

2020

NEWCOMER GUIDE TO HEALTH AND SOCIAL SERVICES

FOR THE CITY OF MISSISSAUGA

TABLE OF CONTENTS

What is the Newcomer Guide to Health and Social Services for the City of Mississauga?.....	3
Ontario's Health Care System.....	4
Mental Health and Addictions.....	9
Women's Health and Wellness.....	13
Infancy and Early Childhood.....	17
2SLGBTQ+ Health.....	21
School and Education.....	24
Adult Language Training.....	28
Vaccination and Immunization.....	30
Older Adults' and Seniors' Health.....	33
Dental Care.....	37
Employment and Job Training Support.....	39
Housing and Shelter.....	41
Income Support and Financial Assistance.....	43
Settlement Services for Newcomers.....	46
Acknowledging Our Partners.....	50



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



NEWCOMER GUIDE TO HEALTH AND SOCIAL SERVICES FOR THE CITY OF MISSISSAUGA

Welcome to Mississauga! We know that moving to a new country, learning a new language, and trying to settle into a new community can be both exciting and stressful. You may have many questions about how to find support and keep healthy during this time of change. This guide directs you to resources and services available to you in the “Did you know?” section and answers “Frequently Asked Questions”.

WHAT IS THE NEWCOMER GUIDE TO HEALTH AND SOCIAL SERVICES FOR THE CITY OF MISSISSAUGA?

The ***Newcomer Guide to Health and Social Services for the City of Mississauga*** gives you information about:

- How to access local health care and social services in Mississauga?
- Who and where to ask for help?
- How to talk to your family doctor or nurse practitioner about your concerns?
- How to maintain your overall health and well-being?

Best wishes to you and your family! We are happy to welcome you to your new community!

Contact Information

If you have any questions or comments about the ***Newcomer Health and Social Services Guide for the City of Mississauga***, please email immigrationpeel@peelnewcomer.org or call 905-276-0008 ext. 112.

Disclaimer

Inclusion of an organization and information about its programs and services in this guide does not imply endorsement by the creators of the guide, nor does exclusion indicate lack of endorsement. This guide is for information purposes only. Note that some websites referred to in this guide offer translation capabilities. The accuracy, page structure and accessibility may vary across languages and is the responsibility of the owners of those websites.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the ***Newcomer Guide to Health and Social Services for the City of Mississauga*** with links to helpful resources. You can also download versions of this guide in other languages.

ONTARIO'S HEALTH CARE SYSTEM



DID YOU KNOW?

In case of an emergency, call 911 to reach the Police, Fire, or Ambulance. Dial 911 when you need emergency care for symptoms like loss of consciousness, pain not relieved by pain medication, confusion, severe chest pain, or difficulty breathing. You may receive a bill in the mail for ambulance services.

1. There are two types of public health insurance available in Ontario to receive health care services:

- Ontario Health Insurance Plan (OHIP) is a health insurance program for people living in Ontario. OHIP covers costs like appointments with your family doctor, nurse practitioner, visits to walk-in clinics, visits to an emergency room, medical tests and surgeries. Your health card is a confidential document that you need to keep in a safe place because you will need to show it every time you require medical care.



Apply, as soon as possible to get a health card at a ServiceOntario centre with the required documentation. It can take up to three months for your OHIP coverage to begin after you have been approved. If you require medical services during the waiting period, you will need to pay or you can buy private health insurance.

- Interim Federal Health Program (IFHP) gives people with refugee status limited and temporary health care benefits doctor and hospital visits, some medications, and some dental or vision care.

2. You can purchase a private health insurance plan if you do not have OHIP or IFHP. You may have access to a private health plan through your school or work.

ACCESSING HEALTH CARE SERVICES

1. A family doctor or nurse practitioner is your primary health care provider, which means they are the person you make an appointment with when you have a new, non-emergency health issue.
2. To find a family doctor or nurse practitioner close to where you live, visit the Health Care Connect website to register. A Care Connector will support you in becoming connected to a doctor or nurse who is taking new patients and speaks your language. Alternatively, call the medical office to find out if they are accepting new patients and if there is a doctor or nurse who speaks your language.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

ONTARIO'S HEALTH CARE SYSTEM



DID YOU KNOW?

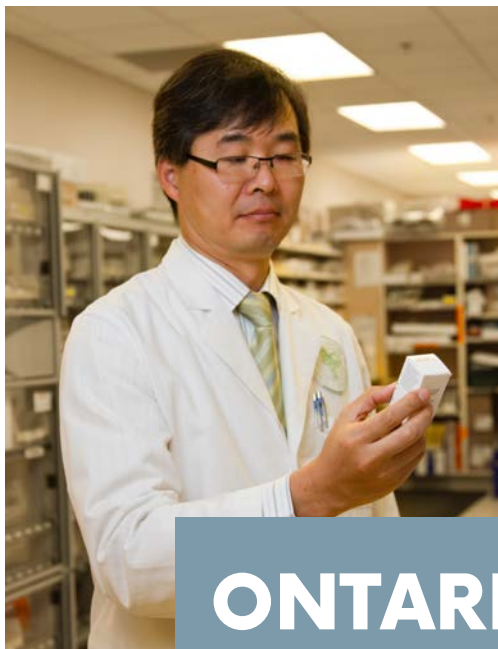
A family doctor or nurse practitioner can provide:

- diagnosis and treatment for common illnesses and injuries (like influenza and cuts)
- support in managing an ongoing health condition (like diabetes or high blood pressure)
- prescriptions for medications (like antibiotics)
- regular check-ups for all ages
- routine screening tests for some illnesses (like cancer)
- referrals to health care specialists (like cardiologists and gynecologists) who can give you expert help for a specific condition

3. If you have an urgent health problem that is not life-threatening and your family doctor or nurse practitioner is not available, you can visit a doctor at a walk-in clinic or go to the nearest urgent care centre at the Queensway Health Centre which is open to all ages or the Pediatric Urgent Care Clinic which is open to people up to age 18.
4. If you need emergency care for serious and life-threatening illnesses or injury, call 911 or visit an Emergency Room (ER)/Emergency Department (ED) at a local hospital, such as the Credit Valley Hospital or Mississauga Hospital. Emergency Rooms are open 24 hours a day and 365 days a year. You may experience long wait times at hospitals because they have to treat the person with the most urgent medical issue first. Most hospitals offer interpretation and translation services.
5. Hepatitis C is important for immigrants and newcomers in Canada because it is estimated that 35 per cent of hepatitis C antibody – positive cases in Canada are among people born outside of the country. To learn more, click here and scroll down for multilingual client resources.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



ONTARIO'S HEALTH CARE SYSTEM



DID YOU KNOW?

MEDICATIONS AND DRUGS

You will need to see a doctor or a nurse practitioner to get prescription medications.

Once you receive a prescription, you can take it to any pharmacy to get the medication. Unless you have private insurance, you will need to pay for medications. Some common medications (such as cough syrup) do not need a prescription and are called “over-the-counter medications”, which can be purchased at most stores, shops, and pharmacies.

- If you are under the age of 24, ask your pharmacist about OHIP+ and whether you are eligible to get free medications. You do not need to enroll. All you need is your OHIP card number and a prescription.
- Ontario Drug Benefit Program (ODB) covers most prescription drug costs for people over the age of 65, people living in a long-term care home or receiving Ontario Works or Ontario Disability Support Program or home care.
- You may be eligible for the Trillium Drug Program.

