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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

Crime Stoppers of Lindsay

Call to report a crime.

1-800-222-8477

Telecare Distress Line

Support and assistance in time of crisis.

(705) 878-4411

Kawartha/Haliburton Victim Services

Short term emotional support for victims of crime, tragic circumstances or disaster.

(705) 454-1884 or 1-800-574-4401

Parent Help Line

Counselling and referrals for parents with questions about their teenager.

1-888-358-5145

Lesbian, Gay, Bi Youth Help Line

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

1-800-268-9688

Youth Phone Line

Support and counselling for youth.

(905) 372-7738

Kids Help Line

Support, counselling and information on issues affecting kids.

1-800-668-6868

FourCAST Addiction Services

Support, referrals and crisis intervention in cases of addiction.

(705) 878-5547

Four County Crisis Community Mental Health

Information, referrals, professional support and intervention in time of crisis.

(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).

1-866-797-0000

TTY: 1-866-797-0007

Poison Information Centre

Information and advice about potential exposure to poisonous substances.

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

Women's Resources (Located in Lindsay)

Emotional support and counselling for abused women and their children.
(705) 878-4285

Sexual Assault Response Team (Peterborough Hospital)

Specially trained nurses to assist victims of violence and sexual abuse.
(705) 876-5022

Kawartha Sexual Assault Centre (Located in Peterborough)

Information, counselling and support for women who have been sexually assaulted.
(705) 741-0260 or 1-866-298-7778

Assaulted Women's Help Line (Located in Toronto)

Counselling, emotional support, information and referrals.
1-866-863-0511
TTY: 1-866-863-7868

SHELTERS

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

A Place Called Home (Located in Lindsay)

(705) 328-0905 or 1-866-520-2689

Women's Resources (Located in Lindsay)

(705) 878-4285

Maggie's Resource Centre (Located in Bancroft)

(613) 332-3010

Brock Mission (Located in Peterborough)

(705) 748-4766

Youth Emergency Shelter (Located in Peterborough)

(705) 748-3851

YWCA Women's Centre - Haliburton County

(705) 286-1942 or 1-800-461-7656

TTY: 1-800-461-7656

YWCA Crossroads Shelter

Phone: (705) 743-4135 or (705) 743-8922

SYMBOLS AND SIGNS USED IN THIS GUIDE

(\$) = Fees for services

(*) = Full accessibility

(+) = An interpreter can be arranged

Welcome to the City of Kawartha Lakes!

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

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 THE CITY OF KAWARTHA LAKES

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:

- **Lindsay This Week:** www.mykawartha.com/classified
- **Lindsay Daily Post:** www.ospreyclassifiednetwork.com

You can also see an online listing of places for rent in the City of Kawartha Lakes:

- <http://kawartha.kijiji.ca>
- **Fleming College Off-Campus Housing Listing:** www.flemingc.on.ca/NoIndex/cf/Housing/welcome.cfm

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 a 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:

Kawartha Lakes-Haliburton Housing Corporation (www.city.kawarthalakes.on.ca) (*)

322 Kent Street West

Lindsay, ON K9V 4S7

Phone: (705) 324-6401 or 1-800-463-4120

Fax: (705) 324-0428

- Manages the centralized waiting list of units located in the City of Kawartha Lakes and the County of Haliburton

Lindsay Non-Profit Housing Corporation

322 Kent Street West

Lindsay, ON K9V 4S7

Phone: (705) 324-6401

Fax: (705) 328-2875

- Houses are located in Lindsay only!

Neighborhood Housing in Lindsay

31 Peel Street

Lindsay, ON K9V 3L9

Phone: (705) 328-1255

- Affordable housing for singles

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

780 Erskine Avenue

Peterborough, ON K9J 5T9

Phone: (705) 742-8572

Email: homeapplication@habitatpeterborough.ca

- Application packages available at Habitat for Humanity, Peterborough Public Library, Peterborough Salvation Army and Peterborough County Health Unit
- 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

SHELTERS

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

A Place Called Home (www.aplacecalledhome.org)

64 Lindsay Street South

Lindsay, ON K9V 2M2

Phone: (705) 328-0905 or 1-866-520-2689

Fax: (705) 328-3547

- Shelter service and 24 hour support
- Support for people to get identification documents (SIN card, birth certificate, citizenship papers)
- Referrals to appropriate services

John Howard Society/Housing Coordination Program

31 Peel Street

Lindsay, ON K9V 3L9

Phone: (705) 328-0472 Ext. 28

Fax: (705) 328-2549

- Services for people from the City of Kawartha Lakes and the County of Haliburton who are homeless or cannot find an affordable place to live.
- Locating temporary shelter for homeless people
- Assisting the severely underhoused
- Assisting people with landlord/ tenant disputes
- Providing information about the Landlord and Tenant Act
- Informing and referring people to social services

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:

Government Information Centre (*)

322 Kent Street West
Lindsay, ON K9V 4T7
Phone: (705) 324-3849 or 1-877-994-9928
Fax: (705) 324-8440

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)

OHIP Office:

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

Important!

The Ministry of Health also holds outreach clinics several times a year in Lindsay and Minden. To ask about dates and to book your appointment call the Ministry of Health at 1-888-376-5197.

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 Infoline at 1-800-268-1154.

HOSPITALS

Ross Memorial Hospital (www.rmh.org) (*)

10 Angeline Street North
Lindsay, ON K9V 4M8
Phone: (705) 324-6111
Fax: (705) 328-2817

Minden Hospital (*)

6 McPherson Street
P.O. Box 30
Minden, ON K0M 2K0
Phone: (705) 286-2288
Fax: (705) 286-6384

Haliburton Hospital (*)

7199 Gelert Road
P.O. Box 115
Haliburton, ON K0M 1S0
Phone: (705) 457-1392
Fax: (705) 457-2398

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.

Lindsay Community/Walk-In Clinic (*)

65 Angeline Street North, Suite 14
Lindsay, ON K9V 5N7
Monday, Tuesday: 6:00 p.m. to 9:00 p.m.
Wednesday: 1:00 p.m. to 4:00 p.m.
Thursday, Friday: 6:00 p.m. to 9:00 p.m.
Saturday, Sunday and
Holidays: 1:00 p.m. to 4:00 p.m.

