



Inventory of Settlement, Employment & Language Services For Immigrants in Ottawa

A Collaborative Project by the Ottawa Local Immigration
Partnership and the Welcoming Communities Initiative

By Norah Barongo
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Copies of this report can be obtained in both English and French from the:

Ottawa Local Immigration Partnership (OLIP)

219 Argyle Avenue
Ottawa, Ontario, K2P 2H4
Tel: (613) 232-9634
Fax: (613) 232-3660
Email: info@olip-plio.ca

www.olip-plio.ca

Project Team

Dick Stewart, OLIP Council Chair
Caroline Andrew, OLIP Steering Committee Chair
Clara Freire, Client Service Strategies, Organizational Performance & Development, City of Ottawa
Carl Nicholson, Executive Director, Catholic Immigration Centre
Hindia Mohamoud, OLIP Project Director
Jill Murphy, OLIP Outreach and Research Coordinator
Zoë Mallett, OLIP Administrative Assistant
April Carrière, PhD Student, and Inventory Research Assistant
Norah Barongo, Research Consultant and Writer
Manvi Bista, OLIP Volunteer
Tahanie Sheikh, OLIP Volunteer

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Contents

Introduction

Section I: Methodology

Section II: Landscape of Services

Section III: Analysis and Recommendations

Section IV: Introduction to the Tables

Appendix A: Settlement Services

Appendix B: Language Services

Appendix C: Employment Services

Inventory of Settlement, Employment & Language Services For Immigrants in Ottawa

Introduction

Immigration has been part of Ottawa's history for centuries. Over the years, the Ottawa community has organized itself in many different ways to welcome, settle and integrate immigrants into the fabric of the Ottawa Community. As such, a large and complex system of services in our community caters to the welcoming, orientation, settlement, and integration of immigrants as they come to our city.

This report aims to create a baseline snapshot of the settlement, language training, and employment support services that are available for immigrants coming to Ottawa, to help them get oriented on how to settle into the community, adapt to local languages, and find jobs. To create this snapshot, our researchers have collected and compiled a large amount of data gathered over the course of 3 months through interviews with Executive Directors and Program Managers of service organizations and through document and internet searches.

As a baseline snapshot, this inventory is intended to be an initial attempt to understand the breadth and depth of settlement, language and employment services in Ottawa. We naturally expect that services will evolve constantly in response to a variety of factors. We therefore make no claim of exhaustively covering all services offered in Ottawa in the areas of settlement, language, and employment. Over the coming years, however, OLIP & WCI will work with local stakeholders to help build on this baseline inventory and update it with subsequent changes.

I. Methodology

1. Research Methods

Research for this inventory and subsequent analysis was conducted in Ottawa during the months of March, April and May 2010. Norah Barongo, an OLIP research consultant, lead the research process with the support of OLIP and WCI staff, and was assisted by a team of volunteer researchers, who kindly helped with the collection and verification of data.

The research methods used for this inventory included semi-structured interviews with Executive Directors and Program Managers of twelve immigrant-serving organizations in Ottawa, combined with thorough reviews of agency and government websites. After the initial data collection, the OLIP team complemented the initial data with additional document searches on specific types of service programs. The following paragraphs outline in detail our approach in each of the research methods we used for the compilation of this inventory.

It is important to note that this inventory is part of a collection of research and consultation activities conducted by OLIP. A Review of Literature provides an overview of the profile of immigrants in Ottawa and their needs, while reports on community consultations and focus groups provide the perspectives of community stakeholders from numerous perspectives: immigrants; settlement service providers; health, education and social service providers; employers and economic integration stakeholders; immigrant associations and ethno-cultural organizations.

1.1 Interviews

Semi-structured interviews of approximately 2 hours each were conducted with Executive Directors and senior Program Managers of the twelve key immigrant-serving organizations in Ottawa that comprise the Local Agencies Serving Immigrants. The purpose of the interviews was to contribute to a deeper understanding of Ottawa services for immigrants in terms of description and scope

of services, and issues affecting eligibility and accessibility, program delivery and the capacity of organizations.

Right before the OLIP-WCI team began the Inventory Project, Citizenship and Immigration Canada introduced new services streams that allow the service providers to combine their service offerings according to five broad outcomes: Orientation, Language Skills, Labour Market Access, Welcoming Communities, and Policy and Program Development – under the Modernized Approach to Settlement Programming. In order to reflect these revisions in the Inventory, the OLIP-WCI team revised the original questionnaire to allow the respondents to describe their services according to the emerging categories of Citizenship and Immigration Canada’s modernized approach. While our intention was to make the inventory current, it quickly became clear that this was not practical. At the time of the interviews, many respondents were still adjusting to the new framework and did not yet have sufficient clarity on the implications of the modernized approach for the services they offer. For this reason, the actual analysis of the interview material and additional data is not explicitly categorized according to the modernized approach.

The interviews were conducted by the research consultant and by three volunteer researchers. OLIP provided training sessions for the volunteers to inform them about the purpose of the inventory and about the inventory research process, interview techniques, and the structure of the questionnaire. The volunteers also met individually with the research consultant, Norah Barongo, for more detailed instructions. The volunteers were provided with the research material and transportation allowances to facilitate their participation in the inventory research process.

Due to the limited time and resources that were available for the Inventory Project, the OLIP-WCI team decided to focus the interview part of our research on the 12 members of the Local Agencies Serving Immigrants (LASI) Coalition, listed below:

- | | |
|---|---|
| 1. Catholic Immigration Centre | 2. Ottawa Community Immigrant Services Organization |
| 3. LASI World Skills | 4. Jewish Family Services |
| 5. Ottawa Chinese Community Services Centre | 6. Lebanese and Arab Social Service Agency |
| 7. Somali Centre for Family Services | 8. Immigrant Women Services Ottawa |
| 9. Conseil Économique et Social d'Ottawa Carleton | 10. YMCA-YWCA Newcomer Information Centre |

These organizations offer all three types of services that the OLIP-WCI inventory covers: Settlement, Language, and Employment Services. In addition, the services of the above organizations focus on services explicitly designed for immigrants. As members of the LASI Coalition, these organizations often coordinate with each other to determine service provision, agency specialization, and when to combine service delivery.

Interview respondents were provided with a detailed guide to the interview, outlining the intention of the interview and the role of the interviewer and respondent. The respondents were also asked to sign a Letter of Informed Consent, which outlined the ethical guidelines of the interview process. This included the assurance that interview responses would remain anonymous in future reporting, including the removal of names and any details that could lead to the identification of interview respondents. In keeping with this practice, volunteer interviewers were instructed to submit all interview notes to the research consultant and to subsequently destroy any hard or electronic copies.

1.2 Review of Online and Written Material

In addition to the interviews, a significant amount of data was obtained from an extensive review of agency and government websites and from the Directory of Ottawa-Carleton Community Services (The Blue Book). While the interview part of our research focused on the members of the LASI Coalition, we sought to complement the inventory of the LASI services with the any settlement, language training, and employment services that are offered by other OLIP stakeholders such as the local Community Health and Resource Centres, School Boards, governments, colleges and universities, private businesses, other non-profit organizations. The data obtained from these websites and from the Blue Book were integrated into those collected from the interviews and are presented in the inventory tables of this report (see Appendices A, B and C), under the three broad headings of Settlement, Language and Employment.

Following the completion of the inventory, OLIP staff verified, where necessary, the accuracy of the information obtained from websites by telephoning the appropriate organizations.

1.3 Analysis

The analysis of the inventory draws both upon the data collected in interviews and from websites and the Blue Book to identify key strengths and gaps in Settlement, Language and Employment services for immigrants in Ottawa. As indicated above, this inventory is one component of a number of research activities conducted by OLIP, and is therefore also tacitly informed by the findings of these other research initiatives.

1.4 Scope and Limitations of the Service Inventory

The scope of this inventory covers three areas of services: Settlement, Language, and Employment including training, translation, and interpretation, and socially-centred language supports such as ‘conversation circles’. Furthermore, our starting point is on services designed explicitly for immigrants, with some coverage of broadly targeted services in the same three areas.

While the inventory and resulting analysis is quite extensive, it is important to note that it is by no means intended to be exhaustive. Rather, this document is seen as a first step in an evolving process that will continually be built upon to support the implementation of the Ottawa Immigration Strategy. The evolution of this inventory will need to be community-driven, with the intention of filling knowledge gaps that are essential for Ottawa’s on-going community planning process to improve immigrant settlement and integration.

This initial snapshot inventory, as presented in this document, is intended to provide the essential groundwork for revisions and further additions by stakeholders of the three sectors covered: Settlement, Language, and Employment. In addition, this inventory may be built upon and expanded to include sectors and services that were beyond the scope of this initial project, but are addressed by the new Ottawa Immigration Strategy: Health and Wellbeing, Education, and Integration Capacity Development.

II. Funding Structures

Supporting Ottawa's Landscape of Services for Immigrants

2.1 Government Funding for Settlement, Language, and Employment Services

The framework for all settlement and integration policy in Canada “...explicitly acknowledges the reciprocal obligations of both the host population and newcomers to adapt to take the shifting concerns of a diverse population into account.”¹ The federal and provincial governments of Canada provide funding for the majority of settlement services, offered by agencies in the non-profit sector, including ethno-specific organizations. Foundations and private sector funders also partake in providing resources to key services that form part of the complex array of services that are available for immigrants when they come to Ottawa.

At the federal level, key departments supporting integration policy and settlement services are Citizenship and Immigration Canada (CIC), Canadian Heritage and Human Resources and Skills Development Canada (HRSDC). Among these, CIC is the primary department responsible for funding settlement services for immigrants, and has previously funded them through four major categories:

¹ Biles, John (2008). “Integration Policies in English Speaking Canada” in Biles, John, Burstein, Meyer and Frideres, James. *Immigration and Integration in Canada in the 21st Century*. School of Policy Studies, Queens University, Canada, p. 140.

a. Language Instruction for Newcomers to Canada (LINC):

The LINC program involves language training that also contains elements of cultural introduction to Canada.

b. Immigrant Settlement and Adaptation Program (ISAP):

This program is broad, and includes reception, orientation, translation, interpretation, referrals to services, employment assistance, counselling, research, conferences on settlement and integration, and training for settlement workers (Biles, 143).

c. The HOST Program:

The HOST program matches immigrants with individuals or families who are established in Canada for friendship and to help immigrants find their ways in their new community.

d. The refugee adaptation program (RAP):

The RAP includes the private sponsorship program, the Resettlement Assistance Program and the Immigration Loans Program – all designed to support the welcoming and integration of government and privately sponsored refugees.

In 2008-2009, CIC introduced a “modernized approach” to settlement programming. This approach was intended to replace the four program areas with a broad “Settlement Program” with several outcome areas under which programming may fit: Orientation, Language Skills, Labour Market Access, Welcoming Communities, and Policy and Program Development. The Settlement Program includes six streams that service providers may “mix and match” in order to deliver appropriate programming. These streams are: Needs Assessment and Referrals, Information and Awareness Services, Language Learning and Skills Development, Employment-Related Services, Community Connections and Support Services.² This new approach is not yet implemented.

In addition to funding the programs described above, CIC is now also responsible for the Multiculturalism Program, which previously operated under the separate

² Citizenship and Immigration Canada (2009). “Strategic Outcomes and Program Activity Architecture.” Retrieved from: <http://www.cic.gc.ca/english/department/paa/activity-05.asp#approach>

department of Canadian Heritage. The multiculturalism program focuses on providing funding for programs that recognize and accommodate the diversity of Canadian communities, including linguistic diversities.

Canadian Heritage does not specifically focus on programs for immigrants but focuses on two areas that are of importance for immigrant integration: the official languages program and programs on Canadian identity. The official languages program focuses on strengthening francophone communities in Canada, including promoting the integration of francophone immigrants (Biles, 151).

Human Resources and Skills Development Canada (HRSDC) has a number of programs that are important for immigrant integration, such as finding employment, accessing training and recognition of credentials and experience. More specifically, HRSDC offers three significant programs: the Foreign Credential Recognition Program, the labour program and a program on housing and homelessness. Biles cites the issue of foreign credential recognition as the most commonly mentioned obstacle to labour market participation for newcomers, and one of the most complex barriers (Biles, 154). The Foreign Credential Recognition Program was originally targeted at nurses, doctors and engineers but has since been expanded to other regulated and some non-regulated professions. The labour program includes a responsibility for employment equity while the program on housing and homelessness includes three stages of Government of Canada initiatives on homelessness, all of which include immigrants and refugees as target groups (Biles, 156-157).

Some interdepartmental coordination exists, including a role played by Canadian Heritage in several initiatives under the Foreign Credential Recognition program. There is also collaboration between the government, private sector and community organizations. The housing and homelessness program, for example, includes collaboration with agencies working on homelessness and with the Canadian Mortgage and Housing Corporation (Biles, 157).

The Ontario government also plays a key role in supporting settlement and integration services. Many services for immigrant integration are provincially run, such as housing, education and health services, children and youth services, etc. Population growth and labour market issues are also of great interest to the provincial government. Furthermore, the Ontario Ministry of Citizenship and

Immigration funds a broad range of language and labour market integration services.

Increasingly, municipal governments are assuming important roles in supporting the settlement and integration of immigrants. Biles states that “...due to cutbacks and provincial downloading, municipalities are becoming more central in the delivery of many programs that impact the successful integration of newcomers to Canada” (Biles, 162). In 2002, the Federation of Canadian Municipalities recommended that the federal government increase funding to better recognize the already important municipal role in immigrant integration.

In Ottawa, discussions of immigration and diversity at the municipal level are very recent. In 2007 the City of Ottawa passed a recommendation to establish the “Immigration Ottawa Initiative” to support the development of a community led labour market integration strategy for immigrants. In preparation for this, an inventory of projects either funded or undertaken by the City for immigrant integration was conducted. It found that a large investment across the community was already in existence. Ottawa-specific services will be reviewed in more detail below.

2.2 Selected Providers of Settlement, Language, and Employment Services in Ottawa

Settlement, Language, and Employment services are provided by a broad range of agencies and institutions in Ottawa. These are summarized below:

a. Local Agencies Serving Immigrants

Local Agencies Serving Immigrants (LASI) is a coalition of immigrant service organizations in Ottawa. LASI is made up of twelve distinct organizations, all of which offer a range of services. The coalition was established in 1997 and has since expanded in order to partner, share information, advocate and plan strategically for the future. According to LASI, the vision of the coalition is to:

- “Enhance the social and economic integration of immigrants, refugees and other newcomers;
- Ensure co-operation and collaboration among partner agencies; and
- Influence the community to adapt to newcomers”

The LASI members have recently expanded from 9 to 12 organizations; they are listed below:

- LASI World Skills: Established in 1997 by the LASI coalition, LASI World Skills focuses on facilitating immigrants' access to employment; and offers a range of programs and services that help newcomers, build relationships with employers, and promote partnerships with other agencies.
- Catholic Immigration Centre: The Catholic Immigration Centre has been serving immigrants and refugees in Ottawa for more than 50 years. The centre offers a range of services, specializing in particular on services for refugees and on community connections.
- Immigrant Women Services Ottawa: Founded in 1988 by the LASI Coalition, Immigrant Women Services Ottawa's (IWSO) mandate is to empower immigrant, refugee and visible minority women and their families.
- Conseil Économique et Social d'Ottawa Carleton: The Conseil Économique et Social d'Ottawa Carleton (CESOC) promotes the accommodation of diversity among the French speaking population and in Francophone Institutions. Its mission is to support the economic and social development of black and other ethno-cultural French speaking minority communities and to foster a multicultural francophone environment in Ottawa.
- Jewish Family Services: The mission of Jewish Family Services (JFS) is to strengthen Jewish individual, family and community life in Ottawa by direct social intervention, partnership and advocacy. JFS also provides services for all immigrants and has specialized in services for immigrant seniors in recent years.
- Somali Centre for Family Services: Established in 1991, the Somali Centre for Family Services has been serving Ottawa's Somali community by offering settlement, employment, family, and youth services. Its mission is to help immigrants and refugees in need

through partnerships, services and programs. The organization has a particular specialization on the local Somali community.

- Lebanese and Arab Social Services Agency: The Lebanese and Arab Social Services Agency (LASSA) was established in 1989, and has a mission to provide quality services to support the settlement and integration of newcomers generally, and Arabic speaking immigrants in particular.
- Ottawa Chinese Community Service Centre: The Ottawa Chinese Community Service Centre aims to support the full social and economic integration and participation of newcomers, immigrants and people of Chinese descent in Ottawa. Examples of its programs include employment support services and services for Chinese seniors.
- Ottawa Community Immigrant Services Organization: Since 1978, the Ottawa Community Immigrant Services Organization (OCISO) has been providing programs and services for immigrants and refugees in Ottawa. OCISO's mission is to support immigrants in a holistic way as they establish their lives in Canada.
- Ottawa Public Library: The Ottawa Public Library offers a number of services to newcomers at branches across the city. The Library Settlement Partnership program involves partnerships with local settlement agencies to deliver settlement services to immigrants at library branches. Other services include language support and conversation circles, support for writing the Canadian Citizenship Test, job search support and financial literacy support.
- National Capital Region YMCA-YWCA:
The National Capital YMCA-YWCA offers services to newcomers in three areas: (1) Language Assessment and Referral Centre; (2) Newcomer Information Centre; and (3) Job Connect. It also offers specific supports for internationally trained professionals through sector specific workshops.
- La Cité Collégiale:

La Cité Collégiale offers ‘Cours de langue pour les immigrants au Canada’ (CLIC) courses for immigrants wishing to settle in French, with free childminding services. They also offer language, employment and training support aimed at specific professions, such as construction, and advanced language training courses.

b. *Algonquin College*

Algonquin College offers LINC courses for immigrants wishing to settle in English, with free childminding. Algonquin College also hosted the Internationally Educated Professionals Conference in 2009 and 2010, in partnership with LASI World Skills and La Cité Collégiale.

This conference brings together internationally educated individuals with local employers. Algonquin College also has an Internationally Trained Newcomers program that supports newcomers to negotiate the Canadian requirements for employment in their fields and provides advice on academic and language upgrading requirements.

c. *Internationally Trained Workers Partnership and Hire Immigrants Ottawa*

The Internationally Trained Workers Partnership (ITWP) was established in 2002 to “develop a locally coordinated approach to integrate immigrants more effectively into Ottawa’s labour market” (www.itwp.ca). One of ITWP’s major projects is Hire Immigrants Ottawa (HIO), which has been working since 2006 to increase the capacity of employers to integrate immigrants into the workplace.

HIO engages employers from five sectors (Information Technology, Health, the Public Sector, Finance and Biotechnology) through working groups and an Employer Council of Champions. HIO does not provide direct immigrant services but partners with a number of the services organizations listed above to help facilitate immigrants’ access to employment.

d. *The Coalition of Community Health and Resource Centres*

Although not specifically focused on immigrant services, Ottawa’s network of community health and resource centres offer neighbourhood-based primary health care and community services that often provide support to immigrants. These

include housing assistance, assistance with employment, health promotion, multicultural programs, food security and services specifically for women, youth and seniors, in addition to healthcare services. There are fourteen Community Health and Resource Centres in Ottawa.

e. School Boards

Ottawa's four schools boards offer a variety of support services for immigrant families. For example, The Ottawa Carleton District School Board, the Ottawa Carleton Catholic School Board and the Conseil des écoles publiques de l'Est de l'Ontario offer LINC/CLIC courses to immigrants with a variety of language and literacy levels through Continuing Education. All four school boards offer ESL or FSL courses that may include childminding at some facilities.

The Ottawa Carleton District School Board and the Ottawa Carleton Catholic School Board both have family reception centres for newcomer families joining the school system. The Conseil des écoles publiques de l'Est de l'Ontario offers a "welcome class" to newcomer students between the ages of 12-17 to help them to adjust to the school system and to the French language.

III: Analysis and Recommendations

3.1 Analysis & Recommendations

The inventory of services and the interview data pointed to a number of strengths and challenges in the current services and service delivery models designed to support immigrants' integration in Ottawa. These can be identified for the three broad types of services covered by the OLIP-WCI Inventory.

In the broad category of settlement services (see Appendix A), a key strength is the collaboration and partnership that exists around the delivery of settlement services to immigrants in Ottawa. The LASI Coalition, described above, represents a loosely coordinated system of settlement programs that informs the ways in which settlement services are organized and delivered in Ottawa. The LASI Coalition, now composed of 12 member organizations, fosters specialization and enables local agencies to focus on types of specific primary services while offering some common services as well. According to interview respondents, the LASI framework helps to avoid duplication. One respondent states:

“Services may look similar but they are not. With [so many] immigrants coming to Ottawa each year... it is not possible to meet the demand. There is no overlap, LASI agencies specialize in delivering different programs but we continue to deliver some common programs at a low level to facilitate access for people living in different areas of the City.”

In addition, through regular monthly meetings, and special topic-focused meetings, the LASI Coalition seeks to not only develop a shared understanding of existing and emerging community needs, but also tends to establish a common local agenda in tackling broad community challenges related to the accommodation of diversity, and prioritizing the needs of immigrants in Ottawa's civic plans and activities. One of the interviewees states:

“Executive directors meet once a month to identify community issues . . . agencies undertake community consultations with immigrants . . . executive

directors participate on many committees so they gain broad knowledge of issues in the community.”

The LASI Coalition also contributes to policy dialogue and knowledge generation. In addition to offering services to immigrants, settlement agencies play a number of key roles. For example, settlement agencies act as sites for the testing and evaluation of pilot projects and the refinement of best practices, generating opportunities for evidence-based planning, management and policy development. The collaborative structure of the LASI Coalition provides a venue for discussion and sharing of best practices that goes beyond an individual agency to a system of agencies serving a dynamic immigrant population. In addition, members of the LASI Coalition are frequently engaged with research and consultation initiatives that help to further inform program and policy development.

The LASI Coalition represents a positive model of collaboration between Ottawa settlement agencies. It is important to note that the member organizations of the LASI Coalition also collaborate, formally or informally, with numerous other important stakeholders. For example, collaborations between the LASI Coalition agencies exist with school boards, Community Health and Resource Centres, colleges and universities, the Ottawa Public Library, the Ottawa Police Service, the United Way/Centraide Ottawa, and others. These collaborations have been and continue to be essential for broadening community support for immigrant settlement and integration, and for ensuring that services are well coordinated, effective and complimentary across a variety of sectors.

An additional strength in the area of partnership and collaboration in Ottawa is the Coalition of Community Health and Resource Centres (CCHRC). The CCHRC’s mission states: “The coalition is a network of community-based health and resource centres which recognizes the importance of responding to the diversity of needs within local communities and pays particular attention to those members of the community who are most vulnerable and at risk”.

The CHRC Coalition “acts as a catalyst to:

- Develop the capacity of communities to address local issues;
 - Advocate and facilitate social action; and
 - Plan, design, coordinate and provide Francophone and Anglophone health and social services that contribute to healthy communities within Ottawa.”
- (www.coalitionottawa.ca)

Although not focusing only on immigrants, it is obvious from the inventory that community health and resource centres play a vital role in offering a variety of programs and services to immigrants in Ottawa – both new immigrants and foreign-born citizens who have long settled into Ottawa’s neighbourhoods. Like the LASI Coalition, the CCHRC demonstrates a model of collaboration that promotes a coordinated and cooperative effort for effective service delivery to the communities.

Another key strength emerging from the inventory and interviews in the area of settlement is the role played by community agencies in the areas of Public Awareness and Community Capacity Building. This goes beyond the delivery of direct services to promote positive change and to develop Ottawa’s capacity as a welcoming community. When reviewing the category on Public Awareness and Community Capacity (see Appendix A), it is evident that every settlement agency engages in community projects, public awareness campaigns, and/or special programs that promote healthy and welcoming communities. For example, Jewish Family Services offers a program entitled Against Prejudice, which works with immigrants and Canadian-born individuals to address biases and prejudice.

Another example of community capacity building comes from the South East Ottawa Community Health Centre, which launched No Community Left Behind, a social development initiative to promote safe communities and the social determinants of health. Although it does not have a specific focus on immigrants, it is relevant in that it takes a holistic and inclusive approach to healthy community building. Numerous other examples of Public Awareness and Community Capacity Building work are provided in Appendix A.

A number of strengths exist in the area language services. Primarily, the YMCA-YWCA Language Assessment Resource Centre (LARC), which functions as a centralized assessment and referral centre that refers immigrants to LINC/CLIC classes according to the Canadian Language Benchmarks. LARC staff may also council clients to access other settlement or social services based on their needs. This model of central assessment and referral is effective in that immigrants are able to access a one-stop location for referral to language services, facilitating their navigation of and access to a system of services that might otherwise be confusing.

Another strength in the area of language services is the Enhanced Language Training and Occupation Specific language classes available to immigrants seeking

employment in various professions. Offered by LASI World Skills, the Ottawa Chinese Community Services Centre, Algonquin College and La Cité Collégiale, these classes combine language skills training with workplace readiness training. These types of integrated programs are important and must be scaled up to meet the needs of immigrants in more fields and with different levels of language ability.