SUPPORT SERVICES

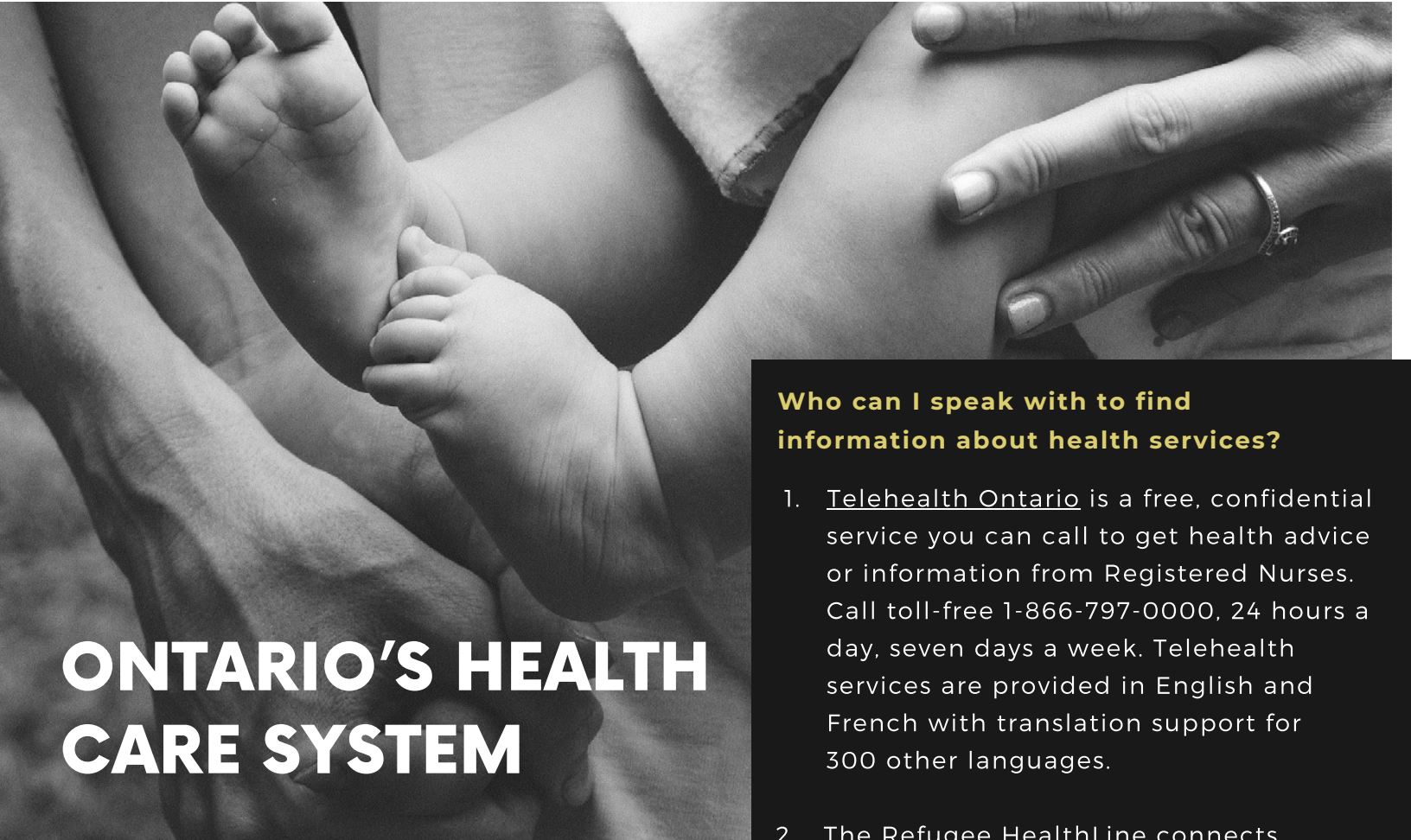
1. TransHelp is a transit service for people living in Mississauga who regularly use a wheelchair or who are physically unable to use public transportation.
2. You may be eligible for the Assistive Devices Program (ADP) if you have a physical disability and need help paying for equipment such as wheelchairs and hearing aids.

Do you speak French?

- The Credit Valley Family Health Team in Mississauga is bilingual. Call 905-813-3850 for more information.
- The Centre Francophone du Grand Toronto offers a variety of services to the francophone community. Call 416-922-2672 for more information.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



ONTARIO'S HEALTH CARE SYSTEM

FREQUENTLY ASKED QUESTIONS

What do I do if I do not have an Ontario Health Insurance Plan (OHIP) or I am not part of the Interim Federal Health Program (IFHP)?

- Community Health Centres offer some free health services for people who are uninsured. In Mississauga, the East Mississauga Community Health Centre is the closest centre.

Who pays for health care in Ontario?

- If you live in Ontario, many of the health care services you need are publicly funded through taxpayer dollars. This means that the government pays for all or part of the cost for you. Services include visits to your family doctor, nurse practitioner, and specialists, basic and emergency health care services, including surgery and hospital stays.

Who can I speak with to find information about health services?

1. Telehealth Ontario is a free, confidential service you can call to get health advice or information from Registered Nurses. Call toll-free 1-866-797-0000, 24 hours a day, seven days a week. Telehealth services are provided in English and French with translation support for 300 other languages.
2. The Refugee HealthLine connects refugees with various health service providers. Call toll-free 1-866-286-4770 for more information.
3. Home and community care provides a variety of health care services and resources to support you at home, at school or in the community. Speak to your doctor or nurse for more information or call 310-2222 (no area code required).
4. Region of Peel - Public Health offers free programs including immunization clinics, prenatal classes, healthy sexuality clinics, breastfeeding programs, and dental care. For more information, call 905-799-7700 to speak to a Public Health Nurse. Translation services are available.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

ONTARIO'S HEALTH CARE SYSTEM

? FREQUENTLY ASKED QUESTIONS



Who can I speak with to find information about health services?

5. Sexual Health Infoline Ontario & eChat (SHILO) is an anonymous and free multilingual counselling service. Call 1-800-668-2437 to speak with a live counsellor from anywhere in Ontario to learn about sexual health clinics in your area, HIV and STI testing sites, and other sexual health information.
6. Hello Ontario provides a web-based resource about HIV and related services for people who are new to Ontario.
7. The Bloom Clinic at WellFort Community Health Services provides HIV and hepatitis C testing, treatment and care services to people living with HIV and/or hepatitis C. The Bloom Clinic also provides harm reduction services, including the distribution of safer drug injection and smoking equipment, and naloxone kits.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



MENTAL HEALTH AND ADDICTIONS



DID YOU KNOW?

1. Mental health (emotional, psychological and social well-being) is part of your overall health and it is important to take care of it.

As a person new to Canada, you may experience added stress, family conflict, depression, and or anxiety. Ask your family doctor or nurse practitioner about how to care for your mental health.



2. Mental illness is an illness that affects how people think, feel, act, or interact with others. There are many different kinds of mental illnesses. Anyone can be at risk of mental illness, so if you or someone you know is suffering, ask for help from your family doctor or nurse practitioner.



3. Some people cope with difficult emotions by drinking alcohol and/or using drugs. When people misuse substances such as alcohol or drugs, they may find it hard to cope without using substances. If your drug and alcohol use is getting in the way of your usual activities, talk to your family doctor or nurse practitioner.



4. Region of Peel - Peel Public Health and its partners such as Moyo Health & Community Services provide access to harm reduction services and supplies (safer injection and inhalation equipment, and naloxone) to people who use drugs. There are multiple satellite locations (e.g., Bloom Clinic) and outreach services available to provide free access to these supplies and services.

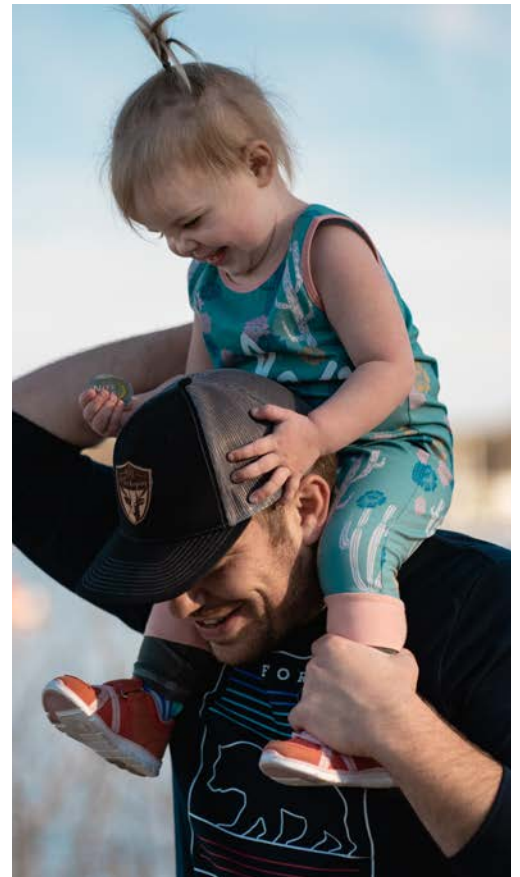


MENTAL HEALTH AND ADDICTIONS



DID YOU KNOW?

