

Cambridge and North Dumfries Directory of Services for Immigrants and Refugees

Compiled by:
Information Cambridge and North Dumfries,
A service of



Social Planning Council
of Cambridge and North Dumfries



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Introduction

This publication is a comprehensive listing of all services that include or are geared towards the immigrant population of Cambridge and North Dumfries. The purpose of this directory is to provide easier access for immigrants to commonly needed services within Cambridge and North Dumfries.

This directory has been designed to be easy to navigate. Organizations are listed under specific categories with a detailed table of contents at the front. All organizations and agencies listed include a phone number, address, description of services provided, and website.

Criteria for being listed in this directory is that the agency or organizations are either non-profit or provide a unique and important service that cannot be accessed in this region in the non-profit sector. Agencies and organizations must also provide a direct service to the immigrant and refugee community.

It is the hope of the Social Planning Council of Cambridge and North Dumfries that you find this directory to be useful and informative. If you know of any organizations that meet the criteria that are not listed in this directory, feel free to give us a call at 519-623-1713 Ext. 225

Sincerely,

The Social Planning Council of Cambridge and North Dumfries

Important Numbers

Are you hurt or in danger?

Cambridge Memorial Hospital

Phone: (519) 621-2330

Address: 700 Coronation Blvd. Cambridge, ON N1R 3G2

Hours: Monday-Sunday 24 Hours

Community Care Access Centre

Phone: (519) 883-5500

Toll Free: 310-2222

Address: 73 Water Street N. Unit 501

Hours: Monday-Sunday 8:30am-4:30pm

Telehealth Ontario

Phone: 1-866-797-0000

Address: 900 Bay Street, Toronto, ON M7A 1N3

Hours: Monday-Sunday 24 Hours

Victim Services of Waterloo Region

Phone: 519-585-2363

After Hours Phone: (519) 570-5143

Address: 176 Hespeler Rd. Cambridge, ON N1R 6V7

Hours: Monday-Sunday 24 Hours

Waterloo Region Committee on Elder Abuse

Phone: (519) 883-2280

Address: Kitchener

Hours: Information Line: Monday-Friday 9:00am-4:00pm

Email: info@elderabusewaterloo.ca

Website: www.elderabusewaterloo.ca

Waterloo Regional Police

Phone: (519) 653-7700

Crisis: 911

Address: 200 Maple Grove Rd, Cambridge, ON, N3H 5M1

Hours: Monday-Friday 8:00am-4:00pm

Crisis Hours: Monday-Sunday 24 Hours

Are you in need of shelter?

The Bridges Shelter**Phone:** (519)-624-9305**Address:** 26 Simcoe St, Cambridge, ON, N1R 8P2**Hours:** Monday-Sunday 24 Hours**Email:** christine@cambridgesheltercorp.ca**Website:** www.cambridgesheltercorp.ca**Haven House: for women and their children in abusive relationships****Phone:** (519) 741-9184 or **Toll Free:** 1-800-410-4482**Crisis:** (519) 653-2422**Address:** 562 Concession Rd, Cambridge, ON, N3H 4L2**Hours:** Monday-Sunday 24 Hours**Website:** www.wcswr.org**Are you hungry?****The Bridges Shelter****Phone:** (519)-624-9305**Address:** 26 Simcoe St, Cambridge, ON, N1R 8P2**Hours:** Monday-Sunday 24 Hours**Email:** christine@cambridgesheltercorp.ca**Website:** www.cambridgesheltercorp.ca**Cambridge Self-Help Food Bank****Phone:** (519)-622-6550**Address:** 54 Ainslie St S, Cambridge, ON N1R 3K3**Hours:** Monday- Tuesday: 12:00pm-4:30pm, Wednesday and Friday: 9:00pm-4:30pm

Thursday: 9:00am-6:30pm

Email: info@cambridgefoodbank.on.ca**Website:** www.cambridgefoodbank.on.ca**Cambridge Vineyard****Phone:** (519) 623-4639**Address:** 147 Elgin St N, Cambridge**Hours:** Sunday 11:30am-1:30pm, Tuesday 9:00am-3:00pm**Email:** jhill@ccf.ca**Website:** www.cvcf.ca**The Salvation Army****Phone:** (519)-623-1221**Address:** 16 Shade St, Cambridge, ON, N1R 4J5

Hours: Monday- Thursday: 9:30am- 12:00pm, 1Pm- 3:20pm, Friday 9:30am- 11:45am
Email: sacambridge_cfs@rogers.com

The Salvation Army Hespeler Community Church

Phone: (519) 658-9850
Address: 18 Tannery St. Cambridge ON, N3C 2B9
Hours: Monday, Wednesday, Thursday, Friday 9:00am-2:00pm
Email: Jim_Hann@can.salvationarmy.org
Website: www.salvationarmy.ca

Waterloo Region Community Services

Phone: (519) 575-4400
Address: 99 Regina St. S, Waterloo, ON, N2J 4G6
Hours: Monday-Friday 8:30am-4:30pm
Website: <http://communityservices.regionofwaterloo.ca/en/ContactUs.asp>

Application Line for Ontario Works

Phone: (519) 883-2100
Address: 150 Main St. Cambridge, On N1R 8H6
Hours: Monday-Friday 8:30am-4:30pm
Website: www.regionofwaterloo.ca

Waterloo Region Community Outreach Program

Phone: (519) 575-4400
Email: regionalinquires@regionofwaterloo.ca

Trinity Community Table

Phone: (519)-621-8860
Address: Trinity Anglican Church, 12 Blair Rd, Cambridge, ON N1S 2H5
Hours: Monday, Wednesday and Friday Coffee & Donuts at 9:30am, Lunch Served at 11:30am-12:30pm
Email: office@trinitycambridgeon.com
Website: www.trinityanglican.on.ca/TCT.html

Do you need someone to talk to?