Settlement services with a language component represent another strength in the language sector, as they take an integrated approach that provides immigrants with both support for social integration and making connections and language acquisition. Examples of success in this area are the English and French conversation circles offered by a number of settlement agencies in collaboration with the Ottawa Public Library. These programs offer immigrants a chance to practice languages in a social setting and to become familiar with libraries as welcoming public spaces.

As is evident, employment services for immigrants in Ottawa are quite extensive (see Appendix C). In the settlement sector, LASI World Skills represents best practice in this area, as it specializes in services to support immigrants seeking employment. LASI World Skills offers a range of services including Job Search Workshops, occupation-specific support and bridging programs, and Enhanced Language Training for Professionals. The agency also collaborates with employers to match immigrants looking for work and to develop tools to support them to hire immigrants. A key strength of LASI World Skills is its collaboration with other organizations, including colleges and settlement sector agencies.

Another strength in the employment area is the work of the colleges to support immigrant employment integration. A number of programs exist to support the general population and immigrants to prepare for employment in a broad range of professions, including health care and the trades. Additionally, colleges offer employment readiness programs with a literacy and job skills component and college readiness programs to support the transition to college courses. This range of programming is important to meet the needs of immigrants seeking jobs in high demand fields.

3.2 Service Gaps and Challenges

Despite the above-mentioned strengths in the delivery of services to immigrants in Ottawa, a number of gaps and challenges can be identified. Respondents in interviews with key actors from the settlement sector in Ottawa identified several challenges related to program design and delivery in the settlement sector. Many of these challenges relate to the way services are funded. The duration of funding poses a challenge for the sustainability of programs and services. This challenge has consistently emerged in a number of research and consultation activities regarding Ottawa's settlement sector and poses a serious challenge to the delivery of consistent services to immigrants and in retaining knowledgeable and experienced settlement staff. One respondent stated:

“Many of the projects delivered . . . are pilot, short-term projects. The agency faces the constant challenge of finding multiple sources of funding in order to responsively deliver services . . . The agency's holistic activities are created and managed under heavy constraints.”

Despite the benefits of the collaborative model of the LASI Coalition, described above, respondents also expressed concerns about the environment of competition for funding and its impact on service delivery. This relates in particular to concerns involving “new players” competing for existing funds in a changing environment. Previously, the settlement agencies making up the LASI Coalition had been the primary actors responsible for delivering settlement and integration services to immigrants. This has changed, with more “mainstream” service providers offering these services and thus competing for funds to support immigrant services. Despite the potential benefits that come from expanded services for immigrants, this has created a feeling of insecurity within the settlement sector. One respondent, in reference to a past increase in funding for settlement and integration, states:

“The increased funding did not only bring new opportunities for us, it also brought in new players who got the new opportunity to address immigrants' settlement needs through their work – such as for example, public institutions, municipalities . . . and many other stakeholders. This has brought the sector benefits, and strengths, but also a lot of fear especially because public institutions which are much larger are usually seen by government funders as being more credible and safer to invest in. They are also seen as

having more resources as the enablers for doing some of the things we may want to do but cannot. The new fear is that they will define the sector.”

Despite the spirit of collaboration described above, this environment of competition is detrimental to the cohesiveness within the community of service providers.

An additional challenge to the delivery of services to immigrants in Ottawa, which was also identified by interview respondents, is eligibility criteria. As is demonstrated in the inventory tables (see Appendices A, B and C), eligibility for services varies. This is largely determined by who is funding the program, and may exclude people in need from accessing the service. In particular, there are gaps in services for several categories of immigrants who may require settlement, language and employment services regardless of their immigrant status. This includes: immigrants who have become Canadian citizens, temporary workers, refugee claimants, and international students. A number of interview respondents raised the question of eligibility when discussing issues related to service delivery and accessibility:

“Eligibility criteria prevent many people from accessing services which they need in order to settle.”

“Temporary workers and students are also excluded from accessing . . . services although they live here, work and contribute to the community.”

“Eligibility criteria are very restrictive. In the long run, it does not benefit anyone.”

Interview respondents argue that eligibility criteria that exclude many immigrants in need of settlement support are contradictory to the goal of integration and welcoming communities. It is notable that this challenge has emerged from a number of other OLIP research activities and consultations.

In addition to challenges related to program design and delivery, a number of gaps in services can be identified. While several organizations offer youth services, these services are not sufficient to meet the significant needs of immigrant youth. In addition, there is a need for enhanced services to meet the needs of other high-need immigrant sub-groups, such as seniors, women, men experiencing mental health challenges and changing family roles, persons with disabilities, and LGBTQ

immigrants. Services for Francophone immigrants are also limited, despite the good work of organizations such as le Conseil Économique et Social d'Ottawa-Carleton (CESOC) and La Cité Collégiale. While many agencies offer services in English and French, there is a shortage of services designed for and offered to Francophones specifically.

In the area of language services, a significant gap relates specifically to a unique characteristic of Ottawa. As the capital of Canada and because of its proximity to Quebec, Ottawa is and is seen to be a bilingual city. This means that many employers require staff to be proficient in both English and French, a factor that can determine an individual's success in obtaining employment regardless of credentials or qualifications. Despite this, immigrants are not supported to settle and integrate as bilingual new residents. Current services allow new immigrants to be settled only in one of Canada's official languages. This restriction tends to affect Francophone immigrants more negatively, given that Ottawa's labour market is predominantly Anglophone. There is a need for immigrants to access both English and French language training in order to not be further disadvantaged when competing for jobs in the labour market. This access must include access to Enhanced Language Training and Occupation Specific programs in both official languages.

An additional gap in language services in Ottawa relates to services for immigrants with special needs. While there is one program in place (English Language Tutoring for the Ottawa Community), it has limited capacity due to resource scarcity and only serves immigrants in English. Programs such as this should be scaled up to meet the needs of immigrants who are unable to access classroom-based programs, such as single parents with young children, seniors and people with disabilities. Additionally, as discussed above, eligibility criteria may exclude immigrants in need from accessing language training programs such as LINC/CLIC and ESL/FSL, depending on the organization offering the service.

In the area of employment, it is evident that a broad range of services is available for immigrants. Despite this fact, immigrants continue to struggle in the area of employment. The majority of employment services are aimed at immigrants and there continues to be a shortage of programs working with employers and the general public to understand and mitigate barriers impeding immigrants' access to employment.

It is notable that organizations such as Hire Immigrant Ottawa and LASI World Skills work with employers, but it is clear that there is a need for more work to be done in this area. For example, a significant barrier to employment cited by many immigrants is lack of “Canadian experience”. While in some cases local experience may be required to do a job successfully, “Canadian experience” is more often a sign of a lack of understanding on the part of the employer about the assets that immigrants bring. This demonstrates a need for increased collaboration with employers and increased awareness raising among the general public.

There is also a gap in bridging and on-the-job training programs for immigrants in a variety of fields. These programs provide immigrants with practical experience in a Canadian context, and offer a first step in creating the necessary networks needed for obtaining full-time employment. While bridging programs exist for immigrants in specific skilled professions such as the Medical License Bridging Program, there is a need for expanded on-the-job opportunities for immigrants.

An additional gap in the employment area is support for immigrant youth. While there are a number of employment programs for youth that may be accessed by immigrants, there is a need for increased employment services with a specific focus on immigrant youth and their needs.

3.3 Recommendations

Based on the above discussion of strengths and gaps in services for immigrants in Ottawa in the areas of general settlement, language and employment services, a number of recommendations can be made.

a. Resource a coordinating function for an expanded coalition of Settlement Service Providers

Primarily, it is evident that collaboration and coordination, although not always easy to achieve, can lead to an improved system of services for immigrants in Ottawa due to coordinated planning of services, expanded specialization and knowledge sharing regarding emerging needs. The LASI Coalition has demonstrated good practice in this area, and has collaborated formally and informally with stakeholders both within the settlement sector and from other sectors. With the advent of new providers in the settlement sector, the LASI Coalition has recently expanded. There is a need to support

a common planning function within the settlement sector that promotes trust among this growing partnership.

b. Coordinate and Expand Support Services for Immigrant Youth

There are a number of successful programs for youth that are offered by a variety of sectors, including OCISO's immigrant youth program (YOCISO), Pathways to Education and the Catholic Immigration Centre's Youth Centre. Yet, effective supports for immigrant youth remain a critical gap in Ottawa. Immigrant youth are a high-need population in Ottawa and these programs must be scaled up in order to better meet needs. In addition, new programs focused on immigrant youth, such as programs supporting employment, must be established to properly support youth in their transition to employment. Similarly, increased services specifically targeting immigrant sub-groups that have been identified as underserved and high-need must be put in place to ensure that all immigrants are supported in the process of settlement and integration.

c. Pool resources from multiple funders (including multiple levels of government and private funders) to tackle the exclusion, due to strict eligibility criteria, of immigrants in need of key settlement, language, and employment services

Related to the above recommendation is the reality that eligibility requirements often prohibit immigrants in need from accessing services that will improve their lives. Steps to mitigate the exclusion of specific groups, such as coordination between funders and frequent needs analyses of numerous immigrant sub-groups, are strongly recommended.

d. Allow immigrants in Ottawa to settle in both English & French so as to promote Ottawa's bilingualism and enable immigrants to be competitive in Ottawa's labour market

In the area of language services, there is a significant need for increased support for immigrants to settle and integrate in Ottawa as bilingual residents. This is essential for their employment and economic integration, and will also significantly support their social integration. An increase in accessible programs that support immigrants to learn both English and French and that promote the value of bilingualism is recommended.

e. Integrate complementary programs as a measure of increasing the accessibility of programs

There is also a need to integrate more programs that are complementary and allow for multiple interventions and impacts. Current successful combinations of programs exist and have shown good results. These include settlement services that contain a language component (such as conversation circles) and language programs that contain an employment-readiness component (such as Enhanced Language Training for Newcomers.) There is a need to scale up these existing programs and to expand them for more impact. For example, Enhanced Language Training and Occupation Specific language programs should be made available to immigrants looking for work in more fields.

f. More language programs are needed for low skill, low literacy immigrants.

Language acquisition is an essential component of immigrant settlement and integration. Just as there is a need to increase settlement services for immigrant sub-groups, there is a need to increase access to language services by high-need and underserved immigrants and by those immigrants who may be excluded due to current eligibility requirements, such as seniors, mothers with small children, immigrants with disabilities, etc.

g. More bridging programs, especially for professions in sectors experiencing skills shortages

Despite the large number of employment programs for immigrants there is a need for increased bridging and on-the-job training programs to allow immigrants to gain practical experience in a local workplace and to develop professional networks and references.

As part of this recommendation there is a need for local labour market analyses to identify industries that are already experiencing shortages and those that will experience shortages in the next 5, 10, and 20 years.

h. More tools and training are needed to help employers understand the assets immigrants bring and to help them overcome perceptions of risk

There is a need for increased collaboration with employers and for communication with the general public to build an environment where immigrants are valued for their skills and assets.

Conclusion

The OLIP-WCI Inventory demonstrates that Ottawa has a rich and complex system of Settlement, Language, and Employment services, provided by a broad range of diverse organizations in multiple sectors.

The service providers we interviewed are knowledgeable about the needs of immigrants and have provided nuanced descriptions of the challenges the Ottawa community will need to tackle in the new Strategy that will emerge from the OLIP process. There are many good practices on which Ottawa can build. A significant level of collaboration already exists within the settlement sector in Ottawa, and between the sector and other stakeholders. There is also significant opportunity for increased collaboration and coordination around immigrant service delivery.

Finally, despite the considerable Ottawa successes, there remains a need for enhanced services for immigrants in several areas, including services to immigrant sub-groups, services to support bilingual settlement, and services to support acquisition of job specific language and on-the-job experience. In the area of service delivery the often short-term and precarious nature of funding creates challenges for the settlement sector, and eligibility requirements often lead to exclusion of immigrants in need of services. These findings are consistent with what came out of a number of other research and consultation activities conducted by OLIP.

In closing, we would like to stress that this inventory is a baseline snapshot - a foundation on which the Ottawa stakeholders will keep building - both because the current mix of services will necessarily evolve, but also because we make no claim of being exhaustive. Furthermore, the inventory covered only three types of services: Settlement, Language, and Employment. There is a need to do similar inventories for housing supports, for health, and for other services that are critical to the settlement and integration of immigrants.

IV: Introduction to Inventory Tables

The data collected for the Inventory of Services for Immigrants in Ottawa is presented in Appendices A (Settlement and Integration Services), B (Language Services) and C (Employment Related Services). The data are presented in tables, which are divided into sub-categories. Each section is divided according to sub-category of service (i.e. services for youth, services for Francophones, etc.), and then further divided by category of service provider (i.e. settlement service providers, government agencies etc.).

For each service listed, the following information is provided:

- The program name and the name, location, and contact information of the agency providing the service;
- Where relevant, the names of partner organizations;
- A brief description of the service;
- The target population for the service and, if applicable, eligibility criteria.

The Settlement and Integration Services section captures a broad range of services and programs provided by numerous organizations in order to support the settlement and integration of immigrants. Found in Appendix A, the Settlement and Integration Services section is divided according to the following sub-categories:

- Education and School Support Services: These services are specifically offered to support immigrant students and their families to integrate into the school system and are focused on primary and secondary school.
- Public Awareness and Community Capacity Building: This sub-category captures the work of a number of agencies to: a) raise awareness among the general public about the importance of immigrants and immigrant integration, b) to raise awareness among immigrant communities about a number of relevant issues (i.e. health promotion, family violence, etc.), and c) to empower communities by promoting civic engagement and positive approaches to community building.
- Services for Refugees: This sub-category includes reception and support services and settlement and integration services specifically designed to meet the unique needs of refugees.

- Services for Families: The services listed in this sub-category take a family-based approach to supporting immigrants to settle, integrate, and deal with challenges they may encounter throughout the process.
- Gender Focused Services: This sub-category outlines gender-based services for immigrants, in particular for immigrant women.
- Services for Youth: This sub-category includes services that meet the specific and complex needs of immigrant youth.

In Appendix B, the Language Services section outlines services that support immigrant settlement and integration specifically by helping immigrants to build their capacity in Canada's two official languages. The services in this section are divided into the following sub-categories:

- Language Assessment Centres: This sub-category lists services that provide immigrants with assessments of their language needs and with referrals to appropriate language courses.
- Language Instruction for Newcomers to Canada/Cours de langue pour immigrants au Canada: This section lists agencies offering LINC/CLIC courses in the Ottawa area.
- English as a Second Language/ French as a Second Language: This section lists ESL and FSL programs available in the Ottawa area.
- Enhanced Language Training and Occupation-Specific Language Training: This sub-category lists language programs that are specifically designed to provide language training with a workplace readiness component.
- Settlement Services with a Language Component: This sub-category lists services that are offered for the primary purpose of promoting settlement and integration, but which also provide support for the development of language skills.
- English Conversation Circles: The services listed in this sub-section allow immigrants to practice English in a semi-formal group setting.
- French Conversation Circles: The services listed in this sub-section allow immigrants to practice French in a semi-formal group setting.
- Interpretation and Translation Services: This sub-section list services that provide translation and/ or interpretation, including cultural interpretation.

Finding employment, particularly employment that is appropriate to one's skills, training and experience, is a major concern for many of Ottawa's immigrants. Appendix C outlines employment services offered in Ottawa. While many of the services listed are specifically designed for immigrants, others are open to the general public. Appendix C is divided into the following sub-categories:

- Settlement Agencies Offering Employment Services: This sub-section lists a number of employment services offered by the settlement sector and specifically designed to support immigrants seeking employment.
- Community Colleges and Universities Offering Newcomer Employment Services: This sub-section lists employment programs, specifically designed for immigrants, that are offered by Ottawa's colleges and universities.
- Mainstream Organizations Offering Newcomer-Related Employment Services: Outlined in this sub-section are employment services, specifically designed for immigrants, that are offered by "mainstream", or non-settlement sector, organizations.
- Employment Assessment Centres: This sub-section outlines services, available to the general public, that provide assessments and referrals for individuals seeking employment. Although these are not specifically targeted to immigrants they are of relevance to immigrants seeking employment.
- Employment Services for Francophone Newcomers: This sub-section lists employment services that are offered in French to Francophone newcomers.
- Programs and Services for Persons with Disabilities: Listed in this sub-section are employment support services specifically targeted to people with disabilities. While not targeted specifically to immigrants they may be relevant to immigrants with disabilities seeking employment.
- Programs and Services for Francophone Persons with Disabilities: Listed in this sub-section are employment support services specifically targeted to Francophones with disabilities. While not targeted specifically to immigrants they may be relevant to Francophone immigrants with disabilities seeking employment.
- Professional Mentorships: The services listed in this section offer opportunities for immigrants to be mentored by established professionals.
- Regulated Professions and Trades: This section provides information on support available to individuals, including immigrants, wishing to work in regulated professions or trades.

- Government Services: This sub-section includes a list of employment services offered by government agencies.
- Self Employment and Entrepreneurship: Listed in this section are programs that support both immigrants and members of the general public wishing to become entrepreneurs.
- Youth Employment Services: This section lists employment services for youth, including immigrant youth, in Ottawa.
- Employment Services for Youth at Risk: This section lists employment services for youth that are specifically targeted at youth who are at risk.
- Employment and Training for Youth with Disabilities: The services in this sub-section provide support to youth, including immigrant youth, with disabilities to allow them to obtain training and find employment.
- Strategic Approaches to Immigrant Employment: This section lists initiatives that support the Ottawa community, including employers, to hire immigrants.

As mentioned above, this inventory, while very comprehensive, is not intended to be exhaustive. OLIP also recognizes that the landscape of services in Ottawa is often changing, and it is our intention to frequently update and expand upon this inventory.

APPENDIX A:

SETTLEMENT & INTEGRATION SERVICES

Appendix A

SETTLEMENT & INTEGRATION SERVICES

EDUCATION & SCHOOL SUPPORT SERVICES

Settlement Agencies

Ottawa Community Immigrant Services Organisation (OCISO)

959 Wellington Street West
Ottawa, Ontario K1Y 2X5
Tel.: 613-725-0202 or 613-725-5671
Fax: 613-725-9054
Website: <http://www.ociso.org>
Executive Director: Hamdi Mohamed

PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Multicultural Liaison Officer Program	<ul style="list-style-type: none"> Develops programs for assisting schools and school boards in integrating a diversity focus. Promotes diversity in school curricula and practices through engaging the voices and perspective of immigrants and refugees on education. Delivers on-site services at schools through Multicultural Liaison Officers. Has published the 25 Ideas for Integrating Diversity in Schools leaflet. Implements and nurtures a family oriented focus. 	Immigrant and refugee students and their families School staff
Partnerships		
<ul style="list-style-type: none"> Ottawa Carleton District School Board Conseil des écoles catholiques de langue française du Centre-Est Conseil des écoles publiques de l'Est de l'Ontario Local community health and resource centres 		

- Ottawa Public Library

Community Health and Resource Centres

Pinecrest-Queensway Community Health Centre

1365 Richmond Rd., 2nd Floor
Ottawa, Ontario K2B 6R7
Tel.: 613-820-4922
Fax: 613-288-3407
Medical line: 613-820-2001
Medical Fax: 613-820-2006
Ottawa, Ontario K2B 6RZ
Website: <http://www.pgchc.com>
Executive Director: Wanda MacDonald

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Pathways to Education	<p>Education program incorporating four key learning supports:</p> <ul style="list-style-type: none"> • Includes academic tutoring in core high school subjects • Cognitive, behavioural and social skills development through group activities led by trained adult mentors • Financial assistance with university, college or vocational training bursaries; OC transport bus passes/tickets and lunch vouchers • Supporting staff who build stable relationships between young people, adults and school administration and teachers 	<p>Youth from Grade 9 to grade 12 from program catchment area:</p> <p>Foster Farm, Britannia Woods, Pinecrest Terrace, Morrison Gardens, Michelle Heights, Christie Place, Winthrop Court, Regina Lane, Eva Taylor Court</p>

PUBLIC AWARENESS AND COMMUNITY CAPACITY BUILDING

Settlement Agencies

<p>Catholic Immigration Centre 219 Argyle Avenue, Suite 500 Ottawa, Ontario K2P 2H4 Tel: 613-232-9634 Fax 613-232-3660 Website: http://www.cic.ca Executive Director: Carl Nicholson</p>		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Public Awareness		
	<ul style="list-style-type: none"> Educational activities promote and facilitate the reception and integration of newcomers Sensitizes wider community to assets, roles and needs of new immigrants Fosters negotiation of difference, builds trust and strengthens individual & community connections. Includes engagement with the local media to promote dialogue between newcomers, public institutions, and the broad public Contributes to, organizes and participates in committees and forums that raise public awareness on immigrant issues Contributes to research, conferences and forums that foster the social and economic integration of immigrants 	Not applicable
Community Capacity Building		
Community Projects	<ul style="list-style-type: none"> Facilitates the development of special projects and supports emerging community groups Key examples include hosting the Ottawa Local Immigration Partnership Contributes to research and knowledge generation through academic partnerships with community colleges and universities 	Not applicable

	<ul style="list-style-type: none"> Contributes to dialogue and articulation of social policy 	
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Conseil Économique et Social d'Ottawa-Carleton (CESOC) 649 Montreal Road Ottawa, Ontario K1K 0T4 Tel. : 613-248-1343 Fax : 613-248-1506 Website: http://www.cesoc.ca Executive Director: Pierre Dadjo		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Public Awareness		
General Activities	<ul style="list-style-type: none"> Promotes alternative, people centered economic development models through organizing conferences and national summits Promotes poverty awareness and poverty reduction awareness 	Open to all
Community Capacity Building		
Integration and Economic Development	<ul style="list-style-type: none"> Promotion and defence of rights to facilitate integration of French speaking immigrants Leadership training sessions for new immigrants 	Francophone immigrants and newcomers

Immigrant Women's Services Ottawa (IWSO) 219 Argyle Street, Suite 400 Ottawa, Ontario K2P 2H4 Tel.: 613-729-3145 Fax: 613-729-9308 Website: http://www.immigrantwomenservices.com Executive Director: Lucia Spencer		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Public Awareness		

General Activities	<ul style="list-style-type: none"> Promotes empowerment of minority and refugee women Prevents violence against women through awareness raising sessions Fosters negotiation of difference, builds trust and, strengthens individual & community connections 	Immigrant and visible minority women
Community Capacity Building		
In the Community	<ul style="list-style-type: none"> Contributes to research and knowledge generation through academic partnerships with community colleges and universities Contributes to dialogues on policy development 	Not applicable

Jewish Family Services 2255 Carling Ave, Suite 300 Ottawa, Ontario K2B 7Z5 Tel.: 613-722-2225 Fax: 613-722-7570 Website: http://www.jfsottawa.com Executive Director: Mark Zarecki		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/TARGET POPULATION
Public Awareness		
Against Prejudice Program www.againstprejudice.ca	<ul style="list-style-type: none"> Promotes social justice, acceptance tolerance, inclusion and strong community relations through anti-prejudice training Conducts workshops to train frontline staff working with newcomers to deal with prejudice among clients. 	Program targets newcomers, those who serve them and the Canadian public
Shalom Bayit	<ul style="list-style-type: none"> Prevents violence against women through awareness raising sessions 	Counselling and assistance are available to Jewish women who experience family violence
Community Capacity Building		

Social Action Programs	<ul style="list-style-type: none"> • Develops strategies to engage the Jewish community in citywide initiatives addressing social inequality and promoting equitable access to housing, education and basic needs • Promotes environmental awareness and protection • Contributes to research and knowledge generation through academic partnerships with colleges and universities • Contributes to dialogue and articulation of social policy 	Not applicable
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Lebanese and Arab Social Services Agency of Ottawa (LASSA) 1385 Bank Street, Suite 305 Ottawa, Ontario K1H 8N4 Tel.: 613-236-0003 or 613-236-3111 Fax: 613-236-6886 Website: http://www.lassa.ca Executive Director: Fred Awada		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Public Awareness		
General Activities	<ul style="list-style-type: none"> • Delivers information sessions • Offers Citizenship classes with topics on community engagement, voting and civic participation • Includes a focus on community work, volunteering and community building 	Arabic speaking newcomers Immigrants Refugees
Community Capacity Building		
General Activities	<ul style="list-style-type: none"> • Contributes to research and knowledge generation through academic partnerships with colleges and universities • Contributes to dialogue and articulation of social policy • Fosters negotiation of difference, builds trust and, strengthens individual & community connections 	Not applicable

Ottawa Chinese Community Service Centre (OCCSC) 381 Kent Street, Suite 4004 Ottawa, Ontario K2P 2A8 Tel.: 613-235-4875 Fax: 613-235-4875 Website: http://www.occsc.org Executive Director: Sharon Kan		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Public Awareness		
Healthy Communities	<ul style="list-style-type: none"> Includes health promotion activities Focuses on building strong community relations Promotes participation of newcomers 	Chinese newcomers and low income families
Community Capacity Building		
General Activities	<ul style="list-style-type: none"> Fosters negotiation of difference, builds trust and strengthens individual & community connections Contributes to research, knowledge generation through academic partnerships with colleges and universities Contributes to dialogue and articulation of social policy 	Not applicable