Ross Memorial Hospital/After Hours Clinic (*)

10 Angeline Street North
Lindsay, ON K9V 4M8
Phone: (705) 328-6102
Monday to Friday: 6:00 p.m. to 9:00 p.m.
Saturday, Sunday and Holidays: 11:00 a.m. to 2:00 p.m.

Fenelon Health Centre (*)

205 Francis East
Fenelon Falls, ON K0M 1N0
Phone: (705) 887-1501

Kinmount District Health Centre (*)

31 County Road 503
Kinmount, ON K0M 2A0
Phone: (705) 488-1105

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

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

- Joan Welsh

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 Health Unit (www.hkpr.on.ca) (*)

108 Angeline Street South
Lindsay, ON K9V 3L5
Phone: (705) 324-3569 or 1-866-888-4577
After hours: 1-888-255-7839
Fax: (705) 324-0455
Email: info@hkpr.on.ca

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: 1-877-324-9807 ext. 501
- or
- Health Unit: (705) 324-3569 or 1-866-888-4577

Sexual Health Services

Phone: (705) 324-3569 or 1-866-888-4577 Ext. 205

- Pregnancy testing and birth control for teens and young adults
- Testing and treatment for sexually transmitted infections (STI), including confidential HIV testing, for anyone in the community
- Help with decisions about sex

Call to make an appointment!

MENTAL HEALTH SERVICES

Ross Memorial Hospital - Mental Health Program (www.rmh.org) (*)

10 Angeline Street North

Lindsay, ON K9V 4M8

Phone: (705) 878-8900

Fax: (705) 878-8896

- Crisis and long-term counselling and rehabilitation
- Psychiatric assessment for people with serious mental illness

Canadian Mental Health Association - Victoria County Branch

2 Kent Street West, 2nd Floor

Lindsay, ON K9V 2Y1

Phone: (705) 328-2704

Fax: (705) 328-2456

Email: cmhavcb@cmhakawarthalakes.ca

- Programs and support for people with mental illness

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

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.

Trillium Lakelands District School Board (www.tldsb.on.ca)

300 County Road 36
P.O. Box 420
Lindsay, ON K9V 4S4
Phone: (705) 324-6776

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 - Frost Campus

200 Albert South
P.O. Box 8000
Lindsay, ON K9V 5E6
Phone: (705) 324-9144 or 1-866-353-6464 (General)
(705) 878-9300 (Admissions)
Fax: (705) 878-9312

Fleming College - Sutherland Campus

599 Brealey Drive
Peterborough, ON K9J 7B1
Phone: (705) 749-5530 (General)
(705) 878-9300 (Admissions)

Trent University (www.trentu.ca)

1600 Westbank Drive
Peterborough, ON K9J 7B8
Phone: (705) 740-1011 or 1-888-739-8885

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.

Trent University - Oshawa Campus

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

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

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

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.

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

205 Sherbrooke Street
 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: 5:30 p.m. to 7:30 p.m. (schedule may change - call for details).
- Peterborough Computer Assisted Language Lab (PCALL): English practice using computer software. Instruction and support are provided. The lab is offered during the summer months when LINC and ESL classes are on summer break.

Fleming College - Sutherland Campus International Education Office (*)

599 Brealey Drive
 Peterborough, ON K9J 7B1
 Phone: (705) 749-5530 Ext.1242 or 1262
 Fax: (705) 749-5526

Trillium Lakelands District School Board (www.tlidsb.on.ca)

300 County Road 36
 P.O. Box 420
 Lindsay, ON K9V 4S4
 Phone: (705) 324-6776

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

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.

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

205 Sherbrooke Street
Peterborough, ON K9J 2N2
Phone: (705) 743-0882
Email: info@nccpeterborough.ca

- 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.

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

230 Angeline Street South
Lindsay, ON K9V 4R2
Phone: (705) 328-2925
Fax: (705) 878-8891
Email: vlcadmin@tldsbo.on.ca

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

P.O. Box 200, Station Q
Toronto, ON M4T 2T1
Phone: (416) 484-2704

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.

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

Outreach Literacy Program (*)

31 Peel Street
Lindsay, ON K9V 3L9
Phone: (705) 328-0472 Ext. 23
Fax: (705) 328-2549

- One-to-one tutoring
- Small group instruction, 2-3 students per group
- Summer reading camp for children
- Volunteer Tutor Training
- Basic computer training
- Work series workshops to learn essential skills, how to write a resume and how to conduct yourself in an interview

ACADEMIC UPGRADING

You should consider Academic Upgrading as a way to build on or to 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

Fleming College - Frost Campus Academic Upgrading Program (*)

200 Albert Street South

P.O. Box 8000

Lindsay, ON K9V 5E6

Phone: (705) 324-9144 Ext. 3311 or (705) 878-9311

Fax: (705) 878-9312

- Learning resources are geared to adult learners
- Flexible timetables with day and evening classes
- Childcare and transportation subsidies available for eligible students

Fenelon Falls Adult Education Centre

21 Market Street

Fenelon Falls, ON K0M 1N0

Phone: (705) 887-3083

Call to find out more about the courses they offer. (This centre is closed during the summer time.)

City of Kawartha Lakes/Haliburton County Community and Social Services - Learning, Earning and Parenting Program (LEAP Program)

322 Kent Street West

P.O. Box 2600

Lindsay, ON K9V 4S7

Phone: (705) 324-9870 or 1-877-324-9870 Ext. 237

Fax: (705) 328-2875

- LEAP is an Ontario Works program to help young mothers aged 16 to 21 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

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

P.O. Box 200, Station Q

Toronto, ON M4T 2T1

Phone: (416) 484-2704

You need a volunteer tutor to work with you in this program

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 Lakelands District School Board (*)

Adult Education and Training Centre

230 Angeline Street South

Lindsay, ON K9V 4R2

Phone: (705) 324-5280

Fax: (705) 324-9773

Email: stephanie.park@tldsbo.on.ca

- No cost for programs except book deposit

- Programs for adult and youth

- Small literacy learning group

- High school credit program

- Communications, Numeracy, Parenting and Sociology Courses

- College and workplace preparation

- Co-operative Education Work Experience (students get job experience while working with local business and industry partners)

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.

