

Financial Assistance

The Help Centre

Community Utility Trust and Health Bank Funds

1005 Elgin Street West, Suite 301

Cobourg, ON K9A 5J4

Phone: (905) 372-3646 or 1-888-698-3382

- Assistance to clients who are under the threat of utility disconnects. Payments are made directly to the utility.
- Interest free loans and flexible repayment timing for those without medical or dental insurance or for expenses that are not covered by their health insurance.

Neighbourlink of Cobourg and District

Phone: (905) 373-1558

Monday, Wednesday and Friday: 9:00 a.m. to 12:00 p.m.

- Assistance with translation
- Transportation to medical appointments
- Tutoring
- Temporary childcare
- Assistance for household repairs

Northumberland County Community and Social Services/Ontario Works

860 William Street

Cobourg, ON K9A 3A9

Phone: (905) 372-6846 or 1-800-354-7051

Fax: (905) 372-6701

CHILD TAX BENEFIT

This benefit is a monthly payment free of taxes made by the Federal government to eligible families to help with the cost of raising children (under 18 years of age). For information on how to register, contact the Service Canada Office at (705) 750-4500 or 1-800-622-6232.

DID YOU KNOW...

Which benefits you are entitled to if eligible for Income Support under the Ontario Works act?

- Basic drug coverage
- One eye examination every 24 months
- Dental and vision care for children
- Diabetic and surgical supplies
- Medical transportation
- Special diet
- Pregnancy item
- Employment related expenses

You may be eligible for further discretionary benefits! For more information contact:

Northumberland County Community and Social Services

860 William Street

Cobourg, ON K9A 3A9

Phone: (905) 372-6846 or 1-800-354-7051

How to Apply for Social Assistance Under Ontario Works

1) Call (905) 372-6846 or 1-800-354-7051 ext. 2468 to complete a phone interview.

Get the following information about yourself, your spouse and any children before calling:

- Birth certificate
- Social insurance number
- Health card number
- Immigration number and date of landing
- Full address, postal code and telephone number
- Cost of rent or mortgage
- Landlord's name and address
- Cost of utilities (gas, hydro [electricity], water)
- Bank account information
- Address and employment history for the past 12 months
- All money you receive (wages, pensions, child tax credit, etc.)
- Life insurance details
- List of assets (house, car or any other investment)
- Marriage/divorce certificates
- School verifications
- Current resume, grade 12 diploma
- Void cheque or direct debit form

2) In-person application interview.

After the 20-30 minute interview by phone you will be asked to go to the Community and Social Services Office to verify your eligibility. If you are eligible you could get a monthly income support to cover basic needs and shelter.

Ministry of Community and Social Services/Ontario Disability Support Program Income and Employment Supports (www.mcscs.gov.on.ca) (*)

360 George Street North, 2nd Floor

Peterborough, ON K9H 7E7

Phone: (705) 742-9292 or 1-800-663-8560

TTY: (705) 742-7507

- Provides income and employment support for people with a severe physical or mental impairment.

For more information on eligibility criteria and benefits of the program visit their website!

Credit Counselling Service (www.ccrcc-ptbo.com)

351 Charlotte Street, Suite 203

Peterborough, ON K9J 2W1

Phone: (705) 742-1351

Email: ccspeterborough@trytel.net

- Money management workshops
- Credit Counselling
- Mediation with creditors
- Outreach program

DO YOU NEED FINANCIAL ASSISTANCE TO PAY FOR CHILDCARE?

If you are receiving assistance from Ontario Works you can access the Ontario Works Child Care Funding. Contact **Northumberland County Social Services** located at 860 William Street, Cobourg, ON K9A 3A9 or phone: (905) 372-6846 or 1-800-354-7051

Food Banks

In any of the following locations, food (generally canned or packaged foods) is available free of charge to those in need.

Northumberland Fare Share

Cobourg

775 Division Street, Northam Industrial Park, Unit 17 South
Cobourg, ON K9A 3S4
Phone: (905) 372-5308
Wednesday: 10:00 a.m. to 1:00 p.m. and 6:00 p.m. to 8:00 p.m.