Ottawa Community Immigrant Services Organisation (OCISO) 959 Wellington Street West Ottawa, Ontario K1Y 2X5 Tel.: 613-725-0202 or 613-725-5671 Fax: 613-725-9054 Website: http://www.ociso.org Executive Director: Hamdi Mohamed		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Public Awareness		

	<ul style="list-style-type: none"> • Includes investments in staff time and resources to build healthy and inclusive space for open dialogue. • Promotes the goals of social justice and systemic change • Enhances asset-based strategies through educating about newcomers contributions to Canadian society • Highlights the economic, social and cultural challenges faced by newcomers • Contributes to articulation of policies 	Open to all
Cross-Cultural Education	<ul style="list-style-type: none"> • Develops training tools and delivers workshops • Fosters negotiation of difference, builds trust and, strengthens individual & community connections. • Includes engagement with the local media to promote dialogue between newcomers, public institutions, and the broad public • Contributes to, organizes and participates in committees and forums that raise public awareness on immigrant issues • Contributes to research, conferences and forums that foster the social and economic integration of immigrants 	
Community Capacity Building		
Community Projects	<ul style="list-style-type: none"> • Promotes self organization activities by assisting groups to plan and manage their participation in the Ottawa community • Includes project development support: needs assessments, program development and implementation 	Immigrants Refugees

	<ul style="list-style-type: none"> • Cooperates with partners and other service organizations to improve service to new Canadians • Helps with grants, proposal writing and other organizational support • Identifies and strengthens new Canadian community leaders • Lobbies for the interests and contributions of newcomers, refugees and immigrants; • Promotes active citizenship engagement of newcomers • Supports articulation of social policies 	
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Somali Centre for Family Services

1719 Bank Street, Suite 200

Ottawa, Ontario K1V 7Z4

Tel.: 613-526-2075

Fax: 613-526-2803

Website: <http://www.somalifamilyservices.org>

Executive Director: Abdirizak Karod

PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Public Awareness		
Women Services	<ul style="list-style-type: none"> • Addresses issues of violence and abuse • Educates about rights and responsibilities • Builds support network so as to minimize isolation • Improves issues related to self-esteem and self care • Shares information and resources • Helps to acquire cross-cultural parenting skills • Educates about Canadian systems and values, etc. 	Immigrant and Refugee Women Eligibility criteria for Citizenship and Immigration Canada funded Programs: <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence

		application have been approved in principle
Community Capacity Building		
General Activities	<ul style="list-style-type: none"> Promotes civic engagement and neighbourhood revitalization Actively educates on community building, conflict mediation and conflict resolution Contributes to research and knowledge generation through academic partnerships with colleges and universities Contributes to dialogue on policy development 	Not applicable

Community Health and Resource Centres		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Public Awareness		
Carlington Community Health Centre 900 Merivale Road Ottawa, Ontario K1Z 5Z8 Tel.: 613-722-4000 Fax: 613-761-1805 Medical line: 613-722-2161 Medical fax: 613-722-8471 Website: http://carlington.ochc.org	<ul style="list-style-type: none"> Health promotion and the social determinants of health Social policy advocacy 	General public Policy makers Healthcare providers and healthcare organizations
Centretown Community Health Centre 420 Cooper Street Ottawa, Ontario K2P 2N6 Tel.: 613-233-4443 Fax: 613-233-3987 TTY: 613-233-0651 Medical line: 613-233-4697 Medical fax: 613-233-4541		

<p>Medical TTY: 613-233-1323 24-hour Emergency Line: 613-233-0651 Website: http://www.centretownchc.org</p>		
<p>Pinecrest-Queensway Community Health Centre 1365 Richmond Road, 2nd Floor Ottawa, Ontario K2B 6RZ Tel.: 613-820-4922 Fax: 613-288-3407 Medical line: 613- 820-2001 Medical fax: 613-820-2006 Website: http://www.pgchc.com</p>		
<p>Sandy Hill Community Health Centre 221 Nelson Street Ottawa, ON K1N 1C7 Tel.: 613-789-1500 Fax: 613-789-7962 Health line: 613-789-8458 Health fax: 613-789-8710 Website: http://www.sandyhillchc.on.ca</p>		
Community Capacity Building		
<p>South East Ottawa Community Health Centre 1355 Bank Street, Suit 600 Ottawa, Ontario K1H 8K7 Tel.: 613-737-51115 Fax: 739-8199 Website: http://www.seochc.on.ca</p>	<ul style="list-style-type: none"> • No Community Left Behind Community building program with the objective of preventing crime and addressing social determinants of health through a collaborative approach and integration of services at the neighbourhood level • Health education sessions for newcomers • Responsive Community Building • Social advocacy 	Not applicable
Public Awareness		
<p>Somerset West Health Community Centre 55 Eccles Street Ottawa, ON K1R 6S3 Tel.: 613- 238-8210 Fax: 613-238-7599 Website: http://www.swchc.on.ca</p>	<ul style="list-style-type: none"> • HIV prevention in high density neighbourhoods • Health promotion • Responsive Community Building • Social advocacy 	Not applicable

Mainstream Organisations Providing Services for Immigrants		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
National Capital Region YMCA-YWCA Newcomer information Centre (YNIC) 240 Catherine St., Suite 308 Ottawa, Ontario K2P 2G8 Tel.: 613-238-5462 180 Argyle Avenue, 4 th Floor Ottawa, Ontario Tel.: 613-788-5001 Fax: 613-788-5051 Website: http://www.ymcaywca.ca	Public Awareness <ul style="list-style-type: none"> Develops healthy communities and neighbourhood vitality Delivers educational workshops for parents, teachers and other professionals working in community organizations Hosts Human Rights Information Sessions Includes health promotion programs for youth promoting awareness of possible harm associated with gambling Promotes community awareness and does outreach in various settings Hosts Refugee Camps in the Heart of the City Awareness Session to sensitize communities about refugee experiences 	Gambling Awareness is open to youth or those working with youth ages 8-30 Program useful for newcomers Other Initiatives Open to All
Library Settlement Partnership Program Ottawa Public Library – Main Branch 120 Metcalfe St. Ottawa, Ontario K1P 5M2 Tel.: 613-580-2945 Website: http://www.BiblioOttawaLibrary.ca	Public Awareness <ul style="list-style-type: none"> Health promotion and information in many languages Public education on civic participation and government structures Citizenship preparation classes 	
Partnerships Citizenship and Immigration Canada Lebanese and Arab Social Services Agency of Ottawa Ottawa Community Immigrant Services Organization Ottawa Chinese Community Service Centre (OCCSC) Somali Centre for Family Services Conseil Économique et Social	Community Capacity Building <ul style="list-style-type: none"> Builds capacity of local social service agencies to provide place responsive services 	

d'Ottawa-Carleton		
Library Settlement Partnership Offered in the Following Locations:		
Greenboro District Library 363 Lorry Greenberg Drive Ottawa, K1T 3P8 Tel.: 613-580-2957 Website: http://bibliottawalibrary.ca/		
Nepean CentrepoinTE 101 CentrepoinTE Ottawa, K2G 5K7 Tel.: 613-580-2710 Website: http://bibliottawalibrary.ca/		
Ruth E. Dickinson 100 Malvern Ottawa, K2J 2G5 Tel.: 613-580-2796 Website: http://bibliottawalibrary.ca/		
St-Laurent 515 Côté Ottawa, K1K 0Z8 Tel. : 613-748-1531 Website: http://bibliottawalibrary.ca/		

SERVICES FOR REFUGEES

Settlement Agencies		
SERVICE PROVIDER, PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Reception & Support Services		
Reception House - Maison Thérèse Dallaire Reception House 204 Boteler St. Ottawa, ON K1N 7K7 Tel: (613) 789 4338 Catholic Immigration Centre 219 Argyle Avenue Ottawa, Ontario K2P 2H4 Tel.: 613-232-9634 Fax: 613-232-3660 Website: http://www.cic.ca Executive Director: Carl Nicholson	<ul style="list-style-type: none"> 90-bed housing shelter facilitating the reception of newcomers who are refugees Provides temporary accommodation, in-house food services and clothing Includes housing search support Multicultural children's program Access to adult basic English classes Referral to government services and community organizations Includes access to childcare Transportation into permanent accommodation Assistance with settling into new home Includes home visits and life skills support 	Convention Refugees
Sponsoring Refugees Catholic Immigration Centre 219 Argyle Avenue, Suite 500 Ottawa, Ontario K2P 2H4 Tel.: 613-232-9634 Fax: 613-232-3660 Website: http://www.cic.ca Executive Director: Carl Nicholson	<ul style="list-style-type: none"> Includes general orientation and information for persons wishing to sponsor refugees Provides access to legal expertise Provides support for people who have sponsored refugees 	Persons or organizations wishing to sponsor refugees
Settlement & Integration Services		
Host Program Catholic Immigration Centre 219 Argyle Avenue, Suite 500	<ul style="list-style-type: none"> Facilitates community connections through building friendships, mentoring and integration support networks with established and trained host mentors Includes volunteers 	Newcomers, immigrants and refugees who are: <ul style="list-style-type: none"> Permanent

<p>Ottawa, Ontario K2P 2H4 Tel.: 613-232-9634 Fax: 613-232-3660 Website: http://www.cic.ca Executive Director: Carl Nicholson</p>		<p>Residents,</p> <ul style="list-style-type: none"> • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle <p>HOST volunteers must submit an application, provide references, pass a Criminal Records check and participate in an interview.</p>
<p>Information, Counselling & Referral</p> <p>Catholic Immigration Centre 219 Argyle Avenue, Suite 500 Ottawa, Ontario K2P 2H4 Tel.: 613-232-9634 Fax: 613-232-3660 Website: http://www.cic.ca Executive Director: Carl Nicholson</p>	<ul style="list-style-type: none"> • Provides information and referral services for newcomers and refugees • Includes education on the citizenship process and information on citizenship test resources • Provides help with applications and documentation • Includes access to language training, translation and cultural interpretation services • Includes access to counselling services on trauma and immigration issues • Includes referral services • Offers access to job search support and employment counselling • Delivers advocacy services • Provides access to legal aid services • Offers assistance with citizenship applications 	<p>Open to all immigrants, newcomers and refugees, where CIC eligibility criteria are not required.</p> <p>Eligibility criteria for Citizenship and Immigration Canada funded Programs:</p> <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle • Temporary residents working in Canada with a work permit under

		the Live-In Caregiver Program
Pastoral Program Catholic Immigration Centre 219 Argyle Avenue, Suite 500 Ottawa, Ontario K2P 2H4 Tel.: 613-232-9634 Fax: 613-232-3660 Website: http://www.cic.ca Executive Director: Carl Nicholson	<ul style="list-style-type: none"> Incorporates faith as a critical resource and building block for community connections through connecting newcomers with faith groups and other social interest groups 	Universal access for all immigrants, newcomers and refugees
SERVICE PROVIDER	BRIEF DESCRIPTION	ELIGIBILITY/TARGET POPULATION
Ottawa Community Immigrant Services Organisation (OCISO) 959 Wellington Street West Ottawa, Ontario K1Y 2X5 Tel.: 613-725-0202 or 613-725-5671 Fax: 613-725-9054 Website: http://www.ociso.org Executive Director: Hamdi Mohamed	<ul style="list-style-type: none"> Clinical counselling with a focus on survivors of war, trauma and imprisonment Case conferences with other professionals in the community Expert witness support for trials Provides information and referral services for newcomers and refugees 	Eligibility criteria for Citizenship and Immigration Canada funded Programs: <ul style="list-style-type: none"> Permanent Residents, Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or Persons whose Permanent Residence application have been approved in principle
Ottawa Chinese Community Service Centre (OCCSC) 381 Kent Street, Suite 4004 Ottawa, Ontario K2P 2A8 613-235-4875 Fax: 613-235-4875 Website: http://www.occsc.org Executive Director: Sharon Khan	<ul style="list-style-type: none"> Family counselling program with a focus on Convention Refugee Support Provides information and referral services for newcomers and refugees Meets specific needs through collaboration with OCISO and Catholic Immigration Centre 	Newcomers Refugees Eligibility criteria for Citizenship and Immigration Canada funded Programs: <ul style="list-style-type: none"> Permanent Residents, Protected Persons

		<p>(as defined in Section 95 of the Immigration and Refugee Protection Act), or</p> <ul style="list-style-type: none"> Persons whose Permanent Residence application have been approved in principle
<p>The Somali Centre for Family Services 1719 Bank Street, Suite 200 Ottawa, ON, K1V 7Z4 613-526-2075 Fax: 613-526-2803 www.somalifamilyservices.org Executive Director: Abdirizak Karod</p>	<ul style="list-style-type: none"> Counselling services address trauma issues Includes information, orientation and support for persons wishing to sponsor a refugee Provides information and referral services for newcomers and refugees 	<p>Eligibility criteria for Citizenship and Immigration Canada funded Programs:</p> <ul style="list-style-type: none"> Permanent Residents, Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or Persons whose Permanent Residence application have been approved in principle
<p>Conseil Économique & Social d'Ottawa (CESOC) 649 Montreal Road Ottawa, Ontario K1K 0T4 Tel. : 613-248-1343 Fax : 613-248-1506 Website: http://www.cesoc.ca Executive Director: Pierre Dadjo</p>	<ul style="list-style-type: none"> Support to refugees incorporated as an integral program component not as a distinctive service Provides information and referral services for newcomers and refugees 	<p>French speaking newcomers and refugees</p> <p>Eligibility criteria for Citizenship and Immigration Canada funded Programs:</p> <ul style="list-style-type: none"> Permanent Residents, Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or Persons whose

		Permanent Residence application have been approved in principle

Community Health and Resource Centres

Although Community Health Centres do not provide specific programs targeting refugees, their support to newcomers programs, health promotion, community development and medical services involve refugee clientele and refugees living in their neighbourhood catchment areas.

PROGRAM & LOCATION	BRIEF DESCRIPTION	TARGET POPULATION
Carlington Community Health Centre 900 Merivale Road Ottawa, Ontario K1Z 5Z8 Tel.: 613 -722-4000 Fax: 613-761-1805 Medical line 613-722-2161 Medical fax: 613-722-8471 Website: http://carlington.ochc.org	<ul style="list-style-type: none"> • Access to medical services • Delivers settlement and integration services for newcomers 	Immigrants and Refugees
Pinecrest-Queensway Community Health Centre 1365 Richmond Rd., 2 nd Floor Ottawa, Ontario K2B 6R7 Tel.: 613-820-4922 Fax: 613-288-3407 Medical line: 613-820-2001 Medical Fax: 613-820-2006 Ottawa, Ontario K2B 6RZ Website: http://www.pqchc.com	<ul style="list-style-type: none"> • Includes access to medical services • Delivers newcomer settlement and integration services • Provides parenting support for Somali families • Provides retail service experience for youth • Includes English circles with sewing lessons 	Different categories apply for different Programs, see Website
South East Ottawa Community Health Centre 1355 Bank Street, Suite 600 (near Billings Bridge Plaza) Ottawa, Ontario K1H 8K7 Tel.: 613-737-5115 Fax: 739-8199 Website: http://www.seochc.on.ca	<ul style="list-style-type: none"> • Delivers newcomer services • Includes a multicultural program for youth • Provides access to medical services 	
Centretown Community Health Centre 420 Cooper Street Ottawa, Ontario K2P 2N6 Tel.: 613-233-4443 Fax: 613-233-3987 TTY: 613-233-0651 Medical line: 613-233-4697 Medical fax: 613-233-4541 Medical TTY: 613-233-1323 24-hour Emergency Line: 613-233-0651 Website: http://www.centretownchc.org	<ul style="list-style-type: none"> • No specific focus on newcomers • Access to medical services 	Open to all

Sandy Hill Community Health Centre 221 Nelson Street Ottawa, ON K1N 1C7 Tel.: 613-789-1500 Fax: 613-789-7962 Health line: 613-789-8458 Health fax: 613-789-8710 Website: http://www.sandyhillchc.on.ca	<ul style="list-style-type: none"> • Limited specific focus on newcomers • Includes English conversation circles • Access to medical services 	Open to all
Somerset West Health Community Centre 55 Eccles Street Ottawa, ON K1R 6S3 Tel.: 613- 238-8210 Fax: 613-238-7599 Website: http://www.swchc.on.ca	<ul style="list-style-type: none"> • Includes HIV prevention for immigrants • Services are expanding to meet changing needs of changing community dynamics • Includes a multicultural program for Chinese & Vietnamese Seniors 	Open to all

Mainstream Agencies Offering Services for Refugees		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
National Capital Region YMCA-YWCA Newcomer information Centre (NIC) 240 Catherine St., Suite 308 Ottawa, Ontario K2P 2G8 Tel.: 613-238-5462 180 Argyle Avenue, 4 th Floor Ottawa, Ontario Tel.: 613-788-5001 Fax: 613-788-5051 Website: http://www.ymcaywca.ca	<ul style="list-style-type: none"> • Information and referral services for newcomers and refugees • Workshops on Citizenship Process 	Refugees and Newcomers NIC Resource Card Recommended Citizenship and Immigration Canada (CIC) Eligibility Categories apply for CIC funded Programs: <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle

Library Settlement Partnership Program Ottawa Public Library Main Branch 120 Metcalfe St. Ottawa, Ontario K1P 5M2 Tel.: 613-580-2945 Website: http://www.BiblioOttawaLibrary.ca	<ul style="list-style-type: none"> Provides information and referral services for newcomers and refugees Includes Citizenship Test Preparation in collaboration with LASSA 	Open to all Library Membership Card Recommended Refugees and Newcomers Library card Recommended
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SERVICES FOR FAMILIES

Settlement Sector

Jewish Family Services of Ottawa (JFS) 2255 Carling Avenue, Suite 300 Ottawa, On K2B 7Z5 Tel.: 613-722-2225 Fax: 613-722-7570 Website: http://www.jfsottawa.com Executive Director: Mark Zarecki		
PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/TARGET POPULATION
Special Programs	<ul style="list-style-type: none"> Fosters strong links and support for individuals and families who are vulnerable, marginalized and disenfranchised Includes a focus on special needs families Actively promotes poverty alleviation Includes supports for the unemployed Includes services for seniors and programs for youth 	Jewish and general communities, with a focus on individuals and families who are isolated, marginalized and/or disenfranchised
Street Smarts	<ul style="list-style-type: none"> Includes outreach to homeless 	Open to at risk persons of all backgrounds (i.e.

	community <ul style="list-style-type: none"> Counselling is also available 	homeless individuals from all racial, cultural, gender, age and religious groups)
Shalom Bayit	<ul style="list-style-type: none"> Seeks to inform, educate, provide resources for, and raise awareness about family violence in the Jewish community Confidential and anonymous services for women experiencing abuse Aspires to create a safe atmosphere for families and children 	Counselling and assistance are available to women who experience family violence
Seniors Services i. Thelma Steinman Seniors Support Services ii. Engaging Immigrant Seniors Project iii. Kosher Meals on Wheels iv. Caregiver Respite Program, in partnership with Homewatch Caregivers v. Social work services, including the caregiver support	General information: <ul style="list-style-type: none"> Caregiver support for spouses and families Assists independent living and aging at home for seniors Provides access to Kosher Meals on Wheels Luncheons, social gatherings and exercise groups are available in all the communities groups Provides access to social work services Brokerage service for home help assists with matching seniors who need services with a paid worker who has skills in that area or a company that can provide the service: domestic help, meal preparation, gardening, etc. JFS refers clients to a company called In a Pinch for elder care services. 	General eligibility: Jewish and multicultural seniors; some programs require fees for services; there is a sliding scale if necessary. Volunteer programs are available in all the communities. For specific programs: <ol style="list-style-type: none"> Jewish seniors, including Russian Jewish seniors. Chinese, Somali, Arabic speaking, French, and South Asian seniors Jewish seniors Jewish seniors only Jewish, Russian, Arabic speaking and Somali communities
Counselling	<ul style="list-style-type: none"> Includes individual, couple, family and group counselling Provides psychotherapeutic, behavioural and cognitive-behavioural interventions and counselling for children and teens 	Children, adolescents, adults, individuals, couples and families.

The JFS Tikvah Program	<ul style="list-style-type: none"> • Provides information and referral services, crisis intervention, and social work counselling (both individuals and families) • Provides one-time or monthly financial assistance for Jewish people living below the Low-Income Cut-Off (LICO) • Emergency relief for Jewish persons in extreme financial crisis • Jewish Holiday Relief Services, including financial assistance, for those who qualify under the Tikvah program • Food relief for low income Jewish individuals and families who qualify under the Tikvah program • Discount Card for all those who qualify under the Tikvah program 	Jewish low income individuals and families For details on eligibility requirements, see website and contact Jewish Family Services.
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The Somali Centre for Family Services 1719 Bank Street, Suite 200 Ottawa, ON, K1V 7Z4 Tel.: 613-526-2075 Fax: 613-526-2803 Website: http://www.somalifamilyservices.org Executive Director: Abdirizak Karod		
PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Counselling Services	<ul style="list-style-type: none"> • Addresses issues relating to war trauma, poverty, isolation, cultural barriers and joblessness • Includes individual family and group counselling • Crisis intervention • Anger Management 	Open to all
Sponsor Your Family to Come To Canada	<ul style="list-style-type: none"> • In collaboration with the Ottawa Public Library provides guidance and information to individuals and groups wishing to sponsor their families to Canada • Conflict resolution in the neighbourhoods • Connection with primary healthcare and health promotion services 	Open to all

Youth Services	<ul style="list-style-type: none"> • Provides culturally sensitive intergenerational counseling • Promotes positive attitudes and emphasizes the consequences of choices • Provides education on delinquencies, crime and drugs • Emphasizes the value and importance of education • Organizes youth programs and activities (e.g. Recreation, drop-in and IT training, workshops). • Provides information and appropriate referrals, etc. 	Different categories apply for different programs
Senior Services	<ul style="list-style-type: none"> • Community connections and support networks • Includes health and isolation issues • Addresses identity crisis issues • Includes bereavement support • Culturally appropriate referral and social activities 	Open to all seniors
Women Services	<ul style="list-style-type: none"> • Cross-cultural parenting skills • Addresses issues of abuse and violence • Builds supportive networks and community connections • Addresses self-esteem issues 	Open to all immigrant and refugee women

SERVICE PROVIDERS AND PROGRAMS	BRIEF DESCRIPTION	ELIGIBILITY/TARGET POPULATION
Catholic Immigration Centre Sponsoring Family Members 219 Argyle Avenue Ottawa, Ontario K2P 2H4 Tel.: 613-232-9634 Fax: 613-232-3660 Website: http://www.cic.ca Executive Director: Carl Nicholson	<ul style="list-style-type: none"> • Comprehensive program on sponsoring family members • Includes access to free legal expertise and advice • Provides information, orientation and useful links • Implemented through broad-based networking and complex organization of volunteer resources 	Eligibility criteria for Citizenship and Immigration Canada funded Programs: <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence

		application have been approved in principle
Ottawa Chinese Community Service Centre (OCCSC) Family Counselling Suite 4004, 381 Kent St. Ottawa, Ontario K2P 2A8 Tel.: 613-235-4875 Fax: 613-235-4875 Website: http://www.occsc.org Executive Director: Sharon Kan	<ul style="list-style-type: none"> Includes counselling on: <ul style="list-style-type: none"> - Family law - Family violence and family conflicts - Mental health problems - Coping with Stress - Problems with the law 	Residents of Ottawa Persons living on low-income or receiving social assistance
Ottawa Community Immigrant Services Organisation (OCISO) 959 Wellington Street West Ottawa, Ontario K1Y 2X5 Tel.: 613-725-0202 or 613-725-5671 Fax: 613-725-9054 Website: http://www.ociso.org Executive Director: Hamdi Mohamed	<ul style="list-style-type: none"> Family focus incorporated as integral part of counselling services Explicit family focus implemented within the Multicultural Liaison Officer program to facilitate successful engagement of refugee and immigrant families in the school and educational settlement process 	Immigrant and refugee population in the city of Ottawa
Conseil Économique et Social d'Ottawa-Carleton (CESOC) 649 Montreal Road Ottawa, Ontario K1K 0T4 Tel. : 613-248-1343 Fax : 613-248-1506 Website: http://www.cesoc.ca Executive Director: Pierre Dadjo	<ul style="list-style-type: none"> Fosters cultural, linguistic and social integration of French speaking immigrants Builds community connections 	Open to all French Speaking Immigrant Families Eligibility criteria for Citizenship and Immigration Canada funded Programs: <ul style="list-style-type: none"> Permanent Residents, Protected Persons (as defined in

