



NEWCOMER

Resource Guide





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Introduction





Introduction

Welcome to Simcoe County!

This guide is a source of local information for newcomers. It is designed to provide you with important information about programs, services and agencies in our community that will be helpful as you settle in Simcoe County. In this guide you will find local information about connecting with your community, day-to-day living, health-care options, evaluating your academic and professional credentials, education opportunities for both children and adults, and programs and services to help you find work or start a business.

The guide was developed by the Simcoe Muskoka Workforce Development Board, the County of Simcoe Local Immigration Partnership and Community Connections/211 Ontario.

There are many agencies in Simcoe County that provide programs and services to help newcomers integrate into the community. You will find many of them listed throughout this guide. To learn more about the different programs and services, or to find additional resources in Simcoe County dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services.

You can find more information about the topics in this directory by visiting your local library. Library staff are able to provide you with local information and referrals to programs and services to assist you. To find the library nearest you turn to page 14.



This Employment Ontario Project is funded by the Government of Ontario.
The views expressed in this document do not necessarily reflect those of Employment Ontario.

Ce projet Emploi Ontario est financé par le gouvernement de l'Ontario.
Les points de vue exprimés dans le présent document ne reflètent pas nécessairement ceux d'Emploi Ontario.

We make no representation or warranty, express or implied, as to this guide's accuracy or completeness.
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Introduction

Acknowledgements

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- Employment Sub-Council
- Human Services Sub-Council
- Settlement Services Sub-Council
- Welcoming Communities Sub-Council
- Education Sub-Council
- Business Development Sub-Council

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Introduction

About Simcoe County

Simcoe County is a diverse region. From our four distinct seasons, to our urban and rural communities, and to the people from a variety of backgrounds and cultures, Simcoe County can provide you and your family with a range of enjoyable experiences.

The population of our communities is growing steadily every year and people from many cultures are moving to the area and calling it home. In 2012 it was estimated that more than 450,000 people live in Simcoe County and the population is expected to continue to grow.

As you begin to settle into Simcoe County you will find that it is a welcoming community with opportunities for work, to raise a family and make meaningful connections with your neighbours.

Levels of Government

There are three levels of government in Canada: federal, provincial and municipal. Each level of government is responsible for different programs, services and laws. When you have a question or concern about a government matter you can contact your appropriate local government representative.

The federal government is the Government of Canada. Your local representative of the federal government is called a Member of Parliament (MP). Visit the Parliament of Canada website at www.parl.gc.ca for more information about your local Member of Parliament.

The provincial government is the Government of Ontario. Your local representative of the provincial government is called a Member of Provincial Parliament (MPP). Visit the Legislative of Ontario website at www.ontla.on.ca for more information about your local Member of Provincial Parliament.

The County of Simcoe is an upper-tier municipal government. The following section, titled “Governance in Simcoe County” will explain the municipal government in Simcoe County and how to identify your municipal representative in greater detail.



Introduction



About Simcoe County

Governance in Simcoe County

The County of Simcoe is the upper-tier municipal government in Simcoe County and is comprised of 16 member municipalities, which include a diverse range of towns and townships. The cities of Barrie and Orillia, the First Nations reserves of Mnjikaning First Nation and Christian Island and Canadian Forces Base Borden are also located within the geographic region of Simcoe County; however, these communities have separate political and administrative structures.

As an upper-tier municipality, the County of Simcoe is responsible for a range of municipal services, which include: social housing, land ambulance and emergency planning, environmental services (solid waste management), county road systems, Ontario Works, children's services, homes for the aged, a library co-operative, museum, archives, county forest management, tourism, a geographic information system (computer mapping) and land use policy planning.

Lower-tier municipalities are responsible for: water and sewer services, local roads, public libraries, recreation services, fire and police services, land use development control and licensing and permitting services.

Visit the County of Simcoe at www.simcoe.ca to learn more about the governance structure in Simcoe County.





Introduction

About Simcoe County

Contact your local municipality

Town	Website	Phone
Town of Bradford West Gwillimbury	www.town.bradfordwestgwillimbury.on.ca	905-775-5366
Town of Collingwood	www.town.collingwood.on.ca	705-445-1030
Town of Innisfil	www.innisfil.ca	705-436-3710 1-888-436-3710
Town of Midland	www.town.midland.on.ca	705-526-4275
Town of New Tecumseth	www.town.newtecumseth.on.ca	705-435-6219 905-729-0057
Town of Penetanguishene	www.town.penetanguishene.on.ca	705-549-7453
Town of Wasaga Beach	www.wasagabeach.com	705-429-3844
Township of Adjala-Tosorontio	www.townshipadjtos.on.ca	705-434-5055
Township of Clearview	www.clearview.ca	705-428-6230
Township of Essa	www.essatownship.on.ca	705-424-9770
Township of Oro-Medonte	www.oro-medonte.ca	705-487-2171
Township of Ramara	www.ramara.ca	705-484-5374
Township of Severn	www.townshipofsevern.com	705-325-2315
Township of Springwater	www.springwater.ca	705-728-4784
Township of Tay	www.tay.township.on.ca	705-534-7248
Township to Tiny	www.township.tiny.on.ca	705-526-4204 1-866-939-8469
Christian Island	www.chimnissing.ca	705-247-2051
Chippewas of Rama First Nation	www.mnjikaning.ca	705-325-3611 1-866-854-2121
City of Barrie	www.barrie.ca	705-726-4242
City of Orillia	www.orillia.ca	705-325-5178

Contact information is provided by 211 Community Connection (July 2018). For additional information, dial 2-1-1 or visit www.infosimcoecounty.

Connecting





Connecting

In Simcoe County there are many ways to be involved in the community. To learn more about opportunities to connect with your community dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services.

You can also find more information about the topics in this directory by visiting your local library. The staff at the libraries are able to provide you with local information and referrals to programs and agencies to assist you. To find the library nearest you turn to page 14.

Feeling Welcome

There are programs and services in Simcoe County to help immigrants get settled. By connecting with Settlement Services agencies as well as your local library, you can meet friendly staff and learn more about the community. Volunteering and local media are great ways to feel connected.

The Welcome Wagon is a company that provides a free greeting service for people who have experienced a lifestyle change, such as moving to a new community, or having a baby. They will provide local community information. Visit their website www.welcomewagon.ca to learn more about the Welcome Wagon.

New to Canada Information Services: Settlement Services

There are agencies in Simcoe County to help newcomers integrate into the community. Settlement Services agencies can help you learn about Simcoe County and connect you to different programs and services available in this area. These services are funded by Immigration, Refugees and Citizenship Canada (IRCC).

Settlement Services offer a range of services including:

- English language classes
- Information on living in Simcoe County
- Information on working in Simcoe County
- Referrals to help you find other local services



Connecting

Feeling Welcome

Service Agencies

Bradford Immigrant & Community Services (BICS)

11 Holland Street East
Bradford, ON L3Z 2B8
905-775-3343
inquiries@bradfordimmigrant.ca
www.bradfordimmigrant.ca

- English language training
- Information on living in Simcoe County
- Referrals to community employment agencies

YMCA of Simcoe/Muskoka Immigrant Services

Bayfield Mall
320 Bayfield Street, Unit 63A
Barrie, ON L4M 3C1
705-797-2020 ext. 22

*Phone to arrange appointments in Innisfil, Midland and Bradford

www.ymcaofsimcoemuskoka.ca

- English language training
- Information on living in Simcoe County
- Referrals to community employment agencies

Georgian College

1 Georgian Drive
Barrie, ON L4M 3X9
705-728-1968 ext. 5329
www.georgiancollege.ca

Occupational-specific Language Training
Referrals to community employment agencies

Welcome Centre Immigrant Services, Mobile Unit

16655 Yonge Street, Unit 26
Newmarket, ON L3X 1V6

Locations in: Collingwood, Wasaga Beach, Stayner, Orillia and Alliston

1-877-761-1155

info@welcomecentre.ca

www.welcomecentre.ca

*Individuals and organizations can contact the Mobile Unit to request services at alternate locations

- English language conversation circles
- Information on living in Simcoe County
- Information on working, including services to help make your education or employment plan

The Learning Centre ~ Bayfield Mall

320 Bayfield Street, Unit 68, Barrie, ON L4M 3C1
705-725-8360 ext. 321

www.thelearningcentres.com

*Phone to find out more about English as a Second Language programs in Alliston, Barrie, Bradford, and Collingwood.

- English as a Second Language classes
- Simcoe County District School Board information
- Referrals to community employment agencies



Connecting

Feeling Welcome

Libraries

The library is a great place to go to feel more connected to the local community. The library has information and resources for community members, and often specifically for newcomers. Library services are generally free; however, you need to become a member by getting a library card. To get a library card, often you need to show current identification with your name and address, to identify that you are living in the same municipality.

As a member of the library, you have access to resources and services such as:

- Information about other services, clubs and organizations in the community
- Library collections (books, e-books, magazines, CDs, DVDs, etc.)
- Reference Collections (dictionaries, atlases, etc.)
- Children's programs (storytelling, toy libraries)
- Multilingual collections (books, tapes/CDs, newspapers, magazines)
- Workshops and services for job searching and career planning
- Computers with free public Internet access, printers and CD-ROM databases

The specific services and resources available might vary at each local community library.

Libraries in Simcoe County

Barrie Public Library

60 Worsley Street
Barrie, ON L4M 1L6
705-728-1010
www.library.barrie.ca

Barrie Public Library,**Painswick Branch**

48 Dean Avenue
Barrie, ON L4N 0C2
705-728-1010
www.library.barrie.ca

**Base Borden Public
and Military Library**

Building E-102
41 Kapyong Road
Borden, ON L0M 1C0
705-424-1200 ext. 2273

**Beausoleil First Nation
Public Library, Christian Island**

150 Mkade Kegwin Miikaan
Christian Island, ON L9M 0A9
705-247-2255
olsn.ca/bfnlibrary

**Bradford West Gwillimbury
Public Library**

425 Holland Street
West Bradford, ON L3Z 0J2
905-775-3328
www.bradford.library.on.ca

**Chippewas of Rama
First Nations Public Library**

6147 Rama Road
Rama, ON L3V 6H6
705-325-3611 ext. 1480
<http://www.ramafirstnation.ca/>

**Clearview Public Library,
Creemore Branch**

165 Library Street
Creemore, ON L0M 1G0
705-466-3011
www.clearview.library.on.ca

**Clearview Public Library,
Stayner Branch**

201 Hurontario Street
Stayner, ON L0M 1S0
705-428-3595
www.clearview.library.on.ca

**Clearview Public Library,
Sunnidale Branch**

5237 County Road 9
New Lowell, ON L0M 1N0
705-424-6288
www.clearview.library.on.ca



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Libraries in Simcoe County

Collingwood Public Library
55 Ste Marie Street
Collingwood, ON L9Y 0W6
705-445-1571
www.collingwoodpubliclibrary.ca

**Essa Public Library,
Angus Branch**
8505 County Road 10, Unit 1
Angus, ON L0M 1B1
705-424-6531
www.essa.library.on.ca

**Essa Public Library,
Thornton Branch**
34 Robert Street
Thornton, ON L0L 2N0
705-458-2549
www.essa.library.on.ca

**Innisfil IdeaLAB &
Library Lakeshore Branch**
967 Innisfil Beach Road
Innisfil, ON L9S 1V3
705-431-7410
www.innisfil.library.on.ca

**Innisfil Public Library,
Cookstown Branch**
20 Church Street
Cookstown, ON L0L 1L0
705-458-1273
www.innisfil.library.on.ca

**Innisfil IdeaLAB &
Library Churchill Branch**
2282 4th Line
Churchill, ON L9S 1V3
705-456-2671
www.innisfilidealab.ca

**Innisfil IdeaLAB &
Library Stroud Branch**
7883 Yonge Street North, Innisfil,
ON L9S 1K8 705-436-1681
www.innisfilidealab.ca

Midland Public Library
320 King Street
Midland, ON L4R 3M6
705-526-4216
www.midlandlibrary.com

**New Tecumseth Public Library,
DA Jones Branch, Beeton**
42 Main Street West
Beeton, ON L0G 1A0
905-729-3726
www.ntpl.ca

**New Tecumseth Public Library,
Memorial Branch, Alliston**
17 Victoria Street East
Alliston, ON L9R 1V6
705-435-5651
www.ntpl.ca

**New Tecumseth Public Library,
Pam Kirkpatrick Branch, Tottenham**
Tottenham Mall 5-55
Queen Street South
Tottenham, ON L0G 1W0
905-936-2291
www.ntpl.ca

Orillia Public Library
36 Mississaga Street West
Orillia, ON L3V 3A6
705-325-2338
www.orilliapubliclibrary.ca

Penetanguishene Public Library
24 Simcoe Street
Penetanguishene, ON L9M 1R6
705-549-7164
www.penetanguishene.library.on.ca

**Penetanguishene Public Library
John Brown Memorial
Library Branch**
101 Thompsons Rd.
Penetanguishene, ON L9M 0V3
705-549-3166 ext. 3005

**Ramara Township Public
Library Atherley**
5482 Hwy 12S
Ramara, ON, L3V 6H7
705-325-5776
www.ramarapubliclibrary.org

**Ramara Township Public Library,
Brechin Branch**
Basement of Medical Centre
3242 Ramara Road 47
Brechin, ON L0K 1B0
705-484-0476
www.ramarapubliclibrary.org

**Severn Township Public Library
Coldwater**
31 Coldwater Rd Coldwater, ON
L0K 1E0 705-686-3601
www.coldwater.library.on.ca



Connecting

Feeling Welcome

Libraries in Simcoe County

Springwater Township Public Library, Elmvale Branch

50 Queen Street West
Elmvale, ON L0L 1P0
705-322-1482

www.springwater.library.on.ca

Springwater Township Public Library, Midhurst Branch

12 Finlay Mill Road
Midhurst, ON L0L 1X1
705-737-5650

www.springwater.library.on.ca

Springwater Township Public Library, Minesing Branch

Minesing Community Centre
2347 Ronald Road
Minesing, ON L0L 1Y0
705-722-6440

www.springwater.library.on.ca

Tay Township. Public Library, Port McNicoll Branch

715 Fourth Avenue
Port McNicoll, ON L0K 1R0
705-534-3511

www.tay.library.on.ca

Tay Township Public Library, Victoria Harbour Branch

145 Albert Street
Victoria Harbour, ON L0K 2A0
705-534-3581

www.tay.library.on.ca

Tay Township Public Library, Waubaushe Branch

17 Thiffault Street
Waubaushe, ON L0K 2C0
705-538-1122

www.tay.library.on.ca

Wasaga Beach Public Library

120 Glenwood Drive
Wasaga Beach, ON L9Z 1A5
705-429-5481

www.wasagabeach.library.on.ca



Contact information is provided by 211 Community Connection (December 2019). For additional information, dial 2-1-1 or visit www.infosimcoecounty.ca

Volunteering

Volunteering is unpaid work. Volunteering allows you to build personal and professional networks, and learn more about your new community. Often, volunteer positions are with non-profit or charity organizations. Through volunteering you can:

- Practise English or French
- Meet new people
- Gain Canadian work experience
- Locate potential job leads

- Learn new skills
- Develop existing skills
- Feel more connected to the community

Many employers accept volunteering as valid Canadian work experience. Through volunteering you may also be able to gain Canadian references for employment.

It is important for you to know what

you are committing to when you volunteer. Ask the organization you are volunteering for about what they expect from you and what they can offer you.

Good places to look for volunteer opportunities are www.volunteerconnection.ca, www.contactsouthsimcoe.ca, and your local library.



Connecting

Feeling Welcome

Volunteering

Some people find volunteer opportunities through community service clubs, like the Kiwanis Club, Rotary Club, and Lions Club. Some community service clubs are international and have chapters in local communities.

To learn more about volunteer opportunities in Simcoe County, dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community.

Visit www.infosimcoecounty.ca to search county-wide services.



Local Media

Through local media, such as newspapers, local television and radio stations, you can learn information about the local community and upcoming community events. Some sources maintain community calendars (in print or online) with information about upcoming community events.

Local Television

Rogers TV
www.rogerstv.com

CTV Barrie
<http://ctvnewsbarrie.ca>

Local Radio Stations

104.1 FM The Dock
www.thedockfm.com

95.1 The Peak FM
www.thepeakfm.com

97.7 The Beach
www.977thebeach.ca

CFJB Rock 95 FM
www.rock95.com

chay today @93 1fm
www.chaytoday.ca

CIQB-FM/B101-FM
www.b101fm.com



Connecting

Feeling Welcome

Local Radio Stations

KICX 106 FM Orillia
www.kicx106.com

KOOL 107.5 FM
www.1075koolfm.com

La Clé d'la Baie, Vague FM 88.1
www.lacle.ca

Sunshine 89.1 Radio
www.sunshine89.ca

Local Newspapers

Alliston Herald
www.allistonherald.com

Barrie Advance
www.barrieadvance.com

Borden Citizen
www.cg.cfpsa.ca/cg-pc/Borden

Bradford West Gwillimbury Topic
www.simcoe.com

Briar Crier
www.briarcrier.ca

Collingwood Connection
www.collingwoodconnection.com

Creemore Echo Communications
www.creemore.com

Farm View
www.farmviewonline.com

Focus 50+
www.focus50.ca

Huronia Business Times
www.Huroniabusiness-times.com

Innisfil Journal
www.simcoe.com

Lake Simcoe Living Magazine
www.lakesimcoeliving.com

Le Goût de vivre
www.legoutdevivre.com

The Mirror
www.midlandmirror.com

North Simcoe Community News
www.northsimcoenews.com

Orillia Today
www.simcoe.com

Innisfil Scope
www.innisfilscope.com

New Tecumseth Times
www.newtectimes.com

Smart Shopper
www.smartshopper.ca

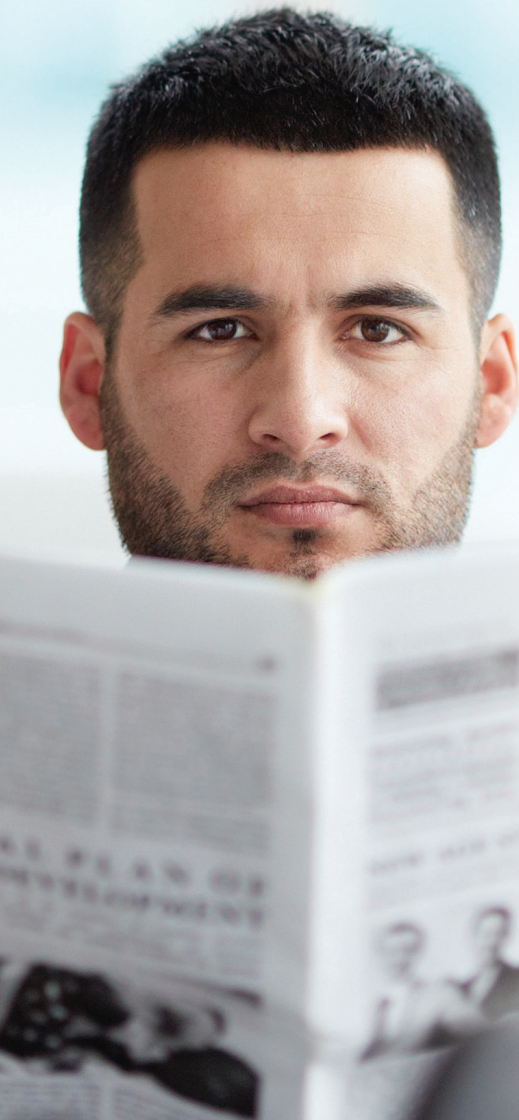
SNAP Barrie Newspaper
www.snapbarrie.com

SNAP Midland/Penetang
www.snapmidlandpenetang.com

Springwater News
www.springwaternews.ca

Stayner Sun
www.staynersun.ca

Wasaga Sun
www.wasagasun.ca





Connecting Celebrating Culture



Simcoe County is rich in culture. There are diverse places of worship and various ethno-cultural groups. There are many opportunities to celebrate your culture and learn about others.