Academy of Learning- Career and Business College (www.aol-lindsay.ca) (\$) (*)

189 Kent Street West, Suite 206A

Lindsay, ON K9V 5G6

Phone: (705) 878-3938

Email: info@aol-lindsay.ca

- Training flexibility

- Courses can be taken to upgrade your skills or to obtain a certificate as a career program

- Course list: Accounting, Business Administration, Customer service, Graphics and Web design, Healthcare services, Information technology and Office administration

Technology Alliance Group for Kawartha Lakes (\$) (*)

189 Kent Street West, Suite 215

Lindsay, ON K9V 5G6

Phone: (705) 878-9261 or 1-800-407-6419

Email: kathy.tully@tag4kl.org

- Helping people to learn and upgrade their computer skills

- Senior Internet courses

- Training on: Microsoft Excel, Power Point, Outlook, Windows XP, digital camera.

- Cyber camps for kids

- Public Access to computers

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

230 Angeline Street South

Lindsay, ON K9V 4R2

Phone: (705) 328-2925

Fax: (705) 878-8891

Email: vladmin@tldsbo.on.ca

- Online courses

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).

Lindsay Office (*)

65 Kent Street West
Lindsay, ON K9V 2Y3
Phone: (705) 324-3562
Fax: (705) 328-1202

Peterborough Office (*)

185 King Street
Peterborough, ON K9J 2R8
Phone: (705) 750-4500 or 1-800-622-6232
TTY: 1-800-529-3742
Fax: (705) 750-4520

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 - Lindsay Office (*)

65 Kent Street West
Lindsay, ON K9V 2Y3
Phone: (705) 324-3562
Fax: (705) 328-1202

By Mail:

Social Insurance Registration

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

For more information about government services and programs visit www.gov.on.ca or contact:

The Government Information Centre (*)

322 Kent Street West
Lindsay, ON K9V 4T7
Phone: (705) 324-3849 or 1-877-994-9928 (Only within area codes 705 and 905)
Fax: (705) 324-8440

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 on 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
- Willing to participate in employment assistance activities, workshops and training

City of Kawartha Lakes/Haliburton County Community and Social Services - Income Services Division (Ontario Works) (*)

322 Kent Street West
Lindsay, ON K9V 4S7
Phone: (705) 324-9870 or 1-877-324-9870 Ext. 3
Fax: (705) 328-2875

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 interviews.

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 (EAS) 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

*"Meaningful employment
is successful settlement."
- Author Unknown*

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.

Fleming College - Frost Campus Employment Resource Centre (*)

200 Albert Street South, Room 289

P.O. Box 8000

Lindsay, ON K9V 5E6

Phone: (705) 878-9325

Fax: (705) 324-7702

Krossroads Lindsay Employment Resource Centre (www.lindsayerc.com) (*)

32 Cambridge Street South

Lindsay, ON K9V 3B8

Phone: (705) 878-7092

VCCS - Victoria County Career Services (www.careerservices.org) (*)

370 Kent Street West

Lindsay, ON K9V 6G8

Phone: (705) 324-5151

Fax: (705) 328-3649

Community Employment Resource Centre (www.brockcerc.com) (*)

397 Simcoe Street

Beaverton, ON L0K 1A0

Phone: (705) 426-1587

Fax: (705) 426-1589

Email: coordinator@brockcerc.com

Monday, Wednesday and Friday: 9:00 a.m. to 4:00 p.m.

Thursday: 12:00 p.m. to 7:30 p.m.

Human Resources and Skills Development Canada (www.hrdc-drhc.gc.ca/kawartha) (*)

65 Kent Street West

Lindsay, ON K9V 2Y3

Phone: (705) 324-3562

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.

City of Kawartha Lakes/Haliburton County Community and Social Services - Employment Services Division (*)

322 Kent Street West

P.O. Box 2600

Lindsay, ON K9V 4S7

Phone: (705) 324-9870 or 1-877-324-9870

Fax: (705) 328-2875

- Job Placement Services and Community Placements can be arranged. Talk to an employment counsellor about these programs.

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 16 years of age and older, out of school, unemployed and not receiving Employment Insurance Benefits. Job Connect services are offered at the following organizations:

Job Connect Fleming College - Frost Campus (www.jobconnectfleming.ca) (*)

200 Albert Street South, Room 289

P.O. Box 8000

Lindsay, ON K9V 5E6

Phone: (705) 878-9325

Fax: (705) 324-7702

Victoria County Career Services (www.careerservices.org) (*)

370 Kent Street West

Lindsay, ON K9V 6G8

Phone: (705) 324-5151

Fax: (705) 328-3649

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.*"

Job Quest (www.job-quest.ca) (*)

33 Lindsay Street South
 Lindsay, ON K9V 2L9
 Phone: (705) 878-5819
 Fax: (705) 878-5819

If you have any of the following barriers to finding employment: learning disabilities, Attention Deficit Disorder (ADD), Attention Deficit Hyperactivity Disorder (ADHD), anxiety, physical disabilities, cognitive disabilities, psychiatric disabilities or developmental disabilities Job Quest can help you:

- Assess your skills and readiness to work
- Write resumes and preparing for a job interview
- With job training and job placement

The Canadian Hearing Society Employment Program (*)

370 Kent Street West
 Lindsay, ON K9V 6G8
 Phone: 1-800 213-3848
 E-mail: office@kawarthalakes.chs.ca

- Career planning
- Employment literacy
- Assistance in completing forms, writing resumes and preparing for a job interview
- Employment counselling
- Job placement
- Referral and information services

Community Living Kawartha Lakes (*)

33 Lindsay Street South
 Lindsay, ON K9V 2L9
 Phone: (705) 328-0464
 Fax: (705) 328-0495

- Provides assistance to special needs employees to work or volunteer linking them to local employers.