Port Hope

34 South Street
Port Hope, ON K9A 4L3
Phone: (905) 885-6674
Wednesday: 10:00 a.m. to 12:00 p.m.

Brighton Fare Share

23 Prince Edward Street
Brighton, ON K0K 1H0
In emergency: (613) 475-4190 (Brighton Community Care)
Last two Wednesdays of the month: 9:00 a.m. to 12:00 p.m.

Campbellford and Warkworth Fare Share

28 Doxsee Avenue South
Campbellford, ON K0L 1L0
In emergency: (705) 653-2623 or (705) 653-1930 or (705) 632-0035
Wednesday: 10:00 a.m. to 11:30 a.m.

Colborne Food Bank

1 Church Street East
Colborne, ON K0K 1S0
Phone: Dorothy Rutherford (905) 355-1338 or Pamela Taylor (905) 355-3331
Second and fourth Tuesday of the month: 9:00 a.m. to 11:00 a.m.

Colborne - Blessing Cupboard

75 King Street East
Colborne, ON K0K 1S0
Phone: Glenda Quinn (905) 355-1488
Second Tuesday and every Sunday: 11:00 a.m. to 1:00 p.m.

Bewdley - Community Works in Hamilton Township

7147 Lake Street (The Bewdley Optimist Hall)
Bewdley, ON K9A 5P4
Phone: (905) 342-1146
Thursday: 3:30 p.m. to 6:00 p.m.

Hastings and Roseneath - Ministerial Food Bank

50 Victoria Street
Hastings, ON K0L 1Y0
Phone: (705) 696-1105
Tuesday: 1:00 p.m. to 2:30 p.m.
Wednesday: 7:00 p.m. to 8:00 p.m.

Alderville Community Food Bank

8467 County Road 45
 Alderville, ON KoK 2X0
 Phone: (905) 352-2140
 Monday to Thursday: 8:15 a.m. to 4:30 p.m.
 Friday: 8:15 a.m. to 2:00 p.m.

Emergency Food Resources**The Help Centre**

1005 Elgin Street West, Suite 301
 Cobourg, ON K9A 5J4
 Phone: (905) 372-2646 or 1-888-698-3382
 Fax: (905) 372-2205

- Food Cupboard: small selection of non-perishable food items.
- Mobile Food Bank: delivery of food from cupboard to those unable to get to the centre.
- Milk for Moms: \$5 dollar coupon to buy 4 litre bag of milk. Only available for families with children.

Northumberland County Community and Social Services/Children's Services/Community Outreach Program

860 William Street
 Cobourg, ON K9A 3A9
 Phone: (905) 372-6846 or 1-800-354-7051 ext. 2473

- Links families with children to food, in case you run short or have an emergency

FOOD FOR KIDS

In most schools within the area, there are breakfast clubs for students who request it. For more information about the *Food For Kids* program talk to your child's teacher or principal.

Food Programs**Community Meals**

These meals are only available between mid-September and June.

Cobourg**St. Peter's Anglican Church**

240 College Street
 Cobourg, ON K9A 4K2
 Phone: (905) 372-3442
 Tuesday: 11:30 a.m. to 1:00 p.m.

St. Andrew's Presbyterian Church

200 King Street West
 Cobourg, ON K9A 2N1
 Phone: (905) 372-7411
 Thursday: 11:30 a.m. to 1:00 p.m.

Port Hope**St. Mark's Anglican Church** *(provided by the Salvation Army)*

51 King Street
 Port Hope, ON L1A 2R6
 Phone: (905) 885-4071
 Tuesday: 11:30 a.m. to 1:00 p.m.

Salvation Army Community and Family Services**Campbellford**

67 Queen Street
 Campbellford, ON K0L 1L0
 Phone: (705) 653-4185
 Tuesday and Thursday: 9:00 a.m. to 1:00 p.m.

Cobourg

66 Swayne Street
 Cobourg, ON K9A 4W4
 Phone: (905) 373-9440
 Monday, Wednesday and Friday: 9:00 a.m. to 1:00 p.m.
 - Emergency food and vouchers for those in need
 - Community meals (available between mid-September and June)
 - Assistance by appointment, call for days and times!