		Section 95 of the Immigration and Refugee Protection Act), or <ul style="list-style-type: none"> • Persons whose Permanent Residence application have been approved in principle
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Community Health and Resource Centres		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/TARGET POPULATION
Programs for Newcomers & Immigrants Pinecrest-Queensway Community Health Centre 1365 Richmond Rd., 2 nd Floor Ottawa, Ontario K2B 6R7 Tel.: 613-820-4922 Fax: 613-288-3407 Medical line: 613-820-2001 Medical Fax: 613-820-2006 Ottawa, Ontario K2B 6RZ Website: http://www.pgchc.com	<ul style="list-style-type: none"> • Comprehensively addresses intergenerational and intercultural issues in the context of the family • Provides parenting support for Arabic and Somali speaking mothers and fathers • Collaborates with Family Services Ottawa to provide family counselling services for individuals, groups and families 	Parenting Support offered for parents and children aged 2-6 years Family Services Ottawa counselling services are offered on a sliding fee scale (i.e. fees can be adjusted, according to income and family size to ensure that counselling is affordable and accessible to all persons)
Programs for Newcomers & Immigrants Somerset West Health Community Centre 55 Eccles Street Ottawa, ON K1R 6S3 Tel.: 613- 238-8210 Fax: 613-238-7599 Website: http://www.swchc.on.ca	<ul style="list-style-type: none"> • Parenting in the Canadian context Skills Supports and Parenting Groups • Family nutrition & health promotion • Play groups 	Mandarin speaking parents, children and caregivers
	<ul style="list-style-type: none"> • Seniors Exercise Groups 	Vietnamese Seniors Chinese Seniors
	<ul style="list-style-type: none"> • Marital Enrichment 	Mandarin-speaking couples who have been living in marital life for 5-15 years

GENDER FOCUSED SERVICES

Settlement Sector

Immigrant Women's Services Ottawa (IWSO)

219 Argyle Street, Suite 400

Ottawa, Ontario K2P 2H4

Tel.: 613-729-3145

Fax: 613-729-9308

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

Executive Director: Lucya Spencer

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Crisis Intervention	<ul style="list-style-type: none"> Provides culturally responsive crisis counselling and language services Includes access to mainstream services and resources Helps women to deal with experiences of abuse Helps women to ensure their safety and to develop a safety plan 	All immigrant, refugee & visible minority women and their children
Individual & group counselling	<ul style="list-style-type: none"> Provides information, sharing and a supportive environment for immigrant women who have experienced abuse 	
Transitional and housing support	<ul style="list-style-type: none"> Provides assistance in finding and maintaining housing Women are assisted in developing a safety plan Provides advocacy and follow-up 	
Services for children who witness violence	<ul style="list-style-type: none"> Addresses learning difficulties, anxiety, self-esteem, anger and stress Provides individual and group counselling to children and their mothers 	

Language Interpretation Services	<ul style="list-style-type: none"> Assist immigrants refugees to access local social, health and legal services 	
Settlement and Integration Services	<ul style="list-style-type: none"> Practical assistance for newcomer women in coping with the settlement process Employment Services including Job Search Workshops Support Services – Occasional Child Care 	Newcomer women who fit Citizenship and Immigration Canada eligibility criteria: <ul style="list-style-type: none"> Permanent Residents, Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or Persons whose Permanent Residence application have been approved in principle

Somali Centre for Family Services

1719 Bank Street, Suite 200

Ottawa, Ontario K1V 7Z4

Tel.: 613-526-2075

Fax: 613-526-2803

Website: <http://www.somalifamilyservices.org>

Executive Director: Abdirizak Karod

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/TARGET POPULATION
Women Services	<ul style="list-style-type: none"> Addresses issues of violence and abuse Educates about rights and responsibilities Builds support network so as to minimize isolation Improves issues related to self-esteem and self care Shares information and resources Helps to acquire cross-cultural parenting skills Educates about Canadian 	Target population: Immigrant and Refugee Women Eligibility criteria for Citizenship and Immigration Canada funded Programs: <ul style="list-style-type: none"> Permanent Residents, Protected Persons (as defined in Section 95 of the Immigration and

	systems and values, etc.	Refugee Protection Act), or <ul style="list-style-type: none"> • Persons whose Permanent Residence application have been approved in principle
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SERVICES FOR YOUTH

Settlement Sector

Ottawa Community Immigrant Services Organisation (OCISO)

959 Wellington Street West
Ottawa, Ontario K1Y 2X5
Tel.: 613-725-0202 or
613-725-5671
Fax: 613-725-9054
Website: <http://www.ociso.org>
Executive Director: Hamdi Mohamed

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
YOCISO		
The Social Support Group for Young Women	<ul style="list-style-type: none"> • Provides guidance and orientation to female newcomer youth through the engagement of trained and experienced female trainers and facilitators. • Addresses immigration and settlement stressors and provides stress management for newcomers • Addresses and negotiates differences in cultural and religious values • Includes intergenerational issues • Focuses on peer pressure and women's issues 	YOCISO eligibility criteria: Youth ages 13-24 Convention Refugees Permanent Residents Persons whose Permanent Residence application have been approved in principle
The Boys Group	<ul style="list-style-type: none"> • Promotes healthy lifestyles and focuses on choices and their implications • Provides education, positive role modeling, and recreational support for 	

	young men through trained facilitators.	
The Mentor & Peer Support Program	<ul style="list-style-type: none"> Engages cross-cultural peer mentorship to assist newcomer youth in the settlement process Aspires to increase youth's awareness of Canadian society whilst helping Canadian youth deepen understanding of cultural identities. 	
The Leap Program	<ul style="list-style-type: none"> Strengthens community links Includes leadership capacity building Includes youth empowerment Promotes active community engagement Includes building healthy identities, youth confidence and self-esteem. 	
The Drop-In Program	<ul style="list-style-type: none"> Facilitates peer interactions and offers recreational activities in a fun and safe environment for youth 	
The After School Program	<ul style="list-style-type: none"> Provides language assistance Includes homework support Focuses on team and leadership capacity building Includes opportunities for exploring drama and fine arts Incorporates recreational activities Provides information about community resources and opportunities for youth and their families Opportunities to socialize with peers from different communities through monthly field trips and extra-curricular activities Builds and promotes a sense of citizenship and belonging 	
Case Management	<ul style="list-style-type: none"> A family focused initiative creating community links through one-on one specialized, culturally sensitive and confidentiality driven solutions to settlement adaptation, school integration and intergenerational communication. 	

SERVICE PROVIDERS	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Catholic Immigration Centre YOUTH CENTRE 219 Argyle Avenue Ottawa, Ontario K2P 2H4 Tel: 613-232-9634 Fax: 613-232-3660 Website: http://www.cic.ca Executive Director: Carl Nicholson	<ul style="list-style-type: none"> • Aims at fostering welcoming and safe communities • Includes supportive counselling, a youth drop-In centre and Youth Host program • Provides information and orientation services • Includes interpretation and translation services • Provides useful links and networks with key youth services providers and youth organization 	Youth ages 14-24 Eligibility requirements apply to programs funded by Citizenship and Immigration Canada: <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle
Jewish Family Services of Ottawa (JFS) 2255 Carling Avenue, Suite 300 Ottawa, On K2B 7Z5 Tel.: 613-722-2225 Fax: 613-722-7570 Website: http://www.jfsottawa.com Executive Director: Mark Zarecki	Counselling Services: <ul style="list-style-type: none"> • Counselling services for youth on a range of issues • The JFS Counselling Group works in collaboration with other community services (i.e. Children's Aid Society, CHEO, schools, and mental health services) to provide support to children and youth 	Counselling services for ages 3- 18 Open to all Counselling fees are available on a sliding scale, based on family income and size.
	Today's Youth Tomorrow's Leaders (TYTL): A non-sectarian leadership program designed to provide youth with opportunities to become involved in their community, and newcomer youth with positive peer relationships and role models.	Newcomer and immigrant youth ages 15-23 Eligibility requirements apply to programs funded by Citizenship and Immigration Canada:

		<ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle
Somali Centre for Family Services 1719 Bank Street, Suite 200 Ottawa, Ontario K1V 7Z4 Tel.: 613-526-2075 Fax: 613-526-2803 Website: http://www.somalifamilyservices.org Executive Director: Abdirizak Karod	<ul style="list-style-type: none"> • Provides culturally sensitive intergenerational counseling • Effects positive attitudes and emphasize the consequences of their choices • Provides education on delinquencies, crime and drugs • Emphasizes the value and importance of education • Organizes youth programs and activities (e.g. Recreation, drop-in and IT training, workshops). • Provides information and appropriate referrals, etc. 	Eligibility requirements apply to programs funded by Citizenship and Immigration Canada: <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle

Community Health and Resource Centres

Pinecrest-Queensway Community Health Centre

1365 Richmond Rd., 2nd Floor
Ottawa, Ontario K2B 6R7
Tel.: 613-820-4922
Fax: 613-288-3407
Medical line: 613-820-2001
Medical Fax: 613-820-2006
Website: <http://www.pqchc.com>

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Somali Youth Support Project	<ul style="list-style-type: none"> Includes training and leadership opportunities for Somali youth Promotes community engagement programs through volunteering and social advocacy activities 	Somali youth ages 12-24
Woodroffe Teen Health Clinic	<ul style="list-style-type: none"> Health Services for youth attending Woodroffe High school 	Youth attending Woodroffe High School
Homework Clubs	<ul style="list-style-type: none"> Provides access to computers and volunteer tutors 	Students grade 3-12
Intake & Counselling	<ul style="list-style-type: none"> Family focused information, support, crisis intervention and referrals Accessible to individuals and groups 	Families Youth Individuals Groups
United Sisters	<ul style="list-style-type: none"> Weekly programs running in six communities Includes workshops, games, sports, dancing, cooking, etc. 	Girls ages 10-15
Millenium Learning Centre	<ul style="list-style-type: none"> Daily access to computers, internet, photocopier, fax 	Open to all
HIV Testing	<ul style="list-style-type: none"> Includes anonymous HIV testing 	Open to all
Youth Make It Happen	<ul style="list-style-type: none"> Community-based leadership Involves youth in program design and implementation Includes workshops, training, employment help, advocacy, organizing events, fundraising, outings etc. 	Open to all youth ages 12-17

South East Ottawa Community Health Centre
1355 Bank Street, Suite 600 (near Billings Bridge Plaza)

Ottawa, Ontario K1H 8K7

Tel.: 613-737-5115

Fax: 739-8199

Website: <http://www.seochc.on.ca>

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Multicultural Girls and Healthy Living Programs	<ul style="list-style-type: none"> • Health Promotion Workshops • Includes nutrition, aerobics, hiking, swimming and fieldtrips • Community connections 	Girls ages 12-17
Youth Drop-In	<ul style="list-style-type: none"> • Health promotion interactive workshops, music • Community Connections • Employment help 	Youth ages 14-18

APPENDIX B:

LANGUAGE SERVICES

Appendix B

LANGUAGE SERVICES

Language Assessment Centers

Language Assessment & Referral Centre (LARC)

YMCA-YWCA National Capital Region

Employment, Enterprise and Newcomer Services

Tel.: 613-238-5462

Fax: 613-237-4329

308-240 Catherine St.

Website: <http://www.ymcaywca.ca/Adults/newcomerservices/languageassessment/>

PROGRAM & LOCATION	BRIEF DESCRIPTION OF PROGRAM	ELIGIBILITY / TARGET POPULATION
LINC/CLIC Assessments	<ul style="list-style-type: none"> Conducts assessments based on the Canadian Language Benchmark Assessments Tests Includes referral to LINC/CLIC Training Programs Assessments focus on reading, listening, and oral skills Assessments determine levels of placement and are offered on an ongoing basis Clients may call to book an appointment 	<ul style="list-style-type: none"> 18 years or older Ontario Residents Permanent Residents Convention Refugees (must present Notice of Decision Letter) Ministers' Permit (Case Type 86, 87, 88, 89, 90, 91 or 92 only) Approval in Principle Letter Employment Authorization (case type 27 only) or Student Authorization (case type 37 only) or Visitor's Record (case type 17 only)

LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA (LINC)

COURS DE LANGUE POUR IMMIGRANT AU CANADA (CLIC)

Free LINC/CLIC classes are delivered through community agencies, school boards and community colleges. LINC/CLIC classes are also delivered by private language schools, which are beyond the scope of this inventory. Persons who fit the eligibility criteria and who have completed a language assessment conducted by the National Capital Region YMCA-YWCA Language Assessment Resource Centre can participate in LINC/CLIC classes. The tables below list various locations that offer LINC/CLIC classes.

Settlement Agencies		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Ottawa Community Immigrant Services Organisation (OCISO) 959 Wellington Street West Ottawa, Ontario K1Y 2X5 Tel.: 613-725-0202 or 613-725-5671 Fax: 613-725-9054 Website: http://www.ociso.org Executive Director: Hamdi Mohamed	<ul style="list-style-type: none"> • Takes a settlement oriented approach • Offers practical information about social and cultural issues • Integrates employment workshop themes and workplace or academic focus for some classes • Themes include health, education, career planning and résumé preparation • Includes community connections component realized through field trips • Free child minding for children 4 months to 5 years • Free bus tickets and free parking • Has two locations serving East and South Ottawa 	Eligibility criteria applies for Citizenship and Immigration Canada funded Programs: <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle Language Assessment Placement through the YMCA-YWCA LARC (See above entry)
Ottawa Chinese Community Service Centre (OCCSC) 381 Kent Street, Suite 4004 Ottawa, Ontario K2P 2A8 Tel.: 613-235-4875 Fax: 613-235-4875 Website: http://www.occsc.org Executive Director: Sharon Kan	<ul style="list-style-type: none"> • Takes a settlement oriented approach • Offers practical information about social and cultural issues • Includes community connections component realized through field trips • Provides settlement information on a broad range of themes – banking, customer service, telephone communication, culture, Canadian laws, community, government services, education and employment, family services, health & safety, travel and transport • Has four locations serving Ottawa West, South and Downtown (See Website) 	

Community Agencies		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
English Language Tutoring for the Ottawa Community (ELTOC) 153 Chapel St., Suite 201 Ottawa, Ontario K1V 1H5 Tel.: 613-232-8566 Fax: 613-232-3792 Website: http://www.eltoc.ca	<ul style="list-style-type: none"> LINC levels 1 to 7 At-home on-on-one English Tutoring for homebound students Delivered through ELTOC trained volunteers to adults who cannot access regular language programs (for example women with young children, seniors and people with disabilities) Free 	<p>Adult newcomer (18 years or older);</p> <p>A permanent Resident of Canada (Landed Immigrant) or Convention Refugee;</p> <p>Able to provide proof of status in Canada with an original of one of the following documents:</p> <ul style="list-style-type: none"> Record of Landing (Landed Immigrant-IMM 1000) Notice of Decision Letter (Convention Refugee) Minister's Permit (Case type 86, 87, 88 or 89 only) Approval in Principle Letter Employment Authorization (case type 27 only) Student Authorization (Case type 37 only) Visitor's Record (Case type 17 only); <p>An Ontario Resident; and</p> <p>Unable to attend other English programs.</p>
Language Training Centre of Ottawa 359 Kent St., Suite 201 Ottawa, ON K2P 0R6 Tel: 613-236-8409 Fax: 613-236-5939 Website: http://ltco.ncf.ca/	<ul style="list-style-type: none"> LINC levels 1 to 5 Child minding available (children 18 months to 6 years) 	<p>Adult newcomer (18 years or older);</p> <p>A permanent Resident of Canada (Landed Immigrant) or Convention Refugee;</p>

		<p>Ontario Resident;</p> <p>Able to provide proof of status in Canada with an original of one of the following documents:</p> <ul style="list-style-type: none"> • Record of Landing (Landed Immigrant-IMM 1000) • Notice of Decision Letter (Convention Refugee) • Minister's Permit (Case type 86, 87, 88 or 89 only) • Approval in Principle Letter • Employment Authorization (case type 27 only) • Student Authorization (Case type 37 only) • Visitor's Record (Case type 17 only)
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School Boards		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Ottawa Carleton District School Board Adult High School 300 Rochester Street Ottawa, Ontario K1R 7N4 Tel.: 613-232-2707 Fax: 613-232-1616 Website: http://www.ocdsb.ca	<ul style="list-style-type: none"> • Includes English and French language instruction for newcomers • Courses include 5 levels beginning at the literacy level • Most centres offer childcare for eligible participants • Flexible course instruction hours, offered in evenings and day time • Includes computer assisted learning • Includes a settlement and newcomer orientation focus 	Language Assessment Placement through the YMCA-YWCA LARC (See above entry) 18 years or older Permanent Resident of Canada (Landed Immigrant) or a Convention Refugee;
Bayshore Public School 145 Woodridge Crescent Nepean, Ontario K2B 7T2 Tel.: 613-828-8698 Fax: 613-828-671 Website: http://www.ocdsb.ca		
Continuing Education Centre		

440 Albert Street Ottawa, Ontario K1R 5B5 Tel.: 613-239-2325 Fax: 613-239-2324 Website: http://www.ocdsb.ca/programs/continweb	<ul style="list-style-type: none"> Successful participants can join ESL advanced levels to prepare for college and university admission requirements 	<p>Able to provide proof of status in Canada with an original of ONE of the following documents:</p> <p>Record of Landing (Landed Immigrant - IMM 1000) or a Permanent Resident Card.</p> <p>Notice of Decision Letter (Convention Refugee)</p> <p>Minister's Permit (Case type 88, 89, 90, 91, 92 only)</p> <p>Approval in Principle Letter</p> <p>Employment Authorization (Case type 27 only)</p> <p>Student Authorization (Case type 37 only)</p> <p>Visitor's Record (Case type 17 only)</p> <p>Able to provide proof of an Ontario address (e.g. Invoice, Bank Statement, Photo I.D., or Lease)</p>
Rideau High School 815 St. Laurent Blvd. Ottawa, Ontario, K1K 3A7 Tel.: 613-746-8196 Fax: 613-746-7834 Website: http://www.ocdsb.ca		
Fielding Drive Public School 777 Fielding Drive Ottawa, Ontario K1V 7G1 Tel: 613-731-4928 Fax: (613) 733-0928 Website: http://www.ocdsb.ca		
Debra Dynes Family House 955 Debra Ave., Unit 85 Ottawa, Ontario K2C 0J5 Tel.: 613-224-3824 Executive Director: Barbara Carroll LINC classes offered through a partnership with the OCDSB and Citizenship and Immigration Canada		
Ottawa-Carleton Catholic School Board – Continuing and Community Education		
St. Patrick's Adult School 290 Nepean Street Ottawa, Ontario K1R 5G3 Tel: 613-594-5773 Fax: 613-594-8768 Website: http://continuingeducation.ottawacatholicschools.ca/		
Queen of the Angels Adult School 1461 Heron Road Ottawa, Ontario K1V 6A6 Tel.: 613-731-3237 Fax: 613-731-6636 Website: http://continuingeducation.ottawacatholicschools.ca/		
St. Joseph's Adult School Lajoie Street Vanier, Ontario K1L 7H4		

<p>Tel.: 613-741-6808 Fax: 613-741-8553 Website: http://continuingeducation.ottawacatholicschools.ca/</p>		
<p>Kanata ESL Centre 180 Katimavik Road Kanata, Ontario K2L 4A7 Tel: 613-271-8551 Website: http://continuingeducation.ottawacatholicschools.ca/</p>		
<p>Conseil des écoles publiques de l'Est de l'Ontario</p>		
<p>École des adultes Le Carrefour 2445, St. Laurent Boulevard Ottawa, Ontario K1G 6C3 Tel.: 613-731-7212, 4888 Website : http://cllc.cepeo.on.ca/</p>		

Community Colleges		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
<p>Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 ext. 0002 Website: http://www.algonquincollege.com/languages/linc_st.htm</p>	<ul style="list-style-type: none"> Includes English and/or French language instruction for newcomers Courses include 5 levels beginning at the literacy level Childcare for eligible participants Flexible course instruction hours, offered in evenings and day time Includes computer assisted learning Includes a settlement and newcomer orientation focus Successful participants can join ESL advanced levels to prepare for college and university admission requirements 	<p>Adults, older than school-leaving age</p> <p>Landed Immigrant or Convention Refugee</p> <p>Resident of Ontario (able to show proof of Ontario address)</p> <p>Language Assessment Placement through the YMCA-YWCA LARC (See above)</p>
<p>La Cité collégiale 801 Aviation Parkway Ottawa, Ontario K1K 4R3 Tel.: 613 742-2475 Website:</p>		<p>17+ years of age</p> <p>Permanent Resident or Convention</p>

http://www.lacitec.on.ca/clic.htm		Refugee Resident of Ontario Choose French as first language in Canada
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ENGLISH AND FRENCH AS A SECOND LANGUAGE (ESL/FSL) CLASSES

English and French as a Second Language (ESL/FSL) aims at developing skills in four competence areas: reading, writing, listening and speaking at four levels. ESL Skills Development, which is delivered by most agencies and institutions delivering ESL, incorporates a multiple skills development focus combining language training with skills acquisition programs that aim at increasing participants' employability through delivering skills in one of the five key areas: Computers which includes Word, Excel, Access, Keyboarding etc., ESL-Home Daycare, ESL- Home Support Worker, ESL-Sewing, ESL-Custodian & Building Superintendent Training. OCISO as a settlement agency incorporates the ESL-Computer variant.

Settlement Agencies		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Ottawa Community Immigrant Services Organisation (OCISO) 959 Wellington Street West Ottawa, Ontario K1Y 2X5 Tel.: 613-725-0202 or 613-725-5671 Fax: 613-725-9054 Website: http://www.ociso.org Executive Director: Hamdi Mohamed Summer ESL Camp: Step Ahead Program For more information, contact: Wali Farah, MLO Program Manager Phone: 613-725-5671 ext. 309	<ul style="list-style-type: none"> • 5-Week full-time program offered in July and early August • Aims at addressing academic, linguistic and social barriers faced by newcomers • Integrates a computer basic skills learning component • Focuses on English proficiency, academic and leadership skills • Students gain knowledge of community resources and recreation activities • Country specific and cultural specific knowledge • Students at risk gain solid skills and language development skills 	Permanent Residents Convention Refugees over 18 years of age

Community Health and Resource Centres		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/

		TARGET POPULATION
i. English as a Second Language ii. English as a Second Language (ESL) and Sewing Pinecrest-Queensway Community Health Centre 1365 Richmond Rd., 2 nd Floor Tel.: 613-820-4922 Fax: 613-288-3407 Medical line: 613-820-2001 Medical Fax: 613-820-2006 Ottawa, Ontario K2B 6RZ Website: http://www.pqchc.com	i. Offers ESL ii. Offers ESL – Basic Skills Training with a Sewing component	<ul style="list-style-type: none"> • New Canadians • Landed Immigrants • Refugees • Refugee Claimants • Diplomats • Visa Holders • Visitors <p>See Ottawa-Carleton Catholic School Board website and/or contact Pinecrest-Queensway Community Health Centre for further details.</p>
Partnerships Ottawa-Carleton Catholic School Board (ESL; ESL and Sewing) Winthrop Community House (ESL and Sewing)		

School Boards		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/TARGET POPULATION
Subsidized ESL & FSL		
Ottawa-Carleton District School Board		
Bayshore Adult ESL Centre 145 Woodridge Crescent Nepean, Ontario K2B 7T2 Tel.: 613-239-2795 Fax: 613-239-2324 Website: http://www.ocdsb.ca	<ul style="list-style-type: none"> • Delivered through the Ottawa-Carleton District School Board in a broad range of locations in Ottawa • Classes cover 5 levels from literacy to advanced levels • Includes computer assisted language training • Develops competencies in basic and advanced oral, written and reading skills • Childcare available for eligible participants • Offers solid foundation for success in TOEFL & TSE tests • Includes computer skills 	<ul style="list-style-type: none"> • Landed Immigrants • Permanent Residents • Convention Refugees • New Canadian Citizen • Refugee Claimants • Diplomats • Minister's Permit Holders • Working Visa (fees apply) • Student Visa (fees apply) • Visitor Visa (fees apply)
Continuing Education Centre 440 Albert Street Ottawa, Ontario K1R 5B5 Tel.: 613-239-2325 Fax: 613-239-2324 Website: http://www.ocdsb.ca/programs/continuweb		
Rideau High School		

815 St. Laurent Blvd. Ottawa, Ontario, K1K 3A7 Tel.: 613-746-8196 Fax: 613-746-7834 Website: http://www.ocdsb.ca	training	To register: <ul style="list-style-type: none">• Proof of status in Canada• Proof of Ontario address• Proof of immunization for children, if they attend the child care program See website for details regarding exact cost of registration fee and additional visitor fees.
York Street Public School 310 York Street Ottawa, Ontario K1N 5V3 Tel: 613-239-2737 or 613-239-2297 Fax: 613-789-4443 Website: http://www.ocdsb.ca		
Dalhousie Community Centre 755 Somerset Street Ottawa, Ontario K1R 6R1 Tel: 613-564-1188 or 613-239-2737		
Ottawa-Carleton Catholic School Board		
Kanata ESL Centre 180 Katimavik Road Kanata, Ontario K2L 4A7 Tel: 613-271-8551 Website: http://continuingeducation.ottawacatholicschools.ca/	<ul style="list-style-type: none">• Day time and night school classes are available in a range of locations• Offers all levels ESL (pre-literacy to advanced)• Childcare available for eligible participants in some locations• ESL specialty classes are available in specific locations and include:<ul style="list-style-type: none">○ ESL – Computer Applications○ ESL – Sewing Skills○ ESL – Enhancing Conversation Skills• Check website for other specialty classes	<ul style="list-style-type: none">• New Canadians• Landed Immigrants• Refugees• Refugee Claimants• Diplomats• Visa Holders• Visitors Fees are due at registration; additional Visitor Fees apply to visitors to Canada. See website for details.
Mother Teresa High School 440 Longfields Drive Nepean, Ontario K2J 4T1 Tel.: 613-823-1663 Fax: 613-823-4365 Website: http://continuingeducation.ottawacatholicschools.ca/		
Queen of the Angels Adult School 1461 Heron Road Ottawa, Ontario K1V 6A6 Tel.: 613-731-3237 Fax: 613-731-6636 Website: http://continuingeducation.ottawacatholicschools.ca/		
St. Joseph's Adult School Lajoie Street Vanier, Ontario K1L 7H4 Tel.: 613-741-6808		