Ministry of Community and Social Services Ministry of Children and Youth Ontario Disability Support Program (www.mcscs.gov.on.ca) (*)

322 Kent Street West, 2nd Floor
 P.O. Box 2600
 Lindsay, ON K9V 4S7
 Phone: (705) 324-6128 or 1-800-565-3554 Ext. 223
 TTY: (705) 324-7935
 Fax: (705) 324-5244

- 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

300 Water Street, 1st Floor

Peterborough, ON K9J 3C7

Phone: (705) 745-1918 or 1-877-433-6555

Fax: (705) 745-1926

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 below).

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

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

WES - World Educational Services (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.

- Checks 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.

ICAS - International Credential Assessment Service of Canada (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.

Kawartha Lakes Small Business Enterprise Centre (www.city.kawarthalakes.on.ca) (*)

180 Kent Street West

Lindsay, ON K9V 2Y6

Phone: (705) 324-9411 Ext. 283

Fax: (705) 328-0088

Email: dsteven@city.kawarthalakes.on.ca

- Self-employment benefits
- Business counselling
- Financial Assistance
- Resources library
- Free access to internet

Kawartha Lakes Community Futures Development Corporation (www.kawarthasmallbusiness.com) (*)

189 Kent Street, Suite 211

Lindsay, ON K9V 5G6

Phone: (705) 328-0261

Fax: (705) 328-3684

Email: info@kawarthasmallbusiness.com

- Information and advice for small/new business
- Guidance filling in forms and documents to start up a businesses
- 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@cbcsic.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

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 paycheque!

Global Human Resource Centre (Lindsay)

1 William Street, Suite 5

Lindsay, ON K9V 3A3

Phone: (705) 878-3633

After Hours: (705) 878-3772

Fax: (705) 878-3680

Global Human Resource Centre (Peterborough)

159 King Street North, Unit 103

Peterborough, ON K9J 2R8

Phone: (705) 745-6858

Fax: (705) 755-0388

- Offers mostly industrial and some office administration positions
- To register, you have to go in person and fill out an application.*

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

131 Simcoe Street

Peterborough, ON K9H 0A3

Phone: (705) 743-5871

- Mostly offers industrial and some office positions
- To find out more visit the agency with resume or visit their website.*

Level A (www.levela.net)

277 George Street North
Peterborough, ON K9J 3G9
Phone: (705) 749-1919

- Jobs in administration, financial, technical and management positions
- You must have strong computer skills

If interested you must register online and mail them your resume.

The Staffing Connection

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

Fax: (705) 741-0713

- 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



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.

City of Kawartha Lakes/Haliburton County Community and Social Services - Income Services Division (Ontario Works) (*)

322 Kent Street West
Lindsay, ON K9V 4S7
Phone: (705) 324-9870 or 1-877-324-9870 ext. 3
Fax: (705) 328-2875

How to Apply for Social Assistance Under Ontario Works

1) Call (705) 324-9870 or 1-877-324-9870 Ext. 3 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 interview by phone an in-person interview is required to determine eligibility and will normally be scheduled for within 2-4 days. If you are eligible you could get a monthly income support to cover basic needs and shelter.

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 *City of Kawartha Lakes/Haliburton County Community and Social Services Income Services Division* at (705) 324-9870 or 1-877-324-9870.

A Place Called Home (www.aplacecalledhome.org) (*)

64 Lindsay Street South

Lindsay, ON K9V 2M2

Phone: (705) 328-0905 or 1-866-520-2689

Fax: (705) 328-3547

- Financial planning and advocacy programs
- Utility bank for those who are at risk of having utilities cut off

Credit Counselling Service (Outreach Program) (www.cccrc-ptbo.com)

351 Charlotte Street, Suite 203

Peterborough, ON K9J 2W1

Phone: 1-800-461-8953 (Call to make an appointment)

Email: ccspeterborough@trytel.net

- Money management workshops
- Credit Counselling
- Mediation with creditors
- A credit counsellor goes to Lindsay by appointment. Call for more information!

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 *City of Kawartha Lakes Children's Services Division Department of Health and Social Services* located at 322 Kent Street West, Lindsay, ON K9V 4S7 or phone (705) 324-9870 or 1-877-324-9870.

Food Banks



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

Coboconk Food Bank

7th Concession

Coboconk, ON K0M 1K0

Phone: (705) 454-1013 (Ask for Gloria Cousins)

Open the first and third Thursday of each month from 10:00 a.m. to 3:00 p.m.

If there are 5 Thursdays in a month, then the food bank is open the second and fourth Thursday.

Lindsay Salvation Army Food Bank

30 Peel Street

Lindsay, ON K9V 3L8

Phone: (705) 878-5331 (Call for more information)

Little Britain/Mariposa Community Food Bank

Valentia United Church

Elm Tree Road

Little Britain, ON K0M 2C0

Phone: (705) 786-2899

In crisis: (705) 786-2899 or (705) 786-2928

Fax: (705) 786-2928

Open the second and fourth Thursday of each month, 10:00 a.m. to 12:00 p.m.

Bobcaygeon Food Bank

Christ Anglican Church (Sherwood Street)

Bobcaygeon, ON K0M 1A0

Phone: (705) 738-2415

Open Tuesday and Friday: 2:00 p.m. to 4:00 p.m.

Summer hours open only on Friday: 2:00 p.m. to 4:00 p.m.

Fenelon Falls Food Bank

42 Bond Street West

Fenelon Falls, ON K0M 1N0

Phone: (705) 887-1408

Kawartha Lakes Dream Centre (www.calvarypentecostal.com/ResourceCentre.html)

8 Cambridge Street North

Lindsay, ON K9V 4C3

Phone: (705) 324-7613

Open from Tuesday to Friday: 9:30 a.m. to 4:00 p.m.

- Cheap gently used clothing and household goods for those in need

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

HKPR District Health Unit

Call (705) 324-3569 for more information about the following programs:

Good Food Box: Pay \$15 at the beginning of the month and get a box of fresh fruits and vegetables delivered to your community on the third Thursday of the month.

Community Gardens: Grow your own vegetables in a shared community space.

Collective Kitchens: Prepare meals with a group of people and bring food home to share with your family. You can start your own group or join an existing one.