Northumberland Community Gardens

445 Monk Street, Villa Saint Joseph
 Cobourg, ON K9A 2S9
 Phone: (905) 372-6311
 - Rent space at the community gardens (Small fee)
 - Open mid-May to October 31

Unity Garden in Warkworth - HKPR

Phone: (905) 885-9100 or 1-866-888-4577 ext. 325
 - Volunteers plant donated seeds and seedlings, work the garden and harvest produce.
 - Produce is divided between volunteers and donations to food banks in Northumberland.

DID YOU KNOW?

If you are on Ontario Works and are pregnant, nursing or have a medical condition that requires a special diet, you may be eligible for a *“Special Diet Allowance.”* For more information call *Northumberland County Social Services* at (905) 372-6846 or 1-800-354-7051

Human Rights

(See also the Legal Aid Section of the guide).

The Ontario Human Rights Code is the piece of legislation that protects people against discrimination (unfair treatment) based on:

- Age
- Colour
- Ability
- Ancestry
- Race
- Marital status
- Family status
- Origin
- Record of offences (criminal record)
- Dependence on public assistance
- Religion
- Citizenship
- Ethnic origin
- Sex
- Sexual orientation

Source: www.settlement.org/FD June 2007; page 33

If you feel discriminated against, report it!

Ontario Human Rights Commission (*)

180 Dundas Street West, 7th Floor

Toronto, ON M7A 2R9

Phone: (416) 314-4500 or (416) 326-9511 or 1-800-387-9080

TTY: (416) 314-6526 or 1-800-308-5561

Fax: (416) 326-9520

Email: info@chrc.on.ca

- In charge of enforcing and administering the Ontario Human Rights Code

- Investigates and assesses human rights complaints

Legal Aid

Northumberland Community Legal Centre (*)

1005 Elgin Street, Suite 301
Cobourg, ON K9A 5J4

Phone: (905) 373-4464 or 1-800-850-7882

- This centre provides legal advice, public legal education, referral to community agencies, and legal representation (only for financially eligible residents) on the following areas of law:

- Landlord and Tenant Law
- Ontario Disability Support Program
- Ontario Works
- Canada Pension Plan
- Employment Insurance
- Ontario Human Rights code

Visit: www.settlement.org to learn more about the Residential Tenancy Act!

Legal Aid Ontario (www.legallaid.on.ca)

240-C Division Street
Cobourg, ON K9A 4K5

Phone: (905) 372-2432

- Serving individuals who need a lawyer but cannot afford to hire one.
- Applications are taken Monday to Thursday at 9:00 a.m. or 1:00 p.m.

Family Law Information Centre (FLIC)

860 William Street
Cobourg, ON K9A 3A9

Phone: (905) 372-3751 ext. 128

- Information on the court process
- Information about alternative resolution options
- Referrals to community resources and support services available to you in your community

Northumberland County Community and Social Services Family Support Program (*)

860 William Street
Cobourg, ON K9A 3A9

Phone: (905) 372-6846 or 1-800-354-7051 ext. 2481

- Help to get child or spousal financial support from the other parent
- Support amounts are based on the other parent's income

Ontario Rental Housing Tribunal (www.orht.gov.on.ca) (*)

300 Water Street
Peterborough, ON K9J 8M5

Phone: 1-888-332-3234

Fax: 1-888-377-8808

- Assistance with landlord-tenant disputes about issues covered in the Tenant Protection Act.

