

New to Ontario?

This guide has information to help you get settled during your first weeks in Ontario. It will not answer all of your questions about Ontario. However, it will give you information about some of your most important first steps. If you have access to the Internet, you can find more useful information on the Settlement.Org website, at www.settlement.org.

In your first weeks in Canada, you may be overwhelmed with the number of things you need to do. You will be filling out many government forms and applying for identification for things you've never heard of, such as your SIN, OHIP, CCTB, etc (see below). You do not have to pay for these

forms. In many cases you can find the forms on the internet. You should not pay for help to fill them out. You can get free help to fill out the forms and figure out what you need to do to get started from settlement agencies across the city. Find out how to contact them below.

Getting help – Your First Steps

Community Information Centres in the Greater Toronto Area

If you are looking for information about community, social, health and government services, call your local Community Information Centre. When you call them, they will be able to help you find

a free service near where you live.

Making local calls

To make a call within a city or town from a payphone, lift the receiver, deposit 25¢ and dial the number. Most telephones accept 5¢, 10¢, 25¢ and \$1 coins. You might need to dial the area code first in some areas.

Many telephones also accept prepaid calling cards and credit cards. You can buy calling cards for \$5, \$10, \$15, \$20 or \$25 at corner stores, drug

stores and news stands. Calling cards and credit cards are an easy way to pay for long distance calls.

There are often four parts to a telephone number:

In Toronto you must dial the 416 or 647 area code when calling local numbers.

Their service is free and confidential; you do not have to give them any information about yourself. In many cases you will be referred to the closest Settlement agency near where you live.

Toronto (former cities of East York, Etobicoke, North York, Scarborough, Toronto and York)

For information about community programs and services in Toronto and Area, contact 211Toronto by dialing 211 in Toronto or 416-397-4636 outside of Toronto. 211 is available 24-hours-a-day and is a free, confidential service, available in many languages. You can also visit their website at www.211Toronto.ca.

Peel Region (Brampton, Caledon, Mississauga)

For information about community programs and services in Peel Region, contact Brampton Library at (905) 793-4636 (press 4); Caledon Community Services (CCS) at (905) 951-2300 or (905) 584-9460, Canadian Mental Health Association - Peel Branch (CMH) at (905) 451-2123, Child Development Resource Connection Peel (CDRCP) at (905) 507-9360, Milton Community Resource Centre (MCRC) at (905) 875-4636 or Malton Neighbourhood Services (MNS) at (905) 677-6270.

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