Telecare Distress Centre

Phone: (519) 658-2794
Crisis: (519) 658-5455
Hours: Monday-Sunday 24 Hours
Email: info@telecambridge.com
Website: www.telecarecambridge.com

Self-Help Alliance Cambridge**Phone:** (519) 623-6024**Address:** 9 Wellington St Unit 1, Cambridge, ON N1R 3Y4**Hours:** Monday-Friday 9:00am-12:00pm, 1:00pm-5:00pm**Email:** mshuebrook@self-help.ca**Website:** www.self-help-alliance.ca/**Canadian Mental Health Association****Phone:** 519-740-7782**Crisis:** 1-844-437-3247**Address:** 9 Wellington St. Unit 3, Cambridge ON, N1R3Y4**Hours:** Monday-Friday 9:00am-12:00pm and 1:00pm-5:00pm**(The) Coping Centre****Phone:** (519) 650-0852 or **Toll Free:** 1-877-554-4498**Address:** 1740 Blair Rd, Cambridge ON, N3H4R8**Hours:** Monday-Thursday 9:00am-4:00pm**Email:** coping@copingcentre.com**Website:** www.copingcentre.com**John Howard Society of Waterloo-Wellington****Phone:** (519) 622-0815**Address:** 40 Ainsley St. S, Cambridge, ON, N1R 3K1**Hours:** Monday, Tuesday, Thursday, Friday 8:30am-4:30pm, Wednesday 8:30am-6:00pm**Email:** inquires@waterloo.johnhoward.on.ca**Website:** www.johnhoward.on.ca/waterloo/services/adults-programs/**Lutherwood, Walk-In Counselling****Phone:** 519-622-1670**Address:** 35 Dickson St, Cambridge, ON, N1R 7A6 Lutherwood**Hours:** 12:00pm-6:30pm**Website:** www.frontdoormentalhealth.ca**Are you new to Canada and need support?****YMCAs Immigrant Services****Phone:** (519) 621-1621**Address:** 258 Hespeler Rd. Cambridge On. N1R 3H3**Hours:** Monday-Thursday 8:30am-4:30pm Friday 8:30am-12:00pm**Website:** www.ymcacambridgeke.ca

Health Care Providers

Cambridge Memorial Hospital

Phone: (519) 621-2330

Address: 700 Coronation Blvd. Cambridge, ON N1R 3G2

Hours: Monday-Sunday 24 Hours

Email: information@cmh.org

Website: www.cmh.org

Cambridge Urgent Care Centre

Phone: (519) 624-2273

Address: 350 Hespeler Rd. Cambridge, ON, N1R7N7

Cambridge Walk-in Clinic

Phone: (519) 654-2260

Address: 1515 King St. E, Unit 111, Cambridge, ON N3H 3R6

Hours: Monday 8:00am-4:00pm (alternating), Tuesday & Wednesday 8:00am- 4:00pm, Thursday 8:00am-5:00pm, Friday 8:00am-1:00pm, Saturday-Sunday 9:00am-5:00pm

Grand River Hospital- Freeport Site

Phone: (519) 742-3611

Address: 3570 King St. E, Kitchener, ON N2A 2W1

Hours: Varies depending on service required

Email: info@grhosp.on.ca

Website: www.grhosp.on.ca/care/locations/freeportcampus

Grand River Hospital –Kitchener-Waterloo Site

Phone: (519) 742-3611

Address: 835 King St. W, Kitchener, ON N2G 2G3

Hours: Monday-Sunday 24 Hours

Email: info@grhosp.on.ca

Website: www.grhosp.on.ca/

K-W Urgent Care Clinic

Phone: (519) 748-2327

Address: 385 Fairway Rd. Kitchener, ON, N2C 2N9

Hours: Monday-Friday 8:00am-5:00pm, Saturday-Sunday 8:00am-3:00pm

Langs Community Health Centre

Phone: (519) 653-1470

Address: 1145 Concession Rd, Cambridge ON, N3H 4L5

Hours: Monday, Tuesday, Wednesday 8:30am-8:00pm, Thursday 8:30am-12:00pm Friday 8:30am-4:30pm

Email: info@langs.org

Website: www.langs.org

Laurentian Walk-in Clinic

Phone: (519) 570-3174

Address: 750 Ottawa St. S, Kitchener, ON, N2E2B6

Hours: Monday-Friday 9:00am-5:00pm, Saturday-Sunday 9:00am-3:00pm

North Dumfries Community Health Centre Satellite

Phone: (519) 632-1229

Address: 2958 Greenfield Rd. Ayr, Ontario, N0B 1E0

Hours: Monday 8:30am-8:00pm, Tuesday 8:30am-5:00pm, Wednesday 8:30am-5:00pm, Thursday 8:30am-8:00pm, Friday 8:30am-4:30pm

Website: www.langs.org/nd/ndindex.php

Region of Waterloo- Public Health

Phone: (519) 575-4400

Address: 150 Main St. Cambridge, ON, N1R 6P9

Hours: Monday-Friday 8:30am-4:30pm

Website: www.regionofwaterloo.ca/ph

St. Mary's General Hospital

Phone: (519) 744-3311

Address: 911 Queen Blvd. Kitchener, ON N2M 1B2

Hours: Contact for hours

Website: www.smgh.ca/

The Doctor's Office Walk-in Clinic

Phone: (519) 725-1514

Address: 170 University Ave, Waterloo, ON, N2L 3E9

Hours: Tuesday-Saturday Closed, Sunday-Monday 10:15am-8:45pm

Weber Medical Centre

Phone: (519) 748-6933

Address: 1400 Weber St. E. Kitchener, ON, N2A 3Z8

Hours: Monday-Thursday 2:00pm-8:00pm, Friday 2:00pm-6:00pm

Website: www.webermedical.ca/

Settlement Services

Kitchener-Waterloo Multicultural Centre

Phone: (519) 745-2531

Address: 102 King St.W, Kitchener ON, N2G 1A6

Hours: Monday-Thursday 9:00am-5:00pm, Friday 9:00am-1:00pm

Email: lucia@kwma-on.com

Website: www.kwmc.on.ca

Reception House

Phone: (519) 743-0445

Address: 675 Queen St. S, Suit 201 Kitchener, ON, N2M 1A1

Hours: Monday-Friday 9:00am-4:30pm

Email: admin@kwrcentre.ca

Website: <http://receptionhouse.ca/contact/>

Mennonite Coalition for Refugee Support

Phone: (519) 571-1912

Address: 43 Queen St. S 2nd Fl. Kitchener ON, N2G 1V8

Hours: Monday-Friday 9:00am-5:00pm

Email: office@mcrd.ca

Website: www.mcrd.ca

YMCA of Cambridge

Phone: (519) 623-9622

Address: 250 Hespeler Rd. Cambridge, ON, N1R 3H3

Hours: Monday-Friday 5:30am-11:00pm, Saturday 6:00am-9:00pm, Sunday (& Holiday Hours) 8:00am-5:00pm