ARCH: Legal Resource Centre for People with Disabilities (www.archdisabilitylaw.ca) (*)

425 Bloor Street East, Suite 110
Toronto, ON M4W 3R5

Phone: (416) 482-8255 or 1-866-482-2724

TTY: (416) 482-1254 or 1-866-482-2728

Fax: (416) 482-2981 or 1-866-881-2723

Email: archlib@lao.on.ca

- Community legal clinic and legal information for people with disabilities

Legal Line (www.legalline.ca)

45 St. Clair Avenue West, Suite 901

Toronto, ON M4V 1K9

Phone: (416) 929-8400 (24 hours a day)

Fax: (416) 929-3651

Email: info@legalline.ca

- Free legal information on how to determine when the assistance of a lawyer is advisable
- Directs people to appropriate resources for further assistance

Lawyer Referral Service (\$)

Phone: 1-900-565-4577

- You can call this number to get the contact information of a lawyer who has experience in cases similar to yours

- You can ask for the contact information of a lawyer who can speak your first language

Calling this number has a service charge of \$6 per referral.

Refugee Law Office**Toronto**

375 University Avenue, Suite 204

Toronto, ON M5G 2J5

Phone: (416) 598-0200 or 1-800-668-8258

Scarborough

1921 Eglinton Avenue East, Unit 1A

Scarborough, ON M1L 2L6

Phone: (416) 750-7172 or 1-800-668-8258

- Helps refugee claimants who already have a legal aid certificate
- Helps people who are being detained for immigration reasons

To learn more about the law, your rights and the Canadian legislation go to www.cleo.on.ca.

Community Legal Education Ontario

119 Spadina Avenue, Suite 600

Toronto, ON M5V 2L1

Phone: (416) 408-4420 (Accepts collect calls)

Fax: (416) 408-4424

Email: cleo@cleo.on.ca

Community Services for Families and Children

Northumberland Child Development Centre/Bright Starts for Babies

38 Walton Street, 3rd Floor

Port Hope, ON L1A 1N1

Phone: (905) 885-8137

Fax: (905) 885-4819

- Parenting support program for parents with children under 6 years old
- Meals are prepared and shared each meeting
- Groups meet weekly in Cobourg, Port Hope, Brighton and Campbellford
- Transportation and childcare are available

Call for more information!

Northumberland County Community and Social Services Children Services/LEAP Program

860 William Street, Lower Level

Cobourg, ON K9A 3A9

Phone: (905) 372-1003 or 1-800-354-7051 ext. 2456

- LEAP is an Ontario Works program to help young parents (Aged 16-25 years) to get their high school diploma
- Free childcare while parents are in school
- Money for school supplies, clothes and class trips
- Transportation expenses to and from childcare and school
- Pre-employment support

Northumberland County Community and Social Services Community Outreach Program

860 William Street

Cobourg, ON K9A 3A9

Phone: (905) 372-6846 or 1-800-354-7051 ext.2473

- This program helps families to access services such as food, clothing, shelter, counselling, childcare, recreation, transportation, education, and employment

Children's Aid Society of Northumberland (*)

1005 Burnham Street

Cobourg, ON K9A 5J6

Phone: (905) 372-1821

Fax: (905) 372-5284

- Helps in situations of child abuse, neglect and parent-teen conflict
- Counselling for pregnancy planning, parenting and adoption

Kinark Child and Family Services (www.kinark.on.ca) (*)

Cobourg

20 Strathy Road, Unit 3

Cobourg, ON K9A 5J7

Phone: (905) 372-4361 or 1-800-551-0403

Crisis: (905) 372-2070

Fax: (905) 373-1382

Campbellford

146 Oliver Road, Second floor

Campbellford, ON K0L 1L0

Phone: (705) 653-4208 or 1-800-230-8531 (By appointment only!)