5. Mental illnesses and addictions are treatable. Like physical health conditions, the earlier you get diagnosed and treated, the better.
6. Self-care is any activity that you do to take care of our mental, emotional, and physical health. Practicing self-care is especially important for newcomers. Make your own health a priority.
7. Exercising regularly can help you stay healthy so you can be physically fit and emotionally strong to better cope with stress. Visit participaction.com for guidelines on the kinds of activities, intensity and length of time you should exercise.
8. Home cooked meals are healthier than eating from fast food restaurants. Learn about [Canada's Food Guide to Healthy Eating](#).
9. [Peel Children's Centre \(PCC\)](#) provides quality mental health services for children, youth and their families. For more information, call 905-451-4655.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



MENTAL HEALTH AND ADDICTIONS

? FREQUENTLY ASKED QUESTIONS

I am in a crisis situation, what do I do?

- 24.7 Crisis Support Peel Dufferin is a free helpline for timely and high-quality response to de-escalate, stabilize and support those experiencing a mental health and addiction crisis. You can talk to a crisis support worker who will figure out how best to help you. Call 905-278-9036 at any time.
- Kids Help Phone provides anonymous, confidential support to children and youth 24/7 via text (Text CONNECT to 686868) or telephone (1-800-668-6868). It offers counselling, information and referrals to public services in your area.
- Good2Talk is a free, confidential helpline for post-secondary students ages 17-25 years who are looking for counselling or referrals for mental health and addictions. Call 1-866-925-5454 at any time.
- Spectra Helpline offers crisis and suicide assessment and intervention, emotional support, and check-in calls in multiple languages. Call 905-459-7777 for more information. Multilingual helplines are available.

How can I learn more about mental health and addictions?

- The Centre for Addiction and Mental Health (CAMH) Mental Illness and Addictions Index provides reliable information about mental illness and addiction, including treatment and recovery. Fact sheets in various languages are available to understand how to ask for help when things are not right.
- The Canadian Mental Health Association (CMHA) Peel Dufferin Branch provides services for people with mental illness and educates the community about mental health issues. They also provide a quick guide to mental health and addictions resources.
- “Alone in Canada: 21 Ways to Make it Better – A Self-Help Guide for Single Newcomers” is a self-help guide and is available in different languages to support newcomers adjusting to living in a new country.
- Talk to your doctor or nurse about quitting smoking and visit Ontario.ca/quitsmoking for tips and support or call Telehealth Ontario toll free at 1-866-797-0000 to get telephone-based smoking cessation support 24 hours a day, 7 days a week.



MENTAL HEALTH AND ADDICTIONS

? FREQUENTLY ASKED QUESTIONS



How do I access mental health and addictions services including counselling and peer support?

- One-Link provides referrals to Addiction and Mental Health services. Call One-Link's toll free line at 1-844-216-7411 or call 905-338-4123. Interpreters may be available upon request.
- ConnexOntario provides free and confidential information to people experiencing problems with mental health, alcohol or drugs, and/or problem gambling. System navigators are trained in emergency mental health interventions and answer calls, e-mails or web-chat requests 24 hours a day, seven days a week. You can reach them at 1-866-531-2600.
- The Government of Ontario website provides information on mental health and addictions services for children and youth. There are more than 400 agencies across Ontario that offer help to children and youth with mental health and addictions concerns up to 18 years of age. Please contact a child and youth mental health agency to book an appointment.
- Togetherall is a free, online mental health and well-being service offering self-help programs and courses on ways to manage anxiety and depression for individuals aged 16 and over. The program also provides an online community to help you with everyday stress or major life events. You do not need a health care provider referral to access Togetherall resources.
- BounceBack is a free and online skill-building program designed to help adults and youth aged 15 and older, manage symptoms of depression and anxiety. Online videos are available in various languages. Ask your family doctor or nurse practitioner for a referral.
- The Centre for Addiction and Mental Health New Beginnings Clinic offers psychiatric consulting and culturally sensitive interventions to newly arrived refugees.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

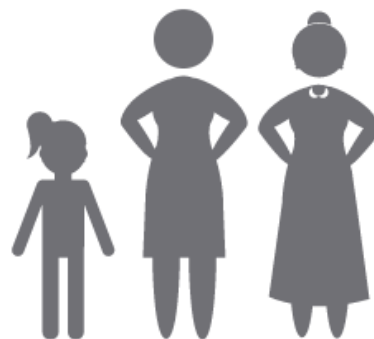


WOMEN'S HEALTH AND WELLNESS



DID YOU KNOW?

1. Self-care is any activity that you do to take care of your mental, emotional and physical health. Practicing self-care is especially important for newcomer women of all ages. Make your own health a priority.
2. Family doctors and nurse practitioners can provide you with information about:



- **Menstrual cycle (period)** including feminine hygiene products and medication for your menstrual cramps
- **Sexual health** including consensual sex, safe sex practices, sexually transmitted infections, different types of birth control and contraception, abortion care and counselling



- **Family planning and reproductive health** including your health before, during and after pregnancy
- **Mental health** including emotional, psychological, and social well-being
- **Menopause** and health-related symptoms



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



WOMEN'S HEALTH AND WELLNESS



DID YOU KNOW?

Family doctors and nurse practitioners can also provide you with information about provincial cancer screening programs including:

- Breast cancer screening – Mammograms are recommended every two years for women between the ages of 50 and 74. All women should speak to their doctor or nurse practitioner about getting tested for breast cancer.
 - Cervical cancer screening – Pap tests are recommended every three years for individuals 21 years or older who have a cervix and who have been sexually active.
 - Colon cancer screening – If you are at average risk for colon cancer (between ages 50 to 74), you should get checked every two years. Speak to your doctor or nurse to learn more about the easy-to-use home-test kit, fecal immunochemical test (FIT). If you have a positive FIT result or a higher risk of colorectal cancer, your doctor may recommend a colonoscopy.
3. Midwives provide care to pregnant people and their babies, with or without Ontario Health Insurance Plan (OHIP) coverage. To locate a midwife, use the **Find a Midwife tool** on the Association of Ontario Midwives webpage or call 1-866-418-3773.
 4. The Best Start Resource Centre produces resources in multiple languages on a broad range of topics related to preconception health, prenatal health, early child development, and more. Most resources can be downloaded free of charge.
 5. Hepatitis C is important for immigrants and newcomers in Canada because it is estimated that 35 per cent of hepatitis C antibody – positive cases in Canada are among people born outside of the country. To learn more, click here and scroll down for multilingual client resources.



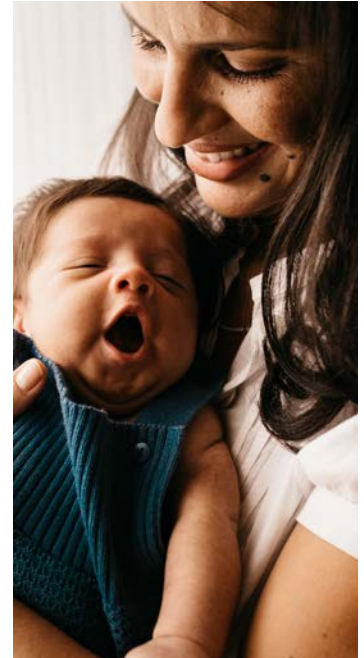
Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

WOMEN'S HEALTH AND WELLNESS

? FREQUENTLY ASKED QUESTIONS

Where can I find information about sexual health, reproductive health, and pregnancy?"