Website: ymcacambridgekw.ca

Employment Services

Anishnabeg Outreach Inc. –Employment Services

Phone: (519) 742-0300 or **Toll Free:** 1-866-888-8808

Address: 151 Frederick St. Unit 501, Kitchener, ON N2H 2M2

Hours: Monday-Friday 9:00am-5:00pm, Summer: Monday-Friday 8:00am-4:00pm

Email: erc@anishnabegoutreach.org

Website: www.anishnabegoutreach.org

Family Counselling Centre of Cambridge and North Dumfries

Phone: (519) 621-5090

Address: 18 Walnut St. Cambridge ON, N1R 2E7

Hours: Monday-Thursday 9:0am-9:00pm, Friday 9:00am-2:00pm, Saturday-Sunday Closed.

Email: info@fccnd.com

Website: <http://fccnd.com/>

Focus for Ethnic Women

Phone: (519) 746-3411

Address: 550 Parkside Dr. unit A8 Waterloo, ON, N2L 5V4

Hours: Monday-Friday 9:00am-4:30pm

Email: info@few.on.ca

Website: www.fw.on.ca

John Howard Society of Waterloo-Wellington, Cambridge Career Connections

Phone: (519) 622-0815

Address: 40 Ainsley St. S, ON, N1R 3K1

Hours: Monday, Tuesday, Thursday, Friday 8:30am-4:30pm, Wednesday 8:30am-6:00pm

Email: ccc@waterloo.johnhoward.on.ca

Website: www.cambridgecareerconnections.com

Kitchener-Waterloo Multicultural Centre

Phone: (519) 745-2531

Address: 102 King St. W, Kitchener, ON, N2G 1A6

Hours: Monday-Thursday 9:00am-5:00pm. Friday 9:00am-1:00pm

Email: lucia@kwmc-on.ca

Website: www.kwmc.on.ca

L'association canadienne-française de l'Ontario, Francophone Employment Resource Centre

Phone: (519) 623-2822

Address: 647 Franklin Blvd, 2nd Floor Cambridge, ON, N1R 7Z1

Email: ccfc@golden.net

Lutherwood Employment Services

Phone: (519) 623-9380

Address: 35 Dickson St. Cambridge, ON, N1R 7A6

Hours: Monday-Friday 8:30am-5:00pm, open until 7:00pm on Tuesday

Website: www.lutherwood.ca/employment

Service Canada: Cambridge Service Canada Centre

Phone: 1-800-622-6232 **Toll Free:** 1-800-206-7218 (Employment Insurance)

Address: 350 Conestoga Blvd. Unit C2 Cambridge, ON, N1R 7L7

Hours: Monday-Friday 8:30am-4:00pm Toll Free line Monday-Friday 8:00am-8:00pm

The shortest waiting times are Monday-Friday 8:30am-10:00am

Website: www.servicecanada.gc.ca

Waterloo Region Social Services Department, Ontario Works

Phone: (519) 575-4400

Address: 99 Regina St. S, Waterloo, ON N2J 4G6

Hours: Monday-Friday 8:30am-4:30pm

Website: www.regionofwaterloo.ca

(The) Working Centre

Phone: (519) 743-1151

Address: 58 Queen St. S Kitchener, ON, N2G 1V6

Hours: Monday, Tuesday, Thursday, Friday 9:00am-4:00pm, Wednesday 9:00am-7:00pm

Email: genmail@theworkingcentre.org

Website: www.theworkingcentre.org

YMCA of Cambridge

Phone: (519) 623-9622

Address: 250 Hespeler Rd. Cambridge, ON, N1R 3H3

Hours: Monday-Friday 5:30am-11:00pm, Saturday 6:00am-9:00pm, Sunday (& Holiday Hours) 8:00am-5:00pm

Website: ymcacambridgekw.ca

Job Banks

Cambridge Jobs

Website: www.cambridgejobs.ca

Charity Village

Website: www.charityvillage.com

(The) Job Bank- Service Canada

Website: <https://www.jobbank.gc.ca/home-eng.do?lang=eng>

Jobs in Canada

Website: <http://www.jobsincanada.com/>

Monster

Website: <https://www.monster.ca/>

Workopolis

Website: <https://www.workopolis.com/en/>

Language Skills/ Interpretation

Conestoga College- International English Language Testing System (IELTS)

Phone: (519) 748-3516

Address: 299 Doon Valley Drive, Kitchener, ON, N2G 4M4

Hours: Monday-Friday 8:30am-4:30pm, Saturday 9:00am-12:00pm

Email: help@ieltscanada.ca

Website: www.ieltscanada.ca

Conestoga College –LINC Program

Phone: (519) 740-8797

Address: 150 Main St. First and Third Floors, Cambridge, ON N1R 6P9

Hours: Monday-Thursday 8:45am-2:30pm and Friday 8:45am 11:45am

Email: linc@conestogac.on.ca

Website: www.conestogac.on.ca

Kitchener-Waterloo Multicultural Centre: Interpreter services

Phone: (519)745-2531

Address: 102 King Street W. Kitchener, ON, N2G 1A6

Hours: Monday-Thursday 9:00am-5:00pm, Friday 9:00am-1:00pm

Website: www.kwmc.on.ca

Kitchener Waterloo Multicultural Centre: One on One Volunteer Tutor Program

Phone: (519) 745-2593

Address: 102 King St. W, Kitchener ON, N2G 1A6

Website: www.kwmc.on.ca

St. Louis Adult Learning and Continuing Education Centres – ESL Location

Phone: (519) 745-1201

Address: 50 Saginaw Pkwy, Cambridge, ON

Hours: ESL Day Classes: Monday-Thursday 8:45am-11:45am, ESL Evening Classes, Monday and Wednesday 6:30pm-9:30pm at St. Benedict Catholic Secondary School in main school. ESL for seniors: Tuesday, Wednesday and Thursday 1:00pm-4:00pm, at David Durward Centre