- Supports children with behavioural, emotional and social problems

Ontario Early Years Centres (OEYC)/Northumberland YMCA (www.ontarioearlyyears.ca) (*)**Cobourg**

339 Elgin Street West
 Cobourg, ON K9A 4X5
 Phone: (905) 377-1271 or 1-866-301-6392
 Fax: (905) 377-8940
 Email: oeycmail@ymcanorthumberland.com

Brighton

170 Main Street
 Brighton, ON KoK 1Ho
 Phone: (613) 475-2234
 Fax: (613) 475-5438

Campbellford

179 Saskatoon Avenue
 Campbellford, ON KoK 1Lo
 Phone: (705) 632-1144
 Fax: (705) 632-1183

Hastings

6 Albert Street East
 Hastings, ON KoK 1Yo
 Phone: (705) 696-1353
 Fax: (705) 696-2213

Port Hope

74 Queen Street
 Port Hope, ON L1A 2Y9
 Phone: (905) 885-8856
 Fax: (905) 885-1419

Trenton

101 Queen Street
 Trenton, ON K8V 4Y2
 Phone: (613) 965-4272
 - Early learning and literacy programs for parents and children
 - Training about pregnancy for new parents
 - Parenting programs
 - Information about programs and services available for children aged 0-6

Community Services for Women

If you are experiencing or have experienced emotional, sexual, psychological, financial, verbal or physical abuse by your intimate partner, look for help.

Northumberland Services for Women (*) (+)

32 Swayne Street

Cobourg, ON K9A 3P7

Phone: 1-800-263-3757 (Only within Northumberland County)

Cobourg: (905) 372-0746

Campbellford and Port Hope: (905) 372-6173

Brighton: (905) 372-1545

- Shelter Services for women and their children
- Community information and referral services
- Accompaniment and advocacy for women to hospitals, lawyers, police and Court
- Support, advocacy and referrals for children who have witnessed or experienced abuse
- Individual Counselling
- Empowerment, Employment readiness, Female Parent and Support Groups
- Services are available in different locations throughout Northumberland County

Alderville First Nation Women's Shelter (*)

P.O. Box 39

Roseneath, ON K0K 2X0

Phone: (905) 352-3898

24 hour Crisis Line: (905) 352-3708 or 1-800-388-5171

- Aboriginal traditional healing techniques and conventional forms of counselling for women and children
- Counsellors available to shelter residents 24 hours a day, 7 days a week
- Comprehensive children's programming
- Advocacy, referrals and Court accompaniment
- Confidential crisis intervention
- Emergency transportation
- Able to accommodate 15 women and children (maximum stay of 8 weeks)

Alpha House (www.alphahousenorthd.org)

168 Hibernia Street

Cobourg, ON K9A 3J8

Phone: (905) 372-4774

Email: alphahouse@cogeco.net

- Shelter and support services for first-time mothers who are under 21 years old
- Able to accommodate 4 women and their infants
- Gently used clothing shop for children (up to size 2)
- Outreach programs such as: Monthly well-baby clinic and monthly young parent playgroup

IN NEED OF FOOD?

Please see the listing of food banks on page 37-38.

Community Services for People with Special Needs

Five Counties Children's Centre (*)

Cobourg

700 D'Arcy Street
 Cobourg, ON K9A 5T3
 Phone: (905) 377-0192 ext. 223
 Fax: (905) 377-9491
 Email: info@fivecounties.on.ca

Campbellford

174 Oliver Road
 Campbellford, ON K0L 1L0
 Phone: (905) 653-1334
 Email: info@fivecounties.on.ca

- Speech Language Therapy
- Occupational Therapy
- Physiotherapy
- Therapeutic Recreation
- Family Services
- Augmentative Communication Services
- Preschool Resource Teachers (in Peterborough County)
- Specialized clinics/services

Central East Access Centre (www.hnv.ccac-ont.ca)

Campbellford

119 Isabella Street, Unit 7
 Campbellford, ON K0L 1L0
 Phone: (705) 653-1005 or 1-800-368-8053
 After Hours: 1-877-468-5544

Port Hope

151A Rose Glen Road
 Port Hope, ON L1A 3V6
 Phone: (905) 885-6600 or 1-800-347-0299
 After hours: (905) 885-6222

- This centre can help anyone who has a chronic disease or disability to access health care and support services such as nursing and therapies.