Community Care City of Kawartha Lakes (www.community-care.on.ca)

34 Cambridge Street South

Lindsay, ON K9V 3B8

Phone: (705) 324-7323 or 1-800-461-0327

Fax: (705) 328-0607

Meals on Wheels: Food for seniors (55 years or older) and/or Physically Challenged (18 years or older).

Hot meals are delivered to their home 3 times a week (\$5 per meal), frozen meals (\$3.75 each) and soup or dessert (\$1.15 each).

Source: *Food for All brochure produced by Haliburton, Kawartha, Pine Ridge District Health Unit.*

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 *City of Kawartha Lakes/Haliburton County Community and Social Services* at 1-877-324-9870.

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



Community Legal Clinic Simcoe, Haliburton, Kawartha Lakes (www.communitylegalclinic.ca) (*)

71 Colborne Street East

P.O. Box 2

Orillia, ON L3V 6J6

Phone: (705) 326-6444

Fax: (705) 326-9757

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

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

Lindsay

40 Lindsay Street South, Unit A

Lindsay, ON K9V 2R8

Phone: 1-800-461-8953

- Only available by appointment

Haliburton Village

Eastern and George Streets

Haliburton, ON K0M 1S0

Phone: 1-800-461-8953

- Only available by appointment

Minden

7 Milne Street

Minden, ON K0M 2K0

Phone: 1-800-461-8953

- Only available by appointment

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

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

40 Lindsay Street South, Unit A

Lindsay, ON K9V 2R8

Phone: (705) 324-6703

Fax: (705) 324-4720

- Assisting individuals who need a lawyer but cannot afford to hire one

Family Law Information Centre (FLIC) (*)

440 Kent Street West (Superior Court of Justice)

Lindsay, ON K9V 6G8

Phone: (705) 324-1400 Ext. 413

Monday: 9:00 a.m. to 3:00 p.m.

Tuesday and Wednesday: 10:00 a.m. to 2:30 p.m.

Thursday: 9:00 a.m. to 12:00 p.m.

- Information on issues related to separation, divorce and family law matters

- Information on the court process

- Information about alternative resolution options

- Referrals to community resources and support services available to you in your community

City of Kawartha Lakes/Haliburton County Community and Social Services - Family Support Program (*)

322 Kent Street West

P.O. Box 2600

Lindsay, ON K9V 4S7

Phone: (705) 324-9870 or 1-877-324-9870 Ext. 247 or 241

Fax: (705) 328-6401

- Assistance for couples with children who have decided to separate and want to pursue child or spousal support according to the Ontario Family Law Act and Child Support Guidelines
- Help negotiating a private agreement with the other parent
- Referrals to counselling agencies and legal aid
- If a court application is needed, a family support worker will help you completing the forms

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

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

Legal Line (www.legalline.ca)

45 Street 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

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

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

Community Services for Families and Children

OEYC: Family Resources for Victoria County (www.ontarioearlyyears.ca)

Lindsay

55 Mary West, Suite 106
Lindsay, ON
Phone: (705) 324-7900
Fax: (705) 324-7902

Fenelon Falls

12 Water Street, Rear
Fenelon Falls, ON K0M 1N0
Phone: (705) 887-9972
Fax: (705) 887-9576
- 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 age 0-6

Five Counties Children's Centre (www.fivecounties.on.ca) (*)

9 Russell Street East
Lindsay, ON K9V 1Z7
Phone: (705) 324-1922 or 1-888-706-4734
After hours: (705) 324-9320 (Voice mail)
Fax: (705) 324-1936
- Speech Language Therapy
- Occupational Therapy
- Physiotherapy
- Therapeutic Recreation
- Family Services
- Augmentative Communication Services
- Preschool Resource Teachers (in Peterborough County)
- Specialized clinics/services

Big Brothers Big Sisters (www.bigbrothersbigsisters.info)

117 Kent Street West
P.O. Box 761
Lindsay, ON K9V 4W9
Phone: (705) 324-6800
Fax: (705) 324-8000
- Finds adult friends (role models) for kids (6 years to 16 years). Mostly, kids from single parent families who request a friendship with the approval of his/her parent.

CHIMO Youth and Family Services (www.chimoyouth.ca) (*)**Lindsay**

2 Kent Street West, Unit 3
Lindsay, ON K9V 2Y1
Phone: 1-888-454-6275 or (705) 324-3300

Kinmount

1182 Conway Street
Kinmount, ON K0M 2A0
Phone: (705) 488-2394
Fax: (705) 488-2394

- Helps children and their families with disorders such behaviour problems, anger problems, inability to get along, self management skills, social skills, school problems, responsibility, problem solving, separation and loss, sexual, physical and emotional abuse

Fenelon Counseling Services (\$)

205 Francis East Street
Fenelon Falls, ON K0M 1N0
Phone: (705) 887-6613
Fax: (705) 887-3482
Email: judy_dickson@sympatico.ca

- Counselling for depression, family or relationship problems, stress management or traumatic stress syndrome
- Some services can be covered by Employee Assistance Program (EAP)

Children's Aid Society - Lindsay Office

42 Victoria Avenue North
Lindsay, ON K9V 4G2
Phone: (705) 324-3594

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

The Rainbow Youth Coalition (www.rainbowyouth.ca) (*)

159 King Street, Suite 302
Peterborough, ON K9J 2R8
Phone: (705) 749-91110 or 1-800-361-2895
Fax: (705) 749-6310
Email: info@rainbowyouth.ca

- Service for gay, lesbian, bisexual, transgender, two-spirited youth
- Workshops to increase the inclusiveness of our communities
- Providing settings and events for queer youth to meet and socialize
- Working to encourage the development of safer and inclusive spaces for gay youth

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.

Women's Resources (*)

22 Russell Street East

Lindsay, ON K9V 2A1

Phone: (705) 878-4285

Fax: (705) 878-0022

- Emergency shelter and short-term housing (Women's Shelter: [705] 878-3662)
- 24 hour crisis line
- Counselling and support groups
- Children's groups

Community Support Program: Accessing resources in areas such housing, financial assistance, legal aid, education, job training, health and wellness and immigration services. Contact the Community Support Worker at (705) 878-4285.