Places of Worship

There are places of worship for people of varied faiths in Simcoe County. To learn more about places of worship in Simcoe County, dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services.

Ethno-Cultural Groups

In many communities, there are organizations or cultural groups for local newcomers to join so they can meet other people with a similar cultural heritage. Visit the Simcoe County Immigration Portal <http://immigration.simcoe.ca> for a list of ethno-cultural organizations throughout the communities of Simcoe County.

Parks and Recreation

Parks

Parks are outdoor spaces in communities that are available for people to use at no cost. Many parks have a playground area for children that include outdoor equipment such as slides and swings. Some parks have tennis courts, outdoor ice rinks or larger field areas for team sports like soccer or baseball. Parks can be enjoyed as a place to go for a walk, read a book or just enjoy the outdoors.

There are also Conservation Areas and Ontario Provincial Parks located throughout Simcoe County that provide opportunities to enjoy and learn about natural and cultural resources. Visit the Ontario Conservation Areas at www.ontarioconservationareas.ca and the Ontario Provincial Parks at www.ontarioparks.com to learn more about locations and fees.



Connecting

Parks and Recreation

Biking and Walking

Simcoe County has many rural and urban trails. These trails are ideal for activities such as walking, running, hiking, cycling and snowshoeing. Some of the trails are paved, and some are located throughout the forested areas of the county.

The Huronia Trails and Greenways Website provides detailed information about trails in Simcoe County at www.experience.simcoe.ca and click “play”.

Arenas and Recreation Centres

Many communities in Ontario have community centres and recreation programs that are available to residents for free or at a low cost. The recreation facilities in a community could include an ice arena, a swimming pool, and/or a gymnasium. Some programs require you to register before the program starts, while others are available to everyone and do not require registration (commonly referred to as a “drop-in program”).

Local municipalities will often publish a guide to recreational activities that provides a description of local facilities, a schedule of activities and information about fees. Turn to page 10 for information on how to contact your local municipality.



Living in Simcoe County





Living in Simcoe County

Simcoe County has much to offer to people of all ages. The following section has information to help you settle and local the resources that will help you create your home in Simcoe County. You will find information on: housing, services, parenting, local transportation, financial information, and life events. To learn more about these topics, dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services.

You can also find more information about the topics in this directory by visiting your local library. The staffs at the libraries are able to provide you with local information and referrals to programs and agencies to assist you. To find the library nearest you turn to page 14.



Housing

In Simcoe County, housing is available in a variety of landscapes, such as: countryside, waterfront, urban or suburban. There are opportunities to rent or own housing, as well as emergency housing services for individuals in need of emergency short-term housing.

Rent a House

Renting a home means that you have the right to live there, but you do not own it. When you rent a place to live, you are called the tenant. The person or company that owns the rental unit is called the landlord.

When you move into a rental unit you will be asked to sign a lease, which is the contract between the tenant and the landlord. The lease outlines the responsibilities of both the landlord and tenant, as well as important details of the rental agreement.

At the start of a tenancy, it is common for landlords to ask for a rent deposit. Often this deposit is referred to as “first and last month’s rent” and means that you are paying rent to cover the cost of the first month and the last month of living in a rental unit.



Living in Simcoe County

Housing

When you decide to move out of a rental unit, you must provide written notice to the landlord. The tenancy lease should indicate how many days prior to moving you that you must inform your landlord. Often tenants are required to give written notice 60 days prior to moving out.

The Residential Tenancies Act is the law in Ontario that outlines the relationship between tenants and landlords. As a tenant, it is important to refer to the Residential Tenancies Act to know your rights. The Landlord and Tenant Board (LTB) is also an important source of information about the rights and responsibilities for tenants. The Landlord and Tenant Board has an online resource entitled *Guide to the Residential Tenancies Act* (<http://www.ltb.gov.on.ca>) that is available in multiple languages. You can also phone the Landlord and Tenant Board at 1-888-332-3234.

Finding a Home to Rent

Apartments and houses for rent are usually listed in the classified section of the local newspaper and online resources.

Housing Resource Centres in Simcoe County provide services to help people find housing. On the Housing Resource Centre's website you can also find housing search tips at www.empowersimcoe.ca

Regional Housing Support Services

705-726-9082

inquiries@empowersimcoe.ca

www.empowersimcoe.ca/regional-housing-support-services/



Living in Simcoe County

Housing

Subsidized Housing

Subsidized housing is for people who do not have a lot of money to pay for rent. Rent is paid based on what you can afford. Subsidized housing receives government funding to make homes affordable to people with low incomes. Subsidized housing is also referred to as rent-g geared-to-income, non-profit housing, or social housing.

To qualify for subsidized housing, you must meet certain eligibility requirements. There are often waitlists for subsidized housing. The waiting period varies in each community based on housing availability and requirements. Visit www.simcoe.ca learn more about subsidized housing in Simcoe County; click on the County of Simcoe Social Housing Department link.

Purchase a House

According to the Canada Housing and Mortgage Corporation (CMHC), the following are important factors to consider when shopping for a home:

- Size requirements (e.g. number of bedrooms and bathrooms)
- Special features (e.g. air conditioning, fireplace, swimming pool)
- Lifestyles and Stages (e.g. a family neighbourhood or a retirement neighbourhood)
- Setting (e.g. living in the city, the suburbs, the country)
- Distance to Work
- Nearby Schools
- Hobbies (e.g. parks, recreation facilities, walking/hiking trails)
- Proximity to Family and friends
- Cultural (e.g. places of worship or community centres)

There are two categories of home ownership in Ontario: full ownership and condominium. Full ownership means you own the entire property, including the house, garage and the land. Condominium ownership means you own a unit in an apartment building or townhouse complex, but not the building or the land.

There are many expenses to consider when thinking about buying and owning a home or condominium. Some important costs include:

- Down payment
- Mortgage payments
- Property appraisal fees
- Home inspection fees
- Property taxes
- Service and utility fees
- Moving expenses
- Renovation and/or maintenance
- Condominium fees

There are many people that can become involved in buying a home such as real estate agents, lawyers, inspectors and appraisers and there are costs associated with using their services. The Canada Housing and Mortgage Corporation (CMHC) has developed a number of resources to help newcomers learn about buying a home in Canada. To access these resources, visit the Canada Housing and Mortgage Corporation (CMHC) website at www.cmhc.ca/newcomers.



Living in Simcoe County

Housing

Finding a Home to Buy

People selling their house in Canada usually use a real estate agent, though sometimes they will sell their home themselves. Houses for sale are listed in the classified section of the local newspaper, through real estate publications and on real estate Internet sites (www.realtor.ca for example). When a house is available for sale, it will often have a “For Sale” sign on the front lawn. You can contact a real estate agent in the local community to ask about current house listings.

Housing Expenses

According to the Canadian Rental Housing Index, the average monthly rent in Simcoe County in 2019 is \$1,127 (including heat, water, and electricity). The the average price of homes sold in January 2020 was \$491,300 according to the Canadian Real Estate Association.

The utilities that each household pays for each month can vary, depending on personal requirements and community. For example, water and wastewater services are a municipal government service and will vary in each municipality. The amount of water, heat or electricity used by a household will also depend on the number of people living there.

If you rent your home, your lease will indicate whether or not you are responsible for paying utility fees in addition to your monthly rent. When you move into a house or an apartment, be sure to ask the landlord or the real estate agent about how to connect to the necessary utilities.

- Common utility costs include:**
- Heat (gas, oil or electric)
 - Electricity
 - Phone
 - Water (municipal or well and septic)
 - Internet
 - Cable television

In some cases, financial assistance is available to people who are facing difficulty with their energy costs and are at risk of having their energy disconnected. Housing Resource Centres in Simcoe County will provide information and referrals to the appropriate community services. Turn to page 23 for information on local Housing Resource Centres.

Emergency Housing

Emergency housing is for people or families that need short-term housing. Examples of situations could include: being homeless; facing eviction by a landlord; or, facing a domestic crisis (such as domestic abuse). In addition to providing a place to live, many shelters also offer services such as counselling and support, as well as referrals to other services in the community.

Each emergency shelter will have its own rules about who is eligible to stay there. Some shelters are open to all people, while others are restricted such as only men, women, families, or youth.

Visit the County of Simcoe website www.simcoe.ca to learn more about Emergency Shelters in Simcoe County.



Living in Simcoe County

Services

There are many services in Simcoe County that will be important to you as you settle in the area. In this section you will find information on: local phones services, insurance, garbage and recycling, emergency services (police, fire and ambulance), and legal services.

Phone

There are a number of choices for accessing phone services in Ontario, such as a home phone, a cell (mobile) or using public phones. Most of Simcoe County is located in the 705 area code, but a portion is also in the 905 area code. These area codes cover a large portion of central and northern Ontario, so some phone calls throughout these calling areas may be considered long-distance. A long-distance phone call usually means a larger charge applies. TTY is an abbreviation for teletype write, you may also see TDD (Telecommunication device for the deaf). The device allows people who are deaf, speech impaired or hard of hearing to type messages to anyone else who has a TTY using a telephone line. Visit Settlement.org to learn more about the phone system in Ontario: www.settlement.org.

Home Phone

The two major companies that provide phone services for houses are Bell Canada and Rogers; however, there are other companies that provide phone service as well. The Yellow Pages of the phone book or online at www.YellowPages.ca are good places to look for local phone service providers. The fees for home phone services will vary, depending on the specific services and rate-plans you choose, so it is a good idea to talk to sales representatives from different phone service providers before you sign a contract.

Cell or Mobile Phone

There are a number of choices for cell or mobile phones in Canada. Many cell phone service providers will ask you to sign a contract, or you can choose the pay-as-you go option. It is a good idea to talk to sales representatives from different service providers about the specific details before you sign a service contract. You can search for wireless service providers in the Yellow Pages of the phone book, online at www.YellowPages.ca or in retail locations such as shopping centres.

Public Phones

Public phones are available for anyone to use. You pay for each phone call. You can pay with coins, pre-paid calling cards or credit cards. A local phone call costs .50 cents and the price for a long-distance call depends on the length of the call. Making a “collect call” means dialing “0” to speak to the operator and asking the person you are calling to pay for the phone call. Public phones can often be found at airports, bus and train stations, shopping plazas, some restaurants and stores and on some street corners.

Insurance

Personal insurance protects you and your family when accidents happen. Sometimes insurance is required by law (such as automobile insurance) and sometimes insurance is strongly recommended in the case of accident or death (such as home insurance or life insurance).



Living in Simcoe County

Services

Automobile Insurance

Drivers in Ontario are required, by law to have automobile insurance (also known as “car insurance”). The cost for automobile insurance depends on different factors such as your driving record, age, and the type of car you are insuring. Automobile insurance is purchased directly from insurance providers, who are listed in the Yellow Pages of the phone book or by searching the Yellow Pages online (www.YellowPages.ca). It is often recommended to shop around by getting quotes from different insurance companies before signing a contract.

Home/Tenant Insurance

Whether you own or rent your home, it is recommended to purchase insurance to protect your home. If you are a homeowner, depending on your situation, you need property insurance, title insurance and/or mortgage insurance. If you are renting, you should consider tenant insurance to cover your personal assets and protect yourself against damages to your apartment (for example, during a fire).

An insurance broker can help you choose and buy insurance, including property insurance and mortgage loan insurance. Insurance brokers are listed in the Yellow Pages of the phone book, or by searching the Yellow Pages online (www.YellowPages.ca).

Health Insurance

“Ontario Health Insurance Plan (OHIP)” on page 44 provides more information about health insurance in Ontario.

Garbage and Recycling

Household materials should be disposed of in a safe and environmentally friendly way. The collection of garbage and recycling materials is a service provided by the municipality locally, so each community will have a different collection system, such as the waste diversion system and the collection schedule.

In general, a common garbage collection system includes the following categories:

- **Blue Bin** – including materials and containers like glass bottles and jars, plastics, paper fibres and cardboard materials
- **Green Bin** – including food waste
- **Garbage** – most items not acceptable for blue, grey or green bin collection.

However, the collection system in each community might vary, so it is important to check. The County of Simcoe has detailed information about your residential waste collection services in Simcoe County. Contact the County of Simcoe’s Solid Waste Management Department by phoning 1-800-263-3199 or at www.simcoe.ca/waste.

The Cities of Barrie and Orillia also provide garbage and recycling services for people living there.

City of Barrie

705-726-4242 ~ TTY 705-792-7910 ~ www.barrie.ca

City of Orillia

705-325-1311 ~ www.orillia.ca



Living in Simcoe County



Services

Emergency Services (911): Police, Fire, Ambulance

Emergency services are available by calling 9-1-1 for police, fire or ambulance. If you are involved in or witness an emergency, you should phone 9-1-1 for emergency services. Interpreter services are available through the 911 operator. Emergency situations that require 911 assistance include:

- Life threatening incidents
- Stopping a crime
- Reporting a fire
- Serious car accident

Non-emergency Fire and Police Services ~ Fire

The local Fire Department can help you in non-emergency situations as well. The role of the fire department is to protect the safety of people living in communities through education and services, including:

- Fire safety
- Smoke alarms (Some municipalities require private homes have working fire detectors)
- Ice safety
- Fire safety inspections
- Outdoor fire permits

You are welcome to contact your local fire department for more information.



Living in Simcoe County

Services

Non-emergency Fire and Police Services ~ Police

In some cases, police services may be required for a non-emergency situation. The role of the police in Canada is to protect the safety of people and communities. You can call your local police department to report a crime or ask for assistance for non-emergency situations such as:

- A noisy party
- To report vandalism or theft
- Identity theft
- To report finding a wallet, credit card, or other important item

The local police department also helps keep the community safe by providing community services and programs about topics such as:

- Educational awareness
- Crime prevention
- Safety issues, like personal and home safety and preventing identity theft

You are welcome to contact your police services in Simcoe County for more information.

Legal Services

The Canadian legal system protects people in many different ways. Sometimes people require services to assist with legal issues, such as immigration requirements, family disputes, employment, or criminal matters.

Legal Aid is a program in Ontario that ensures that people have access to the legal help they need, regardless of their income. If someone cannot pay for a lawyer, legal aid will help. Visit www.legalaid.on.ca to learn more.

Community Legal Education Ontario (CLEO) produces clear, accurate, and practical legal information to help people understand and exercise their legal rights. Resources on the CLEO site are available in multiple languages. Visit www.cleo.on.ca to learn more about your legal rights.

A lawyer can help someone if they have an issue related to the Canadian legal system or law. There are fees associated to the services of a lawyer, depending on the specific issue or services required. To find a lawyer, check the local Yellow Pages directory under “Lawyer” or search the Yellow Pages online (www.YellowPages.ca).



Living in Simcoe County



Parenting

There are programs and services in Simcoe County to support parents. In this section you will find information on: early learning child care, children with special needs, protecting your child and parenting workshops.

Early Learning/Child Care

There are early learning options available for children starting from infancy. Child care (or day care) programs are child minding services that look after children while parents are at work, at appointments or busy in other ways. Some parents also choose to enrol their children in these programs as an opportunity to socialize and learn. Finding quality child care is important, because it provides reassurance to parents that children are receiving care in a safe and positive learning environment.

There is a fee for child care; however, some parents may be eligible for a fee subsidy, which means they can receive this service for less money (see “Child Care Fee Assistance” on page 31).

Child care can be unlicensed, or licensed by the Ontario Ministry of Education. To receive a licence, a child care program must meet and maintain very specific standards to support the health, safety and developmental needs of children. Care is provided by professional Early Learning staff. Informal, or unlicensed, child caregivers are not regulated by the Ontario government and, therefore, are not required to meet provincial health, safety or training standards.



Living in Simcoe County

Parenting

Child Care Fee Assistance

Financial assistance to pay for child care fees is available to eligible families within Simcoe County. Eligibility for child care fee assistance is determined by a standard assessment based on income only. Parents interested in applying for child care fee assistance should have their child care arrangement in place prior to scheduling an appointment for assessment of eligibility.

Contact the County of Simcoe to learn more about Child Care Fee Assistance in Simcoe County by phone at 705-722-3132 or 905-729-4514 or by website www.simcoe.ca/dpt/ccs/early/services.

Children with Special Needs

Early intervention refers to supporting the early identification and treatment of infants and young children with special needs up to 6 years old, or those who may be at risk of experiencing barriers to development. Parents might think about contacting early intervention services if they have concerns with their children:

- Feeding and nutrition
- Ability to learn
- Hearing
- Mobility and movement
- Speech/Language/Communication
- Attention
- Vision
- Behaviour/Social/Emotional interaction
- Play

Visit www.simcoe.ca/dpt/ccs/early/services for information about services in Simcoe County for children aged 0-6.

To learn more about programs and services available through the Ontario public school system for school-aged children and youth, visit “Special Education” on page 66.





Living in Simcoe County

Parenting

Protecting Your Child

In Ontario, the Children's Aid Society (CAS) has a duty to protect children under the age of 16 from abuse or neglect. The Children's Aid Society (CAS) can help parents and children with family problems, such as when there is harm or violence happening to children.

Child care programs can take place in a child care centre or in a caregiver's home. Child care centres can operate in a variety of locations, including community centres, places of worship, schools or other buildings. Some programs offer child care to children as young as infants, through to school-aged. It is important to contact a child care program directly to find out the services and program ages offered at each location. Visit www.childcareinsimcoecounty.ca to find a child care program near you.

Some schools may provide before and after care for school-aged children whose parents require someone to look after their children outside of school hours. To learn more about before and after care contact your child's school.

Simcoe Muskoka Family Connexions/ Children's Aid Society

60 Bell Farm Road, Unit 7

Barrie, ON L4M 5G6

Additional locations in

Collingwood, Midland, and Orillia

705-726-6587

1-800-461-4236

www.familyconnexions.ca/

If you have legal questions regarding child protection, you can contact CLEO. Community Legal Education Ontario (CLEO) produces clear, accurate, and practical legal information to help people understand and exercise their legal rights. On their website (www.cleo.on.ca), they have fact sheets about the Children's Aid Society, which are available in multiple languages. You can also contact them by phone 416-408-4420.

Parenting Workshops

Many local organizations in the community offer workshops about parenting. Workshop topics and dates are updated regularly based on interest, so it is important to inquire at community agencies for the availability of workshops.

Triple P workshops help parents build confidence in their parenting abilities and positive behaviours in children. Visit www.triplep-parenting.ca to learn more about Triple P workshops throughout Simcoe County.



Living in Simcoe County

Transportation

Simcoe County is the second largest county in Ontario based upon physical size. The types of communities in Simcoe County vary from urban to rural and farmland, and are connected to each other by roadways. Not all communities in Simcoe County have public transportation and, therefore, most people travel within the county by car.

Cars and Driving

The Ministry of Transportation of Ontario (MTO) is the government department that controls drivers' licences and vehicle registration in Ontario. The Ministry of Transportation Ontario (MTO) provides publications for newcomers in multiple languages.

Drivers in Ontario are required to:

- Have a valid Ontario driver's licence and carry it with you when driving
- Have a valid owner's permit, licence plate and automobile insurance
- Obey the traffic laws and drive safely

For general driver and vehicle licensing inquiries, contact Service Ontario. You can also find more information on the Ontario Ministry of Transportation website www.mto.gov.on.ca or by visiting www.ontario.ca/driving-and-roads/driving-and-roads.