- Call Region of Peel – Public Health at 905-799-7700 for counselling and information on sexual health and family health programs and services, including information on birth control, sexually transmitted infections, reproductive health, prenatal classes programs, and infant feeding support. No health card is required to receive services.
- Visit the Parenting in Peel website to sign up for weekly prenatal classes and programs to learn about staying healthy during and after pregnancy, preparing for labour and delivery, caring for and feeding your baby. You can also learn about post-partum depression.
- Ontario's Healthy Babies Healthy Children (HBHC) program helps children get a healthy start in life. It helps families during pregnancy and after the baby is born. HBHC informs you about child development and local community programs and resources. If you are eligible, the program offers support in your own home through Public Health Nurses and Family Visitors. There is no cost to families. Interpreters are available in many languages. Call the Region of Peel - Peel Public Health at 905-799-7700 for more information
- "Giving Birth in a New Land – A Guide for Women New to Canada and Their Families" is a guide for newcomer women who plan to give birth in Ontario. It can be downloaded in various languages.
- Sexual Health Infoline Ontario & eChat (SHILO) is an anonymous and free multilingual counselling service. Call 1-800-668-2437 to speak with a live counsellor from anywhere in Ontario to learn about sexual health clinics in your area, HIV and STI testing sites, and other sexual health information.
- Hello Ontario provides a web-based resource about HIV and related services for people who are new to Ontario.
- The Bloom Clinic at WellFort Community Health Services provides HIV and hepatitis C testing, treatment and care services to people living with HIV and/or hepatitis C. The Bloom Clinic also provides harm reduction services, including the distribution of safer drug injection and smoking equipment, and naloxone kits.
- PrEP, or Pre-Exposure Prophylaxis, is a highly effective way for people at high risk to have more control over their sex lives and protect themselves from HIV. If you want to learn more about PrEP, are ready to start PrEP or have been taking PrEP for some time, this website can help answer your questions. Use our tools to see if PrEP is right for you or find a PrEP clinic near you. Health care providers will also find resources to help them support clients on PrEP.



WOMEN'S HEALTH AND WELLNESS

? FREQUENTLY ASKED QUESTIONS



Where can I get help if I am in an abusive situation?

If you or someone you know is in immediate danger, call 911.

- Call the Assaulted Women's Helpline at 1-866-863-0511 at any time if you experience abuse or if you are in a crisis. Help is available in over 200 languages.
- Sexual Assault/Domestic Violence Treatment Centres provide critical care to support the medical, psycho-social and forensic needs of survivors of sexual and/or domestic violence. If you have recently been sexually assaulted, please go to Trillium Health Partners Sexual Assault and Domestic Violence Services, accessed through the Mississauga Hospital Emergency Department, 24 hours a day, 7 days a week.
- Shelters are safe places to stay if you do not have anywhere else to go or cannot afford to pay rent. Visit Peel Region Housing and Shelter to search for shelters in Mississauga. Visit ShelterSafe, if you are a woman seeking safety from violence and abuse.
- Call Interim Place at 905-403-0864 or toll free at 1-855-676-8515 (a 24-hour crisis line) if you require shelter, support, counselling and advocacy.
- Services in French are available through OASIS Centre des Femmes (416-591-6565) and Fem'aide (1-877-336-2433).



Domestic abuse and gender based violence is a crime and is against the law in Canada. If you or someone you know is experiencing abuse, there is support available. If you or someone you know needs immediate medical attention, call 911 or go to the nearest emergency department.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

INFANCY AND EARLY CHILDHOOD



DID YOU KNOW?

1. Call Region of Peel – Public Health at 905-799-7700 for counselling and information on sexual health and family health programs and services, including information on birth control, sexually transmitted infections, reproductive health, prenatal classes programs, and infant feeding support. No health card is required to receive services.
2. Visit the Parenting in Peel website to sign up for weekly prenatal classes and programs to learn about staying healthy during and after pregnancy, preparing for labour and delivery, caring for and feeding your baby. You can also learn about post-partum depression.
3. Ontario's Healthy Babies Healthy Children (HBHC) program helps children get a healthy start in life. It helps families during pregnancy and after the baby is born. HBHC informs you about child development and local community programs and resources. If you are eligible, the program offers support in your own home through Public Health Nurses and Family Visitors. There is no cost to families. Interpreters are available in many languages. Call the Region of Peel - Peel Public Health at 905-799-7700 for more information.
4. Home cooked meals are healthier than eating from fast food restaurants. Learn about Canada's Food Guide to Healthy Eating. Learn how to develop health eating habits here.
5. Poor or insufficient sleep can affect your child's mood and behaviour, and negatively affect their school work. It can also affect their physical health. School-aged children need 10-11 hours of sleep while teenagers need approximately 9 hours of sleep.





INFANCY AND EARLY CHILDHOOD



DID YOU KNOW?

6. You can speak to your doctor or nurse practitioner about healthy food, regular exercise, developmental milestones for your children, personal hygiene practices such as bathing and deodorant use and more.
7. Exercising regularly can help children stay healthy so they can be physically fit and emotionally strong.
8. Good vision and good hearing can help your child do well in school. Regular eye examinations and hearing tests are recommended. Ontario Health Insurance Plan (OHIP) will pay for an annual eye exam for children. Take your child's health card with you to the optometrist. Talk to your family doctor or nurse practitioner about hearing tests.
9. It is important for children to get regular dental checkups and cleaning from the dentist starting at age 1. Children who get their teeth checked at least once a year can prevent cavities and gum disease. Untreated cavities may lead to pain, infection, difficulty eating, and difficulty concentrating.
10. Ways of disciplining children varies from culture to culture. Learn more about positive parenting strategies at your local elementary school.



INFANCY AND EARLY CHILDHOOD



DID YOU KNOW?

11. In Ontario, there are laws that outline caregivers' responsibilities towards children. For example:
 - Caregivers should not leave children under the age of 16 years alone without making proper arrangements for their care
 - Children under the age of 16 years cannot be out alone between midnight and 6 a.m.
 - You may be charged with a criminal offense if you abandon or endanger a child
12. Peel Children's Aid Society (Peel CAS) has a specialized immigration team that helps children and youth who have faced a range of significant challenges due to war and genocide. Call 905-363-6131 for more information.
13. Peel Children's Centre (PCC) provides high quality mental health services for children, youth and their families. Call 905-451-4655 for more information.
14. For support at any time of day, children and youth can call 1-800-668-6868 or text CONNECT to 686868 to contact Kids Help Phone. Kids Help Phone can also help you find public resources, services and support for children and youth based on your location.
15. GO Transit is the regional public transit service for the Greater Toronto and Hamilton areas. Kids 12 years and under travel for free on all GO trains and buses.
16. The Best Start Resource Centre produces resources in multiple languages on a broad range of topics related to preconception health, prenatal health, early child development, and more. Most resources can be downloaded free of charge.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



INFANCY AND EARLY CHILDHOOD

? FREQUENTLY ASKED QUESTIONS

Where can I find information about child care in Ontario?

- Visit [Ontario.ca/childcare](https://ontario.ca/childcare) to get help about finding, choosing and paying for child care.

What is the application process for child subsidy/child benefits?

- [Peel Region's Children's Services](#) provides financial help to pay for licensed child care for eligible families. They also offer support programs and services for children with special needs.
- The [Canada Child Benefit \(CCB\)](#) and the [Ontario Child Benefit \(OCB\)](#) are tax-free monthly payments made to eligible families to help them with the cost of raising children.

Are there any specific programs for children with disabilities?

1. The [Child Development Resource Connection of Peel](#) offers services for children, youth, and adults with special needs. Call 1-888-836-5550 for more information.
2. [ErinOakKids](#) provides a comprehensive range of family-centred treatment, rehabilitation and support services to children with disabilities and their families. Call 1-877-374-6625 for more information.
3. [Ontario's Blind – Low Vision Early Intervention Program](#) is designed to give children who are born blind or with low vision the best possible start in life.
4. [Ontario's Infant Hearing Program](#) provides hearing screening for all Ontario newborns in hospital or community settings to identify permanent hearing loss, support language development, and identify and monitor children at risk of developing hearing loss.

Are there any recreational programs available for children?

1. [EarlyON Child and Family Centres](#) offers free early learning programs for parents and caregivers with children under 6 years of age.
2. Visit [Mississauga.ca](https://mississauga.ca) to learn about financial assistance, physical and recreational programs for all ages including summer camps for children.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

2SLGBTQ+ HEALTH



DID YOU KNOW?