The Canadian Hearing Society (Outreach Program)

315 Reid Street
 Peterborough, ON K9J 3R2
 Phone: (705) 743-1573
 TTY: (705) 743-1621

- Support and counselling with daily living activities
- Case management and crisis intervention
- Employment services

Call to find out when they can come to your community!

Regional Information

You can go online to your municipality's website and get information about the events and activities happening in your community.

Municipality of Alnwick/Haldimand: www.alnwickhaldimand.ca

Municipality of Brighton: www.brighton.ca

Click on *Residents*, you will find useful information about:

- Places of worship
- Sports associations
- Local police and health services
- Property tax
- Useful information for new residents

Town of Cobourg: <http://town.cobourg.on.ca>

Click on *Town Services*, you will see a list of all the information available to you in Cobourg.

Township of Cramahe: www.cramahetownship.ca

Click on *Community*, you will find information about:

- Libraries
- Schools
- Churches
- Community care
- Community groups

Click on *Keeler Centre* to get information about:

- Parks and Recreation Facilities
- Upcoming Events in the township

Township of Hamilton: www.hamiltontownship.ca

Listing of recreation centres, upcoming events, emergency and municipal services, and more useful information.

Municipality of Port Hope: www.porthope.ca

Listing of recreation centres, upcoming events, emergency and municipal services, and more useful information.

Municipality of Trent Hills: www.trenthills.ca

Click on the name of your community *Campbellford*, *Hastings* or *Warkworth* and get information about:

- Emergency services
- Community organization
- Recreational opportunities
- Events calendar
- Maps

INFO NORTHUMBERLAND (www.fourinfo.com)

This is a community information centre that provides information about the services available in four counties: Northumberland, Haliburton, Peterborough and the City of Kawartha Lakes. The information at INFO Northumberland can help you find the following type of information:

- **Community Information Database**
 - This database contains a large amount of information for community organizations, agencies, sports and business associations.
- **Volunteer Opportunities**
 - Listing of volunteer positions available in the four counties. Information on rights, responsibilities and benefits of volunteer work.
- **Helpful Sites**
 - Thorough listing of useful resources.

TRANSPORTATION**BUYING A CAR?**

There are many things you should consider before you decide to buy a car.

- Visit: www.settlement.org and click on “*Consumer Information*” and then select “*Transportation.*”

Driver Examination Centres

To get an Ontario driver’s license you need to go to any of the following places to take a driver examination. For more information about getting your Driver’s License visit: www.drivetest.ca.

Peterborough Driver Examination Centre

749 Erskine Avenue
Peterborough, ON K9J 7Y6
Phone: (705) 745-5620
Fax: (705) 745-2615
Monday to Friday: 8:30 a.m. to 5:00 p.m.

Belleville Driver Examination Centre

345 College Street East, Unit 12 RR#6
Belleville, ON K8N 4Z6
Phone: (613) 962-1903
Fax: (613) 962-6566
Monday to Friday: 8:30 a.m. to 5:00 p.m.

Driver and Vehicle Licensing Offices

Once you have an Ontario Driver’s License you can go to the closest Driver and Vehicle Licensing Office to get your plate sticker, get a license plate or renew your license. For more information and locations visit: www.mto.gov.on.ca.

Brighton

140 Prince Edward Street
 P.O. Box 70
 Brighton, ON KoK 1Ho
 Phone: (613) 475-2641
 Monday to Friday: 8:30 a.m. to 5:00 p.m. (Closed: 12:30 p.m. to 1:00 p.m.)
 Saturday: 9:00 a.m. to 12:00 p.m.

Campbellford

51 Grand Road
 P.O. Box 376
 Campbellford, ON KoL 1Lo
 Phone: (705) 653-1579
 Monday to Friday: 9:00 a.m. to 5:00 p.m.
 Saturday: 9:00 a.m. to 1:00 p.m.