If You are a New Driver

If you do not already have a driver's licence and you would like to drive, you will have to apply for an Ontario driver's licence. When you apply for an Ontario driver's licence you will be required to show approved identity documents and pay a fee.

Ontario has a graduated licensing system, which means there is a process to follow to get a full licence. The process includes passing a knowledge test and 2 road tests.

If You have a Driver's Licence from another country

If you have a driver's licence from another country, you may be able to exchange it for an Ontario driver's licence. You can find more information on the Ontario Ministry of Transportation website www.mto.gov.on.ca or by visiting www.ontario.ca/driving-and-roads/exchange-foreign-drivers-licence.





Living in Simcoe County

Transportation

Service Ontario

Collingwood

191 Hurontario Street, Unit 6
Collingwood, ON L9Y 2M1
705-445-3530

Barrie

274 Burton Avenue, Unit 21
Barrie, ON L4N 5W4
Phone 705-728-3861

34 Simcoe Street, Unit 102
Barrie, ON L4N 6T4
1-800-267-8097

Bayfield Mall

320 Bayfield Street, Unit 104
Barrie, ON L4M 3C1
705-722-5210

Stayner

7314 Highway 26
Stayner, ON L0M 1S0
705-428-2821

Gravenhurst

275 Muskoka Rd. S.
Gravenhurst, ON P1P 1B9
705-687-6365

Elmvale

40 Yonge Street South, Unit A
Elmvale, ON L0L 1P0
705-322-4181

Alliston

180 Parsons Road, Unit 1
Alliston, ON L9R 1E8
Phone 705-435-7661

Bradford

100 Dissette Street, Unit 9
Bradford, ON L3Z 3G8
1-800-267-8097

Orillia

575 West Street S, Unit 6,
Orillia, ON, L3V 7N6
705-326-4424

Midland

Midland Huronia Mall
9225 Highway 93, Unit 20
Midland, ON L4R 4K4
705-526-1590

Automobile Expenses

The Canadian Automobile Association (CAA) outlines the following important costs to consider with owning an automobile:

- Fuel
- Maintenance
- Tires
- Insurance
- Licence, registration and taxes

Visit www.caa.ca to learn more about the Canadian Automobile Association (CAA).



Living in Simcoe County

Transportation

Public Transportation ~ Local Travel

There are public transit services available in some areas of Simcoe County, including: Barrie, Orillia, Midland, Collingwood, Angus, and Wasaga Beach. The cost for riding the public bus varies in each community.

Barrie Transit

705-739-1500
TTY 705-792-7910
www.barrie.ca

Collingwood and Wasaga Bus Link

705-446-1196
www.collingwood.ca/transit

Orillia Transit

705-326-8300
www.orillia.ca/en/livinginorillia/publictransit.asp

Bradford West Gwillimbury Transit

905-775-7770
www.townofbwg.com/transit

Clearview Public Transit

705-428-6230
www.clearview.ca/transit

Midland Penetanguishene Transit Service

705-526-4275 ext 2400 or 2217
www.penetanguishene.ca/en/residents/Transit.asp

Linx

1-800-263-3199
www.simcoe.ca/dpt/linx

The Government of Ontario Transit (GO Transit) operates commuter trains and buses. These trains connect areas of Simcoe County with municipal transit systems in the Greater Toronto and Hamilton areas, including the Toronto Transit Commission (TTC). In many areas of Simcoe County, people commute to Toronto and the Greater Toronto Area (GTA) on a daily basis. Visit www.gotransit.com for more information about GO Transit.

There are other public transit options for commuting to Toronto and the GTA daily, including the Greyhound Canada or Northland Ontario bus systems. Contact the local bus station for more information about routes and schedules.

Public Transportation ~ Non-local Travel

There are public transit services available in some areas of Simcoe County, including: Barrie, Orillia, Midland, Collingwood and Wasaga Beach. The cost for riding the public bus varies in each community.

Angel Tours and Entertainment

705-792-9880
1-877-732-6435
www.angeltour.com

Coach Canada - Administration

705-748-6411
www.coachcanada.com

Greyhound Canada

705-737-0330
1-800-661-8747
www.greyhound.ca

Barrie Bus Terminal

705-739-7400
<http://downtownbarrie.ca/barrie-transit-terminal/>

Go Transit Bus and Train Service

416-869-3200
1-888-438-6646
TTY 1-800-387-3652
www.gotransit.com

Greyhound Canada Collingwood

705-445-7095
1-800-661-8747
www.greyhound.ca



Living in Simcoe County

Hammond Transportation Midland - 705-526-2626 Oro-Medonte - 705-325-2774 Parry Sound - 705-746-5430 www.hammondtransportation.com	Hammond Transportation, Bracebridge, Corridor 11 Bus 705-645-2583 705-645-5431 x33 www.hammondtransportation.com/	Ontario Northland/ Hammond Coach Line 705-326-4101 www.ontarionorthland.ca/ Sharp Bus Lines 705-540-1563 www.sharpbus.com	Sinton-Landmark Transportation, Barrie 705-722-6666 1-800-947-3839 Collingwood 705-446-1196 www.sinton.com
	Parkview Simcoe Business 705-526-2847 www.parkviewtransit.ca		

Transportation

Taxis

If there is no public transit or you need to go somewhere quickly, you can hire a taxi (also known as a cab). These are cars with a lighted roof sign. You can call a taxi company and ask them to pick you up at your address at a specific time. When you get inside the taxi, you will see a meter beside the driver which displays a minimum charge to begin your trip. The meter will calculate the total cost of your trip. To find a taxi, check the local Yellow Pages directory under “Taxis” or by searching the Yellow Pages online (www.YellowPages.ca).

Financial Information

Finances and financial institutions are different in every country. In this section you will find information on: everyday cost of living, banks, credit, credit history and taxes.

For families experiencing financial difficulties, there are programs and services available to help. Throughout the directory there are programs to assist families, some of which offer financial subsidies for eligible families (e.g. child care and housing services).

The Government of Canada and Ontario also have financial assistance programs for eligible individuals. To learn more about programs such as Employment Insurance, Ontario Works and Ontario Disability Support Program, turn to page 102.

Everyday Living Costs

Everyday living costs and your monthly household expenses can vary depending on a number of different factors, such as: where you live, housing type, family size, lifestyle, and your income. In Canada, most households’ greatest expenses are housing costs (see “Housing Expenses” on page 25). However, it is important to budget other costs such as: food, clothing, transportation, activities and health care costs that are not covered under the Ontario Health Insurance Plan (OHIP).

The Immigration, Refugees and Citizenship Canada (IRCC) website (www.cic.gc.ca) has detailed information about preparing financially when moving to Canada.



Living in Simcoe County

Financial Information

Banks

Having a bank account in Canada is an important way to take care of your money. Financial institutions like banks, trust companies, caisses populaires (in Quebec and Ontario) and credit unions provide a number of important services to clients, such as:

- A safe place to keep your money
- Services to help you manage your money and investments, including financial advice
- Loans and mortgages if you need to borrow money

Banks charge clients a service fee for having an account; however, the service fees vary at each bank and depend on factors like the type of account, services used and the number of times money is deposited or taken out of the account. Interest rates for bank accounts also vary at each banking institution.

It is recommended that you compare the types of accounts, services, service fees and interest rates from a number of banks before deciding which banking institution is right for you.

The Immigration, Refugees and Citizenship Canada (IRCC) website (www.cic.gc.ca) has information on banks and financial institutions in Canada.

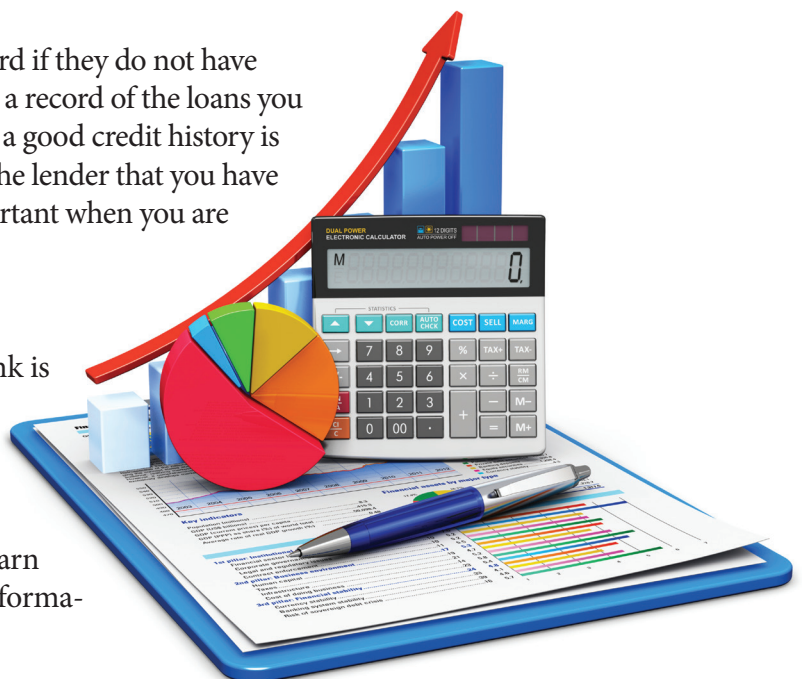
The Canadian Bankers Association website (www.cba.ca) has information about banks and banking resources specifically for Newcomers to Canada.

Credit and Credit History

Many banks in Canada will not give a person a credit card if they do not have Canadian credit history. Your Canadian credit history is a record of the loans you have applied for and credit cards you have used. Having a good credit history is important because when you apply for a loan, it shows the lender that you have paid back your past debts. A good credit history is important when you are applying for a mortgage or a personal loan.

There are different options to get a credit card with no Canadian credit history. Talking to the staff at your bank is a good place to start. Some options may include applying for a secured credit card, a joint card or a retail credit card.

You can also visit www.inmylanguage.org website to learn more about credit and Canadian credit history. This information is available in multiple languages.





Living in Simcoe County

Financial Information

Taxes

Taxes are collected from individual Canadians and businesses by the government to help pay for roads, schools, health care and other important government programs and services. Taxes are collected in different ways.

Sales Tax

Sales Tax is collected from individuals making purchases of goods or services. The Harmonized Sales Tax (HST) in Ontario is 13%. The HST amount is not usually included on the price tag, so the final sale price at the cash register will include an additional 13%. Some purchases are exempt from HST, such as some food products, child care services and prescription drugs. A portion of the HST (8%) goes to the provincial government and 5% goes to the federal government.

Income Tax

Income Tax is collected every year by the Canada Revenue Agency (CRA). The income tax process includes listing all taxable income, deductions and tax credits to calculate how much income tax is owed. In some cases, depending on the calculations, you may receive an income tax refund. Visit the Canada Revenue Agency (CRA) website at www.cra-arc.gc.ca for more information.

Property Tax

Property Tax is collected by the municipal (or local) government from property owners, to support programs, services and infrastructure like roads and public utilities in local communities. The amount of property tax a property owner needs to pay depends on the assessed value of the property and the local property tax rate, which is set by each individual municipal government. Visit www.mpac.on.ca for more information about property tax.

Business Taxes

Businesses in Ontario are also required to pay taxes depending on the type of business being operated. Visit www.ontario.ca/serviceontario for more information about filing taxes and other tax information for businesses in Ontario.

Visit the Ontario Ministry of Finance website (www.fin.gov.on.ca) to learn more about the Ontario Tax System, including information about credits, benefits, and incentives.



Living in Simcoe County

Life Events

Birth, marriage and retirement are exciting stages in someone’s life. In this section you will find important information on birth certificates, marriage licences, and support for seniors.

Birth

An Ontario birth certificate is an important legal document for children born in Ontario because it establishes identity and it can be used as a piece of identification when registering services, such as health services and passports.

Before applying for an Ontario birth certificate the birth of a child must be registered. Here are the steps to register a child’s birth and applying for an Ontario birth certificate.

- Complete the Statement of Live Birth form, which is received from the hospital or midwife.
- Send the completed form to the Division Registrar’s Office in the local city or municipality. The address will be on the form.
- It may take up to four months to process the form. You will receive a Notice of Birth Registration in the mail.
- Once you have received a Notice of Birth Registration, you can apply for a birth certificate by completing and mailing a Request for Birth Certificate form to the Office of the Registrar General.



Visit www.ontario.ca to learn more about Service Ontario. You can find the contact information on page 34.

Marriage

Marriage is an important event in a person’s life. It is also a legal contract between two people.

To be married in Ontario, you must meet certain conditions:

- Meet the age requirements
- Both people must agree to the marriage
- Both people must be present for the marriage ceremony
- If either person is divorced, proof of the divorce must be given
- You may marry someone of the same or opposite sex (same sex marriages are legal in Ontario)

To get married, you either need a marriage licence from the local city hall or municipality, or a banns form from a church when you publicly announce your commitment during a divine service. The marriage licence or banns are signed by you and your spouse, witnesses and the person who performed the marriage immediately after the ceremony. The person performing the ceremony will forward your marriage licence to the Office of the Registrar General to be registered, which will take about 10 weeks.



Living in Simcoe County

Life Events

Marriage

Once the marriage licence has been registered, you apply for a marriage certificate from Service Ontario. You can find the contact information for local Service Ontario centres on page 34. You can also visit their website at www.ontario.ca/government/get-married-ontario.

Retirement

There are programs to support individuals as they age. In this section you will find information on financial assistance for seniors and seniors' care.

Financial Assistance for Seniors

When a person reaches a certain age, they may choose to retire from the workforce. When a person retires, they may be eligible for some financial assistance programs from the government, often called government pension benefits. Each government pension benefits programs has different eligibility requirements. Below is a brief explanation of each. Visit the Government of Canada's Service Canada website to learn more financial assistance for seniors: www.servicecanada.gc.ca

- **Canada Pension Plan (CPP) Retirement Pension:** A monthly benefit for people aged 60 and over who have made contributions to the CPP while in the workforce.
- **Old Age Security (OAS) Pension:** A monthly benefit for people aged 65 and older who meet Canadian residency and status requirements.
- **Guaranteed Income Supplement (GIS):** A benefit for low-income Canadians aged 65 and over who receive the Old Age Security (OAS) pension.
- **Allowance and Allowance for the Survivor:** A benefit for seniors living on a low-income. You must be the spouse of a person who is or was eligible for the Guaranteed Income Supplement (GIS). You can still qualify even if your spouse has died.
- **International Benefits:** If you have lived or worked in another country, or you are the survivor of someone who has lived or worked in another country, you may be eligible for benefits from Canada or abroad.





Living in Simcoe County

Life Events

Seniors' Care

There are many steps involved in arranging care for yourself or a family member. In Ontario, the Community Care Access Centre (CCAC) is the primary contact for information on Seniors' Care. To learn more about the CCAC and how they can assist you, turn to page 49. Visit www.health.gov.on.ca to learn more about the process by visiting the Home, Community and Residential Care Services for Seniors section of the Ministry of Health and Long-Term Care's website.

The Ministry of Health and Long Term Care identifies four categories of Home and Community Support Services for seniors to manage their care within their own home:

- 1. Visiting Health Professional Services:** Visiting Health Professional Services provide health care in your home. Before providing care, these services will usually visit your home to assess your needs and make a care plan. Some supplies and equipment may be available through these programs as well.
- 2. Personal Care and Support:** Personal care and support services can help you with a variety of routine daily living activities such as bathing, dressing, toileting, eating and more.
- 3. Homemaking:** Homemaking services assist you with routine household activities such as menu planning and meal preparation, shopping, light housekeeping and more.
- 4. Community Support Services:** Community support services include a wide variety of services such as meal delivery, transportation, caregiver relief, adult day programs, social and recreational services, security checks and more.





Living in Simcoe County



Life Events

Seniors' Care

For seniors requiring residential care, the Ministry of Health and Long Term Care identifies three types:

- 1. Supportive Housing:** Supportive housing is for seniors who need minimal to moderate levels of personal care and support to live independently. Many locations have rent-geared-to-income subsidies available. Visit www.simcoe.ca for more information; click on the Social Housing Department link.
- 2. Retirement Homes:** Retirement homes are privately owned, and provide accommodations for seniors who need minimal to moderate levels of personal care and support to live independently. Retirement homes are funded entirely by resident fees.
- 3. Long-Term Care Homes:** Long-Term Care homes are designed for people who need access to 24-hour nursing care, supervision or higher levels of personal care. These homes are also known as nursing homes, municipal homes for the aged or charitable homes. Residents pay for accommodation charges and the care is funded by the Ministry of Health and Long-Term Care.

Health Care in Ontario and Simcoe County





Health Care

In Simcoe County there are many programs and services to support you and your family's health. In this section you will find information on: the Ontario Health Insurance Plan (OHIP), local health care options, community and public health, finding a doctor or medical professional, family health and additional health care needs.

To learn more about health care in Ontario and Simcoe County, dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services.

You can also find more information about the topics in this directory by visiting your local library. The staff at the libraries are able to provide you with local information and referrals to programs and agencies to assist you. To find the library nearest you turn to page 14.

Ontario Health Insurance Plan (OHIP)

For eligible people living in Ontario, many health care services are paid for by the Government of Ontario, under the Ontario Health Insurance Plan (commonly referred to as OHIP). Many basic health services are included, such as visits to your doctor, specialists or the emergency room. However, the Ontario Health Insurance Plan (OHIP) does not cover services that are not considered medically necessary, such as cosmetic surgery.

The Government of Ontario website (www.health.gov.on.ca) has more information about Ontario Health Insurance Plan (OHIP).

To apply for OHIP coverage, visit a Service Ontario centre. You can find the contact information for local Service Ontario centres on page 34. You can also visit their website (www.ontario.ca).

If You do not have Health Insurance

Some of the services offered at Community Health Centres (CHCs) are available without OHIP coverage.

For more information about Community Health Centres (CHCs) in Simcoe County, contact one of the centres listed on page 48.

The Interim Federal Health Program (IFHP) helps some refugees and refugee claimants with their medical costs for a short period of time after arriving in Canada. Visit www.cic.gc.ca to learn more about the Interim Federal Health Program (IFHP). Private insurance is also an option to help pay for other medical services that OHIP does not cover.



Health Care

Health Care Options

In Ontario there are a number of ways to access the health care you need. It is important to know your health care options, so that you can make good choices for health care needs of you and your family.

The Government of Ontario website (www.health.gov.on.ca) has more information about the health care options in Ontario.

Telehealth Ontario

Telehealth Ontario is a free and confidential phone service that provides health advice or general health information from a Registered Nurse, and is available 24 hours a day, 7 days a week. Health insurance is not required to use Telehealth Ontario. The Telehealth Service provides advice about health-related concerns such as health symptoms, illness, injury, nutrition and healthy lifestyles.

The Telehealth Ontario service is provided in English and French, with translation support for other languages and a direct TTY number for those with hearing and speech difficulties. Callers can also be connected to medication information and health information audio tapes.

Telehealth Ontario

1-866-797-0000

TTY 1-866-797-0007

www.health.gov.on.ca

Family Health-care Provider

A family health-care provider, such as a family doctor, provides health care to you and your family, including: health advice, examinations, prescriptions, vaccinations and referrals to other health specialists, programs, and service.

A family health care provider will understand your health history and provide ongoing care. The Government of Ontario has a program called Health Care Connect to help Ontario residents find a family health-care provider.

Health Care Connect

1-800-445-1822

TTY INFOLine: 1-800-387-5559

www.health.gov.on.ca

Family Health Teams provide primary health care and information about healthy living to patients. There are a number of Family Health Teams across Simcoe County that generally consist of a team of health providers, such as: doctors, nurses, nurse practitioners and other health care professionals. The North Simcoe Muskoka Healthline has an online directory of Family Health Teams (www.nsmhealthline.ca), which covers most of the geographic region of Simcoe County.



