

INFORMATION BOOKLET

FOR ASYLUM SEEKERS



CCS
Catholic Crosscultural Services

Ontario





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Disclaimer:

This booklet is meant for information and reference only. For accurate guidance on the refugee and immigration process, please consult a legal advisor.

Who is an Asylum Seeker?

When a person crosses an international border in search of safety, they often need to apply for legal status as a refugee.

While waiting for the decision on their application, they are called asylum-seekers and should be protected.


Not every asylum-seeker will be granted refugee status, but all refugees were once asylum-seekers.

Who is a Refugee Claimant?

In Canada, the term "refugee claimant" is similar to "asylum-seeker," which is used more commonly around the world.

Most-asked questions by Asylum Seekers



- 
- A faint, light blue silhouette of a person seen from behind, wearing a long coat and carrying a large suitcase, walking towards the right.
- What are my rights and responsibilities as an asylum seeker?
 - How do I get social or financial assistance?
 - How will I get health care?
 - How will I get food?
 - How will I get a work permit and SIN?
 - How will I find a job?
 - Where will I learn English or French?
 - How do I find an affordable place to live?
 - When will I be reunited with my family?
 - What will happen if Canada does not grant me refugee protection?



CCS offers Asylum Seeker Settlement Service to answer the following questions and more, and to support in your settlement process.

REFUGEE TO PERMANENT RESIDENCE PATHWAY

APPLY FOR WORK PERMIT & SOCIAL INSURANCE NUMBER

Documents required to apply:

- RCPD
- Proof of address
- Work permit (for SIN application)

You can apply for a Social Insurance Number (SIN) **online** or **in person** at **Service Canada**.

www.canada.ca/en/employment-socialdevelopment/services/sin/apply

CLAIM FOR REFUGEE STATUS

When you submit your claim, you will get a Refugee Claimant Protection Document (RCPD).

REFUGEE HEARING

At the Refugee Hearing you will receive a "Notice of Decision"

There are multiple steps during the Refugee Hearing Process.

Here is the steps and tips:
www.irb-cisr.gc.ca/en/applying-refugee-protection/Pages/index4.aspx

IF THE REFUGEE CLAIM IS ACCEPTED

When the claim is accepted your status changes from "Refugee Claimant" to "Conventional Refugee" or "Protected Person"

APPLY FOR CANADIAN CITIZENSHIP

As a PR holder you can apply for Canadian Citizenship, if you meet the criteria

APPLY FOR PERMANENT RESIDENCE (PR)

You can apply for PR as a Protected Person

Prepare all the documents for your application, including:

- Application forms and important documents
- Marital history and relationship documents
- Address history
- Education / Employment history
- Information of family members

The application process may change in different steps
Be sure to check the newest updates from the IRCC website:

www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada

Let's us get you started when you arrive in Canada.