St. Louis Adult Learning Centre

Phone: (519) 745-1201

Address: 80 Young St. Kitchener, ON N2H5Z1

Hours: Main Office, Monday-Friday 8:00am-4:00pm, English Language Registrar: Monday-Friday 8:30am-12:30pm, Guidance Monday-Thursday 8:30am-3:30pm

Email: stlouis@wcdsb.ca

Website: www.stlouis.wcdsb.ca

(The) Working Centre

Phone: (519) 743-1151

Address: 58 Queen St. S Kitchener, ON, N2G 1V6

Hours: Monday, Tuesday, Thursday, Friday 9:00am-4:00pm, Wednesday 9:00am-7:00pm

Email: genmail@theworkingcentre.org

Website: www.theworkingcentre.org

YMCA of Cambridge

Cambridge:

Phone: (519) 623-9622

Address: 250 Hespeler Rd. Cambridge, ON, N1R 3H3

Hours: Monday-Friday 5:30am-11:00pm, Saturday 6:00am-9:00pm, Sunday (& Holiday Hours)
8:00am-5:00pm

Website: ymcacambridgekw.ca

Kitchener:

Phone: (519) 584-7479

Address: 460 Frederick St. Unit 203 Kitchener, ON, N2H 2P5

Hours: See website for individual location and hours

Website: www.ymcacambridgekw.ca

Services for Children

Big Brothers Big Sisters

Phone: (519) 629-0180

Address: 30 Duke St. W. Suite, 302 Kitchener, ON, N2H 3W5

Hours: Monday-Friday 9:00am-4:30pm

Email: info@bbbswr.org

Website: www.bbbswr.org

Kids Help Phone

Phone: (416) 586-5437

Crisis Phone: 1-800-668-6868

Address: 300-439 University Ave, Toronto, ON M5G 1Y8

Hours: Monday-Sunday 24 Hours, Live Chat: Wednesday-Sunday 6:00am-2:00pm

Email: info@kidshelpphone.ca

Website: www.kidshelpphone.ca

YMCA of Cambridge and Kitchener-Waterloo

Phone: (519) 584-7479

Address: 460 Frederick St. Unit 203 Kitchener, ON, N2H 2P5

Hours: See website for individual location and hours

Website: www.ymcacambridgekw.ca

Services they offer for Children and Youth:

- School Friendship Program in Local Schools
- Newcomer Youth 6-12
- Youth Employment Workshop
- Resume Writing
- Newcomer Orientation Week
- Newcomer Youth 13-17

Older Adult Programs

St. Louis Adult Learning Centre – Seniors 55+

Phone: (519) 745-1202

Address: 62 Dickson St. Cambridge, ON, N1R 1T8, David Durward Centre

Hours: Office Hours: Monday-Friday 8:00am-4:00pm, Senior Class times: Tuesday and Wednesday 1:30pm-4:30pm, Thursday 1:30pm-3:45pm

Email: stlouis@wcdsb.ca

Website: www.stlouis.wcdsb.ca

YMCA of Cambridge and Kitchener-Waterloo

Phone: (519) 584-7479

Address: 460 Frederick St. Unit 203 Kitchener, ON, N2H 2P5

Hours: See website for individual location and hours

Website: www.ymcacambridgekw.ca

Services they offer for Older Adults:

- Friendship Program for Older Adults
- Lunch and Learn Sessions
- English Conversation Circles for Older Adults
- Tours and Recreational Activities

Counselling Services

Family Counselling Centre of Cambridge and North Dumfries, Ayr

Phone: (519) 632-9037

Address: 173 Northumberland St. Ayr, ON N0B 1E0

Hours: 12:30pm-8:00pm, Wednesday 9:00am-2:30pm, Thursday 9:30am-2:00pm, Friday: Off site

Family Counselling Centre of Cambridge and North Dumfries, Cambridge

Phone: (519) 621-5090

Address: 18 Walnut St, Cambridge ON, N1R2E7

Hours: Cambridge: Monday-Thursday 9:00am-9:00pm, Friday 9:00am-2:00pm

Email: bobbeye@fccnd.com

Website: www.fccnd.com

Kitchener-Waterloo Multicultural Centre

Phone: (519) 745-2531

Address: 102 King St. W, Kitchener, ON N2G 1A6

Hours: Monday-Thursday 9:00am-5:00pm, Friday 9:00am-1:00pm

Email: lucia@kwmc.on.ca

Website: www.kwmc.on.ca

Lutherwood Mental Health Services, Family Counselling Services

Phone: (519) 622-1670 Ext. 200

Address: 35 Dickson St. Cambridge, ON N1R7A6

Hours: Monday-Thursday 8:30am-8:00pm, Friday 8:30am-5:00pm

Website: <https://www.lutherwood.ca/contact>

Mental Health Helpline

Phone: 1-866-531-2600

Hours: Monday-Friday 24 Hours

Website: <http://www.mentalhealthhelpline.ca/>

Self-Help Alliance, Cambridge

Phone: (519) 623-6024

Address: 9 Wellington St. Unit 1 Cambridge, On, N1R 3Y4

Hours: Monday-Friday 9:00am-12:00pm, 1:00pm-5:00pm, Some groups are offered at different times.

Website: www.self-help-alliance.ca

KW Counselling Services

Phone: (519) 884-0000

Address: 480 Charles St. E, Kitchener, ON N2G4K5

Hours: Monday-Thursday 8:30am-8:00pm, Friday 8:30am-5:00pm

Email: info@kwcounselling.com

Website: www.kwcounselling.com

Ethnic Groups

Albanian Canadian C.C

Phone: (519) 742-2509

Address: 1196 Ottawa St. Kitchener ON, N2E 2L8

Website: http://albcan.ca/alb/?page_id=258

Alpine Club

Phone: (519) 744-1521

Address: 464 Maple Ave, Kitchener, ON N2H 4X5

Hours: Contact

Email: info@alpineclub.ca

Website: www.alpineclub.ca .