<p>Fax: 613-741-8553 Website: http://continuingeducation.ottawacatholicschools.ca/</p>		
<p>St. Patrick's Adult School 290 Nepean Street Ottawa, Ontario K1R 5G3 Tel: 613-594-5773 Fax: 613-594-8768 Website: http://continuingeducation.ottawacatholicschools.ca/</p>		
<p>ESL Community Locations</p> <p>Foster Farm Community Centre 1065 Ramsey Cres. Ottawa, Ontario</p> <p>Bayshore Field House 175 Woodridge Cres. Ottawa, Ontario</p> <p>Donald St. Community/Recreational Centre 102-1240 Donald St. Ottawa, Ontario</p> <p>Reception House 204 Boteler St. Ottawa, Ontario</p> <p>Britannia Community House 115 Ritchie St. Ottawa, Ontario</p> <p>Caldwell Family Centre 20-1100 Medford Dr. Ottawa, Ontario</p> <p>For more information about ESL Community Locations call: 613-731-8769</p> <p>Website: http://continuingeducation.ottawacatholicschools.ca/</p>		
<p>ESL for Seniors</p> <p>Good Companions Centre 670 Albert St. Ottawa, Ontario</p>		

<p>Rochester Seniors 289 Rochester St. Ottawa, Ontario</p> <p>Wellington Seniors 1041 Wellington St. Ottawa, Ontario</p> <p>For more information about ESL for Seniors call: 613-731-8769</p> <p>Website: http://continuingeducation.ottawacatholicschools.ca/</p>		
Conseil des écoles catholiques de langue française du Centre-Est		
<p>Éducation Permanente 181 Donald Street Ottawa, Ontario K1K 1N1 Tel.: 613-741-2304, ext. 3 Fax: 613-741-2191 Website: http://www.educationpermanente.ca/</p>	<ul style="list-style-type: none"> • Offers ESL and FSL all levels, blended courses, half in class and half online. • Offers ESL course with business elements • Develops competencies in basic and advanced oral, written and reading skills 	<ul style="list-style-type: none"> • New Canadians • Landed Immigrants • Refugees • Refugee Claimants <p>A placement test is compulsory for all levels except for level 1.</p> <p>Subsidized for immigrants, refugees whose mother tongue is neither French nor English. Online licence fee is non-refundable. Fees apply for non-subsidized students: English-speaking Canadians, out of province residents, temporary visas.</p>
Conseil des écoles publiques de l'Est de l'Ontario		
<p>École des adultes Le Carrefour 2445, St. Laurent Boulevard Ottawa, Ontario K1G 6C3</p>	<ul style="list-style-type: none"> • FSL curriculum is based on the Canadian Language benchmarks 	<ul style="list-style-type: none"> • New Canadians • Landed

<p>Tel.: 613-731-7212, 4888</p> <p>Website: http://www.carrefour.cepeo.on.ca/Programmes/fsl</p>	<ul style="list-style-type: none"> Aims to enhance social and workplace integration for both newcomers to Canada and Canadian citizens wishing to improve their skills Courses are offered at 6 different levels, all of which address competencies in speaking, reading, listening and writing 	<p>Immigrants</p> <ul style="list-style-type: none"> Refugees Refugee Claimants <p>A placement test is compulsory for all levels except for level 1.</p> <p>Subsidized for immigrants, refugees whose mother tongue is neither French nor English. See website for details about fees for subsidized applicants. Fees apply for non-subsidized students: English-speaking Canadians, out of province residents, temporary visas.</p>
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Community Colleges		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/TARGET POPULATION
ESL & FSL Testing & Classes		
<p>Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 ext. 0002 Website: http://www.algonquincollege.com/languages/test.htm</p>	<ul style="list-style-type: none"> Delivers ESL & FSL testing using standards set by the College. No fees apply for testing Testing focuses on reading, listening, writing and oral skills Testing determines levels of placement in ESL/ FSL classes Offers ESL and FSL classes 	<p>See website for details.</p>

ENHANCED LANGUAGE TRAINING & OCCUPATION SPECIFIC LANGUAGE TRAINING

PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Enhanced Language Training		
LASI World Skills 219 Argyle Avenue, Suite 300 Ottawa, ON K2P 2H4 Tel.: 613-233-0453 Fax: 613-232-1757 Executive Director: Mengis Tsegaye Website: http://www.ottawa-worldskills.org Workplace Language Training Program	<ul style="list-style-type: none"> Designed to develop participants' professional communication skills and techniques Aims at transitioning internationally trained professionals into equivalent careers in Canada Offers training on professional terminology and workplace culture and communication Includes writing for professional purposes Participants develop networking and communication skills Offers optional workplace exposure 	Internationally educated Permanent Residents or Convention Refugees Two language benchmarks assessed at CLB level 6 and two language benchmarks assessed at CLB level 7; benchmark requirements for each course are different and participants are placed according to their benchmarks
Ottawa Chinese Community Service Centre (OCCSC) 381 Kent Street, Suite 4004 Ottawa, Ontario K2P 2A8 Tel.: 613-235-4875 Fax: 613-235-4875 Website: http://www.occsc.org Executive Director: Sharon Kan Enhanced Language Training for IT Professionals Program	<ul style="list-style-type: none"> Delivered under career bridging programs for internationally trained IT professionals Aims at transitioning internationally trained IT professionals into equivalent careers in Canada Offers training in IT workplace English Participants develop networking and communication skills Offers job specific & workplace English through three modules: 	Internationally trained professionals who are unemployment or underemployed. Eligibility criteria for Citizenship and Immigration Canada funded Programs: <ul style="list-style-type: none"> Permanent Residents, Protected Persons (as defined in Section
Partnerships		

World Skills	<ul style="list-style-type: none"> Professional communication in the Canadian context with 100 hours of intensive classroom training and job-specific hands on training Practice for the Canadian workplace with 100 hours of group projects Professional life in a Canadian context including 100 hours of supervised on- the job-training-placement Job Referral and Information Meetings with Prospective Employers 	95 of the Immigration and Refugee Protection Act), or <ul style="list-style-type: none"> Persons whose Permanent Residence application have been approved in principle
Enhanced Language Training - Occupation Specific Language Training		
Enhanced Language Training – Allied Healthcare Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 ext. 0002 Website: http://www.algonquincollege.com	<ul style="list-style-type: none"> Targets professionals with backgrounds in nursing, personal support work, dental hygiene, medical radiation technology, sleep technology Focus on workplace communication in a variety of healthcare settings – clinics, hospitals, nursing homes, community agencies, medical offices, residences Teaches subject specific vocabulary Orients clients to workplace culture 	Relevant professional background 18 years or older
La Cité collégiale 801 Aviation Parkway Ottawa, Ontario K1K 4R3 Tel.: 613-742-2475 ext. 2774 Website: http://www.lacitec.on.ca/		
Workplace Communication for Human Services La Cité collégiale 801 Aviation Parkway Ottawa, Ontario K1K 4R3 Tel.: 613-742-2475 ext. 2774 Website: http://www.lacitec.on.ca	<ul style="list-style-type: none"> Targets professionals with backgrounds in Early Childhood Education, Policing, Security Workplace communication skills in a variety of settings – police stations, security providers, nursery schools and private-based day cares, elementary schools 	French Intermediate Level Language Benchmarks 6 to 8 Permanent resident Convention refugee Protected person

	<ul style="list-style-type: none"> Includes occupation specific language skills and on-the job communication training Focuses on interaction with customers, co-workers and supervisors Includes interviewing, networking and career building skills 	
Workplace Communication Skills for Trades La Cité collégiale 801 Aviation Parkway Ottawa, Ontario K1K 4R3 Tel.: 613-742-2475 ext. 2774 Website: http://www.lacitec.on.ca/flap.htm	<ul style="list-style-type: none"> Targets professionals with backgrounds in carpentry, electrical, plumbing, steam fitting, bricklaying Participants gain knowledge of construction workplaces including residential, commercial project sites and private homes Focuses on interaction with customers, co-workers and supervisors Includes interviewing, networking and career building skills 	French intermediate level based on Canadian Language Benchmarks 5 to 8 Permanent resident Convention refugee Protected person
For additional Program Information on ELT-Occupation Specific, see Colleges Ontario Home page: http://www.co-oslt.org/		

Terminology Training Workshops - Occupation Specific		
Legal Terminology Cultural Interpretation Services for our Community (CISOC) 44 Eccles Street, Suite 100 Ottawa, Ontario K1R 6S4 Tel.: 613-237-0502 Fax: 613-237-5293 Website: http://www.cisoc.net	<ul style="list-style-type: none"> Provides current and new interpreters with general skills needed to understand the Canadian Justice System 	English Canadian Language Benchmark 8 or higher Course fees apply; contact CISOC for details
Medical Terminology Cultural Interpretation Services for our Community (CISOC) 44 Eccles Street, Suite 100 Ottawa, Ontario K1R 6S4 Tel.: 613-237-0502 Fax: 613-237-5293 Website: http://www.cisoc.net	<ul style="list-style-type: none"> Provides current and new interpreters with general skills needed to understand medical terms 	English Canadian Language Benchmark 8 or higher Course fees apply; contact CISOC for details
Language Interpretation Training		
Immigrant Women's Services Ottawa (IWSO)	<ul style="list-style-type: none"> Provides interpretation training to individuals with the skills, tools 	<ul style="list-style-type: none"> Fluency in English

219 Argyle Street, Suite 400 Ottawa, Ontario K2P 2H4 Tel.: 613-729-3145 Fax: 613-729-9308 Website: http://www.immigrantwomenservices.com Executive Director: Lucya Spencer	and knowledge to deliver professional interpretation services	<ul style="list-style-type: none"> • Second or third language are prerequisites to passing a language Test (ILSAT or CILISAT)
Cultural Interpretation Services for our Community (CISOC) 44 Eccles Street, Suite 100 Ottawa, Ontario K1R 6S4 Tel.: 613-237-0502 Fax: 613-237-5293 Website: http://www.cisoc.net	<ul style="list-style-type: none"> • Offers Interpretation Certification Training and Testing 	Course fees apply; contact CISOC for details

SETTLEMENT SERVICES WITH A LANGUAGE COMPONENT

Social Integration Programs

PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Mentorship		
Women's Mentoring Ottawa Community Immigrant Services Organisation (OCISO) 959 Wellington Street West Ottawa, Ontario K1Y 2X5 Tel.: 613-725-0202 or 613-725-5671 Fax: 613-725-9054 Website: http://www.ociso.org Executive Director: Hamdi Mohamed	<ul style="list-style-type: none"> Aimed at social and linguistic integration Includes mentoring Offers group activities Networking 	Open to all ages and backgrounds
Host Program Catholic Immigration Centre 219 Argyle Avenue, Suite 500 Ottawa, Ontario K2P 2H4 Tel.: 613-232-9634 Fax: 613-232-3660 Website: http://www.cic.ca Executive Director: Carl Nicholson	<ul style="list-style-type: none"> Aimed at social, cultural and linguistic integration of newcomers through community connections Recruits and trains volunteers 	Newcomers, immigrants and refugees who are: <ul style="list-style-type: none"> Permanent Residents, Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or Persons whose Permanent Residence application have been approved in principle
Host Program Ottawa Community Immigrant Services Organisation (OCISO) 959 Wellington Street West Ottawa, Ontario K1Y 2X5 Tel.: 613-725-0202 or 613-725-5671 Fax: 613-725-9054 Website: http://www.ociso.org Executive Director: Hamdi Mohamed		

		HOST volunteers must submit an application, provide references, pass a Criminal Records check and participate in an interview.
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ENGLISH CONVERSATION CIRCLES

English Conversation Circles/Groups are offered by Settlement Agencies, Community Health and Resource Centres, and the Ottawa Public Library at various locations. Many conversation groups are offered through partnerships between settlement agencies and the Ottawa Public Library at various library branches. The tables below list only a sample of the English Conversation Circles/Groups that are offered; however, locations are subject to change. Up-to-date information regarding the availability of English Conversation Circles/Groups in the community can be obtained through contacting and/or visiting the websites of the organizations listed below.

Settlement Agencies		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
English Conversation Circles Catholic Immigration Centre 219 Argyle Avenue, Suite 500 Ottawa, Ontario K2P 2H4 Tel.: 613-232-9634 Fax: 613-232-3660 Website: http://www.cic.ca Executive Director: Carl Nicholson	<ul style="list-style-type: none"> • Informally organized program • Recruits and trains volunteers • Generally provide social-cultural context for practicing English Skills 	Open to all ages and backgrounds
English Conversation for Newcomers Conseil Économique et Social d'Ottawa-Carleton (CESOC) 649 Montreal Road Ottawa, Ontario K1K 0T4	<ul style="list-style-type: none"> • Offered in collaboration with the Ottawa Public Library (see Mainstream Organizations table below) 	Open to all ages and backgrounds

<p>Tel. : 613-248-1343 Fax : 613-248-1506 Website: http://www.cesoc.ca Executive Director: Pierre Dadjo</p>		
<p>English Conversation Groups</p> <p>Ottawa Chinese Community Service Centre (OCCSC) 381 Kent Street, Suite 4004 Ottawa, Ontario K2P 2A8 Tel.: 613-235-4875 Fax: 613-235-4875 Website: http://www.occsc.org Executive Director: Sharon Kan</p>	<ul style="list-style-type: none"> Offered in collaboration with the Ottawa Public Library at various locations (see Mainstream Organizations table below) 	<p>Open to all ages and backgrounds</p>
<p>Ottawa Community Immigrant Services Organisation (OCISO) 959 Wellington Street West Ottawa, Ontario K1Y 2X5 Tel.: 613-725-0202 or 613-725-5671 Fax: 613-725-9054 Website: http://www.ociso.org Executive Director: Hamdi Mohamed</p> <p>i. Multicultural Women's Circle ii. Seniors Group</p>	<ul style="list-style-type: none"> Informally organized program Recruits and trains volunteers Generally provide social-cultural context for practicing English skills 	<p>i. Open to newcomer, immigrant, and refugee women of all ages and backgrounds ii. Open to all newcomer, immigrant, and refugee seniors</p>
<p>Lebanese and Arab Social Services Agency of Ottawa (LASSA) 1385 Bank Street, Suite 305 Ottawa, Ontario K1H 8N4 Tel.: 613-236-0003 or 613-236-3111 Fax: 613-236-6886 Website: http://www.lassa.ca Executive Director: Fred Awada</p>	<ul style="list-style-type: none"> English Conversation Circles Offered in partnership with Ottawa Public Library 	<p>Open to all</p>
<p>Somali Centre for Family Services 1719 Bank Street, Suite 200 Ottawa, Ontario K1V 7Z4 Tel.: 613-526-2075 Fax: 613-526-2803 Website: http://www.somalifamilyservices.org Executive Director: Abdirizak Karod</p>	<ul style="list-style-type: none"> Informally organized program Recruits and trains volunteers Generally provides social-cultural context for practicing French & English Skills 	<p>Open to all</p>

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Community Health and Resource Centres		
PROGRAM & SERVICE PROVIDER	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Newcomers Conversation Group Sandy Hill Community Health Centre 221 Nelson Street Ottawa, ON K1N 1C7 Tel.: 613-789-1500 Fax: 613-789-7962 Health line: 613-789-8458 Health fax: 613-789-8710 Website: http://www.sandyhillchc.on.ca	<ul style="list-style-type: none"> Provides opportunities for newcomers to practice English 	Open to all Backgrounds and Ages

Mainstream Organizations		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
English Conversation Circle Ottawa Public Library Emerald Plaza Branch 1547 Merivale Ottawa, Ontario K2G 4V3 Tel.: 613-224-7874 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca	<ul style="list-style-type: none"> Includes practicing English skills and intercultural learning in a relaxed environment 	Newcomers Open to all Ages and Backgrounds Library Membership Recommended
Conversation Fun for ESL Learners Ottawa Public Library Beaverbrook Branch 2500 Campeau Ottawa, Ontario K2K 2W3 Tel.: 613-592-2712 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca		
English Conversation Group Ottawa Public Library Alta Vista Branch 2516 Alta Vista Ottawa, Ontario K1V 7T1 Tel.: 613-737-2837 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca	<ul style="list-style-type: none"> Involves practicing English and meeting new friends in a relaxed setting Offered in partnership with Somali Centre for Family Services Multi-session registration required 	

English Conversation for Newcomers Ottawa Public Library Elmvale Acres Branch 1910 St-Laurent Ottawa, Ontario K1G 1A4 Tel.: 613-738-0619 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca	<ul style="list-style-type: none"> • Involves practicing English and meeting new friends in a relaxed setting • Offered in partnership with le Conseil Économique et Social d'Ottawa-Carleton (CESOC) 	
English Conversation Circle Ottawa Public Library Emerald Plaza Branch 1547 Merivale Ottawa, Ontario K2G 4V3 Tel.: 613-224-7874 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca	<ul style="list-style-type: none"> • Involves practicing English conversation skills and learning about Canadian culture • Volunteers run this program to provide adults with an opportunity to practice English conversation skills in a casual and relaxed environment 	
ESL Conversation Group Ottawa Public Library Greenboro Branch 363 Lorry Greenberg Drive Ottawa, Ontario K1T 3P8 Tel.: 613-580-2957 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca	<ul style="list-style-type: none"> • Involves practicing English and meeting new friends in a relaxed setting. 	
ESL Conversation Group Ottawa Public Library Main Branch 120 Metcalfe St. Ottawa, Ontario K1P 5M2 Tel.: 613-580-2945 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca Registration: 613-899-3108	<ul style="list-style-type: none"> • Involves practicing English through social conversation and group activities • Offered in partnership with Ottawa Chinese Community Services Centre (OCCSC) 	
ESL Conversation Group Ottawa Public Library Rosemount Branch 18 Rosemount Ottawa, Ontario K1Y 1P4	<ul style="list-style-type: none"> • Involves practicing English language conversation skills in a relaxed and friendly environment • Offered in partnership with the Catholic Immigration Centre 	

<p>Tel.: 613-729-8664 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca</p>		
<p>ESL Conversation Group</p> <p>Ottawa Public Library Nepean CentrepoinTE Branch 101 CentrepoinTE Ottawa, Ontario K2G 5K7 Tel.: 613-580-2710 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca</p> <p>Registration: 613-899-3108</p>	<ul style="list-style-type: none"> • Involves practicing English through social conversation and group activities in a relaxed and friendly manner • Help available for beginners • Offered in partnership with the Ottawa Chinese Community Services Centre (OCCSC) 	
<p>ESL Conversation Group: Beginners level 1-3</p> <p>Ottawa Public Library Main Branch 120 Metcalfe St. Ottawa, Ontario K1P 5M2 Tel.: 613-580-2945 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca</p>	<ul style="list-style-type: none"> • Involves practicing English and meeting new friends in a relaxed setting • Offered in partnership with the Ottawa Community Immigrant Services Organization (OCISO) • Drop-in only 	
<p>English Corner Conversation Group: Intermediate to Advanced</p> <p>Ottawa Public Library Main Branch 120 Metcalfe St. Ottawa, Ontario K1P 5M2 Tel.: 613-580-2945 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca</p>	<ul style="list-style-type: none"> • Involves practicing English and meeting new friends in a relaxed setting • Offered in partnership with the Ottawa Community Immigrant Services Organization (OCISO) • Drop-in only 	
<p>ESL Conversation Group for Seniors</p> <p>Ottawa Public Library Main Branch 120 Metcalfe St. Ottawa, Ontario K1P 5M2 Tel.: 613-580-2945 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca</p> <p>Registration: 613-899-3108</p>	<ul style="list-style-type: none"> • Involves practicing English and meeting new friends in a relaxed setting. • Offered in partnership with Ottawa Chinese Community Service Centre (OCCSC) 	<p>Open to all newcomer seniors</p> <p>Library Membership Recommended</p>

Seniors English Circle Ottawa Public Library Beaverbrook Branch 2500 Campeau Ottawa, Ontario K2K 2W3 Tel.: 613-592-2712 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca Registration: 613-899-3108	<ul style="list-style-type: none"> • Involves practicing English and meeting new friends in a relaxed setting. • Offered in partnership with Ottawa Chinese Community Service Centre (OCCSC) 	
English for Seniors Ottawa Public Library Nepean CentrepoinTE Branch 101 CentrepoinTE Ottawa, Ontario K2G 5K7 Tel.: 613-580-2710 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca Registration: 613-899-3108	<ul style="list-style-type: none"> • Involves practicing English and meeting new friends in a relaxed setting. • Focus on basic English • Offered in partnership with Ottawa Chinese Community Service Centre (OCCSC) 	
Community Social Group Ottawa Public Library Main Branch 120 Metcalfe St. Ottawa, Ontario K1P 5M2 Tel.: 613-580-2945 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca Call 613-899-3128 to register	<ul style="list-style-type: none"> • Delivered in Mandarin and English • Learning English in a context of community connections • Offered in partnership with Ottawa Chinese Community Services Centre (OCCSC) 	Open to all Library Membership Recommended

<p>Women’s Friendship Circle</p> <p>Ottawa Public Library Beaverbrook Branch 2500 Campeau Tel.: 613-592-2712 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca</p> <p>Registration: 613-899-3128</p>	<ul style="list-style-type: none"> • Practicing English skills in a context of community connections • Offered in partnership with Ottawa Chinese Community Services Centre (OCCSC) 	
<p>Adult ESL/FSL Homework Help</p> <p>Ottawa Public Library Main Branch 120 Metcalfe St. Ottawa, Ontario K1P 5M2 Tel.: 613-580-2945 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca</p> <p>For more information, call: 613-818-7082</p>	<ul style="list-style-type: none"> • Homework help for adult ESL/FSL learners • Offered in partnership with the Ottawa Community Immigrant Services Organization (OCISO) • Drop-in only 	<p>Newcomers</p> <p>Adult ESL/FSL learners</p>

FRENCH CONVERSATION CIRCLES

French Conversation Circles/Groups are offered by Settlement Agencies and the Ottawa Public Library at various locations. Many conversation groups are offered through partnerships between settlement agencies and the Ottawa Public Library at various library branches. The tables below list a sample of the French Conversation Circles/Groups that are offered; however, locations are subject to change. Up-to-date information regarding the availability of French Conversation Circles/Groups in the community can be obtained through contacting and/or visiting the websites of the organizations listed below.