1. **2SLGBTQ+** stands for **2/Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer** communities.
2. 2SLGBTQ+ communities experience higher risks for some mental health issues because of discrimination, violence, and social exclusion.
3. Many 2SLGBTQ+ newcomers come to Canada to seek safety and support, choosing to resettle in big cities like Mississauga to access health, social services, and resources.
4. [Region of Peel - Public Health](#) offers sexual health support and resources.
5. [Peel Pride](#) is a volunteer organization that hosts social events in a positive, safe, and inclusive environment for community members and their allies.
6. Hepatitis C is important for immigrants and newcomers in Canada because it is estimated that 35 per cent of hepatitis C antibody – positive cases in Canada are among people born outside of the country. To learn more, [click here](#) and scroll down for multilingual client resources.
7. PrEP, or Pre-Exposure Prophylaxis, is a highly effective way for people at high risk to have more control over their sex lives and protect themselves from HIV. If you want to [learn more](#) about PrEP, are [ready to start PrEP](#) or have been [taking PrEP](#) for some time, this website can help answer your questions. Use our tools to [see if PrEP is right for you](#) or [find a PrEP clinic](#) near you. [Health care providers](#) will also find resources to help them support clients on PrEP.
8. [The Gay Men's Sexual Health Alliance](#) is an information hub for gay and bisexual men's sexual health in Ontario. This website connects men to health and wellness information and resources.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

2SLGBTQ+ HEALTH

? FREQUENTLY ASKED QUESTIONS

Where can I find local 2SLGBTQ+ programs, services, and resources?

- Canadian Mental Health Association (CMHA) Peel Dufferin Branch organizes Queer Minds, a community support group for 2SLGBTQ+ individuals aged 16+ to connect with community and gain knowledge and support on various 2SLGBTQ+ topics and issues. Call 416-524-5763 for more information.
- East Mississauga Community Health Centre offers a set of support services for 2SLGBTQ+ people including drop-in programs, one-to-one support and referrals, primary health care, advocacy around trans and gender diverse issues, and counselling. For more information, contact the Community Health Worker at 905-602-4082 ext. 455.
- Moyo Health and Community Services (previously known as Peel HIV/AIDS Network) provides health promotion, education, social and support services for people living with, affected by, and at risk of HIV. Call 905-361-0523 for more information.
- Parents, Families and Friends of Lesbians and Gays (PFLAG) Canada is an organization that embraces LGBTQ people. PFLAG Peel is a volunteer-run organization that offers support, resources, and education to individuals and families on issues of sexual orientation, gender identity and gender expression.
- Rainbow Salad is a digital hub for 2SLGBTQ+ communities to find programs, services, and events in Mississauga, Toronto, and the Greater Toronto Area.
- Call Region of Peel - Peel Public Health at 905-799-7700 for counselling, information on birth control, sexually transmitted infections, HIV, and programs and services for sexual health, including HIV and STI testing and treatment. No health card is required to receive services.
- Youth Beyond Barriers (YBB) is a support and social group for Queer and Trans-Identifying youth between the ages of 12-17 years. The program is located in the central Mississauga and Brampton area. Call 1-800-762-8377 ext. 460 for more information.



2SLGBTQ+ HEALTH

? FREQUENTLY ASKED QUESTIONS



Where can I find 2SLGBTQ+ programs, services, and resources outside of Mississauga?

- [Access Alliance](#) offers settlement services to 2SLGBTQ+ communities. To ask for an appointment with the Community Health Worker, call 416-693-8677 ext. 438 or follow this [link](#) for more information.
- [Rainbow Health Ontario](#) is a province-wide program of Sherbourne Health that promotes the health of Ontario's 2SLGBTQ+ communities. Rainbow Health Ontario creates resources, provides information and consultation services, delivers education and training, and supports research to develop evidence-based practice and informed public policy.
- [Sherbourne Health](#) offers a wide range of primary health care programs and services to two-spirited, lesbian, gay, bisexual, trans, intersex, queer or questioning individuals.
- [Sexual Health Infoline Ontario & eChat \(SHILO\)](#) is an anonymous and free multilingual counselling service. Call 1-800-668-2437 to speak with a live counsellor from anywhere in Ontario to learn about sexual health clinics in your area, HIV and STI testing sites, and other sexual health information.
- [Hello Ontario](#) provides a web-based resource about HIV and related services for people who are new to Ontario.
- The [Bloom Clinic](#) at WellFort Community Health Services provides HIV and hepatitis C testing, treatment and care services to people living with HIV and/or hepatitis C. The Bloom Clinic also provides harm reduction services, including the distribution of safer drug injection and smoking equipment, and naloxone kits.



SCHOOL AND EDUCATION



DID YOU KNOW?

1. Elementary schools teach children from Junior Kindergarten to Grade 8. In Ontario, children are eligible for Junior Kindergarten the year they turn 4, although they are not required by law to attend Kindergarten. Education is compulsory for children ages 6-18 years, starting in Grade 1. Secondary schools, often called "high schools," teach kids from Grades 9-12. The academic school year runs from September to June.
2. Publicly funded schools are co-ed (which means that both boys and girls learn and study in the same classroom).
3. There are four local school boards in the Peel region: two English (public and Catholic) and two French school boards (public and Catholic). You must have at least one parent/guardian who is Catholic to be permitted to attend a Catholic elementary school.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



SCHOOL AND EDUCATION



DID YOU KNOW?

Elementary and High School

- Peel District School Board offers a variety of settlement services to assist newcomer families.
- Dufferin - Peel Catholic District School Board provides quality Catholic education.
- Conseil Scolaire Viamonde is a network of French-language schools.
- Conseil scolaire catholique Mon Avenir is a network of French Catholic schools.

Community Colleges and Public Universities in Mississauga

- University of Toronto Mississauga (UTM) offers Continuing Education courses.
 - Sheridan College Institute of Technology and Advanced Learning offers a variety of free programs, paid programs and services for newcomers.
 - Collège Boréal is a French language community college that offers programs and services regarding settlement employment, and education.
4. Ontario has many academic institutions including public universities and colleges as well as private career colleges. In most cases, you need a high school diploma to go to college or university in Ontario also known as post-secondary education. All schools set their own admission requirements. These differ for international students.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

SCHOOL AND EDUCATION



DID YOU KNOW?

5. Ontario colleges offer certificate programs, diplomas, apprenticeships, and degrees. Universities offer undergraduate and graduate degrees and other professional programs. Visit a school's website or contact them directly for specific information about admissions.
6. **Not all private colleges may be recognized by employers.** Visit the Government of Ontario and Ontario Colleges to learn more.
7. Many jobs require an Ontario High School Diploma. You can earn an Ontario High School Equivalency Certificate by passing the **General Education Diploma (GED)** test.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

SCHOOL AND EDUCATION

? FREQUENTLY ASKED QUESTIONS

How do I enroll my child in elementary school or high school?

- Visit settlement.org for the Newcomers' Guide to Education in Ontario.

Can I receive financial assistance for education after high school (post-secondary education)?

- Registered Education Saving Plan (RESP) is a special savings account for parents who want to save for their child's education after high school (post-secondary education).
- Canada Learning Bond is money that the Government of Canada adds to a RESP for children from lower-income families.
- Ontario Student Assistance Program (OSAP) is available to help students pay for their post-secondary education. Most colleges and universities will have a financial aid office.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



ADULT LANGUAGE TRAINING



DID YOU KNOW?

1. Canada has two official languages - English and French. The majority of communication in Ontario occurs in one of these two official languages. Most government documents and websites are available in both English and French.
2. English as a Second Language (ESL) programs are designed for specific skill levels, groups of learners, and specific purposes. Research the programs below to choose the right one for you:



- Language Instruction for Newcomers to Canada (LINC) program is a free English language training program for eligible adult learners that is provided by settlement agencies. LINC Home Study provides free online education for eligible newcomers to Canada who cannot attend LINC classes in person.
- Enhanced Language Training (ELT) programs offer job-specific advanced-level English training to adults.
- Occupation-Specific Language Training (OSLT) is English language training geared to your occupation.

3. Free French language training programs for eligible adult learners are available. Visit Collège Boréal for information about French language training programs including Cours de Langue Pour Immigrants au Canada (CLIC) program, as well as Formation Linguistique Axée sur les Professions (FLAP). CLIC offers a free French language program online.