Documents you might need when you live in Ontario

● **RPCD (Refugee Protection Claimant Document)**

● **OHIP Card (Ontario Health Insurance Plan)**

● **Bank Card (Credit & Debit)**

● **Presto Card (Transportation)**

● **Driver Licence**

● **Ontario Photo Card**

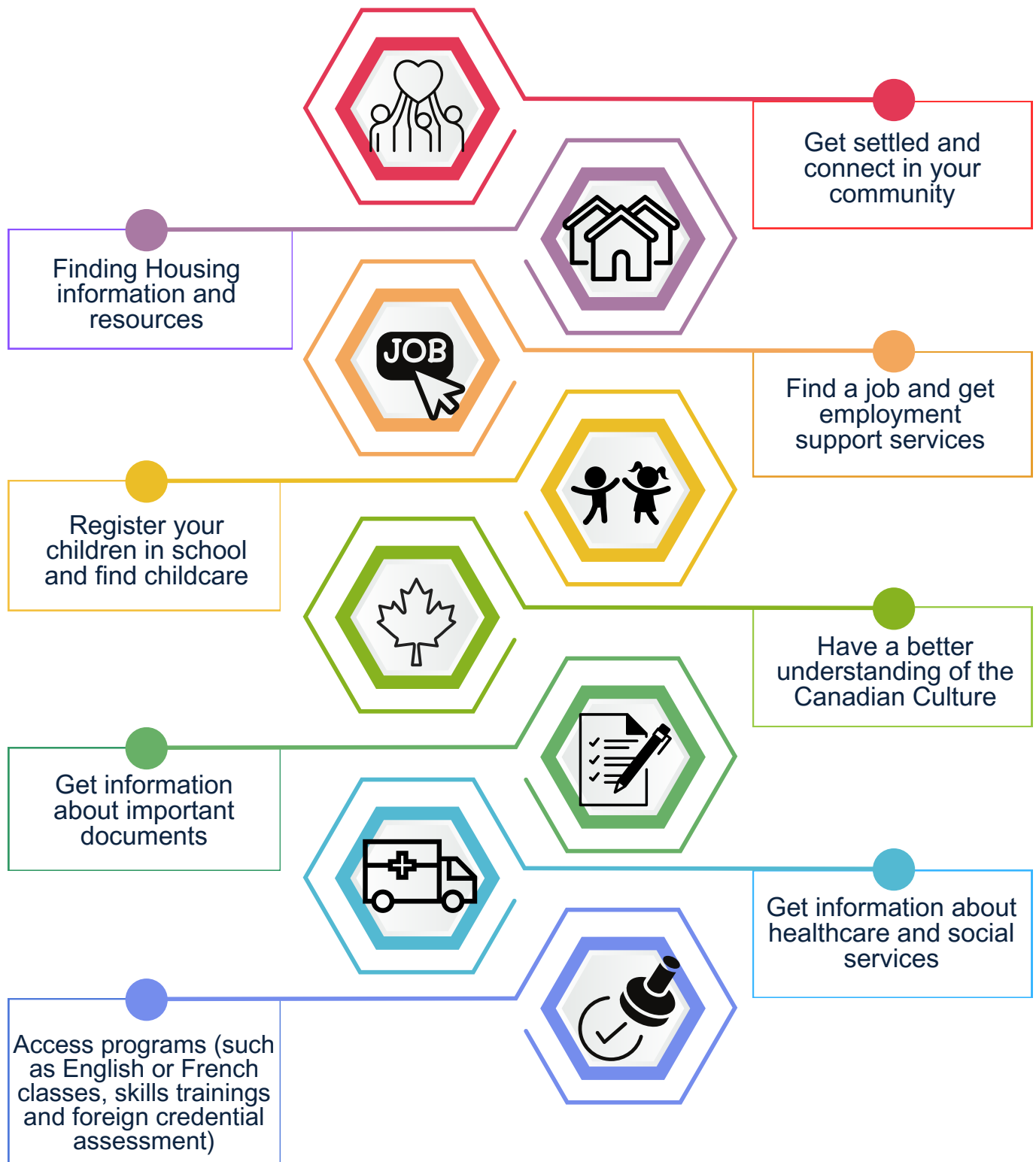


TORONTO LIBRARY CARD



SETTLEMENT SERVICES

Many settlement agencies in the community help newcomers find important services like housing information, job support, and language classes. They also help newcomers understand Canadian culture, making it easier to settle in Canada.





Useful websites for newcomers



welcomecentre.ca



Government of Canada

Gouvernement du Canada

www.canada.ca/en/immigration-refugees-citizenship/services/refugees/help-within-canada

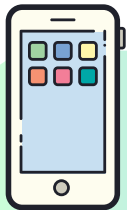


settlement.org

Ontario



www.ontario.ca/page/getting-settled-ontario



You can find more community-related information through various phone lines. These services help you access essential community information and resources.

211

211: Connects you to social, health, and government services, available 24/7 in over 150 languages.



<http://www.211ontario.ca>

311



311: Offers non-emergency City services in Toronto, programs, and information, available 24/7 in over 180 languages.



<http://www.toronto.ca/home/311-toronto-at-your-service/>



Additional Resources

orientation to **ontario**  **l'ontario**
c'est chez moi

The Orientation to Ontario project offers webinars and online resources to help you settle in Ontario. Topics include jobs, transportation, and family matters. Join live or watch recorded sessions to learn about available programs and services.

orientationontario.ca/en



MY REFUGEE CLAIM

My Refugee Claim website provides the Orientation Booklet and Ready Tours. These tools help you stay informed, connected, and prepared during your refugee claim process.

myrefugeeclaim.ca/en/



Canadian Red Cross First Contact

557 Dixon Road, Unit 122,
Etobicoke, M9W 1A8
416-480-2500 or 1 (866) 902 4993

firstcontactontario@redcross.ca
www.redcross.ca

FCJ Refugee Centre

208 Oakwood Ave, Toronto M6E 2V4
416 469-9754

info@fcjrefugeecentre.org
www.fcjrefugeecentre.org/

LEGAL SERVICES

Legal Aid Ontario (LAO)

All services provided by agencies that are funded by Legal Aid Ontario are **FREE** of charge to clients.

Call or visit the website (legalaid.on.ca) to learn more about their services.

Examples of Legal Aid Services

There are 3 types of clinics: community-based, Student Legal Services Organizations (SLSO), and specialty and ethnolinguistic.

Examples of Legal Aid Services include:

- Refugee & Immigration Law
- Social Assistance Support: legal issues of Ontario Works, ODSP, Pension matters
- Housing matters
- Various employment matters

To find the complete list of the legal aid services, please visit: www.legalaid.on.ca/legal-clinics-list

How can the legal team help you?