Settlement Agencies		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Conseil Économique et Social d'Ottawa-Carleton (CESOC) 649 Montreal Road Ottawa, Ontario K1K 0T4 Tel. : 613-248-1343 Fax : 613-248-1506 Website: http://www.cesoc.ca Executive Director: Pierre Dadjo	<ul style="list-style-type: none"> • Informally organized program • Recruits and trains volunteers • Generally provides social-cultural context for practicing French skills 	Open to all
Lebanese and Arab Social Services Agency of Ottawa (LASSA) 1385 Bank Street, Suite 305 Ottawa, Ontario K1H 8N4 Tel.: 613-236-0003 or 613-236-3111 Fax: 613-236-6886 Website: http://www.lassa.ca Executive Director: Fred Awada	<ul style="list-style-type: none"> • French Conversation Circles 	Open to all
Somali Centre for Family Services 1719 Bank Street, Suite 200 Ottawa, Ontario K1V 7Z4 Tel.: 613-526-2075 Fax: 613-526-2803 Website: http://www.somalifamilyservices.org Executive Director: Abdirizak Karod	<ul style="list-style-type: none"> • Informally organized program • Recruits and trains volunteers • Generally provides social-cultural context for practicing French & English Skills • Delivered by most settlement agencies 	Open to all

Mainstream Organizations		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
French Conversation Group Ottawa Public Library Beaverbrook Branch 2500 Campeau Ottawa, Ontario K2K 2W3 Tel.: 613-592-2712	<ul style="list-style-type: none"> Includes practicing spoken French and meeting new friends in a relaxed setting 	Newcomers Open to all Library Membership Recommended
French Conversation Group Ottawa Public Library Elmvale Acres Branch 1910 St-Laurent Ottawa, Ontario K1G 1A4 Tel.: 613-738-0619 Website: http://www.BiblioOttawaLibrary.ca Offered in Partnership with Lebanese Arab Social Services Agency Registration: 613-668-5594	<ul style="list-style-type: none"> Includes practicing French language skills in small groups Registration required 	
French Conversation Group Ottawa Public Library Cumberland Branch 1599 Tenth Line Ottawa, Ontario K1E 3E8 Tel.: 613-580-2954 Website: http://www.BiblioOttawaLibrary.ca	<ul style="list-style-type: none"> Includes practicing spoken French and meeting new friends in a relaxed setting Multi-session registration required 	
FSL Conversation Group Ottawa Public Library Nepean CentrepoinTE Branch 101 CentrepoinTE Ottawa, Ontario K2G 5K7 Tel.: 613-580-2710 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca Registration: 613-899-3108	<ul style="list-style-type: none"> Involves practicing French through social conversation and group activities in a relaxed and friendly manner Help available for beginners Offered in partnership with the Ottawa Chinese Community Services Centre (OCCSC) 	

<p>Adult ESL/FSL Homework Help</p> <p>Ottawa Public Library Main Branch 120 Metcalfe St. Ottawa, Ontario K1P 5M2 Tel.: 613-580-2945 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca</p> <p>For more information, call: 613-818-7082.</p>	<ul style="list-style-type: none"> • Homework help for adult ESL/FSL learners • Offered in partnership with the Ottawa Community Immigrant Services Organization (OCISO) • Drop-in only 	<p>Newcomers</p> <p>Adult ESL/FSL learners</p>
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INTERPRETATION & TRANSLATION SERVICES

Settlement Agencies		
SERVICE PROVIDER	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Language Translation & Interpretation Services		
Immigrant Women's Services Ottawa (IWSO) 219 Argyle Street, Suite 400 Ottawa, Ontario K2P 2H4 Tel.: 613-729-3145 Fax: 613-729-9308 Website: http://www.immigrantwomenservices.com Executive Director: Lucy Spencer	<p>i. Language Interpretation</p> <ul style="list-style-type: none"> Operates 24 hours on a daily basis Ensures accurate communication between Ottawa's legal, social, health, community agencies and their multilingual clients Services include face-to-face interpretation, message relay, telephone interpreting and group interpretation <p>ii. Language Interpretation Training Provides interpretation training to individuals with the skills, tools and knowledge to deliver a professional interpreter service.</p> <p>iii. Translation Service Translation of documents is provided to individuals, agencies and service providers. This service is offered in a limited number of languages.</p> <p>iv. Cross Cultural Education and Training Training program for service providers to heighten their awareness to the cultural differences of immigrant and visible minority women and to work towards the provision of appropriate and accessible services.</p>	<p>i. The service is FREE for victims or violence.</p> <p>For other language interpretation services there is a fee.</p> <p>ii. Trainees must be fluent in English, and a second or third language and are required to pass a language test (ILSAT or CILISAT), before taking the training. Fees apply (see website for details).</p> <p>iii. See website for translation fees.</p> <p>iv. Contact IWSO for details</p>
INFORMAL INTERPRETATION & TRANSLATION SERVICES		

<p>Ottawa Community Immigrant Services Organisation (OCISO) 959 Wellington Street West Ottawa, Ontario K1Y 2X5 Tel.: 613-725-0202 or 613-725-5671 Fax: 613-725-9054 Website: http://www.ociso.org Executive Director: Hamdi Mohamed</p>	<ul style="list-style-type: none"> • LASI settlement agencies deliver a broad range of informal cultural interpretation and language translation through their multi-lingual service delivery models • Services aim at the social, cultural and economic integration of newcomers • Includes client support in employment search, applications and documentation, advocacy, assistance with immigration issues • Services also include Legal Aid support • Offer orientation, information and referral 	<p>In general offered to permanent residents, convention refugees or approved applicants for permanent residency whose application is still being processed</p>
<p>LASI World Skills 219 Argyle Ave., Suite 300 Ottawa, Ontario K2P 2H4 Tel.: 613-233-0453 Fax: 613-232-1757 Executive Director: Mengis Tsegaye Website: http://www.ottawa-worldskills.org</p>		
<p>Jewish Family Services of Ottawa (JFS) 2255 Carling Avenue, Suite 300 Ottawa, On K2B 7Z5 Tel.: 613-722-2225 Fax: 613-722-7570 Website: http://www.jfsottawa.com Executive Director: Mark Zarecki</p>		
<p>Ottawa Chinese Community Service Centre (OCCSC) 381 Kent Street, Suite 4004 Ottawa, Ontario K2P 2A8 Tel.: 613-235-4875 Fax: 613-235-4875 Website: http://www.occsc.org Executive Director: Sharon Kan</p>		
<p>Lebanese and Arab Social Services Agency of Ottawa (LASSA) 1385 Bank Street, Suite 305 Ottawa, Ontario K1H 8N4 Tel.: 613-236-0003 or 613-236-3111 Fax: 613-236-6886 Website: http://www.lassa.ca Executive Director: Fred Awada</p>		

Mainstream Organizations

SERVICE PROVIDER	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Ottawa Public Library – Main Branch 120 Metcalfe St. Ottawa, Ontario K1P 5M2 Tel.: 613-580-2945 Website: http://www.BiblioOttawaLibrary.ca	<ul style="list-style-type: none"> Broad range of informal cultural interpretation and language translation through their multi- linguistic services delivery models Provides access to computers with international key boards Offered at the different locations, see website Delivers services in close partnership with settlement agencies 	Open to all ages and backgrounds Library Card Recommended

Other Service Providers		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
CULTURAL INTERPRETATION SERVICES		
Cultural Interpretation Services Cultural Interpretation Services for our Community (CISOC) 44 Eccles Street, Suite 100 Ottawa, Ontario K1R 6S4 Tel.: 613-237-0502 Fax: 613-237-5293 Website: http://www.cisoc.net	<ul style="list-style-type: none"> Operates 24 hours on a daily basis Aims at facilitating equitable access to health, legal, social, educational, community and other services through interpretation services Includes on-site and via telephone interpretation services Offers Interpretation Certification Training and Testing Engages an extensive network of translators providing professional translation in over 20 languages Engages an extensive and professional network of interpreters with a background of over 60 languages and dialects Delivers intercultural training enhancing managing diversity at the workplace Oversees Ontario Interpreter Testing and Certification in CILISAT languages (See Website) 	Organizations who require translation services and individuals who cannot access services directly Fees apply See Website

APPENDIX C:

EMPLOYMENT SERVICES

EMPLOYMENT SERVICES

Settlement Agencies Offering Employment Services

LASI World Skills

219 Argyle Avenue, Suite 300

Ottawa, ON K2P 2H4

Tel.: 613-233-0453

Fax: 613-232-1757

Executive Director: Mengis Tsegaye

Website: <http://www.ottawa-worldskills.org>

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Job Search Workshop (JSW)	<ul style="list-style-type: none"> • 3-day employment workshops are offered on a weekly basis • Includes job search strategies • Includes resumé preparation • Participants develop job readiness skills (interviewing, networking, action plans and labour market information) • Delivers group sessions and one-on-one sector specific expertise • Includes career Planning • Offers participants sources for possible job leads • Workshop schedules posted on agencies' website • Delivered in English and French 	<p>Internationally trained professionals who are unemployment or underemployed.</p> <p>Eligibility criteria for Citizenship and Immigration Canada funded Programs:</p> <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle

Career Access for Newcomers	<ul style="list-style-type: none"> • Eight day program • Includes strategic job search skills • Explores customized resumé skills • Includes networking strategies • Participants learn to access the hidden job market • Focus on the Canadian workplace culture • Development of sector specific action plans 	Internationally educated Permanent Residents, Convention Refugees or foreign-born Canadian Citizens who are unemployed
Sector-Specific Programs and Services		
Career Transitions for International Medical Doctors (IMD)	<ul style="list-style-type: none"> • Designed to assist International Medical Doctors (IMD) gain employment in non-regulated health care positions • Enhances understanding of the Canadian health sector and work culture • Provides clients with support in identifying and applying transferable skills • Offered on ongoing basis 	International Medical Graduates. Must have a medical degree and proficiency in English.
Partnerships Delivered in partnership with the Catholic Immigration Centre (Lead)		
Medical License Bridging Program (MLBP)	<ul style="list-style-type: none"> • Incorporates a training focus • Supports competencies in 5 key areas: <ul style="list-style-type: none"> ○ Medical communication ○ Healthcare culture ○ Familiarity with the Objective Structured Examination (OSCE) ○ In-clinic observerships to provide exposure to Canadian medical clinics. ○ Writing the Medical Council of Canada exams ○ Support in the application process for medical residency. 	International Medical Graduates. Must have a medical degree and proficiency in English.
Partnerships Offered in partnership with the Catholic Immigration Centre (Lead), the Faculty of Medicine of the University of Ottawa, Centertown and Sandy Hill Community Health Centers.		
Alternative Careers for Internationally Trained Legal Professionals (ACILP)	<ul style="list-style-type: none"> • Offers training and employment integration in occupational sectors that correspond to clients skills and experience • Enhances knowledge of legal sector labour markets • Includes focus on Canadian legal systems • Explores alternative employment options • Participants explore and access law databases 	Internationally educated and experienced legal professionals who are under or unemployed Permanent Residents, Convention Refugees, or foreign-born Canadian Citizens Participants must be

	<ul style="list-style-type: none"> • Participants identify transferable skills • Develops job search strategies • Provides career guidance and customized resumé preparation skills 	assessed in English at Canadian Language Benchmark level 7 or above
Partnerships		
Catholic Immigration Centre (Lead).		
Education Ottawa	<ul style="list-style-type: none"> • Offers information sessions • Participants explore employment opportunities • Provides one-on-one needs assessment • Transmits competencies and provides support in portfolio development • Supports participants in developing action plans • Includes mentorship and placement support 	Internationally Educated Teachers seeking employment in the public and private sectors or who wish to explore alternative employment options.
Professional Language Skills Training Programs		
Workplace Language Training/ Enhanced Language Training for Newcomers	<ul style="list-style-type: none"> • Designed to develop professional communication skills and techniques • Includes a focus on workplace culture and communication • Writing for professional purposes • Prepares participants in oral communication • Offers optional workplace exposure 	<p>Internationally educated professionals.</p> <p>Two language benchmarks assessed at CLB level 6 and two language benchmarks assessed at CLB level 7.</p> <p>Eligibility criteria for Citizenship and Immigration Canada funded Programs:</p> <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle
Occupational Matching & Orientation Programs		

Ottawa Job Match Network (OJMN)	<ul style="list-style-type: none"> Matches clients with employment opportunities that correspond to their education and professional background 	Internationally qualified professionals, under or unemployed Permanent Residents, Convention Refugees or foreign-born Canadian Citizens
Partnerships		
LASI World Skills (Lead), the National Capital Region YMCA-YWCA and Ottawa Community Immigrant Services Organization (OCISO)		
Skills Match	<ul style="list-style-type: none"> Provides employment guidance, counseling and referrals Provides practical experience and job place exposure 	Under or unemployed Permanent Residents, Convention Refugees or foreign-born Canadian Citizens
Special Projects & Learning Enterprises		
Immigrant-Employer Learning Partnership Project	<ul style="list-style-type: none"> Includes learning forums between employers and internationally trained professionals Focuses on addressing systemic barriers to employment Combines client-centric and employer focused approaches to assessment of HR policies, gaps, needs and good practices Applies evidence-based research, outcome based activities and interactive modules 	Employers and hiring managers in the Ottawa area. Participants must apply and sign a partnership agreement.
Cross Cultural Workplace Training	<ul style="list-style-type: none"> Delivers cross-cultural training for both internationally trained workers and employers 	Employers and Internationally Trained Professionals
Resumé Clinic	<ul style="list-style-type: none"> Draws on professional expertise of highly qualified and trained volunteers with an HR background in key public and private sector positions to support clients with resume writing skills, career guidance, successful job interview skills and employment leads 	Participants must be existing clients of World Skills and must pre-register

Catholic Immigration Centre 219 Argyle Avenue, Suite 500 Ottawa, Ontario K2P 2H4 Tel: 613-232-9634 Fax 613-232-3660 Website: http://www.cic.ca Executive Director: Carl Nicholson		
PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Career Transitions for International Medical Doctors	<ul style="list-style-type: none"> Designed to assist International Medical Doctors (IMD) gain employment in non-regulated health care positions Enhances understanding of the Canadian health sector and work culture Provides clients with support in identifying and applying transferable skills Offered on ongoing basis 	International Medical Graduates. Must have a medical degree and proficiency in English.
Partnerships		
Catholic Immigration Centre (Lead), LASI World Skills		
Medical License Bridging Program	<ul style="list-style-type: none"> Incorporates a training focus Support in the application process for Residency Supports competencies in 5 key areas: <ul style="list-style-type: none"> Medical communication Healthcare culture Familiarity with the Objective Structured Clinical Examination (OSCE) In-clinic observerships to provide exposure to Canadian medical clinics. Writing the Medical Council of Canada exams 	International Medical Graduates. Must have a medical degree and proficiency in English.
Partnerships		
Catholic Immigration Centre (Lead), LASI World Skills		
Alternative Career Transitions For International Legal Professionals (ACTILP)	<ul style="list-style-type: none"> Offers training and employment integration in occupational sectors that correspond to clients skills and experience Enhances knowledge of legal sector labour markets Includes focus on Canadian legal systems Explores alternative employment options Participants explore and access law databases 	Internationally educated and experienced legal professionals who are under or unemployed Permanent Residents, Convention Refugees, or foreign-born Canadian Citizens

	<ul style="list-style-type: none"> • Participants identify transferable skills • Develops job search strategies • Provides career guidance and customized resumé preparation skills 	Participants must be assessed in English at Canadian Language Benchmark level 7 or above
Employment Focus for Youth		
Youth Settlement Programs	<ul style="list-style-type: none"> • Delivers Education and Employment Workshops • Includes referral to community resources 	Newcomer youth aged 14-24 Eligibility criteria for Citizenship and Immigration Canada funded Programs: <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle

Ottawa Community Immigrant Services Organisation (OCISO) 959 Wellington Street West Ottawa, Ontario K1Y 2X5 Tel.: 613-725-0202 or 613-725-5671 Fax: 613-725-9054 Website: http://www.ociso.org Executive Director: Hamdi Mohamed		
PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/TARGET POPULATION

Job Search Workshop (JSW)	<ul style="list-style-type: none"> • Three day employment workshops are offered on a weekly basis • Includes job search strategies • Offers resumé development skills • Participants develop job readiness skills (interviewing, networking, action plans, self-assessment tool calling cards and labour market information) • Provides group session and one-on-one sector specific expertise • Includes access to computer, online services, fax machines and printer • Workshop schedules posted on agencies' website • Delivered in English • Childcare and bus tickets for eligible clients 	<p>Internationally trained professionals who are unemployed or underemployed</p> <p>Eligibility criteria for Citizenship and Immigration Canada funded Programs:</p> <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle
Partnerships		
Delivered in partnership with LASI World Skills		

<p>Jewish Family Services 2255 Carling Ave, Suite 300 Ottawa, Ontario K2B 7Z5 Tel.: 613-722-2225 Fax: 613-722-7570 Website: http://www.jfsottawa.com Executive Director: Mark Zarecki</p>		
PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/TARGET POPULATION
Job Search Workshops (JSW)	<ul style="list-style-type: none"> • 3-day employment workshops are offered on a weekly basis • Includes job search strategies • Includes resumé preparation • Participants develop job readiness skills (interviewing, networking, action plans and labour market information) 	<p>Internationally trained professionals who are unemployed or underemployed.</p> <p>Eligibility criteria for Citizenship and Immigration Canada funded Programs:</p> <ul style="list-style-type: none"> • Permanent Residents,
Partnerships	<ul style="list-style-type: none"> • Delivers group sessions and one-on-one sector specific expertise 	
Delivered in partnership with LASI World Skills	<ul style="list-style-type: none"> • Includes career Planning • Offers participants sources for possible job leads • Workshop schedules posted on agencies' 	

	website	<ul style="list-style-type: none"> • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle
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Ottawa Chinese Community Service Centre (OCCSC) 381 Kent Street, Suite 4004 Ottawa, Ontario K2P 2A8 Tel.: 613-235-4875 Fax: 613-235-4875 Website: http://www.occsc.org Executive Director: Sharon Kan		
PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Job Search Workshops (JSW)	<ul style="list-style-type: none"> • 4-day Workshops offered on Saturdays • Includes local job market analysis • Focuses on resumé and cover letters • Interview skills and mock interviews • Offers individual consultations and one-on-one support on job readiness 	<p>Internationally trained professionals who are unemployed or underemployed.</p> <p>Eligibility criteria for Citizenship and Immigration Canada funded Programs:</p> <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have

		been approved in principle
Enhanced Language Training for IT Professionals (ELT)	<ul style="list-style-type: none"> • Aims at transitioning IT professionals into equivalent careers in Canada • Offers training in IT Workplace terminology • Participants develop networking and communication skills • Offers opportunities for professional job placements • Job referral and information meetings with prospective employers 	<p>Internationally trained professionals who are unemployed or underemployed.</p> <p>Eligibility criteria for Citizenship and Immigration Canada funded Programs:</p> <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle
The Services of a Job Developer	<ul style="list-style-type: none"> • Brings together employers and internationally trained newcomers • Matches education and professional experience of newcomers with employer needs • Offers support for arranging work placements, co-op placements, and internships. 	<p>Internationally trained professionals who are unemployed or underemployed.</p> <p>Eligibility criteria for Citizenship and Immigration Canada funded Programs:</p> <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in

		principle
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Lebanese and Arab Social Services Agency of Ottawa (LASSA) 1385 Bank Street, Suite 305 Ottawa, Ontario K1H 8N4 Tel.: 613-236-0003 or 613-236-3111 Fax: 613-236-6886 Website: http://www.lassa.ca Executive Director: Fred Awada		
PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Job Search Workshops (JSW) Partnerships Delivered in partnership with LASI World Skills	<ul style="list-style-type: none"> • 3-day employment workshops are offered on a weekly basis • Includes job search strategies • Includes resumé preparation • Participants develop job readiness skills (interviewing, networking, action plans and labour market information) • Delivers group sessions and one-on-one sector specific expertise • Includes career Planning • Offers participants sources for possible job leads • Workshop schedules posted on agencies' website 	Internationally trained professionals who are unemployed or underemployed. Eligibility criteria for Citizenship and Immigration Canada funded Programs: <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle
Foreign Credential Assessment & Clearing House	<ul style="list-style-type: none"> • Includes information sessions on accreditation and training • Includes one-on-one counseling on academic and professional assessments • Offers career counseling for continuing education • Includes referral services 	Internationally Educated Professionals Eligibility criteria for Citizenship and Immigration Canada funded Programs: <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and

		Refugee Protection Act), or <ul style="list-style-type: none"> • Persons whose Permanent Residence application have been approved in principle
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Immigrant Women Services Ottawa (IWSO) 219 Argyle Street, Suite 400 Ottawa, Ontario K2P 2H4 Tel.: 613-729-3145 Fax: 613-729-9308 Website: http://www.immigrantwomenservices.com Executive Director: Lucya Spencer		
PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Job Search Workshops (JSW)	<ul style="list-style-type: none"> • Specialized Job Search training for women newcomers • Includes writing resumé and cover letters • Participants acquire skills for developing individualized and effective action plans • Focuses on career planning and goal setting 	Immigrant and visible minority women. Eligibility criteria for Citizenship and Immigration Canada funded Programs: <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle

Employment Services	<ul style="list-style-type: none"> • Offers individualized services and employment workshops • Includes interview practice • Provides labour market information • Includes career counseling • Delivers computer training workshops • Focuses on re-entry into employment • Includes pre-employment training • Offers referral services 	All Women including Permanent Residents, Canadian Citizens and Refugees
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Somali Centre for Family Services 1719 Bank Street, Suite 200 Ottawa, Ontario K1V 7Z4 Tel.: 613-526-2075 Fax: 613-526-2803 Website: http://www.somalifamilyservices.org Executive Director: Abdirizak Karod		
PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Employment & Training Services	<ul style="list-style-type: none"> • Includes information sessions • Provides employment and job training related referrals • Links clients to employment centers 	<p>Services are aimed at helping the Somali community in Ottawa.</p> <p>Eligibility criteria for Citizenship and Immigration Canada funded Programs:</p> <ul style="list-style-type: none"> • Permanent Residents, • Protected Persons (as defined in Section 95 of the Immigration and Refugee Protection Act), or • Persons whose Permanent Residence application have been approved in principle

Conseil Économique et Social d'Ottawa-Carleton (CESOC)

649 Montreal Road
Ottawa, Ontario K1K 0T4
Tel. : 613-248-1343
Fax : 613-248-1506
Website: <http://www.cesoc.ca>
Executive Director: Pierre Dadjo

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Accompagnement En Emploi/ Employment Support	<ul style="list-style-type: none"> Builds relationships with prospective employers Identifies available jobs and lobbies for the hiring of its clients Follows-up with employers on clients' applications Builds strategic partnerships in the employment sector Guarantees job readiness of pre-selected candidates to prospective employers Provide informational bridging to employers about new Canadian labour force Develops and makes accessible a comprehensive list of websites classified by occupational field 	<p>Permanent Residents, Canadian Citizens, Work Permit Holders</p> <p>Must have attended employment preparation workshops, submitted a resumé, and be available for interviews</p>

YMCA-YWCA National Capital Region
Employment, Enterprise and Newcomer Services

180 Argyle Avenue, 4th Floor
Ottawa, Ontario K2P 1B7
Tel.: 613-788-5001
Fax: 613-788-5051

The Newcomer Information Centre

240 Catherine St., Suite 308
Ottawa, Ontario K2P 2G8
Tel.: 613-238-5462
Fax: 613-788-5051

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

PROGRAM/SERVICE & LOCATION	PROGRAM DESCRIPTION	ELIGIBILITY/TARGET POPULATION
Information & Orientation		
The Newcomer Information Centre (NIC) 240 Catherine St., Suite 308 Ottawa, Ontario K2P 2G8 Tel.: 613-238-5462 Fax: 613-788-5051 Website: http://www.ymcaywca.ca/	<ul style="list-style-type: none"> Information and referral service for newcomers to Canada Includes computer resource centre Multilingual staff and community settlement specialists Delivers various employment workshops and information sessions Provides information on International Medical Doctors Bridging Information Sessions offered through LASI World Skills Includes information Session for International Early Childhood Educators 	Open to the general public with a focus on Newcomers to Canada
Employment Services		
Employment Access Centres East: 1400 St. Laurent Blvd. , Suite 105 Ottawa, Ontario Tel.: 613-688-3690 Fax: 613-688-2166 Website: http://www.ymcaywca.ca West: 1545 Carling Ave., Suite 204 Ottawa, Ontario Tel.: 613-688-2150 Fax: 613-688-2166 Website: http://www.ymcaywca.ca	<ul style="list-style-type: none"> Employment consultation, job search support A resource centre with various tools and resources Referrals to other community programs Access to government funded programs like Second Career 	Open to the general public Free of charge
Job Connect (JC) Employment, Enterprise and Newcomer Services 180 Argyle Avenue, 4th Floor Ottawa, Ontario K2P 1B7 Tel.: 613-788-5001 Fax: 613-788-5051	<ul style="list-style-type: none"> Includes focus on Internationally Trained Individuals with access to information regarding labour market, apprenticeships, retraining and community services Includes employment workshops One-on-one employment counseling for employment needs Access to Job Development and Placement Support-matching of clients with job placements, some training subsidy for employers Various workshops such as resume 	Employment Counseling: <ul style="list-style-type: none"> 25+ years of age Not eligible for EI Unemployed (or under 20 hrs/week) Legally entitled to work in Canada Resident of Ontario

	<p>development, cover letter writing, career search and interview techniques</p> <ul style="list-style-type: none"> • Assists with credential assessments and licensing guidelines • Includes professional networking • Sector specific services for international professionals specializing in finance, healthcare and engineering • Includes a resource centre 	
<p>Ontario Self-Employment Benefit Program (OSEB) Employment, Enterprise and Newcomer Services 180 Argyle Avenue, 4th Floor Ottawa, Ontario K2P 1B7 Tel.: 613-788-5001 Fax: 613-788-5051</p> <p>Partnerships Ministry of Training, Colleges and Universities; Government of Canada; and the business community</p>	<ul style="list-style-type: none"> • Financial assistance provided to eligible participants for a fixed period of time while starting a new business • Partner agencies assess suitability for self-employment and evaluate proposals • Access to business related seminars and one-on-one support from a business consultant 	<p>Participants are eligible if:</p> <ul style="list-style-type: none"> • They established a claim for Employment Insurance benefits or their Employment Insurance benefit period ended within the past three years. • They established a claim for Employment Insurance maternity or paternity benefits and were paid benefits within the past five years, and are re-entering the labour force after having left it to care for newborn or newly adopted children.
Employment Resource Centres		