Cobourg

1111 Elgin Street
 Cobourg, ON K9A 5H7
 Phone: (905) 372-2513
 Monday to Friday: 9:00 a.m. to 5:00 p.m.
 Saturday: 9:00 a.m. to 1:00 p.m.

Port Hope

58 Queen Street
 Port Hope, ON L1A 3Z9
 Phone: (905) 885-7400
 Monday, Tuesday, Wednesday and Friday: 9:00 a.m. to 5:00 p.m.
 Thursday: 9:00 a.m. to 7:00 p.m.

Trenton

15 Dundas Street East
 Trenton, ON K8V 1K6
 Phone: (613) 965-1261
 Monday to Friday: 9:00 a.m. to 5:00 p.m.
 Saturday: 9:00 a.m. to 12:00 p.m.

PUBLIC TRANSIT**Cobourg**

55 King Street West
 Cobourg, ON K9A 2M2
 Phone: (905) 372-4555
 Monday to Friday: 6:15 a.m. to 9:45 p.m.
 Saturday and Sunday: 8:15 a.m. to 6:45 p.m.

Port Hope

56 Queen Street
 Port Hope, ON L1A 3V9
 Phone: (905) 885-4544
 Monday to Saturday:
 Westbound: 7:58 a.m. to 4:58 p.m.
 Eastbound: 8:20 a.m. to 5:20 p.m.

CANADIAN STATUTORY HOLIDAYS**(Most Workers Will Have These Days Off)**

January 1	New Year's Day
Third Monday in February	Family Day
Friday in March or April	Good Friday
Monday before May 25	Victoria Day
July 1	Canada Day
First Monday of September	Labour Day
Second Monday of October	Thanksgiving Day
December 25	Christmas Day
December 26	Boxing Day

Some employers may give their employees the following days off, but are not required to by law:

Sunday after Good Friday	Easter Sunday
Monday after Good Friday	Easter Monday
First Monday in August	Civic Holiday
November 11	Remembrance Day

Taxis

Taxi Van: (905) 373-8850

Cobourg Taxi: (905) 372-1820

A-1 Taxi: (905) 372-4449

Port Hope Taxi: (905) 885-7264 or 1-800-351-8176

LIBRARIES

Call to find out the hours of operation.

Grafton Library

135 Old Danforth Road
P.O. Box 12
Grafton, ON KoK 2G0
Phone: (905) 349-2424
Email: grafplib@eagle.ca

Bewdley Library

7147 Lake Street
Bewdley, ON KoL 1E0
Phone: (905) 797-2810

Campbellford Library

98 Bridge Street East
Campbellford, ON KoL 1L0
Phone: (705) 653-3611
Fax: (705) 653-4611

Cobourg Library Service

200 Ontario Street
Cobourg, ON K9A 5P4
Phone: (905) 372-9271

Colborne Library

6 King Street West
Colborne, ON KoK 1S0
Phone: (905) 355-3722

Gores Landing Library

5199 Burnham Street (Community Hall)
Gores Landing, ON KoK 2E0
Phone: (905) 342-9996

Hastings Library

6 Albert Street East
Hastings, ON KoL 1Y0
Phone: (705) 696-2111
Fax: (705) 696-2323

Mary J. Benson Library

31 Queen Street
Port Hope, ON L1A 2Y8
Phone: (905) 885-4712
Fax: (905) 885-4181
Email: library@porthope.ca

LOST OR STOLEN ITEMS

If you lose any of the following pieces of identification you must call and report them lost!