YWCA Women's Centre - Haliburton County

P.O. Box 348

Minden, ON KoM 2K0

Phone: (705) 286-1942 or 1-800-461-7656

TTY: 1-800-461-7656

Fax: (705) 286-4341

- Crisis Counselling for women who experience abuse - by phone or in person
- Emergency transportation to safety
- Emergency shelter
- Long-term counselling
- Resource centre with free internet and internet access by appointment
- Information and referrals to community services

YWCA Crossroads Shelter (www.ywcapeterborough.org)

216 Simcoe Street

Peterborough, ON K9H 2H7

Phone: (705) 743-4135 or (705) 743-8922

Email: info@ywcapeterborough.org

- Temporary shelter for women and their children
- Interpretative services provided for some languages
- Multi-ethnic staff
- Information about violence is available and can be ordered in different languages

Maggie's Resource Centre (*)

63 Cleak Street

Bancroft, ON KoL 1Co

Phone: (613) 332-3010

Fax: (613) 332-6629

- Transportation to shelter
- Counselling and support for women who experience abuse
- Court support and advocacy

Lindsay Crisis Pregnancy Centre (www.lcpc.on.ca)

241 Kent Street West

Lindsay, ON K9V 2Z3

Phone: (705) 878-8527

Email: info@lcpc.on.ca

- Free and confidential pregnancy test
- Supportive care to teen moms
- Christian based post-abortion counselling
- Ongoing counselling and friendship
- Baby clothes and supplies
- Referrals for prenatal classes, parenting classes and other community resources
- Support before and after delivery

Haliburton Kawartha Health Unit Healthy Babies and Children Program (www.hkpr.on.ca) (*)

108 Angeline Street South

Lindsay, ON K9V 3L5

Phone: (705) 324-3569 or 1-866-888-4577

After hours: 1-888-255-7839

Fax: (705) 324-0455

Email: info@hkpr.on.ca

- Prenatal and breastfeeding information
- Food and nutrition information for pregnant women

IN NEED OF FOOD?

Please see the listing of food banks on page 34.

Community Services for People with Special Needs

Community Living Kawartha Lakes (www.communitylivingkl.ca) (*)

33 Lindsay Street South

Lindsay, ON K9V 2L9

Phone: (705) 328-0464

Fax: (705) 328-0495

- Family support, assistance with independent living, community living support services and many more programs to help people with intellectual disabilities

The Canadian Hearing Society (*)

370 Kent Street West

Lindsay, ON K9V 6G8

Phone: 1-800-213-3848

E-mail: office@kawarthalakes.chs.ca

- Support and counselling with daily living activities
- Help looking for financial assistance, housing, daycare and transportation
- Case management and crisis intervention
- Hearing help classes
- Several self-help groups

Regional Information



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

City of Kawartha Lakes: www.city.kawarthalakes.on.ca

Bobcaygeon: www.kawartha.net/~bobcom/bobvilla.htm

Fenelon Falls: www.kawartha.net/~fencom/fenelon.htm

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.

Lindsay Driver Examination Centre

401 Kent Street West, Unit 20

Lindsay, ON K9V 4Z1

Phone: (705) 324-6431

Fax: (705) 324-0037

Monday to Friday: 8:30 a.m. to 12:25 p.m. and 1:25 p.m. to 5:00 p.m.

Peterborough Driver Examination Centre

749 Erskine Avenue
 Peterborough, ON K9J 7Y6
 Phone: (705) 745-9066 or 1-888-570-6110
 Fax: (705) 745-2615
 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.

Bobcaygeon

21 Canal Street East
 Bobcaygeon, ON K0M 1A0
 Phone: (705) 738-2202
 Monday to Friday: 9:00 a.m. to 5:00 p.m.
 Saturday: 9:00 a.m. to 12:00 p.m.

Beaverton

593 Osborne Street
 Beaverton, ON L0K 1A0
 Phone: (705) 426-1292

Fenelon Falls

41 Lindsay Street
 Fenelon Falls, ON K0M 1N0
 Phone: (705) 887-3030

Lindsay

4 Victoria Street North
 Lindsay, ON K9V 4E5
 Phone: (705) 324-8705
 Monday, Tuesday, Wednesday and Friday: 8:30 a.m. to 5:00 p.m.
 Thursday: 8:30 a.m. to 7:00 p.m.

Peterborough

175 George Street North
 Peterborough, ON K9J 3G6
 Phone: (705) 742-8881
 Monday to Friday: 8:30 a.m. to 5:30 p.m.

PUBLIC TRANSIT**Lindsay Bus Schedule**

Monday to Friday: 8:00 a.m. to 5:00 p.m.
 Saturday: 8:00 a.m. to 5:00 p.m.
 (No service on Sundays or Christmas Day)
 To see the bus route visit: www.city.kawarthalakes.on.ca/Community/PDFs/BusMap.pdf
 For more information call: (705) 324-5301

Taxis

Lindsay United Taxi & Limousine: (705) 878-4040

Cabman (Fenelon Falls): (705) 887-1416

Brock Taxi: (705) 426-1441

DG Transportation & Limousine: (705) 359-1543

Kawartha Lakes Limousine: (705) 277-1011

Mariposa Taxi Service (Little Britain): (705) 876-6660

Sunderland Taxi: (705) 357-3510

Trinity Taxi and Delivery Services Ltd: (705) 878-0001

LIBRARIES

Libraries provide free internet and computer access during open hours.

Bethany Service Centre and Library

Phone: (705) 277-2321

Monday, Wednesday, Thursday and Friday: 8:30 a.m. to 4:30 p.m.

Tuesday: 8:30 a.m. to 7:30 p.m.

Saturday: 10:00 a.m. to 1:00 p.m.

Bobcaygeon Library

Phone: (705) 738-2088

Tuesday, Thursday, Friday: 10:00 a.m. to 5:00 p.m.

Wednesday: 10:00 a.m. to 8:00 p.m.

Saturday: 11:00 a.m. to 4:00 p.m.

Burnt River Library

Phone: (705) 454-9646

Monday and Wednesday: 10:30 a.m. to 1:30 p.m.

Saturday: 10:00 a.m. to 12:00 p.m.