Kanata Employment Resource Centre (KERC) 3A-145 Roland Michener Dr Kanata, Ontario K2T 1G7 Tel.: 613-591-0667	<ul style="list-style-type: none"> • Employment resource centre with information on labour market, apprenticeships, retraining and community services • Includes employment workshops with topics on Resumé Writing, Job Search and Interview Techniques • Delivers Employer Information Sessions 	Open to the general public for Job Search and related purposes
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COMMUNITY COLLEGES & UNIVERSITIES OFFERING NEWCOMER-RELATED EMPLOYMENT SERVICES

PROGRAMS FOR INTERNATIONALLY TRAINED PROFESSIONALS

Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 Website: http://www.algonquincollege.com/		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Colleges Integrating Immigrants to Employment (CIITE)		
Ace It Program Connecting Expertise for the Internationally Trained Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel.: 613-727-4723 ext. 2137 http://www.algonquincollege.com/ITN/programs	<ul style="list-style-type: none"> • Incorporates a variety of modules and options for internationally trained individuals with prior healthcare education. • Includes a number of options: <ul style="list-style-type: none"> ○ Preparation for regulated employment program ○ Polysomnography ○ Cardiac Diagnostics ○ Mental Health 	Individuals with prior healthcare education such as: Physicians Registered Nurses EEG Technologists

	<p>Nursing Certificate</p> <ul style="list-style-type: none"> o INSIGHTS Course o Enhanced Language Training for Internationally Trained Professionals -- Allied Health Care 	Respiratory Therapists
<p>Foreign Trained Nurse Project</p> <p>Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel.: 613-727-4723 ext. 5085 Website: http://www2.algonquincollege.com/healthandcommunity/</p>	<p>This multi-leveled program allows Foreign Trained Nurses to challenge the course content in one of three Health Care programs related to nursing practice:</p> <ul style="list-style-type: none"> - Personal Support Worker, - Practical Nurse and - Baccalaureate in Nursing. <p>Once successful the nurse will obtain the corresponding certificate, diploma or degree.</p>	Foreign Trained Nurses
<p>Prior Learning Assessment and Recognition</p> <p>Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 ext. 7027 Website: http://www.algonquincollege.com/col/plar.html</p>	<p>This service allows participants to receive credit for life experiences and on the job training areas in which they may not have a formal education.</p> <p>Credits may be awarded by successfully challenging an examination or creating a portfolio to demonstrate proficiency in a specific subject area.</p>	<p>Be 19 years of age or older, or have an Ontario Secondary School Diploma or equivalent.</p> <p>Persons with English as a Second Language may be required to pass an English test.</p>

Ottawa, Ontario K1K 4R3 Tel.: 613 742-2475 Website: http://www.lacitec.on.ca/		
PROGRAM/SERVICE	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Accès aux métiers de la construction pour les immigrants (PAMCI) Access to the construction trades for immigrants La Cité collégiale 801 Aviation Parkway Ottawa, Ontario K1K 4R3 Tel.: 613 742-2475 Website: http://www.lacitec.on.ca/web/lcc/faq/pamci.htm	<ul style="list-style-type: none"> • Trains and upgrades skills of electricians, plumbers and bricklayers • Includes language training • Offers four to six month work placements 	Persons internationally trained in the construction trades
Information and Resource Services	<ul style="list-style-type: none"> • Provides information on apprenticeship training and resources for internationally trained individuals seeking employment consistent with their skills and experience • Delivers employment workshops • Focuses on job search strategies • Includes information on careers, occupations and labour markets, training opportunities 	Internationally trained newcomers
Employment Resource Centre Job Connect – A service of La Cité Collégiale 270 Marie Ave, 2 nd Flr. Ottawa, Ontario K1L 5P8 Tel.: 613-741-9042 Fax: 613-828-2683 Website: http://www.connexionemploi.ca	<ul style="list-style-type: none"> • Includes professional support for resumé writing and cover letters • Includes job placement services • Offers one-to-one employment counseling • Includes access to job postings • Delivers career interest exploration services • Includes access to computers, high speed internet, fax machines, photocopier and laser printer • Provides information on careers and occupations and local job markets • Provides information on training opportunities, apprenticeships, 	Clients Seeking Employment, Training or Education

	post-secondary education <ul style="list-style-type: none"> • Links clients to community resources • Offers free recruitment services for employers 	
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BASIC SKILLS & LITERACY TRAINING, COLLEGE PREPARATION AND ENTRY LEVEL

Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 ext. 2224 Website: http://www.algonquincollege.com/		
PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Labour Market Entry Level Skills Training		
Focus for Change Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 ext. 2224 Website: http://www.algonquincollege.com/	<ul style="list-style-type: none"> • 16-week certificate program delivering employment skills to women which facilitate entry into the labour market or further training • Includes 25 hours in-class training per week offered every fall • In-class instructions include life skills and career planning, introduction to computers and communications and mathematics skills 	Participation in Information Session and Completion of Selection Interview
Partnerships City of Ottawa	<ul style="list-style-type: none"> • Two weeks work experience • Free for Ontario Works recipients • Financial assistance available for qualified candidates 	

<p>Job Readiness Training</p> <p>Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 ext. 2224 Website: http://www.algonquincollege.com/</p> <p>Partnerships City of Ottawa</p>	<ul style="list-style-type: none"> • 12-week program • Upgrades communications, math and computer skills • Includes skills identification and building of self-esteem • Includes job search skills • 2-week job placement • Free for Ontario Works recipients • Financial assistance may be available for eligible candidates 	<p>Free for clients on Ontario Works, otherwise tuition fees apply.</p>
College Preparation Programs (CCP)		
<p>Preparation for Health Sciences</p> <p>Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 ext. 5722 Website: http://www.algonquincollege.com/</p>	<ul style="list-style-type: none"> • Intensive 6-week program • Offered twice a year in September and January • Students obtain prerequisites for post-secondary health science programs including Practical Nursing, Paramedic, Biotechnology • Technologist, Dental Assistant, Dental Hygiene, Respiratory Therapy, Veterinary Technician, Massage Therapy, Water and Waste Water Technician, Fitness and Health promotion • Financial assistance available for eligible students 	<p>19 years of age or older</p> <p>Attendance at an Assessment Session and an Information session</p> <p>Strong Reading Skills</p>
<p>College Preparation</p> <p>Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 ext. 5360 Website: http://www.algonquincollege.com/</p> <p>Pembroke Campus 315 Pembroke Street East Pembroke, Ontario K8A 3K2P Tel: 613-735-4700 ext 2764 Fax : 613-735-8800 www.algonquincollege.com/pembroke</p>	<ul style="list-style-type: none"> • Improves academic skills in preparation for college programs or for employment • Includes communication, mathematics, sciences and computer skills from literacy level to grade 12 • Includes day & evening classes • Financial assistance available for eligible students 	<p>Students who need to upgrade or meet college requirements but are unable to attend regular courses.</p>

GED Preparation Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 ext. 5720 Website: http://www.algonquincollege.com/	<ul style="list-style-type: none"> • 16-week program offered in the evening • Prepares students to write the GED test in five subject areas: writing, reading, mathematics, social studies and social sciences • Includes GED practice tests • No financial assistance for eligible students 	Ontario resident, 19 years or older, who have been unable to obtain a High School diploma Pre-assessments determining subject areas for study
General Arts and Sciences Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 ext. 5242 Website: http://www.algonquincollege.com/	<ul style="list-style-type: none"> • One year certificate program or two year post-secondary diploma • Facilitates preparation for other college or university programs • OSAP student loans available for eligible students 	Ontario English grade 12, (ENG4C or Equivalent)
General Machinist Pre- Apprenticeship Program Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 ext. 5242 Website: http://www.algonquincollege.com/ Contact: Rick Lacelle Tel.: 613- 727- 4723 ext. 2414	<ul style="list-style-type: none"> • Includes preparation for successful entry into full, General Machinist apprenticeship program and/ or easy transfer into post-secondary programs at an intermediate level. • Delivers academic upgrading, Trade Readiness Training, Level 1 Training • Includes Work Placement 	No cost for Eligible Candidates Open to candidates wishing to upgrade education and skills Other eligibility criteria may apply, see website

MAINSTREAM ORGANISATIONS OFFERING NEWCOMER- RELATED EMPLOYMENT SERVICES

<p>Ottawa Public Library Main Branch 120 Metcalfe St. Ottawa, Ontario K1P 5M2 Tel.: 613-580-2945</p> <p>For information on other locations, visit: http://www.BiblioOttawaLibrary.ca</p>		
PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Library Settlement Partnership Program		
<p>Ottawa Public Library Main Branch 120 Metcalfe St. Ottawa, Ontario K1P 5M2 Tel.: 613-580-2945</p> <p>For information on other locations, visit: http://www.BiblioOttawaLibrary.ca</p> <p>Partnerships Citizenship and Immigration Canada Lebanese and Arab Social Services Agency of Ottawa (LASSA) Ottawa Community Immigrant Services Organization (OCISO) Ottawa Chinese Community Service Centre (OCCSC) Somali Centre for Family Services Conseil Économique et Social d'Ottawa Carleton (CESOC)</p>	<ul style="list-style-type: none"> • Provides information on starting a business in Ontario • Settlement information services are delivered through Newcomer Information Officers (NIOs) • Access to computers with international keyboards • Also offers Mandarin-English employment workshops in partnership with the Ottawa Chinese Community Services Centre (OCCSC) 	<p>Open to all</p> <p>Library Membership Card Recommended</p>

Ottawa Public Library Branches with Newcomer Information Officers		
Alta Vista Branch 2516 Alta Vista Ottawa, Ontario K1V 7T1 Tel.: 613-737-2837 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca	<ul style="list-style-type: none"> Newcomer Information Officers (NIOs) deliver settlement information services 	Newcomers Open to all Library Membership Card Recommended
Beaverbrook Branch 2500 Campeau Ottawa, Ontario K2K 2W3 Tel.: 613-592-2712 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca		
Elmvale Acres Branch 1910 St-Laurent Ottawa, Ontario K1G 1A4 Tel.: 613-738-0619 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca		
Greenboro Branch 363 Lorry Greenberg Ottawa, K1T 3P8 Tel.: 613-580-2957 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca		
Nepean CentrepoinTE Branch 101 CentrepoinTE Ottawa, Ontario K2G 5K7 Tel.: 613-580-2710 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca		
Ruth E. Dickinson 100 Malvern Ottawa, Ontario K2J 2G5 Tel.: 613-580-2796 For information on other locations, visit: http://www.BiblioOttawaLibrary.ca		

Community Health and Resource Centres

PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Employments Services		
Pinecrest-Queensway Community Health Centre 2525 Carling Avenue (Lincoln Fields Shopping Centre) Ottawa, Ontario K2B 7Z2 Tel: 613-288-3880 Fax: 613-288-3881 Email: employment.info@pqchc.com Website: http://www.pqchc.com/	<ul style="list-style-type: none"> Includes a range of employment workshops One-on-one employment counseling for individuals who qualify Access to government employment programs, such as the Second Career Program and the Ontario Self-Employment Benefit Program, for eligible persons Includes a resource centre, access to computers, internet, job postings, fax, photocopying Includes Millennium Learning Centre 	All community members, including immigrants and refugees Eligibility criteria applies for specific programs and services, such as employment counseling and access to government employment programs. Contact employment services for details.
Employer Liaison Pinecrest-Queensway Community Health Centre 2525 Carling Avenue (Lincoln Fields Shopping Centre) Ottawa, Ontario K2B 7Z2 Tel: 613-288-3880 Fax: 613-288-3881 Email: employment.info@pqchc.com Website: http://www.pqchc.com/	<ul style="list-style-type: none"> Connects pre-screened applicants with employers Provides training, expertise and employee retention strategies for employers 	Employers

Employment Ontario Services Vanier Community Service Centre Employment Services 270 Marier Ave. Ottawa, Ontario Tel.: 613-742-4400 Website: http://www.cscvanier.com/	Offers a wide range of employment services in both official languages, including: <ul style="list-style-type: none"> • Employment counseling • Information on the local labour market • Advice for career planning and strategies for job search • Opportunities for training and learning • Resource rooms with computer access • Workshops 	Job-seekers and employers
Employment Seminars Vanier Community Service Centre Employment Services 270 Marier Ave. Ottawa, Ontario Tel.: 613-742-4400 Website: http://www.cscvanier.com/	Offers seminars of a range of topics, including: <ul style="list-style-type: none"> • Marketing strategies • Hiring processes • Job searches in the customer service field • Employer presentations • What employers want • Work and career orientation • Pre self-employment • Job search portfolio development 	French-speaking job seekers
Practical Experience		
Pinecrest-Queensway Community Health Centre Experica Practice Firm 1365 Richmond Road, Floor 3 Ottawa, Ontario K2B 6R7 Tel.: 613-688-3980 Website: http://www.experica.ca Contact: Employment Coordinator Tel.: 613-688-3980 ext. 704	<ul style="list-style-type: none"> • Participants develop professional experience through job training simulations • Provides exposure to business environments • Provides experience with the latest software and dynamic team environments • Offers professional coaching and support • Includes professional development, networking and linkages to clients' occupational fields 	<ul style="list-style-type: none"> • Persons returning to the workforce • Recent Graduates • New Canadians • Persons changing careers with applicable academic background • Residents of Ontario seeking employment in the Ottawa region • Persons having difficulty integrating into the job market

Practice Firm Vanier Community Service Centre Employment Services 270 Marier Ave. Ottawa, Ontario Tel.: 613-742-4400 Website: http://www.cscvanier.com/	<ul style="list-style-type: none"> • Participants must already have the skills in their areas of expertise • Participants must dedicated 30% of your time to a structured job search • Involves up to twelve weeks of real work experience (non-remunerated) in the fields in which participants already possess skills Participants will receive work references based on their skills 	<ul style="list-style-type: none"> • New citizens • New graduates • Persons returning to the work force • Persons changing careers • Persons having difficulty integrating into the job market
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EMPLOYMENT ASSESSMENT CENTRES

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/TARGET POPULATION
Assessment Centres		
Ottawa Assessment Resource Centres Northern Lights West Centre 2525 Carling Ave, Suite 27A Ottawa, Ontario K2B 7Z2 Tel.: 613-688-2147 Fax: 613-688-2167 Website: http://www.northernlightscanada.ca Northern Lights East Centre 1980 Ogilvie Rd, Suite 163 Ottawa, Ontario K1J 9L3 Tel.: 613-688-3670 Fax: 613-688-3671 Website: http://www.northernlightscanada.ca	<ul style="list-style-type: none"> • Provides assessments and referral to a broad range of employment services • Referrals include Employment Ontario Funded Programs • Includes support for accessing self-employment training or incentive programs • Supports clients to develop individualized training applications • Supports clients to develop return to work action-plans • Includes employment resource centre with access to computers, internet, faxing and copying • Provides labour market information • Delivers job search programs, information sessions and employment counseling 	All job seekers, including: <ul style="list-style-type: none"> • Adults • Youth • Newcomers • Laid-off • Re-entering the workforce after an extended leave • Dealing with barriers to employment

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EMPLOYMENT SERVICES FOR FRANCOPHONE NEWCOMERS

Conseil Économique et Social d'Ottawa-Carleton (CESOC)

649 Montreal Road
Ottawa, Ontario K1K 0T4
Tel. : 613-248-1343
Fax : 613-248-1506
Website: <http://www.cesoc.ca>
Executive Director: Pierre Dadjio

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
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Accompagnement en Emploi/Employment Support	<ul style="list-style-type: none"> • Builds relationships with prospective employers and markets skills of clients • Identifies available jobs and lobbies for the hiring of its clients • Follow-ups with employers about clients' applications • Builds strategic partnerships in the employment sector • Guarantees job readiness of pre-selected candidates to prospective employers • Provides information to employers about the immigrant labour force • Develops and makes accessible a comprehensive list of websites classified by occupational field 	Permanent Residents, Canadian Citizens, Work Permit Holders Must have attended employment preparation workshops, submitted a resumé, and be available for interviews
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La Cité collégiale 801 Aviation Parkway Ottawa, Ontario K1K 4R3 Tel.: 613 742-2475 Website: http://www.lacitec.on.ca/		
PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Upgrading and Training		
Formation de base de l'Ontario pour adultes La Cité collégiale 801 Aviation Parkway Ottawa, Ontario K1K 4R3 For more information contact: Tel.: 613-742-2493 ext. 2800	<ul style="list-style-type: none"> • Offers secondary school equivalency for adults • Prepares adult students for college studies or integration into the work force 	Free for residents of Ontario

<p>Email: fbo@lacitec.on.ca</p> <p>Website: http://www.lacitec.on.ca/fbo.htm</p>		
<p>Accès aux métiers de la construction pour les immigrants (PAMCI) Access to the construction trades for immigrants</p> <p>La Cité collégiale 801 Aviation Parkway Ottawa, Ontario K1K 4R3 Tel.: 613 742-2475</p> <p>Website: http://www.lacitec.on.ca/web/lcc/faq/pamci.htm</p>	<ul style="list-style-type: none"> • Trains and upgrades the skills of electricians, plumbers and bricklayers • Includes language training • Offers four to six month work placements 	<p>Persons internationally trained in the construction trades</p>
Employment Resource Centre		
<p>Employment Resource Centre</p> <p>Job Connect – A service of La Cité Collégiale 270 Marie Ave, 2nd Flr. Ottawa, Ontario K1L 5P8 Tel.: 613-741-9042 Fax: 613-828-2683 Website: http://www.connexionemploi.ca</p>	<ul style="list-style-type: none"> • Includes professional support for resumé writing and cover letters • Includes job placement services • Offers one-to-one employment counseling • Includes access to job postings • Delivers career interest exploration services • Includes access to computers, high speed internet, fax machines, photocopier and laser printer • Provides information on careers and occupations and local job markets • Provides information on training opportunities, apprenticeships and post-secondary education. • Links clients to community resources • Offers free recruitment services for employers 	<p>Clients seeking employment, training or education</p>

PROGRAMS AND SERVICES FOR PERSONS WITH DISABILITIES

PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Employment & Training		
Employment and Training Ontario March of Dimes 2249 Carling Ave., Suite 200 Ottawa, Ontario K2B 7E9 Tel.: 613-596-3463 Toll-free: 1-877-695-7999 Fax: 613-596-5696 Website: http://www.marchofdimes.ca	<ul style="list-style-type: none"> Includes job skills training Provides employment planning support Delivers job search and employment services Finds jobs for clients, matches clients and develops required skills Includes employment specialist services 	Referral from Northern Lights Vocational Services, Ontario Disability Support Program, Workplace Safety and Insurance Board, and the Opportunities Fund
Employment Access Skills Enhancement Program (EASE) Neil Squire Foundation 179 Colonnade Road South, Suite 500 Nepean, Ontario K2E 7J4 Tel.: 613-723-3575 Website: http://www.neilsquire.ca	<ul style="list-style-type: none"> Includes employment assessments Includes employment liaisons and builds work experience Participants learn to use assistive technology Includes career exploration and work experience Focuses on career development and job finding skills Delivers job interview skills training Includes strengths identification Basic computer skills and knowledge 	Referral from Northern Lights Vocational Services, Ontario Disability Support Program, Workplace Safety and Insurance Board & the Opportunities Fund Persons with significant disabilities
Employment Supports Ministry of Community and Social Services Ontario Disability Support Program (ODSP) 351 Preston Street, 2nd floor Ottawa, Ontario K1S 3H8 General Inquiry: (613) 234-1188 Toll Free: 1-800-267-5111 TTY: (613) 787-3959 Fax: (613) 783-5958 Website: http://www.mcass.gov.on.ca/	<ul style="list-style-type: none"> Includes job coaching services Delivers ongoing support for job search activities Includes technical aids Includes job placements Offers on-the-job training services Focuses on job maintenance skills 	16 years of age or older Resident of Ontario Legally entitled to work in Canada Have a disability that is expected to last one year or more and that presents a barrier to finding or keeping a job

		Not on Ontario Works Not eligible for or receiving disability or rehabilitation benefits from other public or private sources
Education and Training		
Canada Access Grant for Students with Permanent Disability Human Resources and Skills Development Canada (HRSDC) Website: http://www.hrsdc.gc.ca/	<ul style="list-style-type: none"> Awarded to students with permanent disabilities who have demonstrated financial need. It is intended to assist in covering the costs of accommodation, tuition, books, and other education-related expenses up to \$2,000 per loan year. 	Students with permanent disabilities who: Have demonstrated financial need; Are a person with a permanent disability, as defined in the <i>Canada Student Financial Assistance Regulations (CSFAR)</i>; Able to provide acceptable documentation as required by the <i>CSFAR</i> (i.e., medical certificate, learning disability assessment; or proof of receipt of federal and/or provincial disability insurance); and, Are eligible for a full-time or part-time Canada Student Loan as outlined for students with permanent disabilities.
Canada Study Grant for the Accommodation of Students with Permanent Disabilities Human Resources and Skills Development Canada (HRSDC) Website: http://www.hrsdc.gc.ca/	<ul style="list-style-type: none"> Financial assistance (up to \$8,000 per loan year) to help cover costs related to a disability, such as tutors, oral or sign interpreters, attendant care for studies, specialized transportation (to and from school only), note takers, readers and brailers. 	Students with permanent disabilities that restrict their ability to perform the daily activities necessary to participate fully in post-secondary studies or in the labour force Eligibility criteria: Apply and qualify for a Canada Student Loan;

		<p>Are enrolled full-time or part-time in a program (minimum 32 weeks) at a <u>designated post-secondary institution</u>;</p> <p>Meet the criteria for students with <u>permanent disabilities</u> (must be able to provide proof of disability in the form of a medical certificate, a psycho-educational assessment, or documentation providing receipt of federal or provincial disability assistance, as outlined in the <u>Canada Student Financial Assistance Regulations</u>);</p> <p>Provide a written document from a qualified person confirming that you are in need of exceptional education-related services or equipment; and</p> <p>Show in writing the exact cost of the equipment and services you need.</p>
<p>Canada Student Loans Program – Permanent Disability Benefit (PDB)</p> <p>Human Resources and Skills Development Canada (HRSDC) Website: http://www.hrsdc.gc.ca/</p>	<ul style="list-style-type: none"> Facilitates forgiveness of student loans 	<p>Have a permanent disability</p> <p>Experiencing exceptional financial hardship with their repayment obligations due to their disability</p> <p>Other criteria may apply</p>

Opportunities Fund for Persons with Disabilities Service Canada Website: http://www.servicecanada.gc.ca	<ul style="list-style-type: none"> Provides funding for national, regional and local projects that assist people with disabilities in preparing for and finding employment or self-employment, as well as acquiring the skills necessary to maintain that new employment. 	The Opportunities Fund offers three categories of funding for projects involving eligible activities: <ul style="list-style-type: none"> Financial Assistance for Individuals Funding for Employers and Organizations for Local and Regional Projects Funding for Organizations for National Projects
Canada Pension Plan Disability Vocational Rehabilitation Program Service Canada Website: http://www.servicecanada.gc.ca	<ul style="list-style-type: none"> Offers vocational counseling, financial support for training, and job search services to recipients of Canada Pension Plan (CPP) Disability Benefits to help them return to work. 	Recipients of Canada Pension Plan (CPP) Disability Benefits who could benefit from vocational rehabilitation
Literature for the Blind Service Canada Website: http://www.servicecanada.gc.ca	<ul style="list-style-type: none"> Offers postage free delivery of items used by visually impaired persons 	Visually Impaired Persons
Skills Development Service Canada Website: http://www.servicecanada.gc.ca	<ul style="list-style-type: none"> Offers negotiated amount of financial support for skills training 	Employment Insurance Eligible Persons

PROGRAMS AND SERVICES FOR FRANCOPHONE

PERSONS WITH DISABILITIES

Cooperative Horizon Emploi Inc.