Interview you and advise you on what information to include in your Basis of Claim (BOC) form.

Make sure your BOC is completed and accurate, and that you understand it. Read it carefully before signing and keep a copy.

Tell you what documents you need to get before your hearing and how to get them.

Help you prepare for your hearing and Attend your hearing with you.

For more information about the BOC form, please visit: www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/guide-0174-inland-refugee-claims-portal

If you qualify for legal aid you will receive a **Legal Aid Certificate**

Your legal aid certificate will have an eight-digit number starting with the letters "CE".
(For example: CE12345678).

Keep this number in a safe place. A copy can also be emailed to you.

Speak with the lawyer to ensure you are comfortable with them representing you.

Only give your certificate number to the lawyer you want to represent you.

How to Apply for LAO?



Apply **ONLINE** at legalaid.on.ca



PHONE:

416-979-1446 (Toronto)
1-800-668-8258 (toll-free)



IN-PERSON:

Find a legal clinic near you:
www.legalaid.on.ca/legal-clinics

CCS is not responsible for requesting more services at legal clinics.



Here is a few **Legal Community Clinics**
to get you started

Scarborough Community Legal Services

695 Markham Rd, Suite 9, Toronto, M1H 2A5
416-438-7182

West Scarborough Community Legal Services

2425 Eglinton Ave E, Suite 201, Toronto, M1K 5G8
416-285-4460

Willowdale Community Legal Services

245 Fairview Mall Dr, Suite 106, Toronto, M2J 4T1
416-492-2437

1

If you have a lawyer,
give the legal aid representative's
name when you apply.
LAO will check that they accept
legal aid work and send the
certificate directly to them.

2

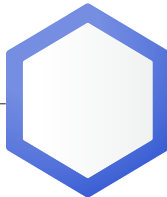
If you don't have a lawyer,
visit www.legalaid.on.ca to use
"Find a Lawyer" tool.

Legal Services for Asylum Seekers



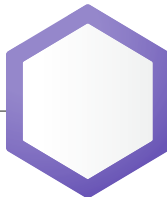
FCJ Refugee Centre

208 Oakwood Ave, Toronto, M6E 2V4
416-469-9754
www.fcjrefugeecentre.org



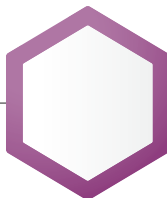
Quaker Committee For Refugees

Friends' Meeting House, 60 Lowther Ave, Toronto, M5R 1C7
416-964-9669
quakerservice.ca/our-work/refugees/



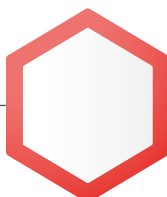
Salvation Army

416-682-2498
torontoharbourlight.ca/immigration-and-settlement-services/



Franco Queer

543 Yonge St, 4th Floor, Toronto, M4Y 1Y5
647-709-2600
www.francoqueer.ca



Refugee Law Office

20 Dundas St W, Suite 202, Toronto, M5G 2C2
416-977-8111 or 1-800-668-8258



Community Legal Education Ontario

www.cleo.on.ca/en



50 years
ans

Community Legal Education Ontario
Éducation juridique communautaire Ontario

EMPLOYMENT SUPPORT

Get information to become job ready & hired!



**Career Path
Exploration**



**LinkedIn
Profiles Tips**



**Job
Searching**



**Resume
Writing**



**Practice
Interviewing
Skills**



**Attending
Hiring
Events**

Tips on Effective Job Search

- Focus your job search.
- Update your resume and cover letter.
- Inform your networks that you are seeking employment.
- Update your social media profiles, especially LinkedIn, to indicate your availability for work.
- Research companies you are interested in and check their career pages for openings.
- Establish a job search schedule and maintain a log to track your applications.
- Seek guidance from Employment Access Coach to enhance your job search and interview skills.
- Remember, patience is key in your job search.

Other things that
can help your job
applications



At CCS, we are here to support you
through your job search journey.
For more information and
resources, please connect with:

Toronto Region:
416-757-7010 ccseap@ccscan.ca

Peel Region:
905-457-7740 eappeel@ccscan.ca



Resources on Job Search



2100 Ellesmere Rd, Suite 250,
Toronto M1H 3B7
416-431-5326
www.accesemployment.ca



www.jobbank.gc.ca



2868 Ellesmere Rd
Toronto M1E 4B8
416-286-0505
www.jvstoronto.org



[www.ontario.ca/
page/employment-
ontario](http://www.ontario.ca/page/employment-ontario)



2301 Keele Street, Suite 102
Toronto M6M 3Z9
416-789-7925
www.costi.org



[www.jobskills.org/
employment-ontario-
employment-services/](http://www.jobskills.org/employment-ontario-employment-services/)

Toronto Employment & Social Services

1

Apply Online

www.ontario.ca/page/social-assistance

REGISTER HERE

2

Call to Apply

8:30 to 4:30
Monday to Friday

1-888-999-1142

3

Apply In-Person

www.toronto.ca/community-people/employment-social-support/

LEARN MORE

EEmployment & Social Services offers financial help through Ontario Works, along with job and social support for Toronto residents.