ADULT LANGUAGE TRAINING

? FREQUENTLY ASKED QUESTIONS

Where can I assess my English as a Second Language (ESL) skills?

- [CLB-OSA](#) is an online self-assessment tool for people who are interested in assessing their English as a Second Language (ESL) skills.
- Visit [ImmigrationPeel.ca](#) for a list of Language Assessment Centres in Mississauga.

Where can I find informal language learning opportunities in my community?

- The [Mississauga Library](#) organizes English Conversation Circles and online language training through [Mango Language App](#).



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

VACCINATION AND IMMUNIZATION



DID YOU KNOW?

1. It is important to get vaccinated to protect yourself and others from specific diseases. Certain immunizations are free.
2. Ontario Schedule of Vaccinations gives you information about Ontario's free vaccination program and recommended vaccinations. Talk to your family doctor or nurse practitioner about catching up on vaccines.
3. Children may be suspended from school if they are not up to date on mandatory vaccinations. Vaccines work best when given at specific ages and may involve multiple doses for maximum protection.
4. Every time your child gets immunized, you need to report it to Region of Peel - Public Health so your child can attend school. Immunization records can be submitted online. More information for newcomers and immunizations can be found here.
5. The flu shot is the most effective way to prevent **influenza (the flu)**. Each year, there is a new vaccine so you need to get a flu shot every year. Ask your doctor, nurse, or pharmacist about flu shots. Other ways to prevent getting the flu are to:
 - wash hands regularly
 - avoid touching your face
 - cough or sneeze into elbow sleeves
 - dispose of tissues immediately
 - stay home and away from others when sick

You can also disinfect surfaces like countertops, door handles, computer keyboards, and phones. The flu virus can live on hard surfaces like these for up to 48 hours.



VACCINATION AND IMMUNIZATION



DID YOU KNOW?



6. The Human Papillomavirus vaccine helps protect everyone from certain cancers, and it is free for all students in grade 7.
7. Everyone must get the Tetanus and Diphtheria (Td) vaccine shot every 10 years.
8. If you travel internationally outside of Canada, you may require specific travel vaccinations, even if you **travel back to your home country**. There is usually a fee for travel vaccinations and medications. For more specific information, visit your local pharmacy, family doctor, nurse practitioner or travel clinic.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

VACCINATION AND IMMUNIZATION

? FREQUENTLY ASKED QUESTIONS

Where can I get vaccinated? Is there a fee?

1. Family doctors and nurse practitioners provide publicly funded immunizations for free. Pharmacists, due to scope of practice, may provide routine immunizations, but at a cost.

Family doctors and nurse practitioners can administer most vaccinations under Ontario's immunization schedule as well as the seasonal flu vaccine for free. Speak to your family doctor, nurse practitioner, or pharmacist for more information.

2. Region of Peel - Public Health also offers immunization clinics for children who need to be immunized in order to register for school or child care or for children who missed routine vaccinations in school. Call 905-799-7700 to book an appointment.
3. Travel-related vaccines are not covered under OHIP. Travel clinics provide travel vaccinations for a fee. [Click this link](#) to find travel clinics in Mississauga.





OLDER ADULTS' AND SENIORS' HEALTH



DID YOU KNOW?

1. Older adults and seniors (65 years and older) have special health care needs. There are a variety of programs and services available in your community. Speak to your family doctor/nurse practitioner/health care provider to learn more.
2. There are special vaccines and tests for older adults and seniors:
 - Pneumococcal Polysaccharide vaccine protects adults aged 65 years and over and other high-risk patients against pneumococcal infections like pneumonia.
 - Shingles vaccine is free for seniors between 65 and 70 years of age. Shingles causes a painful skin rash with blisters and can cause complications like loss of vision and severe nerve pain.
 - The flu shot is the most effective way to prevent influenza (the flu). Each year, there is a new vaccine so you need to get a flu shot every year. Ask your doctor, nurse, or pharmacist about flu shots. Other ways to prevent getting the flu are to:
 - wash hands regularly
 - avoid touching your face
 - cough or sneeze into elbow sleeves,
 - dispose of tissues immediately
 - stay home and away from others when sick

You can also disinfect surfaces like countertops, door handles, computer keyboards, and phones. The flu virus can live on hard surfaces like these for up to 48 hours.

 - Bone Mineral Density (BMD) screening is recommended for all patients over the age of 65 years. Bone Mineral Density screening measures bone loss due to osteoporosis.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

OLDER ADULTS' AND SENIORS' HEALTH



DID YOU KNOW?

3. Old Age Security (OAS) pension program offers a monthly payment to eligible seniors aged 65 years and older. In addition to the Old Age Security pension, there are three types of Old Age Security benefits that you can apply to:

- Guaranteed Income Supplement (GIS): If you live in Canada and you have a lower income, this monthly non-taxable benefit can be added to your Old Age Security pension.
- Allowance: If you are 60-64 years of age and your spouse or common-law partner is receiving Old Age Security pension and is eligible for the Guaranteed Income Supplement, you might be eligible to receive this benefit.
- Allowance for the Survivor: If you are 60-64 years of age and you are widowed, you might be eligible to receive this benefit.

4. Seniors ages 65 years and older with an Ontario Health Insurance Plan (OHIP) are eligible for an annual, full comprehensive eye examination, plus any follow-up assessments that may be required. Ask your optometrist for more information.



5. Seniors with a valid health card are eligible to receive 75% coverage of the cost of one or two hearing aids up to a maximum grant of \$500 CAD per hearing aid. See your family doctor or nurse practitioner to get an assessment.



6. Hepatitis C is important for immigrants and newcomers in Canada because it is estimated that 35 per cent of hepatitis C antibody-positive cases in Canada are among people born outside of the country. To learn more, [click here](#) and scroll down for multilingual client resources.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

OLDER ADULTS' AND SENIORS' HEALTH



DID YOU KNOW?



7. Seniors can pay discounted fares on public transit when travelling across Peel and the Greater Toronto Area (GTA). Visit peelregion.ca to learn more.



8. TransHelp is a transit service for people living in Mississauga who regularly use a wheelchair because of functional mobility challenges, or are physically unable to board public transit vehicles.



9. Many retailers and corporations offer discounts to seniors. Be sure to ask about senior discounts.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

OLDER ADULTS' AND SENIORS' HEALTH

? FREQUENTLY ASKED QUESTIONS

Are there any specific social programs available for newcomer seniors?

- Visit [Ontario.ca/seniors](https://ontario.ca/seniors) to find an online *Guide to Programs and Services for Seniors in Ontario* that can be downloaded in various languages.
- Visit the Sheridan College Centre for Elder Research website to browse the *Building Connected Communities: Social Isolation and Loneliness Toolkit*.
- Visit [ImmigrationPeel.ca](https://immigrationpeel.ca) to learn about the numerous multicultural groups that provide opportunities to connect with others who speak your language and share your culture. Many of these organizations offer special assistance to newcomers as well as social activities, and social events.
- Visit [Mississauga.ca/olderadults](https://mississauga.ca/olderadults) to learn about recreation programs for older adults. Most of these programs offer discounted rates for seniors.

Where can seniors find affordable dental care?

- Call the Region of Peel – Public Health at 905-799-7700 to see if you are eligible for the Ontario Seniors Dental Care Program. The program provides low-income seniors access to essential dental care they may not otherwise be able to afford.



DENTAL CARE



DID YOU KNOW?



1. The Ontario Health Insurance Plan (OHIP) does not cover dental care.
2. It is important for people to get regular dental checkups and cleaning from the dentist. Children who get their teeth checked at least once a year can prevent cavities and gum disease. Untreated cavities may lead to pain, infection, difficulty eating, and difficulty concentrating.



Visit the [Region of Peel - Public Health website](https://www.regionofpeel.ca/public-health) to learn about how dental hygiene affects your overall health.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



DENTAL CARE

? FREQUENTLY ASKED QUESTIONS

Why is dental care so important for overall health?

- Good oral and dental hygiene can help prevent bad breath, tooth decay and gum disease – and it can help you keep your teeth as you get older. An unhealthy mouth, especially if you have gum disease, may increase your risk of serious health problems such as heart attack, stroke, poorly controlled diabetes, and premature birth.