Health Care

Health Care Options

Walk-In/After Hours Clinic

A Walk-In/After Hours Clinic provides access to medical advice, assessment and treatment for minor illnesses and injuries such as: cuts, bruises, minor infections, sprains and skin conditions. Care is provided by an experienced nurse or doctor and an appointment is not necessary. You can also visit a Walk-In/After Hours clinic if you do not currently have a family doctor or if your doctor's office is closed.

Alliston Walk-in Clinic

Walmart, 30 Dunham Drive
Alliston, ON L9R 0G1
705-434-2141

Barrie City Centre Walk-in Clinic

101 Dunlop St. W.
Barrie, ON, L4N 1A8
705-252-8119

Barrie and Community Family Medicine Clinics

Bell Farm Road Location

Georgian Professional Centre
125 Bell Farm Road, Suite 101
Barrie, ON L4M 6L2

Innisfil Beach Road Location

Innisfil Town Hall
2101 Innisfil Beach Rd.
Innisfil, ON, L9S 1A1

Prince William Way Location

829 Big Bay Point Rd., Unit D2
Barrie, ON, L4N 0G5

Wellington Street West Location

121 Wellington Street West, South Wing, Suite 112,
Barrie, ON L4N 1L2
705-726-1544

(Machine Information Only)

www.barriewalkinclinics.ca

Barrie Wellington Walk-in Clinic

200 Wellington St W, Unit 3
Barrie, ON L4N 1K9
705-739-0127

Bradford South Simcoe Medical Walk-in Clinic

239 Holland St W
Bradford ON, L3Z 1H9
905-775-4863

Bradford Central Walk in Clinic

107 Holland Street E, Unit 102
Bradford, ON L3Z 2B8
905-551-3040

www.bradfordwalkinclinic.com

Bradford West Park Walk-in Clinic

456 Holland St W., Suite 1
Bradford, ON, L3Z 0G1
905-551-5500

Brechin Pharmacy, Walk-in Clinic

2312 12 Hwy.
Brechin, ON, L0K 1B0
705-484-0074

Collingwood After Hours Medical Clinic

Collingwood Health Centre
186 Erie Street, Suite 100
Collingwood, ON L9Y 4T3
705-445-9711

Good Doctors, Guardian Pharmacy,

Huronian Mall Walk-in Clinic

9225 County Rd 93 Hwy, Unit 19
Midland, ON, L4K 4K4
249-492-6406

Orillia After Hours Clinic

210 Memorial Ave, Suite 125
Orillia, ON, L3V 7V1
705-327-0578

(Machine Information Only)

Orillia - Memorial Ave, After Hours Clinic

119 Memorial Ave
Orillia, ON, L3V 5X1
705-329-3649
www.cfht.ca/after-hours



Health Care

Health Care Options

Urgent Care Centre

Emergency trained doctors and other health care professionals are available at Urgent Care Centres to treat urgent but non-life threatening illnesses or injuries, such as: sprains, strains, minor burns and/or injuries that require stitches.

Huronia Urgent Care Clinic

480 Huronia Road, Suite 102

Barrie, ON L4N 6M2

705-792-0933

www.huroniaurgentcare.com

Hospitals

Hospitals provide a number of programs and services which vary depending on the needs of its community. Programs and services can include: emergency services, mental health and addiction, critical care, family birthing units, paediatric care, surgeries or rehabilitation therapy services.

The Emergency Room (ER) at the hospital is for medical emergencies and for patients with a serious injury or illness. An Emergency Room doctor or nurse will assess the patient's condition and decide on the medical treatment that is required. The Emergency Room is open 24 hours a day/7 days a week and no appointment is needed. When you call 9-1-1 on the phone for emergency services, the ambulance may take you to the Emergency Room at a hospital.

Collingwood General and Marine Hospital

459 Hume Street

Collingwood, ON L9Y 1W9

705-445-2550

www.cgmh.on.ca

Royal Victoria Regional Health Centre

201 Georgian Drive

Barrie, ON L4M 6M2

705-728-9802

www.rvh.on.ca

Georgian Bay General Hospital

1112 St Andrew's Drive

Midland, ON L4R 1N6

705-526-1300

www.gbgh.on.ca

Stevenson Memorial Hospital

200 Fletcher Crescent

Alliston, ON L9R 1W7

705-435-6281

www.smhosp.on.ca

information@smhosp.on.ca

Orillia Soldiers' Memorial Hospital

170 Colborne Street West

Orillia, ON L3V 2Z3

705-325-2201

www.osmh.on.ca

info@osmh.on.ca



Health Care

Community and Public Health

There are local community and public health care supports in Simcoe County. This section provides you with information on Community Health Centres (CHCs), the local Public Health Unit, and the Local Health Integration Unit (LHIN).

Community Health Centre (CHC)

Community Health Centres (CHCs) offer non-emergency health care and health promotion programs to individuals, families, and people that are not covered by OHIP (the Ontario Health Insurance Plan). The type of staff includes: doctors, nurse practitioners, nurses, dietitians, social workers and other kinds of health providers. Community Health Centres often offer culturally-adapted programs for the needs of their communities. A Community Health Centre is a good choice for people without a health care provider, newcomers to Canada or people without health insurance in Ontario.

Community Health Centres are mandated to provide services to people residing in Ontario who do not have Ontario Health Insurance coverage and who are considered a priority population for the purposes of Community Health Centre services.

**Barrie Community Health Centre
Eagle Ridge Professional Complex**

490 Huronia Road
Barrie, ON L4M 6M2
705-734-9690
www.bchc.ca

**Centre de santé communautaire
CHIGAMIK Community Health Centre**

845 King Street, Unit 10
Midland, ON L4R 0B7
705-527-4154
www.chigamik.ca
admin@chigamik.ca

**South Georgian Bay
Community Health Centre**

Ramblewood Medical Centre
14 Ramblewood Drive, Unit 202
Wasaga Beach, ON L9Z 0C4
705-422-1888
www.southgeorgianbaychc.ca
info@sgbchc.ca





Health Care

Community and Public Health

Public Health Unit

A Public Health Unit is a health agency that provides a wide range of programs and public health services carried out by specially qualified staff. Public Health Units focus on promoting and protecting community health, and preventing disease, disability and injury. They provide health promotion and prevention programs, and inform the public on areas including, but not limited to:

- communicable and infectious diseases, healthy growth and development, healthy lifestyles, immunization, injury prevention, oral health, parenting, sexual health, and quitting smoking. Public Health Units work with communities and individuals to ensure people live and play in clean, healthy and safe environments.

The Simcoe Muskoka District Health Unit provides a variety of programs and services in partnership with elementary and secondary schools and School Boards in Simcoe County and the District of Muskoka.

Simcoe Muskoka District Health Unit

705-721-7520

1-877-721-7520

www.simcoemuskokahealth.org

Local Health Integration Network (LHIN)

Community based health care is available for people who need health care assistance at home. The Local Health Integration Network (LHIN) co-ordinates services for individuals in their own community, by helping people to live independently at home, apply for medical services or to a long-term care home or by providing information about community support services agencies in their local communities. Some of the home care services provided by the Local Health Integration Network (LHIN) include assistance with bathing and dressing, or professional services from a physiotherapist, nurse or social worker.

For more information about Local Health Integration Network visit the Government of Ontario's website www.health.gov.on.ca or contact your local Local Health Integration Network Centre:

North Simcoe Muskoka LHIN Home and Community Care Access Centre

15 Sperling Drive, Suite 100

Barrie, ON L4M 6K9

705-721-8010

Information and Referral:

English 310-2222

French 310-2272

1-888-721-2222

www.healthcareathome.ca/nsm

Central LHIN Home and Community Care

11 Allstate Parkway, Suite 500

Markham, ON L3R 9T8

905-895-1240

416-222-2241

1-888-470-2222

www.healthcareathome.ca/central



Health Care

Finding a Doctor or Medical Professional

In Simcoe County you will find local doctors, dentists and alternative health-care professions to support you and your family's health.

Find a Doctor

Having a family doctor is important because they provide general health care for non-emergency medical conditions for you and your family. A family doctor or general practitioner, is often the first medical person to identify and take care of a patient's medical conditions. A family doctor will also provide a referral to a specialist and order medical and laboratory tests when necessary.

Health Care Connect

1-800-445-1822

TTY INFOline 1-800-387-5559

www.health.gov.on.ca

The College of Physicians and Surgeons of Ontario

1-800-268-7096 Ext. 603

www.cpsso.on.ca

Find a Dentist

Dentists are health care practitioners who specialize in oral health. They can prevent, diagnose, and treat conditions for your mouth and teeth. In Ontario, most dental services are not covered under the Ontario Health Insurance Plan (OHIP).

- **Simcoe Muskoka District Health Unit** offers a no-cost dental program called Healthy Smiles Ontario, for children 17 and under who do not have access to any dental coverage and who meet the program's eligibility requirements. Visit www.simcoemuskokahealth.org to learn more about the program.
705-721-7520
1-877-721-7520
- **Ontario Dental Association** provides an online directory (www.oda.on.ca) to help you find a local dentist.





Health Care

Finding a Doctor or Medical Professional

Find an Alternative Medicine Practitioner

Alternative medicine is a term used to describe medical services and approaches to health care that are not part of the main health-care system in Canada. Some examples include: acupuncture, chiropractic, naturopathy, reflexology, and traditional Chinese medicine. Many alternative medical services in Ontario are regulated health professions. However, there are costs associated with these services because they are not generally covered under the Ontario Health Insurance Plan (OHIP).

Alternative medical services are available in many communities. Ways to find an alternative medical practitioner include:

- The North Simcoe Muskoka Health Line's online directory (www.nsmhealthline.ca), which covers most of the geographic region of Simcoe County.
- In the yellow pages of the phone book or by searching the Yellow Pages online at www.YellowPages.ca listed by each individual health care service.

Family Health

There are local programs and services to support family health. In this section you will find information on: pregnancy and births, sexual and reproductive health, children's health, seniors' health and nutrition and healthy living.

To learn more about family health services in Simcoe County, dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services.

Other important resources on these topics include the Simcoe Muskoka District Health Unit at www.simcoemuskokahealth.org and the North Simcoe Muskoka Health Line's online directory (www.nsmhealthline.ca), which covers most of the geographic region of Simcoe County.

Pregnancy and Birth

There are many services and resources available in Simcoe County for pregnant women. Services are available from community health centres, hospitals and other community-based organizations.

Children's Health

Helping children stay healthy is an important role for parents. Many organizations provide information, programs and resources about a wide range of topics related to children's health, such as the importance of: immunizations, car seats, flu shots and healthy nutrition.



Health Care

Additional Health Care Needs

In Simcoe County there are supports for mental health, addiction, disability and domestic abuse. To learn more about local programs and services to support you with these health needs, dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services. Other important resources on these topics include:

**North Simcoe Muskoka
Healthline**
www.nsmhealthline.ca

**Centre for Addiction
and Mental Health**
www.camh.ca

**Canadian Mental Health
Association**
www.cmha.ca

Mental Health

Mental health is an important aspect of overall health. Having good mental health is important because it helps you build self-esteem, create positive relationships with other people, handle emotions and events, manage stress effectively and achieve balance in your life overall.

Addiction

An addiction is when a person becomes dependent on a substance or a habit, such as alcohol, drugs, or gambling. An addiction becomes a problem when it starts to affect other areas of a person's life, such as their relationships with other people, their health and their finances.

Disability

In Canada, the term disability is used to describe different physical, mental or intellectual conditions that affect a person's ability to move, see, hear or learn. Disability could also refer to intellectual or mental health conditions, such as Down's syndrome, Autism or schizophrenia. Many organizations in Simcoe County have resources, programs and services to help children and adults that have a disability and their families.

Visit the "Children with Special Needs" section on page 31 to learn more about services for children with special needs aged 0-6 in Simcoe County. To learn more about special needs programs and services available for children and youth through the Ontario public school system, visit "Special Education" on page 66 of the "Learning in Simcoe County" chapter.





Health Care

Additional Health Care Needs

Domestic Abuse

Domestic abuse is a term that describes a situation where a person is being hurt or treated badly by a family member or spouse (such as their husband/wife or boyfriend/girlfriend). Domestic abuse can be physical, sexual, emotional or psychological. It is also sometimes called domestic violence or spousal abuse. Domestic abuse is against the law in Canada. Shelters For Women in Simcoe County:

Green Haven Shelter for Women (Orillia)

Administration: 705-327-7383
1-888-285-6958
Crisis Phone: 705-327-7319
green.haven@encode.com
www.greenhavenshelter.com
crisis@ghws.ca

Huronian Transition Homes, La Maison Rosewood Shelter (Midland)

Office: 705-526-3221
Crisis Phone: 1-800-461-1750
www.huroniatransitionhomes.ca

My Friend's House (Collingwood)

Administration: 705-444-2586
1-800-265-2511
Crisis Phone: 705-444-2511
www.myfriendshouse.ca
myfriendshouse@myfriendshouse.ca

“My Sister’s Place” (Alliston)

Office: 705-435-9400
Toll-free (24hr): 1-800-461-5419
Crisis Phone (24hr): 705-435-3835
www.mysistersplace.ca
scormier@mysistersplace.ca

Women and Children’s Shelter of Barrie

705-728-6300
Outreach Services: 705-721-9977
Crisis Phone: 1-800-461-1716
Shelter 705-728-2544
www.barrieshelter.com
info@barrieshelter.com

School and Work Credentials





School & Work Credentials

“Credentials” refers to qualifications and documents that prove your achievements. Credentials can refer to both academic and professional accomplishments. “Academic credentials” include education qualifications such as high school diplomas, college diplomas, university degrees and certificates that you have completed or partially-completed. “Professional credentials” refers to occupational qualifications, such as professional certificates or work experience.

If you earned your academic credentials outside of Canada, they are often referred to as “international credentials” or “foreign credentials”. To be licensed with a professional association or to study in Canada, you may need to have credentials you completed outside of Canada evaluated.

There are local services to help you understand the credential recognition process.

**Welcome Centre for Immigrant Services:
Mobile Unit Accreditation Qualification and Information Services**

16655 Yonge Street, Unit 26
Newmarket, ON, L3X 1V6

Locations in: Collingwood, Wasaga Beach, Stayner, Orillia and Alliston

*Individuals and organizations can contact the Mobile Unit to request services at alternate locations

1-877-761-1155
info@welcomecentre.ca
www.welcomecentre.ca

Licensing with Professional Bodies /Associations

One function of some professional bodies/associations is an evaluation of international credentials. This evaluation may be referred to as an “accreditation”.

The process, cost, lengths of time, and required documentation to complete an accreditation varies. Some professional associations have internal evaluation services, and others outsource their evaluation requirements to external evaluation services. If you want to get a licence in a regulated profession, contact the professional association directly and ask about their evaluation requirements. You will want to contact the professional association before you get an external evaluation. This will help ensure you do exactly what is required by the association with which to become a member.



School & Work Credentials

Recognition of Prior Learning/ Prior Learning Assessment and Recognition

Recognition in Prior Learning (RPL) and Prior Learning Assessment and Recognition (PLAR) are processes that compare skills and knowledge you may have attained from prior education, work/volunteer and life experiences to Canadian education courses/programs and employment requirements. In this process you are able to demonstrate that your previous learning and experience is valid. If you demonstrate your experience is equivalent, you may be able to receive formal Canadian education credits, apply to challenge a regulatory process or find employment in a related field with the intent of becoming certified.

For more information on Recognition in Prior Learning and Prior Learning Assessment and Recognition, contact the following:

Welcome Centre for Immigrant Services:

Mobile Unit Accreditation

Qualification and Information Services

16655 Yonge Street, Unit 26

Newmarket, ON, L3X 1V6

Locations in: Collingwood, Wasaga Beach, Stayner,
Orillia and Alliston

*Individuals and organizations can contact the
Mobile Unit to request services at alternate locations

1-877-761-1155

info@welcomecentre.ca

www.welcomecentre.ca

Georgian College: Office of the Registrar

1 Georgian Drive

Barrie, ON L4M 3X9

705-722-1511

www.georgiancollege.ca

registrar@georgiancollege.ca

Simcoe County District School Board

Adult Learning Centre

Bayfield Mall

320 Bayfield Street, Unit 68

Barrie, ON L4M 3C1

Locations in Alliston, Bradford, Collingwood,
Midland, Orillia, and Penetanguishene

705-725-8360

www.thelearningcentres.com



School & Work Credentials

Academic Credentials to Study at a Post-Secondary School

If you wish to study at an Ontario post-secondary school and you completed your previous education outside of Canada, you may need to have your credentials evaluated.

Each school has its own requirements for recognizing academic credentials that were granted outside of Canada. If you want to have your credentials assessed so you can attend a college or university, you should first contact the Office of Admissions at the school you wish to attend. They can tell you their requirements and evaluation process. This may save you time and money.

Some schools will assess your credentials themselves and there is no fee for this service. Other schools may require you to use an external service, referred to as a “credential evaluation service”. A credential evaluation service provides a report on how the academic credentials that you received outside of Canada compare to academic credentials obtained in Canada. There is often a fee for this service. This will help your school understand your academic background. The evaluation from an academic credential evaluation service does not guarantee that you will be accepted into the school you wish to attend. The school has the final judgement on how your academic credentials relate to their admission requirements.

How to Get Your Documents Translated

If your academic documents are not in English, you may be required to translate them in order to apply for school or work in a regulated profession. There is often a fee required to translate your documents. Before you pay for translation services, be sure to research what is required. You will want to know what documents the institution needs from you and what type of translation is accepted. Learning this beforehand can save you both time and money.

Some institutions require that you use a certified translator. In Ontario, certified translators must pass the standardized national certification examination that is administered by the Canadian Translators and Interpreters Council (CTIC) and be a member of the Association of Translators and Interpreters of Ontario (ATIO). Visit www.atio.on.ca for more information on the Association of Translators and Interpreters of Ontario (ATIO).

Other places may require your translated documents be notarized. This means that a notary public, lawyer or commissioner of oaths has validated that the information is accurate. There is often a fee for this type of service.

Credential Evaluation Services

Credential assessment services review academic and professional credentials completed in a different country to see how they compare to the Canadian equivalent. There is usually a fee associated with these services. Before you use one of these services for academic or professional purposes, be sure to fully understand the requirements outlined by the institution you wish to attend or become licensed with. Some academic institutions and professional associations will complete the evaluation at no cost to you. Visit the Ontario Immigration website to learn more and find a list of credential assessment.

Learning in Simcoe County





Learning in Simcoe County

There are many learning opportunities in Simcoe County for people of all ages and education levels. You can find learning opportunities in formal settings, such as schools, as well as communities agencies, such as libraries, settlement services and the literacy network. Your local library also has extensive resources and information to support your learning needs.

There are specific programs to help newcomers learn English and French, as well as academic upgrading to help you achieve your education and working goals. To learn more about education opportunities in Simcoe County, dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services.

You can also find more information about the topics in this directory by visiting your local library. The staff at the libraries are able to provide you with local information and referrals to programs and agencies to assist you. To find the library nearest you turn to page 14.



Early Learning: Ages 0-6 Years Old

There are early learning options available for children starting from infancy. Child care (or day care) programs are child-minding services that provide a learning environment for children while parents are at work, at appointments or busy in other ways. Some parents also choose to enrol their children in these programs as an opportunity to socialize and learn. To learn more about child care options in Simcoe County, see “Early Learning/Child Care” in the Living section on page 30.