Arab Canadian Families

Phone: 519-576-5857

Address: 77 Hickory Heights Crescent Kitchener ON N2N 1H3

Armenian Community Centre

Phone: (519) 623-6331

Address: 15 International Village Dr. Cambridge ON N1R 7M5

Email: info@armeniancentrecambridge.org

Website: www.armeniancentrecambridge.org

Association des Francophones de Kitchener-Waterloo

Phone: (519) 746-0337

Hours: The last Friday of each month

Email: info@afkw.org

Website: www.afkw.org

Beth Jacob Congregation of Kitchener-Waterloo

Phone: (519) 743-8422

Address: 161 Sterling Ave. S, Kitchener, ON N2J 3N8

Hours: See calendar on website

Website: www.bethjacobkw.ca

Canadian Polish Congress

Phone: (519) 896-6280

Address: 601 Wellington St. N. Kitchener, ON, N2H5L6

Hours: Contact

Email: uw@appaut.com

Website: www.kpk-kitchener.org

Canadian Caribbean Association of Waterloo Region

Phone: (519) 997-2780 **Toll Free:** 1-888-306-7772

Address: 102 King St. W Kitchener, ON N2G 1A6

Email: info@ccawr.ca
Website: www.ccawr.ca

Central Ontario Chinese Cultural Centre

Phone: (519) 576-6168
Address: 100 Campbell Ave Unit 9, Kitchener, ON, N2H 4X8
Hours: Monday and Tuesday 1:00pm-4:00pm
Email: info@coccc.net
Website: www.coccc.net

Centre Communautaire Francophone de Cambridge

Phone: (519) 623-2822
Address: 647 Franklin Blvd. Cambridge, ON, N1R 7Z1
Hours: Monday-Friday 12:30pm-4:30pm
Email: ccfc@golden.net
Website: www.centrefranocambridge.on.ca

Cooperative Council of German Canadian Clubs of Waterloo Region

Phone: (519) 884-0332
Address: 651 Glen Forest Blvd, Waterloo ON, N2L4K4
Email: grienbenow@rogers.com

Concordia Club

Phone: (519) 745-5617
Address: 429 Ottawa St. South, Kitchener ON N2M 3P6
Email: mail@concordiaclub.ca
Website: <https://www.concordiaclub.ca/>

Congress of Black Women of Canada

Phone: (519) 747-1067
Address: 104 Rouse Forde Ave. Cambridge, ON, N1R4M8
Hours: Varies 6 times a year, no meetings in the summer months
Email: itispossible@rogers.com
Website: www.cbwc-ontario.com

Czech and Slovak Association of Canada, Kitchener-Waterloo, Guelph Branch

Email: kitchener@cssk.ca
Website: <http://www.cssk.ca/>

East Indian Ladies Club of Waterloo Region

Phone: (519) 888-0452
Address: 578 Sandbury Lane, Waterloo, ON, N2T 1Z5
Hours: Contact

French Association of Kitchener-Waterloo

Phone: (519) 746-0337

Website www.afkw.org

Email: info@afkw.org

Cambridge Newfoundland Club

Phone: (519) 623-6320

Address: 1500 Dunbar rd. Cambridge, ON, N1R6V3

Email: info@cambridgenewfoundlandclub.ca

Website: www.cambridgenewfoundlandclub.ca

German-Canadian Schwaben Club

Phone: (519) 747-7979

Address: 1668 King St. E, Kitchener, ON, N2G 2P1

Hours: Monday-Friday 9:00am-5:00pm

Email: schwaben@kitchenerschwabenclub.com

Website: <http://www.kitchenerschwabenclub.com/>

Greek-Cypriot Community of Waterloo Region

Phone: (519) 746-7254

Address: 57 Lodge St. Waterloo, ON, N2J2V5

Email: nick.alexandrou@rogers.com

Greek Ladies Philoptochos Society

Phone: (519) 579-4703

Address: 527 Bridgeport Rd. E, Kitchener, Ontario N2K1N6

Email: saintspeterandpaulchurch@rogers.com

Website: <http://stspeterandpaulgoc.ca/>

Gujarati Cultural Association of Golden Triangle

Email: info@gcakw.org

Website: www.gcake.org

Hindu Council of Canada

Email: mail@myhcc.com

Website: www.myhcc.com

Hispanic Cultural Society

Phone: (519) 578-0384

Address: 14 Williamsberg Rd. Unit 31, Kitchener ON, N2E 1W1

Italian Cortina Club

Phone: (519) 894-3852

Address: 22 Kevco Place, Kitchener, ON N2C 2G5

Email: info@cortinaclub.org

Address: www.cortinaclub.org

K-W Islamic Association

Phone: (519) 885-2225

Address: PO Box 33028, IRA Needles Blvd, Waterloo, ON

Website: https://www.facebook.com/pg/kwislamicassociation/about/?ref=page_internal

Kitchener Portugese Club Inc.

Phone: (519) 579-6960

Address: 1548 Fischer-Hallman Rd. E, Kitchener ON, N2R 1P7

Email: kci579@gmail.com

Website: www.kitchenerportugeseclub.com

Low German Family Support

Phone: (519) 669-9323

Address: 5 Memorial Ave Elmira, ON N3B 2P8

Email: sjfsc@execulink.com

Website: www.woolwichcommunityservices.com

Macedonian Canadian Community

Phone: (519) 748-5930

Address: 14 Quaiser St. Kitchener, ON, N2A 3R6

Pakistan Canadian Association Waterloo-Wellington Counties

Email: pcawwc.1947@gmail.com

Website: www.pcawwc.ca

Portugese Club of Cambridge

Phone: (519) 658-9703

Address: 870 Townline Rd. Cambridge, ON, N1T 2G3

Website: <http://www.theportugeseclubofcambridge.com>

Salvadorian Canadian Community of Waterloo Region

Address: 807 Guelph St. Kitchener, ON

Email: sccwr@yahoo.ca

Website: <https://www.facebook.com/sccwr/>

Slavonia-Croatian Non-Profit Homes INC.