Find out how to get financial and job assistance if you need extra support and resources.

Ontario Works

If you need help with food and housing because of financial hardship, you can apply for financial and job assistance through Ontario Works. They offer:

- Money for living costs like food and rent
- Health benefits for you and your family
- Job support to help you find and keep a job, like resume workshops, job counseling, and training

If you qualify, the amount you get depends on your situation. You might also receive extra for medical travel or if you have a spouse or children. In most cases, you need to take part in employment-related activities to keep getting financial help.

www.ontario.ca/page/ontario-works



Welcome Policy

The Welcome Policy is a program that helps Toronto residents pay for recreation activities. People who qualify get a yearly credit to use for FitnessTO memberships, fitness passes, and programs like lessons, camps, and after-school care offered by the City of Toronto.

Eligibility Requirements:

- Must live in Toronto
- Family's before-tax income must be below the Low Income Cut-Off (LICO) threshold for all members over 18 years old.



www.toronto.ca/community-people/employment-social-support/child-family-support/welcome-policy-recreation-fee-subsidy



FINANCIAL SUPPORTS

“ If you live in Toronto and need help paying your rent or electricity/gas bills, there are resources and government benefits you can apply for. ”



Examples of different benefits and financial supports

If you are past due on your electricity or gas bills, you can apply for a grant to pay your bills.

www.oeb.ca/consumer-information-and-protection/bill-assistance-programs/low-income-energy-assistance-program

This program helps low-income households in Ontario pay less on their electricity bills by giving them a monthly credit. Whether you qualify depends on your household's income and size.

ontarioelectricitysupport.ca

Low Income Energy Assistance Program (LEAP)

Toronto Rent Bank

Ontario Electricity Support Program (OSEP)

Emergency Energy Fund (EEF)

If you live in Toronto and might be evicted because you can't pay rent, the Toronto Rent Bank can help.

They give grants to eligible people to pay overdue rent and also offer emergency grants for rental deposits, like the first and last month's rent.

www.toronto.ca/community-people/employment-social-support/housing-support/financial-support-for-renters/toronto-rent-bank/

If you live in Toronto, you can apply for a one-time grant to help you pay your electricity and gas bills.

nipost.org/energy-assistance-programs/

There are more information about various types of benefits and resources for financial support, including the newest updates from the government websites:

- www.canada.ca/en/services/finance
- www.canada.ca/en/services/benefits
- www.ontario.ca/page/taxes-and-benefits



LEARN MORE



HOUSING SUPPORTS

Emergency Shelter & Housing Supports



There are services available to help people find emergency shelter and long-term housing. All these services are available online.

- **Emergency Shelter:** Short-term places to stay and support services for people who are homeless. For help, call 311 or Central Intake at 416-397-5637 or 1-877-338-3398 (toll-free in the GTA). They are available 24/7.
- **Housing Help:** Assistance for people who are homeless or at risk of becoming homeless. This includes finding housing, preventing eviction, providing information and referrals, helping with subsidized housing applications, pre-employment support, and follow-up for those who have been housed.
- **Guides to Services:** Online information for specific groups like seniors, youth, and vulnerable families.

www.toronto.ca/community-people/employment-social-support/financial-social-support-for-me/

SHARC, Assessment and Referral Centre

129 Peter St, Toronto, ON M5V 2H3
(416) 392-0090
sharc@toronto.ca

Sojourn House

101 Ontario St, Toronto, M5A 2V2
(416) 864-0515 or (416) 864 -9900
sojournhouse.org

The Housing Help Centre

2500 Lawrence Ave. E.,
Scarborough, M1P 2R7
(416) 285-8070
shhc.ca

Agincourt Community Services Association

4155 Sheppard Ave. E.,
Suite 100, Scarborough, M1S 1T4
(416) 321- 6912
agincourtcommunityservices.com



LANGUAGE TRAINING SERVICES



- Need to learn and improve English?
- Looking for a school to register your children?
- Interested in Adult Continuing Educational Programs?



Explore great ways to improve your English and learn about Canadian culture! By taking English classes and meeting new friends, you'll get better at speaking English and understanding Canadian culture.

Below are the places you can find English learning resources and register into English classes.



Tips for learning English

☐ Find an English Conversation Circle near you

☐ Read books and watch movies in English

☐ Expand your social circle and meet new friends

☐ Gain volunteering experience in the community

☐ Find language resources that you are passionate about

☐ Don't be afraid to practice English!