The Ontario public school system also offers early learning programs for children ages 4 and 5 years old. Children who are turning 4 years old within the calendar year can attend junior kindergarten and children who are turning 5 years old within the calendar year can attend senior kindergarten. These programs are located in elementary schools. To learn more about junior and senior kindergarten visit the Ontario Ministry of Education website www.edu.gov.on.ca or contact your preferred school board (see page 61 for a list of school boards in Simcoe County).



Learning in Simcoe County

Elementary School and Secondary School: 6-18 Years Old

In Canada, public education is provided by each province. Most children attend public school which is paid for through taxes. Through the Ontario public school system, children in Grades 1-8 attend elementary school (ages 6-13) and youth in Grades 9-12 attend secondary school (ages 14-18). Parents have the option to enrol their children at an earlier age in junior and senior kindergarten programs.

Parents are expected to be actively involved in their child's education. They are encouraged to speak with their child's teachers on a regular basis and be aware of what is taking place day to day. If parents have questions or concerns about their child's education they are welcome to contact their child's teacher or school principal.

The "school year," at most schools, begins in September and continues to the end of June. This is different from the calendar year that begins in January and ends in December. Generally, during the months of July and August children are on "summer holidays" and do not attend school. During the school year, classes take place Monday to Friday during the day time. Students will have a break in the day for lunch. Younger students also have breaks during the day to play outside and older students will have small breaks between each class.

It is common for students to bring their lunch and eat it at school. It is best that parents prepare a lunch and snacks that do not need to be warmed, because students do not usually have access to microwaves. Some students go home for lunch if they live nearby or a parent is able to pick them up.

There are a variety of ways students get to school each day, depending on how far away they live. For students who live farther away, they may be able to take a school bus to school. A school bus brings children to school and home again at the end of the day. It does not cost money because they are paid for through taxes. To make sure that students are safe, a parent or guardian must meet the school bus when their child is arriving home after school.

If your child is sick or will be absent, parents have the responsibility to inform the school. This helps the school ensure your child's safety. There are policies regarding extended absence and attendance; contact your school board to learn more.

Throughout the year schools are closed for different holidays and professional development days (PD days). During professional development days, teachers attend meetings and receive additional training. School is often closed for two breaks in the year: one in December and one in March. Each school board will have a slightly different holiday schedule. To learn more about holiday schedules, contact your school.



Learning in Simcoe County

Elementary School and Secondary School: 6-18 Years Old

What are the Different School Systems?

A publicly funded school is open to all children and youth that live in the area. Most children in Ontario attend a publicly funded school. There is no direct cost to parents for this type of education because public schools are paid for through taxes. There are four main types of publicly funded school systems in Ontario for children and youth. In Simcoe County, there is also an English Protestant school system. Each school system is represented by a “school board”.

There are opportunities for children to learn in both English and French. French school boards operate and teach in the French language. English speaking school boards often offer French language programming called Extended French, French Immersion or French as a Second Language (FSL).

Following is a list of each school board to contact to learn more about the type of education provided.

English Public

Simcoe County District School Board

705-728-7570

www.scdsb.on.ca

French Public

Conseil scolaire Viamonde

1-888-583-5383

www.csviamonde.ca

English Catholic

Simcoe Muskoka Catholic District School Board

705-722-3555

www.smcdsb.on.ca

French Catholic

Conseil scolaire de district catholique MonAvenir

1-800-274-3764

416-397-6564

www.cscmonavenir.ca

English Protestant

Protestant Separate School Board

705-549-6422

www.pssbp.ca

Private School

Another schooling option for elementary and secondary school is private or independent schools. These schools do not receive government funding and parents have to pay a fee for their child to attend them. Private or independent schools may have a specific focus on religion, culture, language or teaching approaches. Before enrolling your child, it is recommended you check the school’s educational program, business practices, policies and other important factors carefully.

Visit the Ontario Ministry of Education website www.edu.gov.on.ca for information about private schools in Ontario, including an up-to-date list of school locations.



Learning in Simcoe County

Elementary School and Secondary School: 6-18 Years Old

Home School

Parents may choose to provide an education curriculum for students in their home. Students who are home schooled do not attend a physical school. Instead, their lessons are provided by someone in their home, usually a family member. Homeschooling requires that specific legislative and curriculum requirements be followed. Parents who choose to home school their children must still register their child with a local school board. Visit www.edu.gov.on.ca to learn more about home schooling, contact one of your local school boards, or the Ontario Ministry of Education.

Who Does What in the Public School Systems

There are many different partners involved in the Ontario public school system, each with specific roles and responsibilities. Below is a list of some of the different partners you will want to be familiar with.

- The Ontario Government and Education
- Ontario Ministry of Education
- The Minister of Education
- School Boards
- Trustees
- Principals
- Teachers
- Students
- Parents
- Schools
- Education Quality and Accountability Office (EQAO)
- Ontario Teachers College

For more information, visit the Ministry of Education's website www.edu.gov.on.ca

Elementary School

Most elementary schools offer kindergarten to Grade 8 classes. Generally, students are between the ages of 6-13. Children can attend kindergarten if they are turning 5 during the calendar year that they are beginning school. Some schools may offer junior kindergarten to children who are turning 4 years old within the calendar year. Most of the elementary school curriculum is delivered to students in one classroom.

Some schools may provide before and after care for children whose parents require someone to look after their children outside of school hours. There is a fee for this service. To learn more about before and after school care, contact your child's school. Some parents may be eligible for a fee subsidy, which means they can receive this service for less money. To learn more, turn to "Child Care Fee Assistance" on page 31.

Secondary School (High School)

Students in Grades 9-12 attend secondary school. Generally, students are between the ages of 14-18.

In secondary school, students have some choices regarding which courses they take. In the Ontario public school systems, there are three different levels of education students can take: academic/university, applied/college and locally developed/workplace. The course selection choices students make may impact what type of education they are able to take after high school.



Learning in Simcoe County

Elementary School and Secondary School: 6-18 Years Old

Secondary School (High School)

Students and their parents can make appointments with their school guidance counsellor if they have questions about which courses they should take.

In addition to regular class work, secondary school students in Ontario are required to complete 40 hours of volunteer work as a requirement to graduate. Students can speak with their guidance counsellor if they have questions regarding volunteer hours.



Enrol Your Child in School

Before you enrol your child in school, you must first decide which type of school board you would like your child to attend. To learn more about the different school boards turn to “What are the Different School Systems” on page 61.

Once you have chosen your school board, you need to register your child. To register your child, contact the school board you have selected. They will ask you your address and, based on your address, they will tell you which school your child should be attending and how to register. Generally, children attend the school that is located closest to their home.

You will be required to provide personal records on your child. To learn more about the accepted documentation, contact the school board in which you wish to enrol your child.

You do not need to enrol your child each year. Once your child is enrolled with a school board, they continue to be registered for each following year until they have reached completion or you withdraw them from the school.



Learning in Simcoe County

Elementary School and Secondary School: 6-18 Years Old

What Grade will My Child be Placed in?

In elementary school, children are placed in a grade according to their age. In secondary school, students who did not attend a Canadian elementary school will receive an assessment to ensure they are placed in courses that are best suited for them. This assessment will review your child's abilities in two areas: mathematics and language.

Immunization

According to Ontario's Immunization of Pupils Act, children attending school in Ontario are required to be vaccinated from certain diseases. When you enrol your child into a school in Ontario, you will be required to show your child's immunization record. To learn more about immunizations, which immunizations are mandatory, and exceptions to receiving immunizations, speak with the Simcoe Muskoka District Health Unit.

Simcoe Muskoka District Health Unit

705-721-7520

1-877-721-7520

www.simcoemuskokahealth.org

Evaluation

Students' academic progress is continuously being evaluated to ensure they are learning the required materials. Parents are encouraged to speak with their child's teacher about the child's learning. The following section has information on progress reports and report cards and the Education and Accountability Office (EQAO).

Progress Reports and Report Cards

Progress reports and report cards are a few methods teachers and schools use to communicate with parents. They are based on assessments from the required learning material that teachers complete on each student. Progress reports and reports cards are sent home to parents to inform them of their child's progress. Parents are expected to review the reports, discuss them with their child and follow-up with their child's teacher if needed.

Education Equality and Accountability Office (EQAO)

EQAO stands for Education Equality and Accountability Office. It is an independent provincial government body that is responsible for developing and overseeing the standardized reading, writing and mathematics tests. Ontario students are required to write these tests in grades 3, 6, 9, and 10. The purpose of the tests is to assess how well students have learned the reading, writing and mathematics material that the province expects students to learn.

To learn more, speak to your child's school or visit the EQAO and the Ministry of Education websites:

- Education Equality and Accountability Office (EQAO) at www.eqao.com
- Ministry of Education at www.edu.gov.on.ca



Learning in Simcoe County

Get Involved in the School Community

Getting involved in the school community helps parents feel more connected to their child's learning. The following section provides information on ways parents and students can get involved.

Work with the Teacher

One of the best ways to support your child's education is to be involved. In Canada, parents are encouraged to be active in their child's education. Parents are expected to talk to their children about school, ask about homework and meet their child's teacher. If parents have questions or concerns, they are welcome to talk to the teacher or school principal.

There are several opportunities for parents to come into the school and meet their child's teachers. These may include "meet the teacher nights" and "student lead conferences". However, parents are also welcome to speak with their child's teacher at any other point during the school year. If a parent has a particular question or concern, it is best to phone or email to set up an appointment with the teacher. An appointment will allow time for the teacher to prepare and provide detailed answers.

Homework

Sometimes students are required to take work home from school. For example, students may be asked to complete work that was started in class, study for tests, complete assigned readings, or work on a research project. There is no "right amount of time" that a student should spend on homework. Students learn at different paces. It is important for students to practice what they are learning in school; however, it is also important for students to have time to relax and play. It is suggested that younger students begin with less homework and then gradually increase the amount of time spent as they age.

Extracurricular Activities

Extracurricular activities are activities that are not a part of the regular curriculum. Often these activities take place before or after school; however, sometimes they will take place during school time, such as during a lunch break. Many activities are open to all students and teachers volunteer to supervise and facilitate the activities. Participating in these activities is voluntary. Some examples of extracurricular activities or clubs include: drama, debate, student government, music, art, student newspapers, sports and chess. Getting involved in extracurricular activities is an opportunity for students to make new friends, explore new interests and learn new skills.

Field Trips

Field trips, also known as school trips, refer to learning activities students do as a class, outside of the regular school environment. It provides students with a learning opportunity that is different from their every-day classroom lessons. On field trips, students are able to apply some of the lessons they are learning in class to the outside world. Field trips often take place during normal school hours. There are usually fees associated with attending a field trip. Before students are able to attend a field trip, they usually need to have a signed form from a parent saying that they are allowed to attend. Often on field trips, parents are allowed to come and help supervise the children. This is a good way for parents to be more involved with the school community.



Learning in Simcoe County

Get Involved in the School Community

Parent Involvement Committee and Parent Councils

Parents are encouraged to be a part of their child's education. One way to do this is to be a part of parent involvement committees or school councils. These groups are an opportunity for parents to actively participate in decisions that affect the school community. To learn more about parent involvement committees and school councils that are available through your school board, contact your school board. For a contact list of the local school boards, turn to page 61.

Additional Supports to Help Your Child Succeed in School

There are supports available to help children succeed in their learning. The following section provides information on special education and counselling for students.

Special Education

“Special Education” is a widely used term in education. It is used to describe the many supports, programs and placements available to students who may need a different teaching technique or equipment to assist or enhance their daily lessons.

Students learn in different ways and at different paces. Taking the time to understand your child's learning needs, and having appropriate supports in place, will help your child succeed in their learning goals.

Speak with your child's teacher or school principal if you think your child could use additional help in school. To learn more about community programs and services for children with special needs, turn to page 31.



Counselling

Students may need someone to talk to about social issues at school, trouble they may be having learning the material, or things that are happening outside of school that may be affecting their school work. Every school has a person for students to talk to and get information/advice from. In secondary school this person is often called a “counsellor” or “guidance counsellor”. In elementary school the person may be a teacher, vice-principal or principal.

In high school, guidance counsellors can help students learn about what education and career options are available after high school. Guidance counsellors can help students decide which courses will best help them achieve their goals after graduation. To learn more about course selections see “Secondary School” on page 62.



Learning in Simcoe County

Post-Secondary Education

There are options in Simcoe County for individuals to continue their education beyond the secondary school level. These options are available in both English and French. This level of learning is often referred to as “post-secondary education”.

There are different forms of post-secondary education available in Simcoe County. It is important that you research the different options and understand if they can help you reach your goals. For example, different employers require different levels of education. If you have a particular employment goal, you will want to choose the right type of school and program to help you achieve that goal.

You will also want to research the specific school you are applying to. Generally, schools specialize in different types of programs. You will want to be sure that the program you select helps you achieve your long-term goals. To learn more, contact the school’s Office of Registrar (also referred to as the “Registrar’s Office” or “Admissions Office”).

Different Types of Available Education

There are different types of post-secondary education. For example, you can attend: college, university, continuing education, apprenticeships and private career colleges. The following pages provide a brief description of some of the different types of education available in Simcoe County. The tuition fee requirement for each of these educational pathways varies greatly.

Colleges and Universities

“College” and “University” mean different things in different countries. In Canada, colleges and universities offer different types of programs and require different amounts of time to complete. In Simcoe County there are two colleges and two universities: Georgian College, Collège Boréal, Lakehead University, and Laurentian University.

Colleges

Colleges grant certificates or diplomas to students who have completed their studies. If you study full-time, a certificate program may take approximately 1 year to complete and a diploma may take 2-3 years. Some colleges offer bachelor degrees in applied areas of study. Generally, colleges provide career-focused programs. Teaching methods at colleges is often described as “hands-on training”. Visit www.ontariocolleges.ca to learn more about colleges in Ontario visit at. To learn more about the colleges in Simcoe County, contact:

Georgian College
1 Georgian Drive
Barrie, ON L4M 3X9
Welcome Centre: 705-722-1560
General inquiries: 705-728-1968
inquire@georgiancollege.ca
www.georgiancollege.ca

**Collège Boréal of Applied Arts and Technology,
French community college**
136 Bayfield Street, Suite 100-110
Barrie, ON L4M 3B1
705-737-9088
1-800-361-6673 Ext 7200
FCBarrie@collegeboreal.ca
www.collegeboreal.ca



Learning in Simcoe County

Post-Secondary Education

Colleges and Universities

Universities

Universities grant degrees to students who have completed their studies. From a university you can obtain a Bachelor's degree (undergraduate degree), Master's degree (graduate degree) or PhD (post-doctorate degree). Universities tend to have a more traditional style of teaching which often includes lectures and they focus more on academic programs. If you study full-time, a Bachelor's degree may take 3-4 years. A Master's degree may require approximately 2 additional years after completing a Bachelor's degree, and a PhD may take 5 more years after finishing a Master's degree. Visit the Ontario Universities Application Centre's website at www.ouac.on.ca/unilinks for a list of universities in Ontario, and a link to each of their websites. To learn more about the universities in Simcoe County, contact:

Lakehead University, Orillia Campus

500 University Avenue
Orillia, ON L3V 0B9
705-330-4008
orillia@lakeheadu.ca
www.lakeheadu.ca

Georgian College

University Partnership Centre

1 Georgian Drive
Barrie, ON L4M 3X9
705-728-1968 ext: 1004
stephen.fennell@georgiancollege.ca
www.georgianc.on.ca/UPC

Apprenticeships

Apprenticeships are workplace-based training programs. They are an opportunity to learn a skilled trade while working. Apprenticeships combine on-the-job training with classroom learning. The majority of apprenticeship training takes place in the workplace, under the direction of experienced skilled tradespeople. The classroom training usually takes place at a college.

There are many apprenticeship programs available. In order to work in a certified profession you are required to complete an apprenticeship (see "Regulated and Non-Regulated Professions in Ontario" on page 83 for more information on certified professions). This includes professions like: automotive service technician, plumbing, electrician and hairstylist. Apprentices become skilled workers once they have acquired the knowledge and skills in a trade or occupation and are certified by a provincial or territorial authority. There are also apprenticeships available for non-certified professions. Skilled workers from other countries may write challenge exams to assess their level of Canadian credentials. To learn more about apprenticeship programs in Simcoe County contact:

Ontario Ministry of Training, Colleges and Universities: Apprenticeship Barrie Regional Office

705-737-1431
1-800-560-3821
[www.tcu.gov.on.ca/eng/
employmentontario/training](http://www.tcu.gov.on.ca/eng/employmentontario/training)

Simcoe Muskoka Catholic District School Board - Barrie, Ontario Youth Apprenticeship Program

705-722-3555
www.oyapsmcdsb.com

Georgian College, Midland Campus, Apprenticeship Program

705-526-3666
www.georgiancollege.ca

Simcoe County District School Board, Education Centre - Midhurst, Ontario Youth Apprenticeship Program

705-734-6363
[www.oyap.com/en/
simcoe_county/welcome](http://www.oyap.com/en/simcoe_county/welcome)



Learning in Simcoe County



Post-Secondary Education

Continuing Education

Continuing education refers to courses designed to help develop knowledge in a specific area of interest. For example, you can take courses in photography or automotive business. Continuing education courses may be offered through local school boards, colleges or universities. You may receive a certificate at the end of a course or series of courses, however; these sources do not lead towards a diploma or degree. Continuing education courses are an opportunity to upgrade your skills and knowledge in a particular area of interest. Continuing education courses do not always require students to have completed a secondary school diploma or general education diploma (GED).

To find the continuing education program that is right for you, dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services. Your local library can also help you locate appropriate continuing education programs. Turn to page 14 for a list of libraries in Simcoe County.

Private Career Colleges

Private career colleges focus on preparing students for employment in a specific trade or occupation, such as a legal assistance or human resources. Many private career colleges provide flexible schedules, allowing you to take courses while continuing to work.

If you are taking these courses because you want to be employed in a particular field, you will want to do your research carefully and understand how your potential employer views this type of education. In Ontario private career colleges are required by law to be registered and must have their programs approved by the Superintendent of Private Career Colleges. Visit ww.ontario.ca to search for a registered private career college.



Learning in Simcoe County

Post-Secondary Education

Common Post-Secondary Terms

There are many terms used to describe different aspects of post-secondary education. Some important terms to know are listed below:

Distance Education

Distance education is often described as “self-directed” learning. Distance education courses/programs mean that students do not attend classes on campus. The work is completed from their own home. Students may have a textbook, but most of the material is provided electronically and work is submitted through mail, email or an online system. You do not have face-to-face interactions with other students or your professors. This type of learning requires discipline and self-motivation. The flexible schedule of distance education means you may be able to continue working while studying. Distance education programs and courses may be able to help you upgrade your skills or change careers while still working.

Mature Student

A mature student refers to someone who has been out of high school for at least 1 year when they apply to enrol in a college or university. The evaluation process is different for mature students than for students who apply directly from high school. The application process for mature students takes into account the many life lessons adults have had.

Course Calendar

A course calendar is a detailed description of the different courses offered at a university or college. It outlines the different types of courses a student is required to complete in order to obtain their certificate, diploma or degree. You can get a course calendar directly from the school you are interested in. They are often available on the school’s website. Your local library will also have copies of course calendars.

Full-Time and Part-Time Studies

Students’ course loads are either described as “full-time” or “part-time”. Studying full-time allows you to finish the program requirements at a faster pace. Studying part-time offers more flexibility to balance your studies with other life priorities, such as work and family.

Apply for Post-Secondary Education

The following section has information on the academic and language requirements for attending post-secondary school, academic upgrading, and direction on how to apply to college or university.

Academic Requirements

Different colleges and universities require different credentials and experiences to be accepted into their programs. Colleges and universities require students to have completed a secondary school diploma (high school diploma) or equivalent (such as a general education diploma). Schools set entrance requirements for their programs.