Phone: (519) 742-0841

Address: 10 Westwood Dr. Unit 100, Kitchener, ON N2'5P2

Email: slavonia-croatian@on.aibn.com

Somali-Canadian Association of Canada

Phone: 519-804-2878

Address: 283 Duke Street, Unit 114A

Website: <http://scawr.ca>

Tamil Cultural Association of Waterloo Region

Address: P.O. Box 25068 Kitchener, ON, N2A 4A5

Email: mail@tamilculturewaterloo.org

Website: www.tamilculturewaterloo.org

Transylvania Club

Phone: (519) 744-1191

Address: 41 River Road E, Unit B, Kitchener ON, N2B 2G3

Hours: Open: Tuesday, Wednesday, Thursday 9:00am-1:00pm

Email: transylvaniacub@intown.net

Website: www.transylvaniacub.com

Turkish Society of Waterloo Region

Phone: (519) 725-5630

Address: 426 Kelso Dr. Waterloo ON, N2V 2S1

Hours: contact

Email: turkishsocietyofwaterlooregion@gmail.com

Website: www.turkishsocietyofwaterlooregion.com

United Kingdom Club

Phone: (519) 623-6580

Address: 35 International Village Dr. Cambridge ON, N1R 7M5

Cambridge Chinese Association

Phone: (519)658-2980

Address: 180 Holiday Inn Dr. Cambridge ON, N3C1Z0

Friendship Groups

Focus for Ethnic Women

Phone: (519) 746-3411

Address: 550 Parkside Dr. Unit A8 Waterloo, ON N2L 5V4

Hours: Monday-Friday 9:00am-4:30pm

Email: info@few.on.ca

Website: www.few.on.ca

Newcomer Women- YMCA

Phone: (519) 621-1621

Address: 258 Hespeler Rd. Cambridge ON, N1R 3H3

Hours: Monday-Friday 8:30am-4:30pm

Email: newcomers@ckwymca.ca (send emails in your first language)

Website: <http://www.ymcacambridgekw.ca/en/immigrant-services/Newcomer-Women.asp>

Places of Worship

Baha'i Faith Community of North Dumfries

Email: isa.northdumfries@gmail.com

Website: www.northdumfries-bahais.org

Brahmarishi Mission of Canada

Phone: (519) 579-1486 OR (519) 579-2713

Address: 525 Bridge St. E Kitchener, ON, N2K 3C5

Hours: Worship service Dunay 10:30am

Website: www.brahmarishimission.org

Islamic Centre of Cambridge

Phone: (519) 740-6855

Address: 1550 Dunbar Rd. Cambridge ON N1R 8J5

Hours: All five daily prayers are held in congregation, Juma Salat are offered each Friday, evening classes Monday-Friday for Learning to read Quran for young children

Email: info@iccambridge.com

Website: www.iccambridge.com

Cambridge Muslim Society

Phone: (519) 623-0568

Address: 282 Elgin St. N. Cambridge, ON, N1R 7H9

Hours: 7 days a week

Email: farooqmasjid@outlook.com

Website: www.cambridgemuslimsociety.org

Cambridge Hindu Society, Radha Krishna Mandir

Phone: (519) 650-1575

Address: 67 Old Mill Rd. Cambridge, ON, N3H 4R8

Hours: Mornings 8:00am-12:00pm, evenings 5:00pm-9:00pm

Email: president@radhakrishnamandir.net

Website: www.radhakrishnamandir.net

Romanian Cultural Centre "BANATUL" & Romanian Orthodox Church

Phone: (519) 570-0712

Address: 2150 Bleams Rd. Kitchener ON. N2E 4K5

Email: info@kw-banat.org

Website: www.kw-banat.org

Sourp Nishan Armenian Apostolic Church

Phone: (519) 623-6372

Address: 15 International Village Dr. Cambridge, ON, N1R 7M5

Hours: Contact

Temple Shalom

Address: 543 Beechwood Dr. Waterloo, ON. N2T 2S8

Email: info@templeshalom.ca

Website: www.templeshalom.ca

Ukrainian Catholic Centre

Phone: (519) 745-6951

Address: 15 Michael St. Kitchener, ON, N2G1L7

Ukrainian Catholic Church of the Transfiguration

Phone: (519) 742-4172

Address: 131 Victoria St. S. Kitchener, ON, N2G 2B6

Website: <https://holytransfigurationkw.com>

Yog Fellowship

Phone: (519) 696-3869

Address: 388 Plains Rd. Kitchener ON

Website: <http://kriyayoga-yogisatyam.org/YFT.htm>

Schools

Essential Skills Upgrading (WRDSB)

Phone: (519) 740-3800

Address: 256 Hespeler Rd. Cambridge, ON, N1R 3H3

Hours: Monday-Thursday 9:00am-3:30pm

Email: info@wrdsb.on.ca

Website: www.wrdsb.ca/esu

Islamic School of Cambridge

Phone: (519) 740-6855

Address: 1550 Dunbar Rd. Cambridge, ON, N1R 8J5

Hours: Monday-Friday 8:00am-4:00pm

Email: info@isocambridge.com

Website: www.isocambridge.com

(The) Literacy Group

Phone: (519) 621-7993

Address: 40 Ainsley St. S. 2nd Floor Cambridge ON, N1R 3K1

Hours: Monday-Wednesday 9:00am-9:00pm, Thursday 9:00am-5:00pm Friday 9:00am-4:00pm

Email: info@tlgwr.ca

Website: www.theliteracygroup.com

Waterloo Catholic District School Board

Phone: (519) 578-3660

Address: 35 Weber St W, Unit A Kitchener, ON N2H 3Z1

Hours: Monday-Friday 8:00am-4:30pm, closed Friday during summer months.

Email: info@wcdsb.ca

Website: www.wcdsb.ca

Waterloo Region District School Board

Phone: (519) 570-0300

Address: 51 Ardelt Ave Kitchener, ON N2C 2R5

Hours: Monday-Friday 8:00am-4:30pm

Website: www.wrdsb.ca

Welcome Centre for Newcomers

Phone: (519) 576-3018

Address: 479 King St. W, Unit 203 Kitchener, ON, N2G 1E5

Website: www.wrdsb.org

YMCA of Cambridge and Kitchener-Waterloo**Phone:** (519) 584-7479**Address:** 460 Frederick St. Suite 203 Kitchener ON, N2H 2P5**Website:** www.ymcacambridgekw.ca

Transportation

Golden Triangle Taxi**Phone:** (519) 740-2222**Address:** 14 Wellington St. Cambridge ON, N1R 3Y5**Email:** info@goldentriangletaxi.com**Website:** www.goldentriangletaxi.com**Grand River Transit (GRT)****Phone:** (519) 585-7555**Address:** 35 Ainslie St. S. Cambridge, ON**Website:** www.grt.ca

List of Neighbourhood Organizations

The City of Cambridge is rapidly growing and contains many different neighbourhoods. Wherever you live in Cambridge, there is a neighbourhood organization in your area. These organizations usually provide programming for children, youth and adults as well as volunteer opportunities. They also commonly employ an outreach worker who can help those in need of help such as additional food, counselling, and many other needed services. Neighbourhood organizations are a great way to get connected with both your neighbourhood and any additional resources you may need.