How can I find a dentist in my neighbourhood?

- Visit the [Settlement.org](https://www.settlement.org) website for information on how to find a dentist near you.
- The [Canadian Dentists for Refugees](https://www.canadadentistsforrefugees.ca) website lists the dentists who offer services to refugees in Ontario.

How can I find a good dentist that is affordable?

1. [Healthy Smiles Ontario](https://www.healthysmilesontario.ca) is a government-funded dental program that provides free preventive, routine, and emergency dental services for children and youth ages 17 years old and under from lower-income households.
2. Call the [Region of Peel - Public Health](https://www.regionofpeel.ca/public-health) at 905-799-7700 for information on free dental cleaning, check-ups, emergency dental services, and treatment for children and youth ages 0-17 years.
3. Call the Region of Peel – Public Health at 905-799-7700 to see if you are eligible for the [Ontario Seniors Dental Care Program](https://www.regionofpeel.ca/seniors-dental-care). The program provides low-income seniors access to essential dental care they may not otherwise be able to afford.
4. Visit the [City of Toronto](https://www.cityoftoronto.ca) website to find low cost dental facilities that are available in downtown Toronto and across the Greater Toronto Area.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



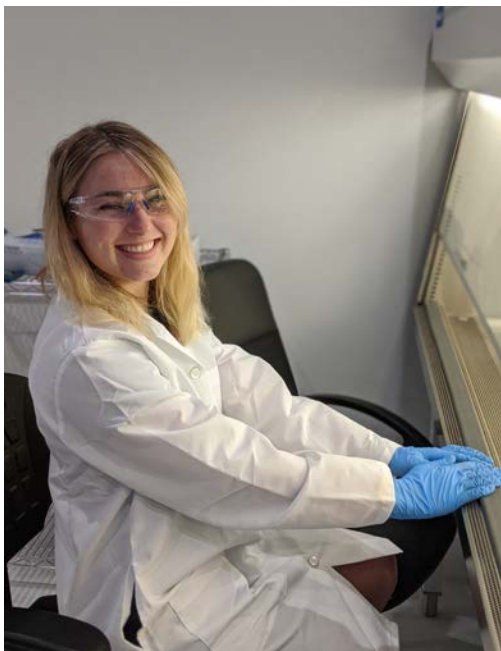
EMPLOYMENT AND JOB TRAINING SUPPORT



DID YOU KNOW?

1. In order to work in Canada and/or to access to government programs and benefits, you need to apply for a Social Insurance Number (SIN). Your SIN is confidential and it is your responsibility to protect it. Visit a Service Canada office to learn more and apply.
2. In Ontario, workers' rights are protected by the Employment Standards Act (ESA). The ESA is a law that sets standards in most Ontario workplaces, such as minimum wage and limits on hours of work. For more information, find Your Guide to the Employment Standards Act online.
3. Volunteering can be a stepping-stone into the job market while networking and expanding your social circle. Visit ImmigrationPeel.ca and mississauga.ca/volunteer to learn more about volunteering opportunities.
4. The Workers' Safety Insurance Board (WSIB) offers income replacement, vocational rehabilitation, and retraining for injured workers.
5. Critical illness leave is unpaid job-protected leave of absence of up to 37 weeks to care for a critically ill minor child, or 17 weeks to care for a critically ill adult within a 52-week period.
6. Family caregiver leave is unpaid, job-protected leave of up to eight weeks per calendar year per specified family member.
7. Family medical leave is unpaid, job-protected leave of up to 28 weeks in a 52-week period.





EMPLOYMENT AND JOB TRAINING SUPPORT

? FREQUENTLY ASKED QUESTIONS

How do I look for work in Canada?

What are some job search strategies?

- Visit ontario.ca/employmentontario to learn about how Employment Ontario can help you get the training, skills and experiences you need to achieve your employment goals.
- Visit workinginpeelhalton.com to learn about local labour market information and job opportunities in and around Mississauga.
- Visit ImmigrationPeel.ca to learn about employment services that can help you with job search strategies, résumé, cover letter writing, interviewing skills, and more.
- The [Region of Peel](#) offers employment support and programs to help you with your job search and career.
- [Ontario Works \(OW\)](#) offers financial assistance for essential living expenses, health benefits, and employment assistance.

I am an internationally educated professional. How do I get my international credentials evaluated and find work in my field?

- Visit the [Ministry of Colleges and Universities](#) website to find out information about the international educational credential assessment process and a list of organizations that will conduct the assessments.
- Visit Settlement.org to find out where you can get your international credentials evaluated for education.
- Visit mentoringpartnership.ca to find a mentor who will help you understand Canadian industry trends, develop more effective job search strategies, and build your local professional network.

How can I improve my skills for future employment?

- Visit the [Ontario Literacy and Basic Skills](#) program website to learn about developing communication, numeracy, interpersonal and digital skills.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

HOUSING AND SHELTER



DID YOU KNOW?

1. There are important laws and regulations to protect you when you are looking for housing. Visit the [Community Legal Education Ontario](#) website for more information to better understand your rental agreement (lease) and your rights and responsibilities under The Residential Tenancies Act (RTA), 2006.
2. When you rent a place to live, you may have to pay for some things upfront, including first and last month's rent and utilities.
3. [The Landlord and Tenant Board](#) settles disputes between residential property owners and tenants as well as eviction applications filed by non-profit housing co-operatives.
4. If you cannot afford your rent, you can apply for a housing subsidy through [Peel Access to Housing](#). When you receive a housing subsidy, the amount of money you pay for rent is based on your household income. Please note that you may have to wait for several years before you receive a housing subsidy.
5. Shelters are safe places to stay if you do not have anywhere else to go or cannot afford to pay rent. Visit [Peelregion.ca/housing/shelters](#) to search for shelters in Mississauga. Visit [ShelterSafe.ca](#), if you are a woman seeking safety from violence and abuse.





HOUSING AND SHELTER

FREQUENTLY ASKED QUESTIONS

How do I access subsidized housing? How do I get help paying rent, mortgage, or getting furniture?

- Visit [Peelregion.ca/housing](https://www.peelregion.ca/housing) to find information about subsidized housing in Mississauga and one-time financial help to pay your past-due utility, rent, or mortgage bills.
- Visit [My Furniture Bank in Halton and Peel](#) to learn about how a community agency may refer you if you are in need of used furniture.



How do I get help paying for utility bills?

- Visit the [Ontario Energy Board](#) to learn about:
 - The [Ontario Electricity Support Program \(OESP\)](#), if you are a customer of an electricity utility and in a lower-income home.
 - The [Low-income Energy Assistance Program \(LEAP\)](#), if you are behind on paying your electricity and natural gas bills and are at risk of having your service disconnected.

How do I find information about buying a house?

- [Canada Mortgage and Housing Corporation \(CMHC\)](#) can help you understand, plan and manage a mortgage.
- [Toronto Real Estate Board \(TREB\)](#) can help you with all your home ownership needs.
- [Realtor.ca](#) can help you find a real estate agent who can assist you when buying and/or renting a home.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



INCOME SUPPORT AND FINANCIAL ASSISTANCE



DID YOU KNOW?

1. There are many provincial and federal government programs available to people in financial need. Research the following programs to see if you qualify:
 - Ontario Works (OW) offers financial assistance for essential living expenses, health benefits, and employment assistance.
 - Ontario Disability Support Program (ODSP) provides financial assistance for essential living expenses, benefits for prescription drugs and vision care, and help finding and keeping a job for people who have a disability.
 - Employment Insurance (EI) provides benefits to individuals who lose their jobs through no fault of their own (for example, due to shortage of work, seasonal, or mass lay-offs).
 - Government of Canada Resettlement Assistance Program provides information about Immigration Loans Program for refugees.
 - Government of Canada Income Assistance Programs are available for all Canadians, families and children, newcomers, people with disabilities, seniors, and veterans.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

INCOME SUPPORT AND FINANCIAL ASSISTANCE



DID YOU KNOW?

For families caring for children with developmental and/or physical disabilities or illness:

- The Special Services at Home (SSAH) helps families pay for special services in or outside the family home as long as the child is not receiving support from a residential program.
- The Assistance for Children with Severe Disabilities Program (ACSD) provides financial support for lower- to moderate-income families to cover some of the extra costs of caring for a child who has a severe disability.

