

## **SETTLEMENT SERVICES**

We offer FREE settlement services to newcomers in the following languages:  
Albanian, American Sign Language, Arabic, Bosnian, Chinese, Croatian, Hindi, English, French  
Punjabi, Romanian, Russian, Serbian, Spanish, Tamil, Ukrainian, Urdu, and Vietnamese:

### **Information / Orientation**

- Practical guidance to assist clients in coping with the problems of everyday life
- Introduction to the local community
- Information as to rights and responsibilities

### **Referral**

- Referral / advocacy for appropriate services (health, education, social services, recreation, housing and transportation)
- Help to fill out forms (Social Insurance Number, Ontario Health Insurance Card, Driver's license, Canada Child Tax Benefit and other Canada Revenue Agency forms)

### **Interpretation / Translation**

- Certified translation of documents related to settlement, including employment
- Interpretation to facilitate interaction between the newcomer and the community

### **Counseling**

- Solution-focused counseling includes identifying and discussing needs and concerns
- Advice and support to clients in adjusting to life in Canada

### **Employment**

- Assistance in writing cover letters and resumes
- Help to identify skills for appropriate job market
- Refer to evaluation bodies for certificates

### **Family Re-unification services**

- Assess eligibility to sponsor members of Family Class
- Assistance in filling out applications, information on process and processing time

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**Citizenship and  
Immigration Canada**

**Citoyenneté et  
Immigration Canada**

**English**