Alison Neighbourhood Association

Phone: (519) 620-1867

Address: St. Anne School, 127 Elgin St. N, Cambridge, ON, N1R 5H6

Hours: Mon 10:30 am-7 pm * Tue 9 am-7:30 pm * Wed 1 pm-9 pm * Thu 1 pm-7:30 pm * Fri 10 am-7 pm * Please call ahead

Email: ancc@alisonneighbourhood.org

Website: www.alisonneighbourhood.org

Blair Road Neighbourhood Association

Phone: (519) 497-9442

Address: 85 Sunset Blvd, Cambridge ON, N1S 1A9

Email: info@blairroad.org

Website: www.blairroad.org

Kinbridge Community Association- Chirstopher Champlain

Phone: (519) 740-8565

Address: 125 Champlain Blvd. Unit 8 Cambridge ON N1R 2X6

Hours: Monday-Friday 9:00am-5:00pm Closed 12:00pm-1:00pm

Email: Joe-AnnM@kinbridge.ca

Christopher Champlain McIntosh Loft

Phone: (519) 624-3855

Address: 200 Christopher Dr. 2nd Fl. Cambridge On, N1R 4S4

Email: info@kinbirdge.ca

Website: www.kinbridge.ca

Kinbridge Communtiy Association Southwood Resource Centre

Phone: (519) 621-2930

Address: 241 Southwood Drive Unit 1, Cambridge, ON N1S 3S8

Hours: Monday-Friday 9:00am-5:00pm Closed 12:00pm-1:00pm

Email: info@kinbridge.ca

Website: www.kinbridge.ca

Fiddlesticks Community Centre

Phone: (519) 621-4040

Address: 71 Cowan Blvd, Cambridge ON, N1T 1K7

Hours: Monday-Friday 9:00am-5:00pm (Tuesday 9:00am-8:00pm from Sept-June)

Email: fiddlesticks@on.aibn.ca

Website: www.fiddlesticks.ca

Greenway Chaplin Community Centre

Phone: (519) 623-4220

Address: 116 Rouse Ave, Cambridge ON N1R4M8

Hours: Monday-Friday 9:00am-4:00pm (often open later an 4:00pm, call to confirm)

Email: info@greenwaychaplin.com

Website: www.greenwaychaplin.com

East Hespeler Neighbourhood Association

Phone: (519) 240-3567

Address: 1620 Franklin Blvd. Door 8 Cambridge ON N3C 1P2

Hours: Contact

Email: recreation.coordinator@hvna.ca

Website: www.hvna.ca

Langs

Phone: (519) 653-1470

Address: 1145 Concession Rd. Cambridge, ON N3H 4L5

Hours: Monday, Tuesday, Wednesday, Thursday, 8:30am-8:00pm, Friday 8:30am-4:30pm

Email: info@langs.org

Website: www.langs.org

Youth and Teen Community Centre

Phone: (519) 653-1263

Address: 581 E Langs Dr. Cambridge, ON N3H 4L6

Website: <http://www.langs.org/contact-us/>

Grow Community Centre

Phone: (519) 248-4769

Address: 1 Groh Ave. Cambridge, ON N3C 1Y6

Hours: Monday-Friday after school

Email: info@langs.org

Website: www.langs.org

Preston Heights Community Group

Phone: (519) 650-2971

Address: 350 Linden Dr. Cambridge On, N3H 5N7

Hours: Centre hours Mon 9 am-5 pm, Tue 9 am-8 pm, Wed-Fri 9 am-5 pm * family outreach hours Tue 12 noon-8 pm, Wed-Fri 9 am-5 pm * please note that there is NO family outreach available on Mon

Email: phcg@golden.net

Website: www.prestonheights.ca

Silverheights Neighbourhood Association

Phone: (519) 249-1200

Address: St.Gaberial Catholic Elementary School, 15 Baldwin Dr. Cambridge N33C 0G1

Hours: Centre hours Mon 9 am-5 pm, Tue 9 am-8 pm, Wed-Fri 9 am-5 pm * family outreach hours Tue 12 noon-8 pm, Wed-Fri 9 am-5 pm * please note that there is NO family outreach available on Mon

Email: info@silverheightsneighbourhoodassociation.com

Website: www.silverheightsneighbourhoodassociation.com

Libraries and Computer Access

Cambridge Libraries and Galleries

Website: www.cambridgelibraries.ca

Queen's Square

Phone: (519) 621-0460

Address: 1 North Sq., Cambridge, ON N1S 2K6

Hours: Mon-Thu 9:30 am-8:30 pm * Fri-Sat 9:30 am-5:30 pm * Sun 1 pm-5 pm * library is closed on Sunday from Victoria Day weekend to Labour Day

Preston Branch

Phone: (519) 653-3632

Address: 435 King St E Cambridge, ON N3H 3N1

Hours: Mon-Thu 12 noon-8:30 pm, Fri 12 noon-5:30 pm, Sat 9:30 am-5:30 pm, Sun 1 pm-5 pm. closed Sundays from Victoria Day through Labour Day.