Learning in Simcoe County

Post-Secondary Education

Apply for Post-Secondary Education

Academic Requirements

Some programs may only require a secondary school diploma, while others may require that you complete specific subjects and levels of courses while in secondary school. It is important to research the entrance requirements carefully before you apply. To learn more, contact the Office of Registrar (also referred to as the “Registrar’s Office” or “Admissions Office”) at the school you wish to attend.

If you earned your academic credentials outside of Canada, they are often referred to as “international credentials” or “foreign credentials”. To enrol in an Ontario post-secondary school, you may be required to have your international academic credentials evaluated. To learn more about evaluating your credentials for education purposes, turn to “Academic Credentials to Study at a Post-Secondary School” on page 57. It is important that you contact the school you wish to attend before you have your credentials evaluated to ensure that you fully understand the school’s requirements.

Students who are currently enrolled in secondary school can also speak with their school’s guidance counsellor to learn more about the academic requirements for post-secondary school.

Language Requirements

If your first language is not English, and you wish to attend an English-speaking post-secondary school, you may be required to take an English language test. There is usually a fee for these tests. Each educational institution will set a minimum score that you are required to obtain in order to be accepted into their program. Before you take an English language assessment test, first check with the school you wish to attend. Each school may have a different process for you to complete the test.

To learn more, contact the Office of Registrar (also referred to as the “Registrar’s Office” or “Admissions Office”) at the school you wish to attend.

Academic Upgrading

If you are interested in attending a post-secondary institution but do not have academic or language requirements, there are resources in Simcoe County that can support you. There are programs to help you improve your English and French language skills as well as academic upgrading. Academic upgrading refers to programs and services that can help you improve your literacy skills, earn a secondary school diploma/equivalency certificate or prepare for your college entrance tests. To learn more, see “Adult Education” on page 73.



Learning in Simcoe County

Post-Secondary Education

How to Apply to College

Ontario College Application Service (OCAS) processes applications for public colleges in Ontario. Through this service you can apply to any public college in Ontario. Visit www.ontariocolleges.ca and www.ocas.ca to learn more about applying to college.

How to Apply to University

Ontario Universities' Application Centre (OUAC) processes applications for all Ontario Universities. Deadlines to apply depend on whether or not you are applying while in high school, and which kind of program you are applying to. Professional programs have different deadlines than undergraduate programs. Visit www.ouac.on.ca to learn more about applying to university.

Financial Aid for Post-Secondary School

Post-secondary education can be expensive. Universities and public colleges are partially funded through taxpayers' money; however, there is still a large cost to the student attending the school. Some students are eligible for financial assistance to help pay for their studies. Common types of financial aid include scholarships, bursaries, grants and loans. To learn more about these options visit the Financial Aid Office at the school you are enrolled in or interested in attending.

Ontario Student

Loan Program (OSAP)

Ontario Student Assistance Program (commonly referred to as OSAP) is a student loan program for students who are residents of Ontario. Students are expected to pay this money back after they finish school. There are very detailed requirements to be eligible to receive a student loan from OSAP. Visit your school's Financial Aid Office or the OSAP website <https://osap.gov.on.ca> learn more about the eligibility criteria and deadlines to apply.





Learning in Simcoe County



Adult Education

In Simcoe County, there are many opportunities for adults to continue their learning. In this section you will find information on English and French language training for adults as well as academic upgrading for adults who would like to improve their literacy, earn a high school diploma or take the academic and career entrance (ACE) program.

Language Training for Adults

There are opportunities in Simcoe County to help adults learn or advance their English and French language skills. Different programs offer different types of instruction and are designed for individuals with different English or French language abilities.

To learn more about local programs to help you improve your English or French, dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services.

Your local library can also help you find programs to improve your English or French. For a list of libraries in Simcoe County, turn to page 14.



Learning in Simcoe County

Adult Education

English Programs for Adults

There are programs in Simcoe County to help you learn or practice your English. These programs are designed to help you improve your English language skills. It is important to learn what the different programs can provide to you and how they will help you achieve your goals. For example, some programs are designed to help newcomers learn basic conversational English, while other programs are designed to help more advanced English speakers who are looking for a job in a specific occupation.

The programs listed below may have different eligibility requirements and registration processes. They are available at no cost to eligible newcomers. In addition, some programs may offer free child care while you attend classes. To learn more about a particular program, contact the organizations listed below.

English as a Second Language (ESL): Lessons are provided by trained professionals in a classroom setting. Students will improve speaking and listening, reading and writing skills as well as learn about Canadian culture. The programs are based on the Canadian Language Benchmarks. The Learning Centre offers English as a Second Language (ESL) programs in many communities in Simcoe County. Contact the Learning Centre to locate a program near you.

The Learning Centre

Bayfield Mall

320 Bayfield Street, Unit 68, Barrie, ON L4M 3C1

705-725-8360 ext. 321

www.thelearningcentres.com

Conversation Circles: Conversation Circles focus on learning “conversational English”. They provide an opportunity to meet other newcomers in your area and practice your English in an informal, comfortable setting. They are guided by a trained professional.

The Welcome Centre hosts Conversation Circles in many communities in Simcoe County, including Collingwood, Orillia, and Alliston. Contact the Welcome Centre to find a location near you.

Welcome Centre Immigrant Services, Mobile Unit

16655 Yonge Street, Unit 26

Newmarket, ON, L3X 1V6

1-877-761-1155

info@welcomecentre.ca

www.welcomecentre.ca

*Individuals and organizations can contact the Mobile Unit to request services at alternate locations



Learning in Simcoe County

Adult Education

English Programs for Adults

English Language Training: The program teaches English language skills in a classroom setting by trained professionals. There are also opportunities to take these courses online, from your home.

YMCA of Simcoe/Muskoka, Newcomer Services, Newcomer Settlement Program

Bayfield Mall
320 Bayfield Street, Unit 63A
Barrie, ON L4M 3C1
Phone to arrange appointments
in Innisfil and Midland
705-797-2020 ext. 22
www.ymcaofsimcoemuskoka.ca

Bradford Immigrant & Community Services (BICS)

11 Holland Street East
Bradford, ON, L3Z 2B8
905-775-3343
inquiries@bradfordimmigrant.com
www.bradfordimmigrant.com

Occupation Specific Language Training (OSLT): This program provides job-specific English language training and is designed for internationally trained professionals.

Georgian College

1 Georgian Drive
Barrie, ON L4M 3X9
705-728-1968 ext. 5329
www.georgiancollege.ca

Local community organizations and colleges also offer programs for adults to improve their English language skills. Students may be required to pay a fee for these programs. To learn more about these programs dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services.

French Programs for Adults

Eligible newcomer adults can attend French as a Second Language (FSL) classes offered by the Simcoe County District School Board's Learning Centres. This program is available at no cost.

La Clé, Penetanguishene - Literacy and Basic Skills

Village Square Mall
2 Poyntz St, Unit 7 Penetanguishene, ON, L9M 1M2 705-549-5227
www.lacle.ca/cre
formation@lacle.ca



Learning in Simcoe County

Adult Education

French Programs for Adults

College Boreal and Georgian College also offer French language classes for adults who are interested in learning or improving their French. Students are required to pay a fee for these programs.

Collège Boréal Barrie
320 Bayfield Street, Suite 100-110
Barrie, ON L4M 3C1
705-737-9088
1-800-361-6673
FCBarrie@collegeboreal.ca
www.collegeboreal.ca

Georgian College
1 Georgian Drive
Barrie, ON L4M 3X9
705-728-1968
inquire@georgianc.on.ca
www.georgiancollege.ca

Academic Upgrading for Adults

In Simcoe County, there are opportunities for adults to improve their literacy skills, earn a high school diploma or equivalency certificate, prepare for college entrance, and upgrade their general education.

Simcoe/Muskoka Literacy Network

The Simcoe/Muskoka Literacy Network (SMLN) is one of 16 regional literacy networks established throughout Ontario. SMLN serves Simcoe County and Muskoka except for the areas of the Georgian Triangle and Bradford.

SMLN supports the staff, volunteers, and, indirectly, learners at 20 different Literacy and Basic Skills (LBS) programs in its geographical region. The programs offer skills upgrading in reading, writing, numeracy, computer literacy, critical thinking, problem-solving and other essential everyday and employability skills.

The agencies work together to provide a full range of services, from basic skills review to college and apprenticeship preparatory courses. Programming also includes a strong component of essential skills training for the workforce, apprenticeship and employment preparation, as well as greater personal independence.

To learn more about the Simcoe Muskoka Literacy Network and to locate programs near you contact:

Simcoe/Muskoka Literacy Network
575 West Street South, Unit 15
Orillia, ON L3V 7N6
705-326-7227
1-888-518-4788
simcoe.muskoka@literacynetwork.ca
<http://literacynetwork.ca/>



Learning in Simcoe County

Adult Education

Earn a High School Diploma or a General Education Diploma

There are resources in Simcoe County that can support adults as they earn an Ontario Secondary School Diploma (OSSD) or a General Education Diploma (GED).

The Learning Centres can help adults earn an Ontario Secondary School Diploma (OSSD). To learn more, contact your local Learning Centre and speak with a counsellor who will assess your academic skills and explain the process and requirements to earn an Ontario Secondary School Diploma.

Adult Learning Centre Alliston Campus

46 Wellington Street West, Unit 3
Alliston, ON L9R 2B8
705-435-7778
www.thelearningcentres.com

Adult Learning Centre Collingwood Campus

458 Second St,
Collingwood, L9Y 2E1
705-445-9019
www.thelearningcentres.com

Adult Learning Centre Barrie Campus

Bayfield Mall
320 Bayfield Street, Unit 65
Barrie, ON L4M 3C1
705-725-8360
www.thelearningcentres.com

Adult Learning Centre Bradford Campus

Simcoe Square Plaza
157 Holland Street East, Suite 200
Bradford, ON L3Z 2B1
905-775-4432
www.thelearningcentres.com

Adult Learning Centre North Simcoe Campus

51 Dunlop St,
Penetanguishene ON, L9M 1J3
705-549-1890
[continuinged.ss9.sharpschool.com
/cms/Oneaspx?portalId=7592455&pageId=](http://continuinged.ss9.sharpschool.com/cms/Oneaspx?portalId=7592455&pageId=)

Adult Learning Centre Orillia Campus

575 West Street South, Unit 15
Orillia, ON L3V 7N6
705-325-9279
www.thelearningcentres.com

GED stands for General Education Diploma. Passing the GED test means that you have knowledge that is equivalent to a high school graduate. Individuals who pass the GED test will receive an Ontario High School Equivalency Certificate. To learn more about GED programs in Simcoe County dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services.



Learning in Simcoe County

Adult Education

Academic and Career Entrance (ACE)

Academic and Career Entrance (commonly referred to as “ACE”) is designed to assist mature students who have not completed their grade 12 education but are interested in attending a college level program. ACE is an academic upgrading program that prepares individuals for success in writing their college entrance test. Upon completion of the ACE program, students receive a certificate. There are no fees required to enrol in this program.

Georgian College, Midland Campus Literacy and Basic

Skills Program

649 Prospect Blvd
Midland, ON L4R 4K6
705-526-3666
inquire@georgiancollege.ca
www.georgianc.on.ca/midland

Georgian College, Wasaga Beach, Literacy and Basic Skills Program

Wasaga Beach Public Library
120 Glenwood Dr
Wasaga Beach, ON, L9Z 2K5
705-445-2961 ext 2911
QUILL Hotline: 1-800-530-6852
inquire@georgiancollege.ca
www.georgiancollege.ca/

Georgian College, Orillia Campus Literacy and Basic

Skills Program

825 Memorial Ave
Orillia, ON, L3V 6H1
705-325-2740 ext 3024
inquire@georgiancollege.ca
www.georgiancollege.ca/coned09/areas-of-interest/
college-and-career-preparation

Collège Boréal, Literacy and Basic Skills Program

136 Bayfield St., Suite 100-110
Barrie, ON, L4M 3B1
705-737-9088
1-800-361-6673 ext 7200
infobarrie@collegeboreal.ca
www.collegeboreal.ca

Georgian College, South Georgian Bay Campus, Literacy and Basic Skills Program

John Di Poce South Georgian Bay Campus
499 Raglan St.
Collingwood, ON, L9Y 3Z1
705-445-2961 ext 2911
QUILL Hotline: 1-800-530-6852
inquire@georgiancollege.ca
www.georgiancollege.ca/

Continuing Education

Continuing education programs and courses are an opportunity for adults to develop knowledge in a specific area. To learn more about this type of education see “Continuing Education” on page 69.

Working in Simcoe County





Working in Simcoe County

In Simcoe County, there are opportunities for you to work or start a business. There are many local agencies available to support you in meeting your employment goals. You are welcome to contact these agencies directly to learn more about the services they have available.

There are also online tools available to support you at www.settlement.org which offers information and resources in multiple languages.

To learn more about employment and self employment programs and services, dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services.

You can also find more information about the topics in this directory by visiting your local library. The staff at the libraries are able to provide you with local information and referrals to programs and agencies to assist you. To find the library nearest you turn to page 14.

Canadian Work Culture

Many Canadians commute to their place of work. This means they do not live in the same area they work. In Simcoe County most people commute by car. For more information on driving in Ontario and public transit see “Transportation” on page 33.

You may find some differences from how business and work is done in Canada, compared to what you have been used to. These differences will vary for different people, for different reasons. Every workplace has its own culture. Watching and asking questions are the easiest ways to understand the culture of the work environment. For example, you will want to learn how the work environment deals with taking breaks, celebrations (such as birthdays), scheduled dentist/doctor appointments and personal use of the photocopier. You do not want to stand out by doing what the company or other employees find unacceptable. Conformity is not always necessary but you may want to establish yourself first before you consider breaking away from existing practices.

How people are greeted, who shakes hands with whom, who stands up when they are introduced and holding doors are just some of the everyday behaviours that may vary from culture to culture. While there is no agreement on what is Canadian culture, there are some common expectations in the work environment. A “standard work week” is Monday to Friday from 9 a.m. - 5 p.m.; however, some workplaces may adjust the workday to either begin or end earlier or later. Some occupations/job positions may require you to work evenings or weekends. Dress attire for work is often described in one of three ways: casual, business casual or business attire. These three descriptions range from everyday clothing, such as denim jeans, to formal business attire, such as a business suit and tie. Most places of work have a formal dress code that employees are expected to follow. If you are unsure of the acceptable attire you can ask for a copy of the dress code from the Human Resources department.



Working in Simcoe County

Canadian Work Culture

In a local study, titled “Digging Deeper: Learning from the Local Labour Market in Simcoe and Muskoka” (2012), Simcoe County employers said that teamwork, fit within the organization and interpersonal skills are important. Employees are expected to collaborate with each other and often have different responsibilities within the team. Employees are supposed to be treated as equal. That means that those who work under you in a company hierarchy should not be treated as inferior workers. We greet and include people with different job titles and levels.

In Ontario, most workers have the right to join or form a labour union. When applying for a position or accepting a job offer, you may be interested to know whether or not the position is a part of a labour union. A union is an organization of workers that bargains with employers to set conditions of employment, such as wages. This process is called collective bargaining. Most unions collect a portion of each member’s paycheck as dues to the union.

Most Canadian organizations act as a team and all employees try to help the team succeed. How you are asked to help will depend on the type of job and organization you are working for. Some work environments require that you follow your job description closely and you may be restricted to only completing work that has been assigned to you. This is common in unionized environments. By completing your work well and quickly you will be helping your team succeed. In other work environments you may be assigned tasks that are not technically in your job description. Sharing work can help to make sure deadlines are met and quality work is being completed. This is common in small companies.

As a condition of your employment, you may be required to produce a police record check and/or a vulnerable sector check. This is not uncommon, especially for positions that require you to work with children, the public or confidential information.

Once you get a job, there are things you can do to ensure that you will stay employed and progress in your career. Three things to focus on include: doing your job well, developing yourself professionally and maintaining a good relationship with your co-workers. The easiest way to keep your job is by doing it well. For example, you can: be on time, meet deadlines, submit high-quality work, accept constructive criticism, show initiative, and ask questions if you do not understand something. Updating your professional skills keeps you employable because you have current knowledge of your field. Take advantage of learning opportunities your work offers. You can also take courses or attend workshops on your own time. Having a good relationship with your co-workers and supervisors contributes to a positive work environment. This is something most employers value. You can maintain your relationship with your colleagues by focusing on respectful communication and avoiding workplace gossip.



Working in Simcoe County

Canadian Work Culture

What Canadian Employers Want

Generally, Canadian employers want you to have both soft skills and hard skills. Soft skills are sometimes called employability skills. They include: decision making, effective communication, positive attitude and commitment to the job. Hard skills are the technical skills you need to do a certain job. For example: using computer programs, ability to speak a particular language, administrative skills, operating machines and analyzing data. The hard skills needed for a job varies based on occupation type and employer needs.

Paying Canadian Taxes as an Employee

In Canada, a portion of each employee's income is considered taxable. Most employees choose to have this amount deducted directly off their paycheque. Others choose to calculate what they owe when they file their annual taxes and pay the difference at that time. The amount each person is required to pay varies based on their total annual earnings, minus any deductions and credits. For more information on Canadian taxes, turn to "Taxes" on page 38.

Social Insurance Number

To work in Canada you need a Social Insurance Number (SIN). You will need to provide your SIN to your employer when accepting a job offer. Your employer requires your SIN for tax purposes. If you are a refugee claimant or a temporary resident, you will get a SIN with an expiration date. These SINs start with the number 9. You are responsible for updating your SIN before it expires. To get a Social Insurance Number (SIN) application form contact Services Canada. You can get an application form in person at a Service Canada location or you can download the application form from the Service Canada website www.servicecanada.gc.ca beforehand.

Service Canada: Barrie

48 Owen Street
Barrie, ON L4M 3H1

Service Canada: Midland

Huronian Mall
9225 Hwy 93
Midland, ON L4R 4K4

Service Canada: Orillia

50 Andrew Street South,
Orillia City Centre,
Orillia, ON L3V 7T5

Service Canada: Wasaga Beach

Municipal Building
30 Lewis Street
Wasaga Beach, ON L9Z 1A1

Service Canada: Collingwood

The Federal Building
44 Hurontario Street
Collingwood, ON L9Y 2L6

Service Canada: Alliston

Community Development Corporation, Lower Floor
46 Wellington Street West
Alliston ON, L9R 2B8



Working in Simcoe County

Professions and Trades

Some trades and professions are regulated and require licensing or certification, while some are regulated by voluntary professional bodies. In this section you will find information on regulated and non-regulated professions.

Regulated and Non-Regulated Professions in Ontario

Most professions are unregulated in Ontario. This means that you do not need a licence or certification to do them. However, some professions and trades are regulated in Canada to protect public health and safety. That means that you must have a licence or certificate to work in these professions and trades.

In some occupations it is illegal to work or even use the title of the profession or trade if you are not registered with the regulatory body. In other occupations, you can do the work, but you must register with the regulatory body if you want to use the title of the profession or trade.

In Canada, professions and trades are regulated in each province. There are regulatory bodies (organizations that control licences and certificates) in each province. If you get a licence or certificate, it is valid only for the province you applied for it in. If you move to another province, you have to apply for a licence or certificate again.

Some professions and trades are not regulated by law, but may have voluntary professional bodies. Some voluntary bodies provide certification courses and registration, which may help you to get work. Membership with these bodies is not mandatory.

Some trades in Ontario require you to have a Certificate of Qualification to work. Each trade has different certification requirements. Depending on the trade, you might need to complete an apprenticeship (training), provide proof of equivalent work experience and/or take a test. You can find out how to get a certificate in a particular trade a local apprenticeship office. To learn more about apprenticeships in Simcoe County, turn to “Apprenticeships” on page 68.