Canadian Language Benchmarks (CLBs)

The Canadian Language Benchmarks (CLB) is a system to measure how well someone knows English as a Second Language (ESL).

It has 12 levels, from beginner to advanced, to show progress. The CLB helps track how adult newcomers improve their English skills over time

The Canadian Language Benchmarks are:

- A set of statements that describe different levels of English ability.
- A way to show what learners can do with the language skills through tasks and activities.
- A national guide used to plan English lessons in different settings.
- A tool for learning, teaching, and testing the English skills in Canada.

Stage I – Basic (Benchmarks 1–4):

People can use English for simple needs, daily activities, and familiar topics in easy situations.

Stage II – Intermediate (Benchmarks 5–8):

People can use English in most social, school, and work situations, even some unexpected ones.

Stage III – Advanced (Benchmarks 9–12):

People can speak English fluently in many situations, dealing with both familiar and complex topics, including professional or stressful settings.



Greater Toronto

YMCA Language Assessment Centre



600 - 10 Milner Business Court,
Scarborough, M1B 3C6

(416) 925-5462 www.ymcagta.org/

The YMCA of Greater Toronto offers language assessment which is needed to join language training programs.

Language assessments are based on:

- Canadian Language Benchmarks (CLBs)
- Niveaux de Competence Linguistique Canadiens (BTC-NCLC)



If you would like to have your English or French language skills assessed, please contact the YMCA for an appointment at 416-925-5462 or email them at language.test@ymcagta.org.

You can also contact our settlement services if you need any assistance making an assessment appointments.



Resources from Government Websites



Resources of the Language Portal of Canada

www.noslangues-ourlanguages.gc.ca/en

Access free tools to improve your knowledge of English and French. Polish writing skills with quizzes, contribute to the Languages blog, and explore a selection of language-related Canadian links.

Ministry of Labour, Immigration, Training and Skills Development

www.ontario.ca/page/adult-learning-english-second-language

Resources for Adult learning: English as a second language for immigrants and refugees looking to improve their English.

School Boards in different regions

School boards in different regions offers English learning classes for Adult newcomers.

For inquires about a specific ESL location, please contact the administration office below.



Toronto District School Board
tdsb.on.ca



Toronto Catholic District School Board
tcdsb.org



Peel District School Board
peelschools.org



Dufferin-Peel Catholic District School Board
dpcdsb.org

Public Libraries in different regions

Newcomers can find many online resources to improve their English. They can also borrow different reading materials and multimedia resources to help them learn.



Torontopubliclibrary.ca



MISSISSAUGA

www.mississauga.ca/library/



www.bramptonlibrary.ca



Settlement.Org
Welcome to Ontario

<https://eslcorner.settlement.org>



Scarborough Centre for Alternative Studies

720 Midland Ave Scarborough, M1K 4C9
(416) 396-6921

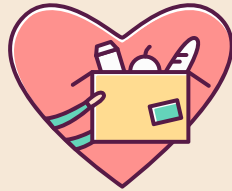
Scarboroughcentre@tdsb.on.ca
www.scasonline.com

FOOD BANK RESOURCES



What is a food bank?

A food bank is a nonprofit organization that collects safe and healthy food and shares it with people and families facing food insecurity.



Find a food bank near you

- 1 Visit the website
- 2 Enter your postal code or address
** Food banks are restricted to a specific geographic area (postal code)
- 3 Pick the food bank closest to you.
** Supplies vary by organizations and donations
- 4 Book your appointment or check the schedule for the distribution day



Are food banks free?

Yes, food banks are free for people and families who are experiencing or at risk of poverty.

Who can go to food banks?

Can anyone use food banks?

They are meant for people who need help getting food, and the rules for who can use them are not strict.

What do I need to get food from the food bank?

When you first visit a food bank, you usually need to fill out a form.

Documents Required for a Food Bank:

- Photo ID
- Proof of address
- Income records
- Numbers of family members



QUICK TIPS

Here are the tips for how to save money on groceries:

- **Check for Price Reductions:** Use apps like Flipp to find deals.
- **Use Coupons:** Look for coupons in stores and on websites.
- **Join Rewards Programs:** Many stores have rewards programs where you earn points that you can use for discounts or cash back on future purchases.
- **Price Match:** If you find the same item cheaper at another store, your store might lower their price to match it.