Hespeler Branch

Phone: (519) 658-4412

Address: 5 Tannery St E Cambridge, ON N3C 2C1

Hours: Mon-Thu 12 noon-8:30 pm * Fri 12 noon-5:30 pm * Sat 9:30 am-5:30 pm * Sun 1 pm-5 pm * library is closed on Sunday from Victoria Day weekend to Labour Day

Clemens Mill Branch

Phone: (519) 740-6294

Address: 50 Saginaw Pkwy Cambridge, ON

Hours: Mon-Thu 12 noon-8:30 pm, Fri 12 noon-5:30 pm, Sat 9:30 am-5:30 pm, Sun 1 pm- 5 pm * library is closed on Sun from Victoria Day weekend to Labour Day

Public Computer Access

Self-Help Alliance, Cambridge

Phone: (519) 623-6024

Address: 9 Wellington St, Unit 1, Cambridge, ON N1R 3Y4

Hours: Mon-Fri 9 am-12 noon, 1 pm-5 pm * some groups and events may run outside these hours, please see calendars for details <http://self-help-alliance.ca/contact/cambridge/>

Kinbridge Community Association

Phone (519) 740-8565

Address: 125 Champlain Blvd. Cambridge ON N1R 2X6 unit 8

Hours: Monday-Friday 9:00am-5:00pm, closed 12:00pm-1:00pm

Langs

Phone: (519) 653-1470

Address: 1145 Concession Rd, Cambridge, ON

Hours: Monday, Tuesday, Wednesday, Thursday 8:30am-8:00pm. Friday 8:30am-4:30pm

Website: www.langs.org

Email: info@langs.org

The YMCA of Cambridge, YMCA Teen Drop-In Zone, Cambridge Youth Leadership Development Centre

Phone: (519) 623-YMCA ext. 306

Address: 256 Hespeler Rd Cambridge, ON N1R 3H3

Hours: Monday, Tuesday, Thursday 3:00pm-5:30pm, Wednesday 3:00pm-7:30pm, Friday 3:00pm-10:00pm

Email: ymcateenzone@ckwymca.ca

Website: www.ymcacambridgekw.ca/en/community-programs-services/Z-Beside-the-Y-Youth-Centre.asp

Family & Community Connections, Ayr

Phone: (519) 632-9739

Address: 173 Northumberland St, Ayr, ON

Hours:

Computer Access as well as resource library

Region of Waterloo, Ayr Branch Library

Phone: 519-632-7298

Address: 137 Stanley St Ayr, ON

Government Departments

Canada Revenue Agency

Phone: (519) 579-4532

Address: 166 Frederick St. Kitchener ON, N2H 0A9

Hours: Monday-Friday 9:00am-5:00pm

Website: www.cra-arc.gc.ca

Citizenship and Immigration Canada

Phone: 1-888-242-2100

Address: 29 Duke Street E, 1st Fl, Kitchener, ON N2H 1A2

Hours: by appointment only, Refugee claims can be made Monday-Friday 8:00am-4:00pm

Website: www.cic.gc.ca

Government of Canada

Phone: 1-800-622-6232 (1-800 O-CANADA)

Address: Service Canada, Ottawa ON K1A 0J9

Hours: Monday-Friday 8:00am-5:00pm local time

Website: <https://www.canada.ca/>

The Immigration and Refugee Board of Canada

Phone: (416) 954-1000

Address: 74 Victoria St. Suite 400, Toronto ON, M5C 3C7

Email: info@irb-cisr.gc.ca

Website: www.irb-cisr.gc.ca

Service Canada- Cambridge Centre

Phone: 1-800-622-6232

Address: 350 Conesstoga Blvd. Unit C2 Cambridge ON N1R7L7

Hours: Monday-Friday 8:30am-4:00pm

Website: www.servicecanada.gc.ca

Websites of Interest

Newcomers Waterloo Region

Website: www.newcomerswaterlooregion.webs.com

Settlement.org

Website: www.settlement.org

Settlement Workers in Schools (SWIS)

Website: www.newcomers@ckwymca.ca

Government of Canada

Website: <https://www.canada.ca/>

Canadian Immigrant.ca

Website: www.canadianimmigrant.ca

Yellow Pages

Website: www.yellowpages.ca

Things to do after Arriving in Canada

- **Apply for a Social Insurance Number** to work in Canada
 - 700 Coronation Boulevard, Cambridge ON
 - <http://www.servicecanada.gc.ca/eng/sin/apply/how.shtml>

- **Apply for a Health Card** to receive health services
 - Unit 1B, 561 Hespeler Road, Cambridge, ON
 - <https://www.services.gov.on.ca>
 - It takes about three months to receive your new Health Card. In the meantime, you may wish to buy private health coverage in case of emergency.

- **Apply for the Canada Child Tax Benefit and the Goods and Services Tax Credit** in order to receive regular tax-free payments from the Government of Canada if you have children under the age of eighteen or are low income.
 - Applications and instructions are all available on-line
 - <http://www.cra-arc.gc.ca/benefits/>
 - Newcomers to Canada have additional forms to complete

- **Apply for an Ontario Driver's License** so you can drive in Ontario.
 - 1-888-570-6110
 - 1405 Ottawa Street N., Unit 11 Kitchener, ON N2A 3Z1
 - <http://www.mto.gov.on.ca/english/dandv/driver/drvlicen.shtml>

- **Find a family doctor** for you and your family.
 - K-W Multicultural keeps a current list of doctors accepting patients within the region.
 - For information, call 519-745-2531

- **Open a bank account** to safely store your money, as well as to pay your bills through cheques.
 - Waterloo Region has many banks
 - The information about your bank of preference will be available either in the local phone book, or through www.yellowpages.ca

- **Find a place to live**
 - There are several options for housing in Waterloo Region.
 - You can rent an apartment, a townhouse, a room, or a house.
 - You must fill out an application for each individual dwelling you wish to live in and wait for approval from the landlord.
 - You can also buy a house, condominium or a townhouse
 - There are also temporary emergency shelters available
 - More detailed information is available through Newcomers Waterloo Region; <http://www.newwr.ca/housing/Pages/Housing.aspx>

- **Find a job**
 - There are many different types of jobs available throughout Waterloo Region, with varying skill sets, wages and qualifications.
 - There are many job banks and services available throughout the region.

- For information on services provided, see the employment section of this directory.
- To apply for a job, you can either drop off your resume in person or send it through email. You sometimes may be required to also fill out an application.
- You will need a telephone number for potential employers to contact you at.
- Translators can assist you in converting your resume into English.

- **Set up telephone services**
 - Telephones are an important means of communication in Canada.
 - Telephone numbers are required by employers, schools, doctors, etc.
 - There are many telephone service providers in the region.
 - For more information, look up telephone service providers in the yellow pages of the phone book or at www.yellowpages.ca

- **Purchase furnishings for your new home**
 - There are several second-hand stores throughout the region who have furniture for sale for affordable prices.
 - For more information, look up second hand stores either in the phone book or at www.yellowpages.ca