Regulated Non-Health Professions

- Certified General Accountant
- Geoscientist
- Certified Management Accountant
- Insurance broker
- Chartered Accountant
- Land Surveyor
- Agronomist
- Lawyer
- Architect
- Paralegal
- Engineer
- Real Estate Agent
- Engineering Technician or Technologist
- Social Worker or Social Service Worker
- Early Childhood Educator
- Teacher, Elementary or Secondary School
- Forester
- Veterinarian
- Human Resources Professional



Working in Simcoe County

Professions and Trades

Regulated Health Professions

- Audiologists & Speech-Language Pathologist
- Nurse
- Chiropodist
- Occupational Therapist
- Chiropractor
- Optician
- Dental Hygienist
- Optometrist
- Dental Technologist
- Pharmacist
- Dentist
- Physician and Surgeon (Doctor)
- Denturist
- Physiotherapist
- Dietician
- Psychologist
- Massage Therapist
- Respiratory Therapist
- Medical Laboratory Technologist
- Naturopath (2013: in process of being regulated)
- Medical Radiation Technologist
- Acupuncturist
- Midwife
- Traditional Chinese Medicine



Trades Requiring Certificate of Qualification or Registered Apprentice

- Alignment and Brakes Technician
- Autobody and Collision Damage Repairer, Branch 1
- Autobody Repairer, Branch 2
- Automotive Electronic Accessory
- Automotive Service Technician
- Electrician - Construction and Maintenance
- Electrician - Domestic and Rural
- Fuel and Electrical Systems Technician
- Hairstylist
- Hoisting Engineer - Mobile Crane Operator, Branch 1 and 2
- Motorcycle Technician
- Hoisting Engineer - Tower Crane Operator
- Plumber
- Refrigeration and Air Conditioning Mechanic
- Residential Air Conditioning Systems Mechanic
- Sheet Metal Worker
- Steamfitter
- Transmission Technician
- Truck and Coach Technician
- Truck-Trailer Service Technician



Working in Simcoe County

Planning Your Career

Career planning takes time. There are many services to assist you with your career planning in Simcoe County. In this section you will find information on planning your career in Simcoe County, local labour market information, bridging programs, mentoring programs and a list of careers that may be related to the one you had in your country of origin.

Reorienting Your Career: Changing Plans and New Beginnings

It takes time to find employment, even for people born and educated in Canada. It is not always easy to find work in Canada that corresponds with your skills and experience. You need to find out what employers expect, in your specific occupation or industry, in the city/town where you plan to work.

Coming to a new country can also mean a change in careers. Some people change careers because it is too difficult or not possible to find work in their former career. Others change careers because of new opportunities that were not available in their country of origin. Researching careers, knowing the specific requirements and assessing your own skills and abilities are all important aspects of this change.

There are organizations in Simcoe County that can help you find work and plan your career in Ontario. For more information turn to “Employment Ontario Employment Services” on page 89.

Labour Market Information: How Can it Help Me Plan My Career

Labour Market Information is information collected on occupations and employment trends. The information can tell you about trends across Canada, as well as trends in specific geographic regions, such as Simcoe County. Labour market information tells you:

- What jobs and skills employers are looking for
- Which industries are hiring and have a shortage of workers
- Which industries have a surplus of workers
- Where to find employers who are hiring (which cities and communities)
- What working conditions are like for specific industries
- What education and training you need for specific jobs
- What factors can stop you from getting a job
- Which job areas are growing or decreasing
- What are expected salaries for particular occupations

Labour market information can help you make a good decision when you want to find a job, plan your career in Canada, change jobs, or move to a new place.

Many things affect the labour market. You need to be aware of technology changes as well as population changes, legislation and trends. Labour market information can help you find out what the labour market is like for a particular job or that city. For example, if you are a machinist and you move to a town with no factories, you will have a hard time finding a job unless you are willing to travel.



Working in Simcoe County

Planning Your Career

Labour Market Information: Simcoe County

The study titled “Digging Deeper: Learning from the Local Labour Market in Simcoe and Muskoka,” completed in June 2012 (available online), surveyed Simcoe County employers’ workforce needs, trends and expectations of employees.

- In terms of candidates’ work experience: for entry level positions 74% of employers expected no previous experience, 80.9% expected 2-4 years experience for intermediate level positions, and 74% expected 5 or more years of experience for senior level positions.
- When asked about factors that mattered a lot when choosing a candidate to hire, four factors were rated as very important: work ethic, interpersonal skills, fit in the organization, and personality. Skills such as leadership and computer, specific job related training (certificate programs), and education credentials, increased in importance when employers were hiring for intermediate and senior level positions.

You can also find important local labour market information on the Simcoe County Economic Development Office’s website. They have information on the top employers in Simcoe County and the largest industries by sector. Visit www.edo.simcoe.ca to learn more.

Bridging Programs

Bridging programs can help you if you have education and work experience from your country of origin and you want to continue working in your field in Ontario. Bridging programs can be useful for jobs that are regulated in Ontario (For more information, turn to “Regulated and Non-Regulated Professions in Ontario” on page 83 and “Licensing with Professional Associations” on page 55). You can also find bridging programs for non-regulated jobs.

To learn more about bridging programs, contact the professional association or regulatory body for your profession.

Ontario Immigration

www.ontario.ca/page/adult-learning-ontario-bridge-training-program

Mentoring Programs

The main idea behind mentoring is that if you can find someone who is already successful in your field, they can also help you to understand what you need to do to be successful. There is no work placement, but you will learn one-on-one from someone who already works in your field, and you can expand your networks. To learn more about mentoring, contact an Employment Ontario Employment Services agency. Turn to page 89 to find the location nearest you.



Working in Simcoe County

Planning Your Career

Changing Careers: Related Jobs

When looking for employment in Canada it is important to be flexible and open to different opportunities. If you are finding yourself in that position, you may want to research professions that are expected to expand. You will want to consider how your past experiences and education contribute to a new field. An alternative job is a position in the same or a related field to your original occupation and education. For example, if you were an architect in your own country, you may consider training as a building inspector. Or, if you were a physician, you may be interested in training for a career in occupational health and safety. In some cases you may only need to complete some retraining or upgrade specific courses rather than complete a different degree or diploma.

By working in a similar field to the one you trained for in your country of origin, you can:

- Use your knowledge and skills
- Learn terminology
- Get valuable Canadian work experience
- Develop professional networks

You may decide to work in an alternative job while you work towards getting licensed in your former occupation or as a new career choice. If this is your plan, you should read and compare key information about each job, including:

- On-the-job duties
- The education and experience employers expect
- Labour market information
- Required skills and English/French language abilities

Examples of Alternative Jobs

Accountant

- Accounting Clerk
- Bank Clerk
- Bookkeeper
- Loan Officer
- Payroll Clerk

Architect

- Architectural Technologist and Technician
- CAD Technician
- Construction Estimator
- Construction Manager
- Graphic Arts Technician

Dentist

- Dental Assistant
- Dental Laboratory Bench Worker
- Dental Receptionist
- Technical Sales Specialist

Doctor

- Health Educator
- Health Policy Analyst
- Medical Laboratory Technician
- Personal Support Worker
- Public Health Inspector

Engineer

- Chemical Technologist and Technician
- Construction Estimator
- Construction Project Co-ordinator
- Drafting Technician and Technologist
- Electrical & Electronic Engineering Technician and Technologist

Lawyer

- Foreign Legal Consultant
- International Business Consultant
- Law Clerk



Working in Simcoe County

Planning Your Career

Changing Careers: Related Jobs

Examples of Alternative Jobs

Lawyer

- Legal Secretary
- Mediator

Nurse

- Blood Donor Clinic Assistant
- Early Childhood Educator Assistant
- Health Educator
- Nurse Aide
- Personal Support Worker

Pharmacist

- Medical Research Assistant
 - Pharmaceutical Regulatory Affairs and Quality Operations Associate
 - Pharmacy Assistant
 - Technical Sales Specialist
- ###### Social Worker
- Community Worker
 - Early Childhood Educator Assistant

- Employment Counsellor
- Program Co-ordinator
- Settlement Worker

Teacher

- College Instructor
- Early Childhood Educator Assistant
- Employment Counsellor
- Private Tutor
- Student Advisor

Source: www.settlement.org

Find a Job

Many services are available, in Simcoe County, to assist in finding a job. Information on how to look for a job and where to go for help can be found in this section.

Employment Ontario Employment Services

Employment Ontario Employment Services are available across Simcoe County to help newcomers look for a job, plan their careers, explore starting their own business and obtain referrals to community programs and services. Many of these services are available at no cost to you.

At an Employment Ontario Employment Services agency, you can use supports and resources to help with your job search. Resources include: computers to work on your resume and cover letter, Internet access to check job postings, daily newspapers and job boards, phones, photocopiers and fax machines, business directories, job search materials and information on education, training and apprenticeship, as well as information on other Employment Ontario and government funded programs. You can also sign up for a range of job search related workshops, such as job search techniques, resume, cover letters and interview skills.

One-to-one services are also available to help with your employment needs including assistance with career planning, job matching, job placement, wage incentives and supported referrals to other community resources, programs and services. Some agencies provide services in French and English.



Working in Simcoe County

Find a Job

Employment Ontario Employment Services

Employment Services agencies also provide assisted services which include:

- Information on local employers and job postings along with job matching
- Job placement and on-the-job training through work experience
- Links to Second Career and Ontario Self Employment Benefit
- Support for apprenticeships and internationally trained individuals
- Information and referral to local programs to support employability

You can find Ontario Employment Services agencies throughout Simcoe County. Travelling services may be available for smaller communities.

BradfordWORKS

(Operated by CONTACT Community Services)

95 Holland Street West, Unit 105
Bradford, ON L3Z 2A7
905-778-9058
www.bradfordworks.ca

Career Centre

Bayfield Mall
320 Bayfield Street, Unit 57
Barrie, ON L4M 3C1
705-725-8990
www.barriecarecentre.com
info@barriecarecentre.com

Career Solutions

1288 Mosley Street,
Wasaga Beach, ON L9Z 2C9
705-429-5543
www.careersolutions.ca
info@careersolutions.ca

Employment Options /Options Emplo

* services are available in French
136 Bayfield St, Suite 110
Barrie, ON L4M 3B1
705-722-0454
www.employmentoptions.ca

Focus Community Development Corporation

199 Mill Street, Unit 5
Angus, ON L0M 1B2
705-424-6335
www.focuscdc.on.ca
info@focuscdc.on.ca

Focus Community Development Corporation

46 Wellington Street West, Unit 2
Alliston, ON L9R 2B8
705-435-9821
Toll-Free 1-877-513-0187
www.focuscdc.on.ca
info@focuscdc.on.ca

Georgian College

Centre for Career and Employment Services

48 Collier Street
Barrie, ON L4M 1G8
705-722-1505
www.iwantajob.ca
iwantajob@georgiancollege.on.ca

Georgian College

Centre for Career and Employment Services

825 Memorial Avenue, Room A200
Orillia, ON L3V 6S2
705-329-3102
www.iwantajob.ca
ccesorillia@georgiancollege.ca



Working in Simcoe County

Find a Job

Employment Ontario Employment Services

La Clé d'la Baie en Huronie

La Clé de l'emploi/Employment Services

* services are available in French
Village Square Mall
2 Poyntz Street, Unit 7
Penetanguishene, ON L9M 1M2
705-549-5227
www.lacle.ca/cre
cre@lacle.ca

Agilec, Orillia

Orillia City Centre
50 Andrew Street South, Suite 102
Orillia, ON L3V 7T5
705-325-9299
TTY 800-361-4642
www.agilec.ca/orillia
orillia@agilec.ca

Agilec Innisfil

1070 Innisfil Beach Road, Unit 1
Innisfil, ON L9S 4T9
705-431-2255
TTY 800-361-4642
www.agilec.ca/innisfil
innisfil@agilec.ca

Agilec Barrie

*services are available in French and English
231 Bayview Drive, Suite 201
Barrie, ON L4N 4Y5
705-728-0897
TTY 800-361-4642
www.agilec.ca/barrie
barrie@agilec.ca

Tracks Employment and Resource Services of Georgian Bay

50 Hume Street
Collingwood, ON L9Y 1V2
705-444-1580
www.tracks.on.ca
tracks@tracks.on.ca

YMCA of Simcoe/Muskoka

334 King Street, Unit 1
Midland, ON L4R 3M8
705-528-0845
www.ymcaofsimcoemuskoka.ca
midlanderc@ymca.ca

How do I Look for a Job in Canada?

Local agencies, such as Employment Ontario Employment Services are available to support people as they look for work. They can help you with your job search skills and provide you with resources to help with your job search. Turn to page 89 for a list of agencies in Simcoe County.

Some common ways people look for work include:

Job postings: Job postings are advertisements created by employers that describe available positions and the type of employee they are looking for. These can be found online and in the employment section of your local paper. Some job posting websites provide a range of job postings across different industries, while others are industry-specific.



Working in Simcoe County

Find a Job

How do I Look for a Job in Canada?

Networking: Networking can help you learn about an industry and the job market. By talking to others, you can find out about jobs that are available. To make contact with people, you can: join a professional association for your occupation, join a conversation circle, get involved in your community, attend a job fair and use online social or professional networking websites. You may also benefit from joining a Professional Immigrant Network (PIN). PINs are run by and for internationally-trained individuals. They include regulated and non-regulated professions in many sectors. Visit www.networksforimmigrants.ca to learn more about Professional Immigrant Networks.

Volunteering: Volunteering is unpaid work and is quite common in Canada. It is an excellent way to enhance your professional and English/French language skills, as well as gain Canadian work experience and Canadian references. The websites www.volunteerconnection.ca and www.contactsouthsimcoe.ca are good places to look for volunteer opportunities. To learn more about volunteering in Simcoe County, turn to “Volunteering” on page 16.

Canadian Resumes, Cover Letters and Interviews

When finding a job in Canada it is important to have a resume and cover letter that displays your skills and experiences. This section will provide you with information on preparing a Canadian resume and cover letter, as well as for a job interview.

Resume and Cover Letter

To apply for a job in Canada, you will likely be required to submit a cover letter and a resume to the employer. Depending on the job, the employer may also ask you for a portfolio or sample of your work. Your cover letter and resume are very important, because they create the employer’s first impression of you. The main purpose of your resume and cover letter is to get you a job interview.

Canadian resumes and cover letters might be different from resumes in other countries. You need to create your resume and cover letter in a way that is familiar to Canadian employers.

It is a good idea to have someone else look over your resume and cover letter before you apply. You will want to be sure that the person who is reviewing your resume and cover letter is very familiar with Canadian-style and applications. Many community agencies, such as Employment Ontario Services can help you with your resume and cover letter. For a list of these agencies, turn to page 89.





Working in Simcoe County

Starting a Business

Many newcomers consider starting a business or becoming self-employed. In Canada, most self-employed people are: professionals working as independent contractors (freelance), business owners, salespeople who work on commission, and farmers.

Before deciding to start your own business you should consider the advantages and disadvantages. Some advantages to owning your own business are the independence and freedom from routine, as well as the possible financial rewards if the business is successful. Some of the disadvantages of self-employment include: less job security, no medical or dental benefits, and paying and preparing business taxes.



There are many ways for someone to become a business owner. Three common ways include: starting a business from the beginning, purchasing an existing business, or purchasing a franchise.

Licensing and Regulations

You will need to understand the licensing and regulations for starting a business in Ontario. These include the rules around registering a business, the different legal forms of business (sole proprietorship, partnership, cooperative, and corporation), workplace insurance and municipal zoning and licensing. You will also need to contact Canada Revenue Agency regarding the required tax contributions.

For additional information, visit:

- **Canada Business Ontario** www.cbo-eco.ca
- **Canada Business Network** www.canadabusiness.ca
- **Canada Revenue Agency** www.cra.gc.ca

There are organizations in Simcoe County that can assist you in understanding this process, including: Economic Development Offices, Community Futures Development Corporations (CFDCs), Small Business Enterprise Centres, the Business Enterprise Resource Network (BERN), libraries, and the Canadian Youth Business Foundation.



Working in Simcoe County

Starting a Business

Economic Development Offices (EDOs)

The Simcoe County Economic Development Office provides high-level support to local economic development offices, and business development organizations across the region to ensure that all our businesses are well-supported. On their website they provide real-time commercial real estate listings, a free online business directory, general statistics about Simcoe County, news about the local economy, and listings for federal, provincial, regional, and local resources. The County of Simcoe Economic Development Office can also provide information about the County to you, as well as direct you to their local counterparts for more location specific information and assistance.

Through local Economic Development Offices you can learn more about: property and businesses that are available, government funding programs, zoning permit requirements, local business development resources and upcoming seminars and workshops in the area.

Simcoe County Economic Development Office

1110 Highway 26
Midhurst, ON L0L 1X0
705-726-9300
<http://edo.simcoe.ca>

Township of Adjala-Tosorontio

7855 30 Sideroad, R.R. #1
Alliston, ON L9R 1V1
705-434-5055
www.townshipadjtos.on.ca

City of Barrie Economic Development Department

70 Collier Street 9th Floor
Barrie ON L4M 4T5
705-728-9850
www.barrie.ca

Chippewas of Rama First Nation

5884 Rama Road, Suite 200
Rama, ON L3V 6H6
Phone: 705-325-3611
www.mnjikaning.ca

Town of Collingwood

97 Hurontario Street, P.O. Box 157,
Collingwood, ON L9Y 3Z5
705-445-1030
www.centreforbusiness.ca

Clearview Township

217 Gideon Street
Stayner, ON
L0M 1S0
705-428-6230
www.clearview.ca

Economic Development Corporation of North Simcoe

(A partnership between the Municipalities
of Midland, Penetanguishene, Tiny and Tay)
info@investhurontarioia.ca
www.edcns.ca

Town of Bradford West Gwillimbury Economic Development Office

100 Dissette Street, Units 7 & 8
P.O. Box 100
Bradford, ON L3Z 2A7
905-775-5366 ext. 1301
www.gotobwg.ca

Township of Essa Economic Development Office

Economic Development Centre
Angus Recreation Centre
8529 County Road 10
Angus, ON L0M 1B0
705-424-4054
edc@essatownship.on.ca
www.essatownship.on.ca



Working in Simcoe County

Starting a Business

Economic Development Offices (EDOs)

Town of Innisfil Economic Development Office

2101 Innisfil Beach Road
Innisfil, ON L9S 1A1
705-436-3740 ext. 1510
www.innisfil.ca

Town of New Tecumseth Economic Development Office

10 Wellington Street East, P.O. Box 910
Alliston, ON L9R 1A1
705-435-3900 ext. 1256
www.newtecumseth.ca

Economic Development Offices

Township of Oro-Medonte

148 Line 7 South, P.O. Box 100,
Oro, ON L0L 2X0
705 487-2171
www.oro-medonte.ca

City of Orillia Economic Development Office

50 Andrew Street South, Suite 300
Orillia, ON L3V 7T5
705-325-4900
edc@orillia.ca
www.businessinorillia.ca

Ramara Township

2297 Highway 12, P.O. Box 130
Brechin, ON L0K 1B0
705-484-5374
www.ramara.ca

Township of Severn

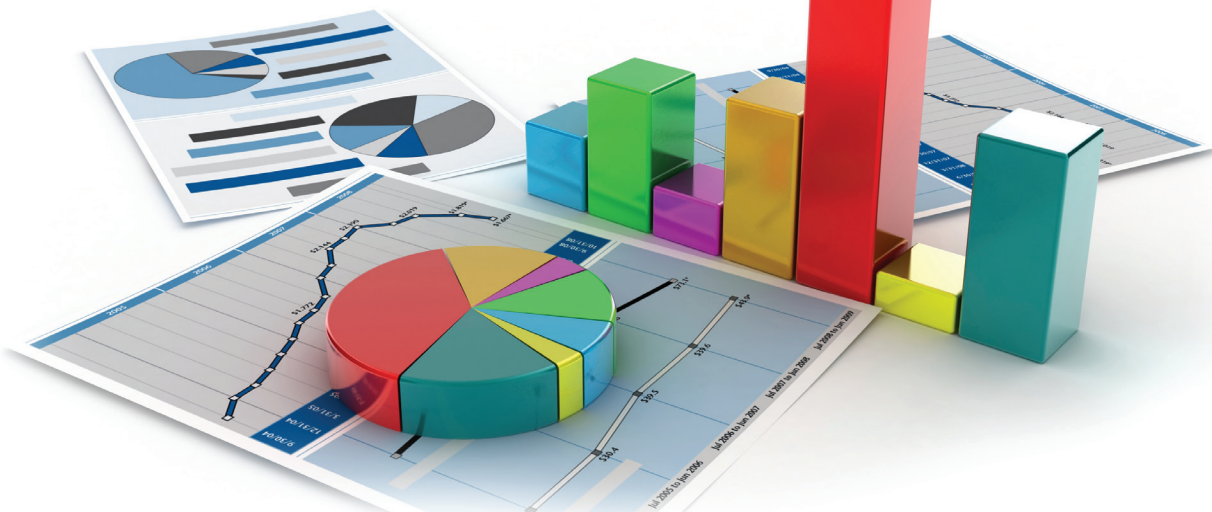
1024 Hurlwood Lane
Severn, ON L3V 6J3
705-325-2315
www.townshipofsevern.com

Township of Springwater

2231 Nursery Road
Minesing, ON L0L 1Y2
705-728-4784
www.springwater.ca

Town of Wasaga Beach Economic Development Office

30 Lewis Street
Wasaga Beach, ON L9Z 1A1
705-429-3844 ext. 2285
www.wasagabeach.com





Working in Simcoe County

Starting a Business

Community Development Corporations (CFDCs)

The Community Futures Program is an initiative of the Government of Canada. Community Futures Development Corporations (CFDC) are community-based, not-for-profit organizations that offer programs and services to support community economic development and small businesses. To learn more about the Community Futures Program visit <https://www.cfontario.ca/>.