Examples of Food Banks in Toronto

Good Neighbors Drop-In

193 Markham Rd,
Scarborough, M1J 3C3
(647) 358-4105

goodneighboursmission.org

Scarborough Centre for Healthy Communities

4100 Lawrence Ave E,
Scarborough, M1E 2S2
(416) 847-4147 or (416) 642-9445
schcontario.ca

Muslim Welfare Canada (Halal Food)

100 McLevin Ave Suite 4,
Scarborough, M1B 5K1
(416) 335-9994
muslimwelfarecentre.com

Feed Scarborough

- 741 Kennedy Rd
- 2259 Kingston Rd
- 772 Warden Ave
- 155 Markham Road
- 4630 Kingston Rd, Unit 16
- 3330 Danforth Ave

(416) 936-3975

feedscarborough.ca

Food Banks Canada  Banques alimentaires Canada

<https://foodbankscanada.ca/>



Daily Bread Food Bank

www.dailybread.ca



 **FEED ONTARIO**

<https://feedontario.ca>



HEALTH CARE SERVICES



Call 911

In an emergency always call 9-1-1 for immediate help.

An emergency is when you need help right away from the police, firefighters, or a paramedic. You can get help in more than 180 languages.

Non-emergency medical issues
1-866-797-0000

Police non-emergency
416-808-2222



To find a family doctor, you can:



- **Ask a friend or family member** if their doctor is accepting new patients
- **The Refugee Health Line** (Phone: 1-866-286-4770) helps refugees find doctors who can do your initial medical assessments and refer you to other healthcare services.
- **Find a doctor or nurse practitioner in Ontario:**
www.ontario.ca/page/find-family-doctor-or-nurse-practitioner



Other options for health care services

Other types of healthcare services are available in the community.

Remember to bring your health insurance and health card when visiting these services.

Hospitals

There are 140 public hospital corporations in Ontario. To find hospital locations in Ontario:

www.ontario.ca/page/general-hospital-locations

Walk-in clinics

Walk-in clinics offer non-urgent medical care for those without a family doctor or who cannot reach theirs.

You can see a nurse or doctor, often without an appointment, for minor illnesses and injuries like cuts, bruises, infections, sprains, and skin issues.

Health 811

Call 811 for connecting with a registered nurse anytime, for free, secure, and confidential health advice.

This service helps you get safe, high-quality care and avoid unnecessary emergency room visits. It is a helpful addition to your usual healthcare.

health811.ontario.ca

Community Health Centres

Community Health Centres (CHCs) are non-profit organizations focused on improving health for groups who often face barriers to healthcare, such as:

- People with low income
- New immigrants
- Those with complex mental health issues
- Individuals without health insurance

www.ontario.ca/page/community-health-centres

Urgent Care Centres

At an Urgent Care Centre, you can get treatment for many injuries and illnesses: infections, earaches, eye injuries, sprains, broken bones, cuts, fevers, minor burns, and nose and throat issues.

Some emergency-trained doctors and healthcare professionals provide care may offer follow-up appointments to check on your recovery.

Interim Federal Health Program (IFHP)

Refugee claimants in Canada can get health care through the Interim Federal Health Program (IFHP).

To confirm your eligibility, a health professional will need to see your Refugee Protection Certificate Document (RPCD), also known as the brown paper.

If you qualify for the IFHP, you won't need to pay for services.



If your refugee claim or Pre-Removal Risk Assessment (PRRA) is accepted or your protected person status has changed, it means your status in Canada has changed.

You can apply for a health card under the **Ontario Health Insurance Program (OHIP)**.

It is best to apply right away because your Interim Federal Health Program (IFHP) coverage will automatically end 90 days after your claim is accepted.
www.ontario.ca/page/apply-ohip-and-get-health-card

What services does the IFHP cover?

- Hospital visits and ambulance services
- Essential vaccines and medications
- Pregnancy and midwifery services
- Some vision and dental care
- Services by clinical psychologists, occupational therapists, speech language therapists, physiotherapists and other health professionals
- Home care and long-term care
- The Immigration Medical Exam (IME)

For more information and updates about IFHP:

www.canada.ca/en/immigration-refugees-citizenship/services/refugees/help-within-canada/health-care/interim-federal-health-program

Clinics for Refugee Dental Programs

Studio Dental

300 Borough Dr, Unit 64, Scarborough, M1P 4P5
(416) 800-1560 studiodentalcentres.ca

Toothworks Dental Clinics

85 Ellesmere Rd, Unit 57, Scarborough, M1R 4B7
(437) 887-2209 toothworks.com



Scarborough Centre for Healthy Communities

(416) 642 9445

info@schcontario.ca schcontario.ca

Access Alliance Multicultural Health and Community Services

- 3079 Danforth Ave, M1L 1A8
- 761 Jane Street, York, M6N 4B4
- 340 College Street, Suite 500, M5T 3A9

(416) 324-8677 accessalliance.ca

The Canadian Centre for Refugee and Immigrant Health Care

4158 Sheppard Avenue East, Toronto, M1S 1T3
(647) 267-2176
healthequity.ca



Healthcare Services and Clinics

Health Line is a helpful website that gives resident and healthcare providers easy access to up-to-date information about health services in Ontario. It makes it simple for people to find the services they need near their homes.

