



Welcome to Canada!

Discover what Ottawa services are available to you inside.

This brochure is for refugee claimants looking for services in Ottawa.

WHERE TO GET HELP

Settlement agencies help all immigrants start their life in Canada.

To find the nearest settlement agency, visit:

settlement.org/findhelp/

Services listed in this brochure are generally open from **9 am to 5 pm** and they are free of charge.

If you need help outside those hours, call **311** or **211** to be connected to emergency services.

YMCA-YWCA Newcomer Information Centre

150 Isabella Street, Suite 201

613-788-5001 Ext. 5166

nic@ymcaywca.ca

<https://www.ymcaywca.ca/employment-immigrant-services/immigrant-services/newcomer-information-centre/>

Point d'Accueil Francophone

130 rue Slater, Suite 1220

613-321-1080

info@pafottawa.ca

<https://pafottawa.ca/>

<https://www.facebook.com/PAF.Ottawa/>

Visit the *Newcomer Information Centre or Point d'Accueil Francophone*, to get information on legal services, health care, settlement, financial and shelter services in Ottawa.

Select the services that you need most by numbering them in the order that works for you. Use this brochure to help work through your claim with a worker.

WHERE TO FIND:

Food:

To find a food bank near you visit:

www.ottawafoodbank.ca/get-help

Or call the *Ottawa Food Bank*:
613 745-7001

For affordable meals, call **211** or visit:



<https://211ontario.ca/211-topics/food/>

*Halal food is available.

Money:

Refugee claimants may be eligible for social assistance. Ask any worker about *Ontario Works*. You can apply by phone or online.



To apply for *Ontario Works*, dial 311.

For more information, visit:

www.mcsc.gov.on.ca/en/mcsc/programs/social/ow/apply.aspx

If you are denied, talk to your worker about an appeal.

WHERE TO GET HELP WITH YOUR CLAIM

Submitting your claim for refugee status should be a top priority. There are very strict deadlines, and delays in submitting your claim may harm your case.

Learn more about the refugee claim process here:

www.irb-cisr.gc.ca/Eng/res/form/Documents/RpdSpr0201_e.pdf

Get a "basis of claim" form here:

refugee.cleo.on.ca/en/refugee-claimflowchart

Clothing:

Here are organizations that offer clothing programs to people with low income. Call for eligibility criteria and hours.

Centre 454!: **613 235-4351**

The Salvation Army Ottawa Booth Centre: **613 241-1573 Ext. 268**

Shepherds of Good Hope:
613 789-8210

Ottawa Mission: **613 234-1144**

Snowsuit Fund:
613 746-8719 Ext. 9



Shelter:

If you need a place to sleep, dial **311**. Staff at the City will do their best to find you emergency shelter.



WHERE TO FIND A LAWYER

You may be able to find legal information and support by contacting your settlement worker, dialing **211** on your phone, or visiting:
www.connectingottawa.com

You may also be eligible for legal advice or representation from:

Legal Aid Ontario

1-800-668-8258

www.legalaid.on.ca



Community Legal Services of Ottawa

613 733-0140

www.clsottawa.ca

Clinique Juridique Francophone d'Ottawa

613 744-2892 ext. 1111

www.cscvanier.com/fr/juridique

University of Ottawa Community Legal Clinic

613-562-5600

<https://www.uottawa.ca/faculty-law/common-law/community-legal-clinic>

NOTES: _____

WHERE TO FIND TRANSPORTATION

To know where to buy an OC Transpo fare, visit:

www.octranspo.com/tickets-and-passes/where-to-buy

To plan your trips in Ottawa and Gatineau, visit:

plan.octranspo.com/plan

To apply for a reduced monthly pass or per-ride fare (EquiPass), visit

<https://www.octranspo.com/en/fares/reduced-fares/>

You may be eligible for 6 months of free travel on OC Transpo. To learn more about the program and eligibility visit:



https://bit.ly/dp_fare_OCTranspo

For information on Para Transpo, call:

613-741-4390

HOW TO GET EMERGENCY HEALTH CARE

Dial 911 or go to any hospital.

If it is not an emergency, and you receive care, show your Refugee Protection Claimant Document to avoid charges.

If you have to pay, ask your case worker for advice, or call IFHP:

1-888-242-2100

IS HEALTH CARE FREE?

As soon as your claim is found eligible for a hearing, you are entitled to health care under the Interim Federal Health Program (IFHP).

To learn more about IFHP or to apply:

Call:
1-888-242-2100



Visit:
<https://r613.info/3mfL6JZ>

WHERE TO GET HEALTH CARE

If you need medical attention and your case is not an emergency, call the Ottawa Newcomer Health Centre for advice.



613 691-0192

www.onhc.ca

You can also call a Community Health Centre (CHC) to ask if they can see you for basic medical care. To know which CHC is closest to you, visit:

www.coalitionottawa.ca/en/find-yourchrc.aspx

WHERE TO FIND A SCHOOL FOR YOUR CHILDREN

All children aged 6-18 can attend school in Ontario for free. To enroll your children in school call one of these school boards:

Ottawa-Carleton District School Board Family Reception Centre
613 239-2416

Ottawa Catholic School Board Ottawa Family Welcome Centre
613-233-5670

Conseil des Ecoles Publiques de l'Est de l'Ontario
613 742-8960

Conseil des écoles catholique du Centre-Est
613 744-2555 (ext.1)

EarlyOn Child and Family Centres in Ottawa offer free programs for families and children from birth to 6 years old.

To learn more:
<https://ottawa.ca/en/family-and-social-services/childrens-services/earlyon>

WHERE TO LEARN ENGLISH AND FRENCH

Learn English and French after having your language assessment. To register for classes and assessment, visit:

YMCA-YWCA Language Assessment and Referral Centre

<i>Central Location:</i>	:	<i>West Location:</i>
240 Catherine Street	:	1642 Merivale
Unit 308	:	Road, 2nd Floor
613 238-5462	:	(Merivale Mall)
	:	613-404-1559

To learn more visit:
<https://www.ymcaywca-larc.ca/>

HAVE YOU BEEN SEXUALLY ASSAULTED?

Call the free and confidential, 24-hour support line for help.

Sexual Assault Support Centre of Ottawa

613-857-0197, or call the Office Number: **613 725 2160 Ext. 227**
<https://sascottawa.com/>

Le CALACS francophone d'Ottawa
613 789-8096
<https://calacs.ca/>

HAVE YOU BEEN THE VICTIM OF A CRIME?

Emergency:
Dial **911**, the operator will send help.

Non-emergency:
Visit a police station, or call:
613 236-1222 or report online at:



<https://www.ottawapolice.ca/en/reports-and-requests/file-a-report.aspx>

NOTES: _____

All of this information is up to date as of March 1st, 2023.

{ REFUGEE } 613

In collaboration with



With thanks to