Health Card: 1-800-664-8988 or TTY: 1-800-387-5559

SIN Card: 1-800-206-7218 ext. 3

Passport: 1-800-567-6868

Driver's License: Go to a Driver and Vehicle Licensing Office

Canadian Citizenship Card/Permanent Residence Card: 1-888-242-2100

Birth Certificate: (416) 325-8305 or 1-800-461-2156

POLICE DEPARTMENT (Non-Emergency Calls)**Ontario Provincial Police (OPP)**

Phone: 1-888-310-1122

Cobourg Police Services

107 King Street West
Cobourg, ON K9A 2M4
Phone: (905) 372-9305

Port Hope Police Services

230 Walton Street, P.O. Box 111
Port Hope, ON L1A 3V9
Phone: (905) 885-8123

Warkworth Library

40 Main Street
 P.O. Box 98
 Warkworth, ON K0K 3K0
 Phone: (705) 924-3116
 Fax: (705) 924-3139

PUBLIC INTERNET ACCESS**Community Access Program (CAP) Sites**

This program provides people with affordable access to internet in different locations throughout the County of Northumberland. All libraries are CAP sites! For more information and a complete list of CAP sites visit: www.peterboroughcapnetwork.ca.

Brighton CAP

74 Main Street
 P.O. Box 1421
 Brighton, ON K0K 1H0
 Phone: (613) 475-5944
 Email: brightoncap@yahoo.ca

Village Legion

21 University Avenue East
 Cobourg, ON K9A 1C6
 Phone: (905) 372-2355

Alderville First Nation Learning Centre

11696 Second Line Road
 P.O. Box 46
 Roseneath, ON K0K 2X0
 Phone: (905) 352-2793
 Thursday: 12:00 p.m. to 4:30 p.m.
 Friday: 12:00 p.m. to 4:30 p.m.
 Saturday: 12:00 p.m. to 4:30 p.m.

NEWSPAPERS**Cobourg Daily Star**

99 King Street West
 P.O. Box 400
 Cobourg, ON K9A 4L1
 Phone: (905) 372-0131
 Fax: (905) 372-4966
 Email: [cgsletters@northumberlandtoday.com](mailto:cdsletters@northumberlandtoday.com)

Port Hope Evening Guide

97 Walton Street
 P.O. Box 296
 Port Hope, ON L1A 1N4
 Phone: (905) 885-2471
 Fax: (905) 885-7442
 Email: phegnews@northumberlandtoday.com

FIREFIGHTERS (Non-Emergency Numbers)**Cobourg Fire Department**

Phone: (905) 372-9789

In case of an emergency dial 911.

Colborne Chronicle

27 King Street East
 P.O. Box 208
 Colborne, ON KoK 1S0
 Phone: (905) 355-2843
 Fax: (905) 355-1639
 Email: chronicle@bellnet.ca

Northumberland Weekly (www.northumberlandtoday.com)

99 King Street West
 P.O. Box 400
 Cobourg, ON K9A 4L1
 Phone: (905) 372-0131
 Fax: (905) 372-4966
 Email: cdsletters@northumberlandtoday.com

Community Press (www.communitypress-online.com)

67 Bridge Street East
 Campbellford, ON KoL 1L0
 Phone: (705) 653-3472
 Fax: (705) 653-3472
 Email: compresc@redde.on.ca

Northumberland News (www.northumberlandnews.com)

884 Division Street, Unit #212 (Building #2)
 Cobourg, ON K9A 5V6
 Phone: (905) 373-7355
 Fax: (905) 373-4719

The Independent (www.indynews.ca/index.php)

1 Young Street
 P.O. Box 1030
 Brighton, ON KoK 1H0
 Phone: (613) 475-0255 or 1-800-267-8012
 Fax: (613) 475-4546 or 1-866-601-8880

Glossary

- ABL*: Adult Basic Literacy
- ACE*: Academic Career Entrance Certificate
- EI*: Employment Insurance
- ESL*: English as a Second Language
- GED*: General Education Development
- HKPR*: Haliburton, Kawartha, Pine Ridge Health Unit
- LINC*: Language Instruction for New Canadians
- NCC*: New Canadians Centre
- ODSP*: Ontario Disability Support Program
- OEYC*: Ontario Early Years Centre
- OHIP*: Ontario Health Insurance Plan
- OPP*: Ontario Provincial Police
- OW*: Ontario Works
- SIN*: Social Insurance Number
- YWCA*: Young Women's Christian Association

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***"We may have all come on different ships,
but we're in the same boat now."***

- Martin Luther King, Jr.