Centralhealthline.ca

Covers the areas of North York, Etobicoke, York - Toronto, York Region, South Simcoe

www.centralhealthline.ca

TorontoCentralhealthline.ca

Covers the areas of East York, Etobicoke, North York, Toronto, Scarborough

www.centralhealthline.ca

CentralWesthealthline.ca

Cover the areas of Dufferin, Bolton, Caledon, Bramalea, Brampton, North Etobicoke, Malton, West Woodbridge

www.centralwesthealthline.ca

MississaugaHaltonhealthline.ca

Cover the areas of Halton Hills, Milton, Oakville, Mississauga, South Etobicoke

www.mississaugahaltonhealthline.ca

COMMUNITY RESOURCES



Access Alliance
Multicultural Health and Community Services

A Celebration of Firsts

**Access Alliance Multicultural
Health and Community Services**
(416) 324-8677
accessalliance.ca



Access Employment
(416) 431-5326
accesemployment.ca



Agincourt Community Services Association
4155 Sheppard Ave East, Suite 100, Toronto, M1S 1T4
(416) 321-6912
agincourtcommunityservices.com



COSTI Employment Services
(416) 789-7925
costi.org



**Feed Scarborough
(Scarborough Food Security Initiative)**
(416) 936-3975
www.feedscarborough.ca



FCJ Refugee Centre
208 Oakwood Ave, Toronto, M6E 2V4
(416) 469-9754
fcjrefugeecentre.org



Franco Queer
543 Yonge St, 4th Floor, Toronto M4Y 1Y5
(647) 709-2600
francoqueer.ca

**Good Neighbors Drop-In**

193 Markham Rd, Scarborough, M1J 3C3

Tel: (647) 358-4105

goodneighboursmission.org

**Muslim Welfare Canada (Halal Food)**

100 McLevin Ave Suite 4, Scarborough, M1B 5K1

(416) 335-9994

mwcanada.org



Canadian Friends
Service Committee

Quakers working for justice and peace

Quaker Committee for Refugees

60 Lowther Ave, Toronto M5R 1C7

(416) 964-9669

quakerservice.ca



SCARBOROUGH
CENTRE FOR
HEALTHY
COMMUNITIES

Scarborough Centre for Healthy Communities

629 Markham Rd Unit 2, Scarborough, M1H 2A4

(416) 642-9445

schcontario.ca

**Scarborough Health Network**

2867 Ellesmere Rd, Scarborough, M1E 4B9

(416) 208-0131

shn.ca



Scarborough
Community
Legal Services

Scarborough Community Legal Services

695 Markham Rd, Suite 9 Toronto, M1H 2A5

(416) 438-7182

scarboroughcommunitylegal.ca

**Sojourn House**

101 Ontario St, Toronto, M5A 2V2

(416) 864-0515 or (416) 864 -9900

sojournhouse.org



Giving
Hope
Today

The Salvation Army

(416) 682-2498 or (647) 233-6036

salvationarmy.ca



The Canadian Centre for Refugee and Immigrant Health Care
4158 Sheppard Avenue East, Toronto M1S 1T3
(647) 267-2176
healthequity.ca



The Housing Help Centre
2500 Lawrence Ave. E., Scarborough M1P 2R7
(416) 285-8070
shhc.ca



The Neighborhood Organization (TNO)
1 Leaside Park Dr, Unit 7, Toronto, M4H 1R1
(416) 467-0126
tno-toronto.org



Toronto Community Housing
931 Yonge St, Toronto M4W 2H2
(416) 981-7368 or (416) 981-4771
torontohousing.ca



Welcome Centre Immigrant Services
welcomecentre.ca



West Scarborough Community Legal Services
2425 Eglinton Ave E, Suite 201, Toronto, M1K 5G8
(416) 285-4460
westscarboroughlegal.ca



Willowdale Community Legal Services
245 Fairview Mall Dr, Suite 106, Toronto M2J 4T1
416-492-2437
willowdalelegal.com

GLOSSARIES

- **Appellant:** A person who appeals a negative decision on their refugee claim made by the IRB-RPD, asking the IRB-RAD to review it.
- **Asylum seeker:** Someone who flees their home country seeking protection in another country. In Canada, this person is referred to as a "refugee claimant."
- **Basis of Claim (BOC) Form:** A document where a refugee claimant provides detailed information to support their refugee case before the IRB-RPD.
- **Biometric Instructions Letter (BIL):** A letter requesting the submission of fingerprints and a photo as part of the refugee claim process.
- **Convention Refugee:** A person who meets the criteria of the 1951 Geneva Convention, being outside their home country and facing persecution based on race, religion, nationality, social group, or political opinion.
- **Eligibility Interview:** An interview conducted by a Canada Border Services Agency or IRCC officer to determine if a person qualifies to make a refugee claim in Canada.
- **Evidence:** Any supporting material for a refugee claim, such as documents, letters, articles, medical reports, photos, or videos.
- **File review process (FRP):** A procedure where the IRB-RPD may decide a refugee claim without a full hearing, or after a brief hearing, if the case qualifies for it.
- **Humanitarian and compassionate application (H&C):** A request for permanent residency made on the basis of personal hardships, for individuals who don't meet standard immigration criteria.
- **Immigration and Refugee Board of Canada (IRB):** An independent Canadian tribunal responsible for making decisions on immigration and refugee matters.
- **Immigration Medical Exam (IME):** A mandatory medical examination for refugee claimants to assess potential health or safety risks.
- **Immigration, Refugees and Citizenship Canada (IRCC):** The government department overseeing immigration, refugee matters, and citizenship decisions in Canada.