Cambray Library

Phone: (705) 374-4900

Tuesday: 4:00 p.m. to 8:00 p.m.

Wednesday and Saturday: 10:00 a.m. to 2:00 p.m.

Carden Library

Phone: (705) 833-2845

Monday: 3:30 p.m. to 7:30 p.m.

Wednesday: 12:00 p.m. to 4:00 p.m.

Saturday: 1:00 p.m. to 4:00 p.m.

Coboconk Service Centre and Library

Phone: (705) 454-3322

Monday, Wednesday, Thursday and Friday: 8:30 a.m. to 4:30 p.m.

Tuesday: 8:30 a.m. to 8:00 p.m.

Saturday (Only from May 19 to October 6): 9:00 a.m. to 1:00 p.m.

Dalton Library

Phone: (705) 833-2858

Wednesday: 4:00 p.m. to 7:30 p.m.

Saturday: 10:00 a.m. to 1:30 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 |

Downeyville Library

Phone: (705) 799-5265

Monday and Wednesday: 6:00 p.m. to 7:30 p.m.

Dunsford Library

Phone: (705) 793-3037

Tuesday: 2:00 p.m. to 8:00 p.m.

Fenelon Falls Library

Phone: (705) 887-6300

Tuesday, Wednesday and Friday: 10:00 a.m. to 5:00 p.m.

Thursday: 10:00 a.m. to 8:00 p.m.

Saturday: 10:00 a.m. to 3:00 p.m.

Kinmount Library

Phone: (705) 488-3199

Tuesday: 4:00 p.m. to 8:00 p.m.

Thursday: 10:00 a.m. to 1:00 p.m.

Saturday: 1:00 p.m. to 4:00 p.m.

Kirkfield Service Centre and Library

Phone: (705) 438-3141

Monday, Tuesday, Wednesday and Friday: 8:30 a.m. to 4:30 p.m.

Thursday: 8:30 a.m. to 7:00 p.m.

Saturday: 9:00 a.m. to 12:00 p.m.

Lindsay Library

Phone: (705) 324-5632

Monday to Thursday: 10:00 a.m. to 8:00 p.m.

Friday and Saturday: 10:00 a.m. to 5:00 p.m.

Sunday (Only from October 15 to May 13): 1:00 p.m. to 4:00 p.m.

Little Britain Library

Phone: (705) 786-2088

Monday and Saturday: 10:00 a.m. to 2:00 p.m.

Thursday: 4:00 p.m. to 8:00 p.m.

Norland Library

Phone: (705) 454-8552

Tuesday: 10:00 a.m. to 3:00 p.m.

Thursday: 3:00 p.m. to 8:00 p.m.

Saturday: 9:00 a.m. to 12:00 p.m.

Oakwood Library

Phone: (705) 953-9060

Tuesday: 10:00 a.m. to 3:00 p.m.

Thursday: 3:00 p.m. to 8:00 p.m.

Saturday: 10:00 a.m. to 2:00 p.m.

Omeme Library

Phone: (705) 799-5711

Monday: 11:00 a.m. to 3:00pm

Thursday: 3:00 p.m. to 8:00 p.m.

Saturday: 10:00 a.m. to 2:00pm

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 License Issuing Office**Canadian Citizenship Card/Permanent Residence Card:** 1-888-242-2100**Birth Certificate:** (416) 325-8305 or 1-800-461-2156

Woodville Library

Phone: (705) 439-2160

Monday: 5:00 p.m. to 8:00 p.m.

Thursday: 4:00 p.m. to 8:00 p.m.

Friday and Saturday: 10:00 a.m. to 2:00 p.m.

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

This program provides people with affordable access to internet in different locations throughout the City of Kawartha Lakes. For more information and a complete list of CAP sites visit: www.peterboroughcapnetwork.ca.

Bobcaygeon**Bobcaygeon Seniors Centre**

100 Head Street

Bobcaygeon, ON KoM 1A0

Phone: (705) 738-6043

Monday: 9:30 a.m. to 7:00 p.m.

Tuesday: 9:00 a.m. to 7:00 p.m.

Wednesday: 1:15 p.m. to 7:00 p.m.

Thursday: 9:30 a.m. to 7:30 p.m.

Friday: 9:30 a.m. to 7:30 p.m.

Saturday: 1:15 p.m. to 8:00 p.m.

Bobcaygeon Public School

30 Balaclava Street

Bobcaygeon, ON KoM 1A0

Phone: (705) 738-5105

Monday to Friday: 3:30 p.m. to 8:00 p.m.

Beaverton**Fair Havens Conference Centre**

2215B Highway 48, R.R. 3

Beaverton, ON LoK 1A0

Phone: (705) 426-7378

Monday to Saturday: 10:00 a.m. to 4:00 p.m.

Burnt River**Burnt River Post Office**

186 Burnt River Road

Burnt River, ON KoM 1Co

Phone: (705) 454-9646

Monday to Friday: 10:00 a.m. to 3:00 p.m.

Saturday: 10:00 a.m. to 12:00 p.m.

Cameron**The Oaken Door**

3900 Highway 35

Cameron, ON KoM 1Go

Phone: (705) 359-1459

Monday to Saturday: 10:00 a.m. to 4:00 p.m.

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

Phone: 1-888-310-1122

Kawartha Lakes Police Services

6 Victoria Avenue North

Lindsay, ON K9V 4E5

Phone: (705) 324-5252

In case of emergency dial 911.

Coboconk***Coboconk Legion***

County Road 48
 Coboconk, ON K0M 1K0
 Phone: (705) 454-2990
 Monday: 12:00 p.m. to 4:30 p.m.
 Tuesday: 12:00 p.m. to 4:30 p.m.
 Wednesday: closed
 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.

Downeyville***Saint Lukes Separate School***

355 St Lukes Road, R.R. 5
 Lindsay, ON K9V 4R5
 Phone: (705) 799-5265
 Monday to Friday: 8:00 a.m. to 3:00 p.m.

Janetville***Janetville United Church***

712 Janetville Road
 Janetville, ON L0B 1K0
 Phone: (705) 324-8508 (Call for appointment)
 Monday: 3:00 p.m. to 5:30 p.m.
 Thursday: 3:00 p.m. to 5:30 p.m.
 Friday: 6:30 p.m. to 10:00 p.m.
 Saturday: 2:00 p.m. to 5:00 p.m.
 Sunday: 9:30 a.m. to 12:00 p.m.