For eligible adults ages 65 and older:

- The Old Age Security (OAS) pension is a monthly payment. In addition to the Old Age Security pension, there are three types of Old Age Security benefits that you can apply to:
 - Guaranteed Income Supplement (GIS): If you live in Canada and you have a lower income, this monthly non-taxable benefit can be added to your Old Age Security pension.
 - Allowance: If you are 60-64 years of age and your spouse or common-law partner is receiving the Old Age Security pension and is eligible for the Guaranteed Income Supplement, you might be eligible to receive this benefit.
 - Allowance for the Survivor: If you are 60-64 years of age and you are widowed, you might be eligible to receive this benefit.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

INCOME SUPPORT AND FINANCIAL ASSISTANCE

? FREQUENTLY ASKED QUESTIONS



How do I get help paying rent, utility, food and other bills?

- Visit [Peelregion.ca/housing](https://peelregion.ca/housing) to find information about subsidized housing in Mississauga and one-time financial help to pay your past-due utility, rent, or mortgage bills.
- Visit [My Furniture Bank in Halton and Peel](#) to learn about how a community agency may refer you if you are in need of used furniture.
- Visit [ImmigrationPeel.ca](https://immigrationpeel.ca) to browse the interactive map for food programs and food banks.
- Visit the [Ontario Energy Board](https://oeb.ca) at oeb.ca to learn about:
 - The [Ontario Electricity Support Program \(OESP\)](#), if you are a customer of an electricity utility and in a lower-income home.
 - The [Low-income Energy Assistance Program \(LEAP\)](#), if you are behind on paying your electricity and natural gas bills and risk having your service disconnected.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.



SETTLEMENT SERVICES FOR NEWCOMERS



DID YOU KNOW?

1. Settlement service organizations work with newcomers to help them make decisions and resolve problems. They also locate resources to find housing, employment, language classes, translation and interpretation services, legal services, banking, clothing, and more. Many settlement service organizations provide these services in different languages.
2. Newcomers are often at risk for fraud through suspicious phone calls, emails, and more. Visit [Canada.ca/immigration](https://www.canada.ca/immigration) to learn how to protect yourself against immigration fraud.
3. Multicultural groups in Mississauga give newcomers an opportunity to connect with others who speak their language, share their cultural celebrations, festivals, and religion. Many settlement organizations offer special assistance to newcomers as well as information about social activities, events, and opportunities to participate within their own community. Visit the [ImmigrationPeel.ca](https://www.immigrationpeel.ca) to find places of worship and culturally appropriate community supports, places to shop, biking and walking trails, transportation, and more.
4. Mississauga has many shops/stores where you can find culturally important food or household items from your own country. To find ethnic shops/stores near you contact a local Settlement Service Organization.



SETTLEMENT SERVICES FOR NEWCOMERS



DID YOU KNOW?

5. At grocery stores, shop around the outside aisles first to find fresh and healthy foods like vegetables, fruit, milk products, and meat products. In the aisles, higher priced items are at eye level so look at the top and bottom shelves. Grocery store flyers tell you what is on sale. Here are [tips on finding low cost, healthy food options](#).
6. Legal aid is available if you need legal help but cannot afford lawyer's fees. [Legal Aid Ontario](#) provides help for a variety of legal problems, including criminal matters, family disputes, and immigration and refugee hearings.
7. You might be able to [exchange your driver's license](#) from another country/province for an Ontario driver's license or you may have to apply for a new one.
8. [Carassauga](#) is Canada's largest multicultural festival that is family-friendly suitable for all ages to promote understanding, respect and co-operation among all Canadians of different heritage.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

SETTLEMENT SERVICES FOR NEWCOMERS

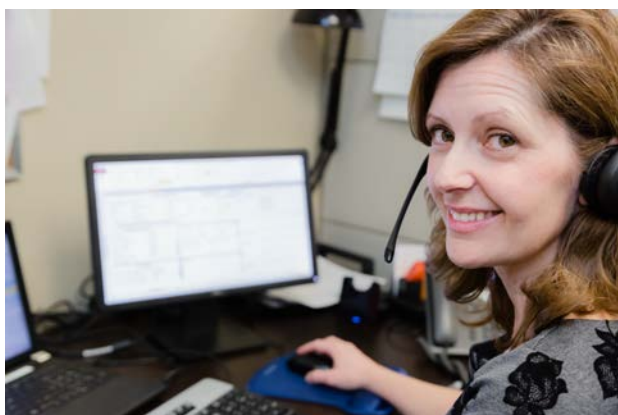
? FREQUENTLY ASKED QUESTIONS

How do I prepare for the Canadian citizenship test?

- Visit Canada.ca/immigration to learn how to apply for permanent residency or Canadian citizenship.

Where can I get more information about starting a new life in Ontario?

- Visit Ontario.ca and click the appropriate links to find everything you need about moving to and settling in Ontario, including information on bank accounts, housing, jobs, schools, child care, health care, driver's licenses and more.
- Visit Canada.ca/immigration and click the appropriate links for information on how to get a permanent resident card or Canadian citizenship, find immigrant services in your area, and learn about your first tax year in Canada.
- Visit Settlement.org for information and resources in over 300 different languages on how to successfully settle in Ontario.
- Visit 211Ontario.ca or call 211 or 1-888-340-1001 for information on and referrals to Ontario's community, social, health-related and government services.
- Visit NewYouth.ca to find information for newcomer youth in Ontario that includes services and resources, videos on youth-related issues, as well as job and event postings.





SETTLEMENT SERVICES FOR NEWCOMERS

? FREQUENTLY ASKED QUESTIONS

Where can I find settlement services in Mississauga?

- Visit the [ImmigrationPeel.ca](https://www.immigrationpeel.ca) to find information about newcomer services in the Mississauga region. Check their [Interactive Community Services Map](#) to find maps of services close to you including newcomer settlement services, employment services, legal services, places of worship, non-profit housing, shelters, food banks, youth-specific programming and more.
- School boards offer settlement services to help new families adjust to their community in Mississauga.

Where can I find qualified lawyers and legal services?

- In case of a crisis, you can call the crisis line at 1-855-947-5255 and speak to a legal information officer to find legal help.
- [Legal Aid Ontario](#) provides help for a variety of legal problems. Call 1-800-668-8258 for help in over 300 languages.
- Visit [legal clinics in Peel region](#) through the Mississauga Community Legal Services and North Peel and Dufferin Community Legal Services for free legal information, advice and representation to lower-income residents of Mississauga.
- [HIV/AIDS Legal Clinic \(Ontario\) \(HALCO\)](#) is a charitable not-for-profit community-based legal clinic that provides free legal services for people living with HIV/AIDS in Ontario, Canada. Anyone living with HIV in Ontario can contact HALCO about any legal issue. For more information about getting legal help from HALCO, call toll-free 1-888-705-8889.
- Visit [Immigrationpeel.ca](https://www.immigrationpeel.ca) for more local resources.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.

ACKNOWLEDGING OUR PARTNERS

The *Newcomer Guide to Health and Social Services for the City of Mississauga* was created in partnership between Mississauga Halton Local Health Integration Network, Peel Newcomer Strategy Group, Region of Peel - Public Health and Dr. Sundeep Banwatt.

Throughout this guide, we reference many important online resources from the following websites, including:

- www.immigrationpeel.ca
- www.ontario.ca/page/getting-settled-ontario
- www.canada.ca/newcomerservices
- www.settlement.org
- www.211ontario.ca
- www.peelregion.ca

Disclaimer

Inclusion of an organization and information about its programs and services in this guide does not imply endorsement by the creators of the guide, nor does exclusion indicate lack of endorsement. This guide is for information purposes only. Note that some websites referred to in this Guide offer translation capabilities. The accuracy, page structure and accessibility may vary across languages and is the responsibility of the owners of those websites.



Please visit <https://www.immigrationpeel.ca/newcomerguide/> to access the online version of the **Newcomer Guide to Health and Social Services for the City of Mississauga** with links to helpful resources. You can also download versions of this guide in other languages.