GLOSSARIES

- **Interim Federal Health Program (IFHP):** A temporary healthcare program for refugee claimants and other newcomers who aren't yet eligible for provincial health insurance.
- **Legal Aid Ontario (LAO):** A service that offers legal help to low-income individuals, including those making refugee claims, in Ontario.
- **Lesbian, Gay, Bisexual, Trans, Queer (LGBTQ):** A set of terms representing different sexual orientations and gender identities.
- **Non-Governmental Organization (NGO):** A non-profit group that offers various support services, including aid for refugees, without being part of the government.
- **Notice of Decision:** A formal letter from the IRB-RPD that informs a claimant whether their refugee claim has been accepted or denied.
- **Refugee claimant:** A person who has applied for refugee protection in Canada and is awaiting a decision from the IRB-RPD.
- **Refugee Protection Claimant Document (RPCD):** A document confirming that a refugee claim has been filed with the IRB and that the claimant may be eligible for temporary benefits like healthcare under the IFHP.
- **Settlement Agency:** An organization that provides support to immigrants and refugees in Canada, including help with housing, employment, and language training.
- **Settlement Worker:** A professional who assists refugees and immigrants with their integration needs, such as finding housing, accessing healthcare, and getting legal help.
- **Short hearing:** A brief two-hour hearing for refugee claims where only a few specific issues need to be addressed.
- **Social Insurance Number (SIN):** A 9-digit identification number needed to work in Canada or access government programs and services.
- **Status:** A person's official immigration category in Canada, such as citizen, permanent resident, or visitor.

[illegible]

ABOUT US

At Catholic Crosscultural Services (CCS), we are dedicated to providing free and confidential services in multiple languages to address the settlement needs of newcomers, immigrants, and refugees, facilitating their integration into Canadian society. Newcomers can connect with our committed settlement team and participate in information sessions and workshops held at our offices in Toronto, Mississauga, and Brampton, as well as at partner locations, including libraries, schools, and community centers.

We serve all newcomers regardless of race, religion, country of origin, sexual orientation, or immigration status. We proudly offer our clients confidential services at no cost in over 30 different languages.

At CCS, we are here to help you navigate the challenges of settling into a new country, and we welcome all newcomers to access our services.

Services Offered At CCS

- Settlement Services
- Language Training
- Employment Support
- Women Support Services
- Settlement Workers in Schools (SWIS)
- Refugee Sponsorship Training
- Local Immigration Partnership
- Family in Settlement
- Financial Literacy
- Newcomer LGBTQ+ Support
- Newcomer Youth & Senior Wellness Program

VISIT US AT ONE OF OUR LOCATIONS



Toronto Region

55 Town Centre Court, Suite 401
Toronto M1P 4X4
[416-757-7010](tel:416-757-7010)

1200 Markham Road, Suite 503
Toronto M1H 3C3
[416-289-6766](tel:416-289-6766)

2206 Eglinton Avenue East, Suite 124
Toronto M1L 4S7
[416-759-8800](tel:416-759-8800)

Settlement Integration Place (SIP)
3227 Eglinton Avenue East, Unit 135
Toronto M1J 3M5
[416-266-7200](tel:416-266-7200)

**The Settlement Resources Networking Hub
at Cedarbrae Mall**
3495 Lawrence Ave E. Basement Level
Toronto M1H 1B3
[416-757-7106](tel:416-757-7106)



Peel Region

164 Queen St. East, Suite 306
Brampton L6V1B4
[905-457-7740](tel:905-457-7740)

3660 Hurontario Street, 7th Floor
Mississauga L5B 3C4
[905-273-4140](tel:905-273-4140)

4557 Hurontario Street, Unit B11/12
Mississauga L4Z 3M2
[905-272-1703](tel:905-272-1703)

1477 Mississauga Valley Boulevard
Mississauga L5A 3Y4
[905-232-7010](tel:905-232-7010)

For more information, please visit our website: www.ccscan.ca



CCS

Catholic Crosscultural Services