Somerville***CKL - Somerville Township Office***

3980 County Road 121
 Kinmount, ON K0M 2A0
 Phone: (705) 488-2635
 Monday: 6:30 p.m. to 8:30 p.m.
 Tuesday: 10:00 a.m. to 3:30 p.m.
 Wednesday: 1:00 p.m. to 3:30 p.m.
 Thursday: 1:00 p.m. to 3:30 p.m.
 Friday: 4:00 p.m. to 8:30 p.m.
 Saturday: 1:00 p.m. to 4:00 p.m.

Kirkfield***Lady MacKenzie School***

County Road 6
 Kirkfield, ON K0M 2B0
 Phone: (705) 438-3371
 Monday: 8:00 a.m. to 9:45 a.m., 3:15 p.m. to 5:30 p.m.
 Tuesday: 8:00 a.m. to 9:45 a.m., 3:15 p.m. to 5:30 p.m., 7:00 p.m. to 8:30 p.m.
 Wednesday: 8:00 a.m. to 9:45 a.m., 3:15 p.m. to 5:30 p.m.
 Thursday: 8:00 a.m. to 9:45 a.m., 3:15 p.m. to 5:30 p.m.
 Friday: 8:00 a.m. to 9:45 a.m.

FIREFIGHTERS (Non-Emergency Numbers)***City of Kawartha Lakes Fire Rescue***

Phone: (705) 324-5731

In case of emergency dial 911.

Lindsay**CKL – Victoria Park Armoury**

210 Kent Street West
 Lindsay, ON K9V 4S1
 Phone: (705) 324-7631
 Monday to Friday: 10:00 a.m. to 4:00 p.m.
 Saturday: By appointment!

Jack Callaghan School

5 Tracey's Hill Road, R.R. 5
 Lindsay, ON K9V 4R5
 Phone: (705) 324-9931
 Monday: 8:00 a.m. to 9:00 a.m., 3:30 p.m. to 5:30 p.m.
 Tuesday: 8:00 a.m. to 9:00 a.m., 3:30 p.m. to 5:30 p.m.
 Wednesday: 8:00 a.m. to 9:00 a.m., 3:30 p.m. to 7 p.m.
 Thursday: 8:00 a.m. to 9:00 a.m., 3:30 p.m. to 5:30 p.m.
 Friday: 8:00 a.m. to 9:00 a.m.

Little Britain**Dr George Hall Public School**

374 Eldon Road
 Little Britain, ON KoM 2Mo
 Phone: (705) 786-1915
 Monday: 7:30 a.m. to 9:30 a.m., 5:30 p.m. to 8:30 p.m.
 Tuesday: 7:30 a.m. to 9:30 a.m., 3:30 p.m. to 5:30 p.m.
 Wednesday: 7:30 a.m. to 9:30 a.m., 5:30 p.m. to 8:30 p.m.
 Thursday: 7:30 a.m. to 9:30 a.m., 3:30 p.m. to 5:30 p.m.
 Friday: 7:30 a.m. to 9:30 a.m.

Norland**Flat Bottle Diner**

3465 Monck Road
 Norland, ON KoM 2Lo
 Phone: (705) 454-0015
 Monday: 7:00 a.m. to 9:00 p.m.
 Tuesday: 7:00 a.m. to 9:00 p.m.
 Wednesday: 7:00 a.m. to 9:00 p.m.
 Thursday: 7:00 a.m. to 9:00 p.m.
 Friday: 7:00 a.m. to 8:00 p.m.
 Saturday: 8:00 a.m. to 4:00 p.m.
 Sunday: 8:00 a.m. to 4:00 p.m.

Oakwood**Mariposa Elementary School**

755 Eldon Road, R.R. 2
 Oakwood, ON KoM 2Mo
 Phone: (705) 953-9740 (Call for appointment)
 Monday: 7:30 a.m. to 9:30 a.m., 3:30 p.m. to 5:30 p.m.
 Tuesday: 7:30 a.m. to 9:30 a.m., 7:30 p.m. to 9:30 p.m.
 Wednesday: 7:30 a.m. to 9:30 a.m., 3:30 p.m. to 5:30 p.m.
 Thursday: 7:30 a.m. to 9:30 a.m., 7:30 p.m. to 9:30 p.m.
 Friday: 7:30 a.m. to 9:30 a.m.

Omeme**CKL - Omeme Service Centre**

1 King Street West
 Omeme, ON K0L 2W0
 Phone: (705) 799-5254
 Monday to Friday: 8:30 a.m. to 4:30 p.m.

Sebright**Sebright United Church**

5880 Sadowa Road
 Sebright, ON L0K 1W0
 Phone: (705) 833-2223 (Other times can be scheduled)
 Tuesday: 9:00 a.m. to 12:00 p.m.
 Wednesday: 4:00 p.m. to 7:00 p.m.
 Thursday: 9:00 a.m. to 12:00 p.m.
 Saturday: 10:00 a.m. to 1:30 p.m.

Woodville**Woodville Elementary School**

109 Nappadale Road, P.O. Box 39
 Woodville, ON K0M 2T0
 Phone: (705) 439-2577
 Tuesday: 4:00 p.m. to 6:00 p.m.
 Thursday: 7:00 p.m. to 9:00 p.m.

NEWSPAPERS**Lindsay Daily Post** (www.thepost.ca)

17 William Street South
 Lindsay, ON K9V 3A3
 Phone: (705) 324-2113

Lindsay This Week (www.mykawartha.com)

96 Albert Street South
 Lindsay, ON K9V 3H7
 Phone: (705) 324-8600
 Fax: (705) 324-5694

The Promoter (www.thepromoter.ca)

48 Main Street
 Bobcaygeon, ON K0M 1A0
 Phone: (705) 738-6188
 Fax: (705) 738-4187
 Email: promoter@nexicom.net

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.