There are Community Futures Development Corporations in Simcoe County that can provide guidance to you on starting your own business. These corporations can help you develop your business plan, and provide guidance as your business grows. They also provide loans for innovative businesses that may not be eligible for loan financing through your regular bank.

Below is a list of Community Futures Development Corporations in Simcoe County.

**Centre For Business
and Economic Development**
105 Hurontario Street, Box 74
Collingwood, ON L9Y 3Z4
705-445-8410
info@centreforbusiness.ca
www.centreforbusiness.ca

**North Simcoe Community
Futures Development Corporation**
105 Fourth Street, PO Box 8
Midland, ON L4R 4K6
705-526-1371
www.nscfdc.on.ca

Nottawasaga Futures: Alliston
39 Victoria Street East
Alliston, ON L9R 1V5
705-435-1540
Toll-Free 1-800-509-7554
ced@nottawasaga.com
www.nottawasaga.com

Nottawasaga Futures: Bradford
61 Holland Street E, Second Floor
Bradford, ON L3Z 2B9
905-775-9119
Toll-Free 1-800-509-7554
ced@nottawasaga.com
www.nottawasaga.com

**Orillia Area Community
Development Corporation**
22 Peter Street South
Orillia, ON L3V 7A3
705-325-4903
info@orilliacdc.com
www.orilliacdc.com



Working in Simcoe County



Starting a Business

Small Business Enterprise Centres

Small Business Enterprise Centres (SBECs) operate in partnership between the Ministry of Economic Development, Trade and Employment, and the local municipalities in which they reside. They provide entrepreneurs with assistance and support to start, grow, and expand their businesses, such as:

- Free consultations with a qualified business consultant
- Workshops on key business topics
- Free review of business plans
- Consultations through a lawyer/accountant referral service
- Access to current resource materials, including directories, trade indexes and books that entrepreneurs can peruse on-site
- Guidance on business structure, licences, permits, registration, taxes, regulations and other forms and documents required to start and build a business
- Import and export information
- Information on patents, copyright and trademarks
- Guidance on hiring and other human resources issues
- Access to funding information
- Information on adopting e-commerce and new technologies
- Resources for innovation
- Advice on marketing, operations, cash flow and financial considerations
- Mentoring and networking opportunities
- Support and assistance to young entrepreneurs

To learn more about Small Business Enterprise Centres, visit www.ontario.ca/economy or contact one of the local agencies below.

Invest Barrie

Barrie City Hall

70 Collier St, 3rd Floor Barrie, ON L4M 4T5

705-720-2445

smallbusiness@barrie.ca

www.barriebusinesscentre.ca

Small Business Enterprise Centre

105 Hurontario St

Collingwood, ON, L9Y 3Z5

705-446-3355

sbec@collingwood.ca

www.entreprisecentre.ca



Working in Simcoe County

Starting a Business

Local Libraries: Business Services

The local libraries are a great place for information and resources to help you with your business. In particular, the Barrie Public Library offers business services and is supported by a business librarian. They have resources and services available to enhance your business, such as:

- Business related books, magazines, newspapers, audiobooks, and videos
- Subscription databases, many of which are available remotely
- Specialized business databases including PCensus and the Million Dollar Directory
- Monthly business programs including business planning and market research
- Seminars led by community business experts
- Community Information Database: a database that includes more than 2,500 organizations and groups, to keep you in touch with the community
- Community Event Calendar: a database to see what is going on in the community

Contact the Business Librarian

(705) 728-1010

chantale.boileau@barrielibrary.ca

www.barrielibrary.ca



Working in Simcoe County

Starting a Business

Canadian Youth Business Foundation

The Canadian Youth Business Foundation (CYBF) is a national charity supporting young entrepreneurs who are 18-39 years old. They offer pre-launch coaching, business resources, start-up financing, mentoring, and online business resources to help young entrepreneurs start their own successful business.

Canadian Youth Business Foundation

www.futurpreneur.ca

1-800-464-2923

Nottawasaga Community Economic Development Corporation, Alliston

www.nottawasaga.com

705-435-1540

Networking

Networking is very important for individuals starting a new business. It will help you learn about business opportunities in your area, help you problem-solve, expand your resources and consumer base, and keep you up-to-date on factors that may influence your business. Local service providers can help you understand what networking options are available in your area.

Chambers of Commerce are local associations that support local businesses. They promote and protect the interests of local businesses. Through the different workshops and events hosted by a particular chamber, individuals have multiple opportunities to network with members of the local businesses community. Individuals are required to pay a membership fee to join a Chamber of Commerce. To learn more about Chambers of Commerce in Simcoe County contact the associations on the next pages.

Alliston & District Chamber of Commerce

60B Victoria St W.
Alliston, ON L9R 1T9
705-435-7921
info@adcc.ca
www.adcc.ca

Greater Barrie Chamber of Commerce

121 Commerce Park Dr, Unit A
Barrie, ON L4N 8X1
705-721-5000
chadmin@barriechamber.com
www.barriechamber.com

Angus and Area Chamber of Commerce

705-424-4878
info@anguschamber.com
www.anguschamber.com

Bradford Board of Trade

61 Holland Street East, P.O. Box 1713
Bradford, ON L3Z 2B9
905-778-8727
info@bradfordboardoftrade.com
www.bradfordboardoftrade.com

Collingwood Chamber of Commerce

115 Hurontario Street, Suite 102
Collingwood, ON L9Y 2L9
705-445-0221
info@collingwoodchamber.com
www.collingwoodchamber.com

Southeast Georgian Bay Chamber of Commerce

45 Lone Pine Road
Port Severn, ON L0K 1S0
705-756-4863
info@segbay.ca
www.segbay.ca

Southern Georgian Bay Chamber of Commerce

208 King Street
Midland, ON L4R 3L9
705-526-7884
info@sgbchamber.ca
www.southerngeorgianbay.ca



Working in Simcoe County

Starting a Business

Networking

The Orillia District Chamber of Commerce

575 West Street S,
Orillia, ON, L3V 7N6
1-888-326-4424
info@orillia.com
www.orillia.com

Tottenham Beeton & District Chamber of Commerce

54 Queen St S
Tottenham, ON L0G 1W0
905-936-4100
admin@tbdcc.ca
www.tbdcc.ca

Oro-Medonte Chamber of Commerce

148 Line 7 South
Oro-Medonte, ON L0L 2E0
705-794-4793
info@oromedontecc.com
www.oromedontecc.com

Wasaga Beach Chamber of Commerce

550 River Road, P.O. Box 394
Wasaga Beach, ON L9Z 1A4
705-429-2247
office@wasagachamber.com
www.wasagachamber.com

Ramara Chamber of Commerce

Ramara Township Office
2297 Highway 12
Brechin, ON L0K 1B0
705-484-2141
info@ramarachamber.com
www.ramarachamber.com

Cookstown and District Chamber of Commerce

19 Queen St W
Cookstown, ON, L0L 1L0
cookstown.chamber.president@live.ca
www.cookstownchamber.ca

Stayner Chamber of Commerce

P.O. Box 1049
Stayner, Ontario, L0M 1S0
705-428-3102
staynerchamber@gmail.com
www.staynerchamber.ca





Working in Simcoe County

Your Rights at Work

If you have questions or concerns about your rights at work you may choose to speak with your employer or the Human Resources department at your place of employment. If you are uncomfortable approaching your employer or still have questions or concerns after speaking with your employer, you can contact the following:

Employment Standards

The Ontario Ministry of Labour oversees employment standards in Ontario. The Employment Standards Act is a law in Ontario which has rules that employers have to follow. The Employment Standards Act applies to most workers in Ontario; however, it does not apply to workers in federally-regulated industries such as banks. The standards tell employers what they can and cannot require you to do. These include rules about: termination pay, unpaid wages, public holiday pay, minimum wage, hours of work and leaves of absence.

Employment Standards Information Centre

The Employment Standards Information Centre (1-800-531-5551) provides service in 23 different languages.

www.labour.gov.on.ca

1-800-531-5551

TTY 1-866-567-8893

Minimum wage is the lowest hourly wage rate that an employer can pay an employee. The Ontario Ministry of Labour provides additional information about the minimum wage guidelines, including the current wage rates and exemptions on its website (www.labour.gov.on.ca).

Occupational Health and Safety

You have health and safety rights at work. These rights are protected by the Occupational Health and Safety Act. The Occupational Health and Safety Act requires that your employer gives you information regarding dangerous materials or equipment. It also gives you the right to refuse unsafe work. It requires that you work safely, tell your boss about anything that appears unsafe and that you wear the proper safety equipment at work.

The Occupational Health and Safety Act addresses issues relating to workplace violence and workplace harassment, as well as issues regarding Workplace Hazardous Materials Information System (WHMIS). You can contact the Ontario Ministry of Labour's Health and Safety Contact Centre 24 hours a day, 7 days a week to report a workplace health and safety incident, critical injury, fatality or work refusal. You can also call for general inquiries: 1-877-202-0008.

Workplace Injury

If you were injured in the workplace you must first let your employer know so they can make sure no one else is hurt. Some people who are injured in the workplace are eligible to claim benefits from the Workplace Safety and Insurance Board (WSIB). For more information on WSIB Claims see "Workplace Safety Insurance Board" on page 104. Also see "Occupational Health and Safety" (above) as your concern may relate to the Occupational Health and Safety Act.



Working in Simcoe County

Your Rights at Work

Discrimination

The Ontario Human Rights Code is a law about discrimination. It says that an employer cannot discriminate against you because of your: race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, sex, sexual orientation, age, disability, family status or marital status. To learn more contact the Ontario Human Rights Tribunal at www.hrto.ca or 416-326-1312.

Accessibility for Ontarians with Disability Act (AODA)

Accessibility is the law in Ontario. The purpose of the Accessibility for Ontarians with Disability Act (AODA) is to develop, implement and enforce standards for accessibility related to goods, services, facilities, employment, accommodation and buildings.

Unions and Worker Advocacy

If you have concerns relating to a workplace union, you can contact the Ontario Labour Relations Board. If you are interested in learning more about unions and union organizing you can contact the Canadian Labour Congress. This organization advocates on behalf of all workers on workplace issues and workers rights. Visit www.olrb.gov.on.ca to learn more about the Ontario Labour Relations Board.





Working in Simcoe County

Financial Assistance

The following section provides information on financial assistance. To learn more about financial assistance programs, dial 2-1-1, a free, 24/7, confidential, multilingual helpline that helps people find services in their community. Visit www.infosimcoecounty.ca to search county-wide services.

Employment Insurance (EI)

Employment Insurance (EI) is run by the Government of Canada. Employment Insurance provides temporary financial assistance to unemployed workers. Workers who are sick, pregnant, or caring for a newborn or adopted child, as well as those who must care for a family member who is seriously ill with a significant risk of death, may also be assisted by Employment Insurance.

Eligibility requirements depend on where you live and the type of benefits for which you are applying. Always apply for Employment Insurance benefits as soon as you stop working. You can apply for benefits even if you have not yet received your Record of Employment. If you delay filling in your claim for benefits for more than four weeks after your last day of work, you may lose benefits.

For more information about eligibility and length of time of benefits, contact Service Canada.

Service Canada: Barrie
Barrie Service Canada Centre
48 Owen Street
Barrie, ON L4M 3H1
1-800-622-6232
www.servicecanada.gc.ca

Service Canada: Orillia
50 Andrew Street South, Ste. 101
Orillia City Centre
Orillia, ON L3V 7T5
1-800-622-6232
www.servicecanada.gc.ca

Service Canada: Collingwood
The Federal Building
44 Hurontario Street
Collingwood, ON L9Y 2L6
1-800-622-6232
www.servicecanada.gc.ca

Service Canada: Midland
Huron Mall
9225 Hwy 93
Midland, ON L4R 4K4
1-800-622-6232
www.servicecanada.gc.ca

Service Canada: Wasaga Beach
Municipal Building
30 Lewis Street
Wasaga Beach, ON L9Z 1A1
1-800-622-6232
www.servicecanada.gc.ca

Service Canada: Alliston
FOCUS Community Development
Corporation, Lower Floor
46 Wellington St W,
Alliston, ON L9R 1J3
1-800-622-6232
www.servicecanada.gc.ca

Ontario Works (OW)

Ontario Works is a program which provides basic financial and employment assistance to people in financial need. The County of Simcoe Ontario Works Department delivers this program to eligible residents of the County of Simcoe and the separated cities of Barrie and Orillia.



Working in Simcoe County

Financial Assistance

Basic Financial Assistance

Applicants who qualify for Ontario Works Assistance can receive money to help cover the cost of their basic needs (food, clothing, etc.) and shelter expenses. The amount of money they are eligible to receive depends on their:

- Family size
- Age of dependents
- Income
- Assets
- Shelter expenses

Employment Assistance Activities

As a condition of initial and continued eligibility for assistance all employable adults must participate in one or more employment assistance activity. Ontario Works employment assistance helps people to become and stay employed, and includes employment activities such as:

- Job search support services
- Employment information session
- Community participation (e.g. activities that allow people to contribute to the community and improve their employability)
- Employment placement and job retention services
- Supports for self-employment development
- Referral to basic education
- Learning, Earning and Parenting (LEAP) program
- Literacy and job-specific skills training
- Screening for substance abuse and referral to assessment and treatment if necessary

The appropriate mix of employment assistance activities depends on the experience, skills, circumstances and needs of individual applicants or participants and the realities of the local labour market. The amount of time a participant needs to engage in activities designed to help him or her increase employability and obtain sustainable employment will vary.

How to Apply

Residents of Simcoe County can now apply for social assistance online or by phone.

- To apply for social assistance online go to www.ontario.ca/socialassistance
- To apply by phone contact the County of Simcoe Integrated Services Unit at 705-722-3132 or if you live in the Beeton area 905-729-4514 and follow the auto attendant prompts

Ontario Disability Support Program (ODSP)

The Ontario Disability Support Program (ODSP) is managed and delivered by the Ministry of Community and Social Services. ODSP provides eligible people with disabilities income support as well as offering employment support to help people with disabilities who can and want to work, prepare for, and find a job.

Income Support provides financial help for people with disabilities who are in need. It can help pay for living expenses, like food and housing.

If you qualify for Income Support, the amount of Income Support you receive will depend on your:

- Family size
- Income
- Assets
- Accommodation costs



Working in Simcoe County

Financial Assistance

Benefits that May be Available

If you qualify for Income Support, you and your family may also qualify for other benefits, such as:

- Drug coverage
- Dental coverage
- Vision care
- Hearing aids
- Diabetic supplies
- Help to support your guide dog
- Wheelchair/mobility device repairs and batteries
- Help with work-related expenses

Working While Receiving Income Support

Many people who receive Income Support can and want to work. Ontario Disability Support Program Employment Supports can help you get ready for a new job or a training program, and can help you keep your job if you are at risk of losing it.

Depending on your situation, you can work and receive Income Support at the same time. If you work, ODSP may be able to help you with work-related costs, such as child care.

How to Apply

Residents of Simcoe County can now apply for ODSP online or by phone.

- To apply for social assistance online go to www.ontario.ca/socialassistance
- To apply by phone contact the Ministry of Community and Social Services

Barrie

705-737-1311

1-800-461-7551

TDD/TTY 705-737-9601

Services available in French and English

Orillia

705-325-7408

1-800-565-9871

TTY 705-325-3887

Services available in French and English

Workplace Safety and Insurance Board (WSIB)

The Workplace Safety and Insurance Board (WSIB) is an agency that handles workplace insurance. If you were injured at your place of work you may be eligible for benefits provided by WSIB. Benefits provided by WSIB relate to: health care benefits, health care equipment and supplies, loss of earnings, loss of retirement income, future economic loss, non-economic loss, occupational disease and survivor benefits, seriously injured workers, and compensation for survivors. Not all workplaces are covered under WSIB. In order to receive benefits through WSIB you must file a claim and be deemed eligible. To contact the Workplace Safety and Insurance Board phone: 1-800-387-0750.



211 is a free, confidential, province-wide helpline that simplifies finding support and community services for Ontario residents.

211 helps people find basic needs such as food, housing and emergency financial assistance. It connects those in need with agencies who can help someone cope with health issues like cancer or elderly citizens stay in their own homes. 211 also supports staff and volunteers at agencies who are in need of information about community services for their clients.

When you dial 2-1-1, you reach a real person, 24/7, who is highly trained to listen and help. 211 offers multilingual service in 170 languages as well as TTY service at 1-888-435-6086.

Self-serve access is online at www.211ontario.ca

The 211 service in Simcoe County is delivered by Community Connection, a professionally accredited information and referral agency located in Collingwood. Visit www.communityconnection.ca to request a 211 presentation to your group or staff team or to order print materials.



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Les points de vue exprimés dans le présent document ne reflètent pas nécessairement ceux d'Emploi Ontario.

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Simcoe Muskoka
**Workforce
Development Board**

18 Alliance Boulevard,
Unit 22,
Barrie, ON L4M 5A5
705-725-1011
1-800-337-4598
info@smwdb.com
www.smwdb.com



110 Highway 26,
Midhurst, ON L0L 1X0
705-722-3132
or 1-866-893-9300
sclip@simcoe.ca
www.simcoe.ca
immigration.simcoe.ca



NEWCOMER
Resource Guide

December 2019