235 Donald St., 2nd Floor, Suite 263

Tel.: 613-747-2727

Fax: 613-747-8269

Ottawa, Ontario K1K 1N1

Website: www.horizonemploi.ca

PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Employment Services for Francophone Adults with Developmental Disabilities	<ul style="list-style-type: none"> • Delivers employment services • Summer project to facilitate transition between school and work • Health and city projects • French speaking clients 	Adults with a developmental disability French speaking clients

PROFESSIONAL MENTORSHIPS

PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Canadian Overseas Mentorship Experience Program (COME) Algonquin College Woodroffe Campus 1385 Woodroffe Avenue Ottawa, Ontario K2G 1V8 Tel: 613-727-4723 Website: http://www.algonquincollege.com/	<p>Offers a mentorship opportunity to pre-approved internationally educated professionals and skilled workers from the Philippines and India before they immigrate to Canada.</p> <p>The program centers on three key components:</p> <ul style="list-style-type: none"> • A one-to-one, e-mentoring relationship lasting six months • An online course for both mentees and mentors • An online community to support the e-mentoring relationship by providing both structure and resources. 	<p>Mentees are individuals who are professionals or skilled workers and have been pre-approved for immigration to Canada. These individuals will be selected by the Association of Canadian Community Colleges of Canada's (ACCC) Canadian Immigration Integration Project (CIIP) staff.</p> <p>Mentors are professionals or skilled workers employed in Canada in a like profession to the pre-approved immigrants coming to Canada.</p>
Skills Match LASI World Skills 219 Argyle Avenue, Suite 300 Ottawa, ON K2P 2H4 Tel.: 613-233-0453 Fax: 613-232-1757 Website: http://www.ottawa-worldskills.org	<ul style="list-style-type: none"> • Delivers one-on-one mentorship support for clients seeking to gain professional experience through short/medium term or non commensurate employment. 	<p>Under or unemployed Permanent Resident, Convention Refugee or foreign-born Canadian Citizen</p>

Ethnic Minority Business Training and Mentoring Program Social Planning Council of Ottawa 790 Bronson Avenue Ottawa, Ontario K1S 4G4 Tel.: 613-236-9300 Fax: 613-236-7060 Website: http://www.spcottawa.on.ca	<ul style="list-style-type: none"> • Hosted by Social Planning Council • Supports minority entrepreneurs establishing small businesses • Includes training in small business and networking with mentors owning established businesses • Contributes to the creation of several new business in Ottawa each year 	Minority entrepreneurs seeking to establish a business
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REGULATED PROFESSIONS AND TRADES

PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Work in Your Professions Team Lead Policy and Research 400 University Ave, 3rd Floor Toronto, Ontario M7A 2R9 Tel.: 416-325-8212 Website: http://www.ontarioimmigration.ca	<ul style="list-style-type: none"> • Provides comprehensive information on professions and trades requiring mandatory certification or licensing and on the process of licensing • Includes information on academic credential assessments for Ontario standards • Includes information on bridging programs • Provides career maps which explain in detail all the steps of the certification process • Provides access to useful links and resources 	Open to all

GOVERNMENT SERVICES

PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
City of Ottawa		
Employment Resource Centres	<ul style="list-style-type: none"> • Employment Workshops • Job listings • Internet access • Childcare • Basic computer training • Resumé and cover letters • Interview techniques • Employment Specialist • Labour market information • Job links 	Permanent Residents Convention Refugees Canadian citizens English & French services available
Central City Centre Building 370 Catherine Street, Suite 100 Ottawa, Ontario Tel: 613-230-4440 Fax: 613-236-1891		
East 2339 Ogilvie Road, Suite 105 Ottawa, Ontario Tel.: 613-560-0626 Fax: 613-744-2320		
West 2 Constellation Crescent Ottawa, Ontario Tel: 613-560-0621 Fax: 613-828-9536		
South 2020 Walkley Ottawa, Ontario Tel: 613-560-0624 Fax: 613-737-5578		
City of Ottawa Partners for Jobs 370 Catherine Street, 3 rd Floor, Ottawa, K1R 5T5 613-560-0618 ext. 19347 Fax: 736-5945	<ul style="list-style-type: none"> • Supports clients in developing action plans for finding and keeping employment • Delivers a broad range of job development initiatives and 	Ontario Works Recipients

<p>Website: http://www.ottawa.ca/partnersforjobs</p> <p>Partnerships</p> <p>Community agencies, training and education institutions, private companies, not for profit organizations</p>	<p>activities</p> <ul style="list-style-type: none"> • Focuses on employment skills development 	
Employment Ottawa		
<p>Assessment Resource Centres</p> <p>Northern Lights West Centre 2525 Carling Ave, Suite 27A Ottawa, Ontario K2B 7Z2 Tel.: 613-688-2147 Fax: 613-688-2167 Website: http://www.northernlightscanada.ca</p> <p>Northern Lights East Centre 1980 Ogilvie Rd, Suite 163 Ottawa, Ontario K1J 9L3 Tel.: 613-688-3670 Fax: 613-688-3671 Website: http://www.northernlightscanada.ca</p>	<ul style="list-style-type: none"> • Provides assessments and referral to a broad range of employment services • Referrals include Employment Ontario Funded Programs • Includes support for accessing self-employment training or incentive programs • Supports clients to develop individualized training applications • Supports clients to develop return to work action-plans • Includes employment resource centre with access to computers, internet, faxing, copying • Provides labour market information • Delivers job search programs • Information sessions and employment counseling 	<p>Convention Refugees</p> <p>Permanent Residents</p> <p>Unemployed Canadian Citizens</p>
<p>Action 2000 Career Development Services, Province of Ontario</p> <p>Action 2000 Services d'emploi Burnside Building 151 Slater Street, Suite 505 Ottawa, Ontario K1P 5H3 Tel.: 613-236-6111/613-236-9984 Fax: 613-236-9748 Email: info@action2000.org</p>	<ul style="list-style-type: none"> • Supports clients with accreditation and assessments of international credentials • Assists clients to obtain gainful employment • Includes resumé writing and cover letter assistance • Delivers pre-departure orientation services for companies and individuals 	<p>Unemployed</p> <p>Referral by Northern Lights</p>
Service Canada		
<p>Employment Services</p> <p>Service Canada Centre Esplanade Laurier 300 Laurier Ave. West, 2nd Floor Ottawa, Ontario Tel: 613-990-5100 Website: http://www.servicecanada.gc.ca</p>	<ul style="list-style-type: none"> • Job Bank kiosk • Foreign Credentials Referral • Application for Social Insurance Number • Employment Insurance Claims • Income Security Program (ISP) • Labour market information • Information about Service Canada programs 	<p>Permanent Residents</p> <p>Convention Refugees</p> <p>Canadian Citizens</p>

SELF EMPLOYMENT & ENTREPRENEURSHIP

PROGRAM & SERVICE PROVIDER	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Settlement Agencies		
Entrepreneurial Start-up Program Jewish Family Services of Ottawa (JFS) 2255 Carling Avenue, Suite 300 Ottawa, On K2B 7Z5 Tel.: 613-722-2225 Fax: 613-722-7570 Website: http://www.jfsottawa.com	<ul style="list-style-type: none"> • Delivers individual assistance • Includes preparing a business plan • Focuses on promotion and advertising • Explores Canadian culture • Looks at accessing venture capital relationship with banks • Focuses on Canada Customs and Revenue Agency requirements 	Open to all Fees apply
Mainstream Organizations Delivering Services to Newcomers & Immigrants		
Ontario Self-Employment Benefit Program (OSEB) YMCA-YWCA National Capital Region Employment, Enterprise and Newcomer Services 180 Argyle Avenue, 4th Floor Ottawa, Ontario K2P 1B7 Tel.: 613-788-5001 Fax: 613-788-5051 Website: http://www.ymcaywca.ca/	<ul style="list-style-type: none"> • Financial assistance provided to eligible participants for a fixed period of time while starting a new business • Partner agencies assess suitability of for self-employment and evaluate proposals • Access to business related seminars and workshops as well as one-on-one support from a business consultant 	Job seekers who are unemployed and meet one of the following conditions: <ul style="list-style-type: none"> • Established a claim for Employment Insurance benefits or their Employment Insurance benefit period ended within the past three years. • Established a claim for Employment
Partnerships Ministry of Training, Colleges & Universities, Government of Canada & Business Community		

		Insurance maternity or paternity benefits and were paid benefits within the past five years, and are re-entering the labour force after having left it to care for newborn or newly adopted children.
Ethnic Business Development Social Planning Council of Ottawa 790 Bronson Avenue Ottawa, Ontario K1S 4G4 Tel.: 613-236-9300 Fax: 613-236-7060 Website: http://www.spcottawa.on.ca	<ul style="list-style-type: none"> • Coalition of Ethnic, Visible Minority, and Aboriginal Business Support Service Providers (CEVMA) • Hosted by Social Planning Council • Includes a collaboration table of community organizations who provide technical assistance for ethnic minority and Aboriginal business development • Identifies and addresses gaps in business development services • Increases access to support for small business and populations facing significant economic exclusion 	Ethnic Minority and Aboriginal clients running or wishing to establish small businesses
Ethnic Minority Business Training and Mentoring Program Social Planning Council of Ottawa 790 Bronson Avenue Ottawa, Ontario K1S 4G4 Tel.: 613-236-9300 Fax: 613-236-7060 Website: http://www.spcottawa.on.ca	<ul style="list-style-type: none"> • Hosted by Social Planning Council • Supports minority entrepreneurs establishing small businesses • Includes training in small business and networking with mentors owning established minority business • Contributes to the creation of several new businesses in Ottawa each year 	Minority entrepreneurs seeking to establish businesses

Community Colleges & Universities Offering Employment & Settlement Services		
Job Development and Employment Support La Cité Collégiale 270 Marie Ave, 2 nd Flr. Ottawa, Ontario K1L 5P8 613-741-9042 Fax: 613-828-2683 www.connexionemploi.ca	<ul style="list-style-type: none"> Includes employment and placements for acquiring work experience through on-the-job training 	16 years or older Out of school and out of work Not receiving Employment Insurance Benefits
Government Support Programs		
Starting a New Business in Ontario Ontario Ministry of Citizenship and Immigration Website: http://www.ontario.ca/en/business/index.htm	<ul style="list-style-type: none"> Offers comprehensive information on business registration, incorporation, business financing, Ontario business laws, taxes, importing and exporting 	Open to all
Canada Business Services for Entrepreneurs Toll Free: 1-888-576-4444 TTY: 1-800-457-8466 (<i>for the Deaf or hard of hearing</i>) Fax: 1-888-417-0442 Website: http://www.canadabusiness.ca/eng/	<ul style="list-style-type: none"> Delivers information on starting up, financing, buying, developing a business plan and registering a business Topics include taxes and GST, regulations, licenses and permits, export, import and foreign investment, copy right and intellectual property Provides information on selling to government Provides information and tools on managements and operations, human resources, hiring, training staff, etc. 	Open to all
Employment Workshops and Resource Centres Central City Centre Building 370 Catherine Street, Suite 100 Ottawa, Ontario Tel: 613-230-4440 Fax: 613-236-1891	<ul style="list-style-type: none"> Includes information and resources on self-employment 	Ontario Works Recipients

<p>East 2339 Ogilvie Road, Suite 105 Ottawa, Ontario Tel.: 613-560-0626 Fax: 613-744-2320</p> <p>West 2 Constellation Crescent Ottawa, Ontario Tel: 613-560-0621 Fax: 613-828-9536</p> <p>South 2020 Walkley Ottawa, Ontario Tel: 613-560-0624 Fax: 613-737-5578</p>		
Community Organizations Supporting Entrepreneurship		
<p>OCRI Entrepreneurship Centre</p> <p>Downtown Location 110 Laurier Avenue W. Ground Floor (City Hall) Ottawa, Ontario K1P 1J1 Tel.: 613-560-6081 Fax: 613-560-2102 Website: http://www.entrepreneurship.com</p>	<ul style="list-style-type: none"> • Offers International Certified Trade Professional Training (C.I.T.P) • Provides general information and useful links about starting up a new business or growing in an existing business 	Open to all
<p>Ottawa Community Loan Fund</p> <p>22 O'Meara St. Causeway Work Centre, 3rd Floor Ottawa, Ontario K1Y 496 Tel.: 613-594-3535 Fax: 613-594-8118 Website: http://www.oclf.org</p>	<ul style="list-style-type: none"> • Provides information and access to small business financing 	Must live in Ottawa and have permanent legal status in Canada (additional criteria apply, see website)

YOUTH EMPLOYMENT SERVICES

Community Health Centres and Community Organizations

PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Youth Employment Programs		
Youth Retail Employment Program (YREP) Pinecrest-Queensway Community Health Centre 1365 Richmond Rd., 2 nd Floor Ottawa, Ontario K2B 6R7 Tel.: 613-820-4922 Fax: 613-288-3407 Medical line: 613-820-2001 Medical Fax: 613-820-2006 Ottawa, Ontario K2B 6RZ Website: http://www.pqchc.com Program Contact 613-820-4922 ext. 588	<ul style="list-style-type: none"> • 21-Week Program comprising a total of 120 training hours • Skills development through on the job training in retail stores • Participants work 30 hours per week while earning minimum wage • Placements are provided in Bayshore and Carlingwood Shopping Centres 	Youth aged 15-30 Out of School and facing barriers to employment
Youth Work Experience		
Youth Retail Work Experience (YRWE) Pinecrest-Queensway Community Health Centre 1365 Richmond Rd., 2 nd Floor Ottawa, Ontario K2B 6R7 Tel.: 613-820-4922 Fax: 613-288-3407 Medical line: 613-820-2001 Medical Fax: 613-820-2006 Ottawa, Ontario K2B 6RZ Website: http://www.pqchc.com Program Contact 613-820-4922 ext. 588	<ul style="list-style-type: none"> • 8-week program • Increases youth employability through providing work experience opportunities • Participants volunteer six hours per week while receiving 8 hours of employment related training 	Youth aged 15-24 Still in school

Youth Employment Services		
Youth Employment Services Youth Services Bureau of Ottawa Head Office 2675 Queensview Drive Ottawa, Ontario K2B 8K2 Tel.: 613-729-1000 Acting Executive Director: Jane Fjeld Website: http://www.ysb.on.ca Contact: YSB Employment Director, Jeff Burry Tel.: 613-236-8244 ext. 228 Email: jburry@ysb.on.ca	<ul style="list-style-type: none"> • Access to paid on the job training with prioritized focused on at risk youth • Coordinated and comprehensive information links to youth employment programs • Information and resources on employment workshops, resumé development, career exploration and job search support • Links to summer job placement programs • Access to employment counselors • Access to computers and Internet 	Open to all
Job Connect/Summer Jobs Service		
Youth Services Bureau of Ottawa Head Office 2675 Queensview Drive Ottawa, Ontario K2B 8K2 Tel.: 613-729-1000 Website: http://www.ysb.on.ca Contact for Summer Jobs Service Tel.: 613-236-6457 ext. 231 or 232 Email: sjs@ysb.on.ca	<ul style="list-style-type: none"> • Includes employment resource centers • Includes summer job service for students • Provides Information & Resources Service (IRS) on labour market, apprenticeships, (re)training, community services, workshops, resources for internationally trained newcomers • Includes Employment Planning and Preparation (EPP) services with one-on-one employment counseling and assistance in areas like action plans and goal setting • Includes Job Development and Placement Support (JDPS) - job placements facilitating on-the-job training and work experience • Delivers employment workshops including resumé development, career search and interview techniques • Includes access to computers, 	Students aged 15 to 30, planning to return to school in the fall Resident of Ontario

St Lawrence College 71 Bank Street 5th Floor Ottawa, Ontario K1P 5N2 Tel.: 613-232-0022 Fax: 613-232-0025 Website: http://www.employmentservice.sl.on.ca/	daily job postings, fax machine, photocopier <ul style="list-style-type: none"> Referral and links to Ottawa Job Match Network Hosts large job fairs Offered in French & English 	Students aged 15 to 30 enrolled full-time in secondary or post secondary education and planning to return to school in the fall Eligible to work in Canada
Community Employment Resource Centre, John Howard Society of Ottawa 3730 Richmond Road, Suite 216, Ottawa, Ontario K2H 5B9 Tel.: 613-828-2123 Fax: 613-828-2683 Website: http://www.cercottawa.ca/		Students aged 15 to 30, planning to return to school in the fall Resident of Ontario
La Cité Collégiale Job Connect 270 Marie Ave, 2 nd Floor Ottawa, Ontario K1L 5P8 Tel.: 613-741-9042 Fax: 613-828-2683 Website: http://www.connexionemploi.ca/job-connect/summer.html		Students ages 15-24 (15- 29 for persons with disabilities) Planning to return to school in the fall Ontario Residents Eligible to work in Canada

Community Colleges & Universities Offering Youth Employment Services

PROGRAM & LOCATION	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Employment Planning and Preparation, Job Development and Employment Support		

La Cité Collégiale Job Connect 270 Marie Ave, 2 nd Floor Ottawa, Ontario K1L 5P8 Tel.: 613-741-9042 Fax: 613-828-2683 Website: http://www.connexionemploi.ca	<ul style="list-style-type: none"> Includes employment and placement support aimed at facilitating acquisition of work experience through on-the-job training 	16 years or older Out of school and out of work Not receiving Employment Insurance Benefits
Summer Jobs Services		
La Cité Collégiale Job Connect 270 Marie Ave, 2 nd Floor Ottawa, Ontario K1L 5P8 Tel.: 613-741-9042 Fax: 613-828-2683 Website: http://www.connexionemploi.ca	<ul style="list-style-type: none"> Matches students with job openings Supports job search activities for students Offers employment workshops including resumé development Provides one-to-one support 	Students ages 15-24 (15- 29 for persons with disabilities) Planning to return to school in the fall Ontario Residents Eligible to work in Canada
Partnerships		
Vanier Community Services Centre		
Entrepreneurship Programs		
Youth Entrepreneurship Project (YEP) 180 Argyle Ave., 3 rd Floor 613-788-5001	<ul style="list-style-type: none"> Assists youth in developing self-owned businesses through enterprise training and business plan development The program cultivates personal and business skills that enable participants to make a successful transition to the labour market 	Youth aged 15-30 with a viable business idea that attend an information session prior to intake

Government Youth Employment Services

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
City of Ottawa		

City Of Ottawa - Youth Zone/Zone Jeunesse City Centre Building 370 Catherine Street, First floor Ottawa, Ontario Tel: 613-580-9663 Website: http://www.ottawa.ca/residents/yzi	<ul style="list-style-type: none"> • Includes summer jobs and student part-time employment opportunities with the city • Provides information on education and literacy training • Provides referrals to youth employment programs and services • Access to computers, high speed internet, fax machines, photocopiers • On-site child care services 	Youth ages 16-30
Partnerships		
Human Resources and Skills Development Canada (HRSDC)		
Government of Canada		
Service Canada Centres Ottawa Government Service Centre 110 Laurier Avenue West Ottawa, Ontario Toll Free: 1 800 O-Canada (1-800-622-6232), TTY: 1-800-926-9105 Website: http://www.servicecanada.gc.ca Ottawa Centre L'Esplanade Laurier, Floor 2 300 Laurier Avenue West Ottawa, Ontario Toll Free: 1 800 O-Canada (1-800-622-6232), TTY: 1-800-926-9105 Website: http://www.servicecanada.gc.ca Ottawa East Beacon Hill Shopping Centre 2339 Ogilvie Road Gloucester, Ontario Toll Free: 1 800 O-Canada (1-800-622-6232), TTY: 1-800-926-9105 Website: http://www.servicecanada.gc.ca Ottawa West Lincoln Fields Galleria, First floor 2525 Carling Avenue Ottawa, Ontario	Services offered include: <ul style="list-style-type: none"> • CPP Disability (18 to 25 yrs of age) • CPP Survivors (18 to 25 yrs of age) • Canada Summer Jobs (CSJ) • Career Focus • Federal Public Sector Youth Internship Program • Job Search Assistance • Skills Link • Youth Awareness 	For details, contact Service Canada

Toll Free: 1 800 O-Canada (1-800-622-6232), TTY: 1-800-926-9105 Website: http://www.servicecanada.gc.ca		
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Youth Internship Programs

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Federal Public Sector Youth Internship Programs Website: http://www.youth.gc.ca/eng/yip/index.shtml YMCA-YWCA National Capital Region Employment, Enterprise and Newcomer Services 180 Argyle Avenue, 4th Floor Ottawa, Ontario K2P 1B7 Tel.: 613-788-5001 Fax: 613-788-5051 Website: http://www.ymcaywca.ca/Adults/federalyouthinternship/	<ul style="list-style-type: none"> • Paid internship with federal government for 6-10 months • Provides work experience for youth within the Federal Public Service • Matches interests and career goals • Includes mentoring opportunities • Sponsored by Human Resources and Skills Development Canada (HRSDC) and delivered in partnership with the YMCA-YWCA 	Between the ages of 15 and 30 (inclusive); In need of assistance to overcome employment barriers; A Canadian citizen or a permanent resident; Out of school; Did not previously participate in the Federal Public Sector Youth Internship Program or another internship program under the federal government's Youth Employment Strategy; Legally entitled to work according to relevant provincial/territorial legislation and regulations; and Not in receipt of Employment Insurance (EI) benefits.

Federal Student Work Experience Program Website: http://jobs-emplois.gc.ca	<ul style="list-style-type: none"> Provides students with valuable experience in federal departments 	<p>Must be studying in Canada, or be a Canadian student studying abroad, and meet the following criteria:</p> <ul style="list-style-type: none"> Be a full-time secondary or post-secondary student in a recognized institution; Be currently recognized as having full-time student status in the academic institution in which you are presently enrolled; Be returning to full-time studies for your next academic term; and Be at least the minimum age to work in the province or territory where the job exists.
Youth Employment Strategy		
Skills Link For more information, visit: http://www.servicecanada.gc.ca/eng/epb/yi/yep/newprog/skillslink.shtml Contact Youth Info Line: 1-800-935-5555	<ul style="list-style-type: none"> Provides funding to community organizations to help youth facing barriers to employment - such as single parents, Aboriginal youth, young persons with disabilities, recent immigrants, youth living in rural and remote areas and high school dropouts - develop the broad range of skills, knowledge and work experience they need to participate in the job market. 	<p>Between the ages of 15 and 30 (inclusive) at time of intake/selection;</p> <p>In need of assistance to overcome employment barriers;</p> <p>Canadian citizens, permanent residents, or persons on whom refugee protection has been conferred;</p> <p>Out of school;</p> <p>Legally entitled to work according to relevant provincial/territorial legislation and</p>

		regulations; and Not in receipt of Employment Insurance (EI) benefits.
Career Focus For more information, visit: http://www.servicecanada.gc.ca/eng/epb/yi/yep/newprog/skillslink.shtml Contact Youth Info Line: 1-800-935-5555	<ul style="list-style-type: none"> Provides funding for employers to help post-secondary graduates obtain career-related work opportunities in Canada to support their development of advanced skills, to help them make career-related links to the job market, and to assist them in becoming leaders in their field. 	Between the ages of 15 and 30 (inclusive) at the time of intake/selection; Post-secondary graduates; Canadian citizens, permanent residents, or persons on whom refugee protection has been conferred; Out of school; Legally entitled to work according to the relevant provincial/territorial legislation and regulations; and Not in receipt of Employment Insurance (EI) benefits.
Summer Work Experience For more information, visit: http://www.servicecanada.gc.ca/eng/epb/yi/yep/newprog/skillslink.shtml Contact Youth Info Line: 1-800-935-5555	<ul style="list-style-type: none"> Creates summer employment opportunities for secondary and post-secondary students, and supports the operation of Service Canada Centres for youth where they may also find a job. These jobs provide students with the opportunity to acquire skills, gain valuable work experience and help finance their return to school. 	Between 15-30 Secondary or post-secondary students

Service Canada Centres for Youth (SCCY) For more information, visit: http://www.servicecanada.gc.ca/eng/epb/yi/yep/newprog/skillslink.shtml Contact Youth Info Line: 1-800-935-5555	<ul style="list-style-type: none"> • Open May to August • Assist youth and employers in finding and matching jobs 	Open to all youth and employers
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EMPLOYMENT SERVICES FOR YOUTH AT RISK

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Youth Enterprises 147 Besserer Street Ottawa Ontario, K1N 6A7 Tel.: 613-562-3864 Fax: 613-562-8177 Executive Director: Jan Sistik	<ul style="list-style-type: none"> • Focuses on street involved and at risk youth • Develops practical employment skills that facilitate (re)entry to the labour market • Provides employment assistance • Addresses multiple barriers to employment • Implements a social enterprise model 	Street Involved and At- Risk Youth, Ages 16-25
Human Resources and Skills Development Canada - Skills Link Program- Female Employment Mentorship (FEM) Program Tapp Training Program 211 Bronson Ave. Suite 312 Ottawa, Ontario K1R 6H5 Tel.: 613-248-9427	<ul style="list-style-type: none"> • Access to technology • Personal development and job preparation programs • Offers paid employment placement • Participants perform clerical and office administrative on-the job-training tasks 	Referral from Northern Lights Permanent Residents or Convention Refugees Youth and Young adults at risk between ages 18 & 30 Not in school and not receiving Employment Benefits Legally Entitled to Work in Canada

Fax: 613-248-1207 Website: http://www.tapp.org		Low Income Individuals Single Parents
Youth Opportunities Strategy Website: http://www.sjfyottawa.com	<ul style="list-style-type: none"> • Includes paid summer job for youth (SJFY) • Provides valuable work experience for youth • Includes employment, skills development and training • Provides job readiness training and life skills training • Increases youth employability • Includes post-employment support and reconnection with schools for early school leavers • Addresses factors that place youth at increased risk of engagement in anti-social behavior 	Available to youth aged 15 to 18 with no previous paid work experience (in Canada), who plan to return to school in the fall, and who reside in one of the following neighbourhoods: <ul style="list-style-type: none"> • Ottawa East – (Overbrook, Vanier) • Ottawa Central West – (Caldwell, Debra-Dynes) • Ottawa South – (Ledbury, Banff, Heatherington, Confederation) • Ottawa West – (Richie, Dumaaurier, Michele Heights)
Partnerships		
Funded by the Ministry of Children & Youth		

EMPLOYMENT & TRAINING SERVICES FOR YOUTH WITH DISABILITIES

PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/ TARGET POPULATION
Canada Access Grant for Students with Permanent Disability Human Resources and Skills Development Canada (HRSDC) Website: http://www.hrsdc.gc.ca/	<ul style="list-style-type: none"> Awarded to students with permanent disabilities who have demonstrated financial need. It is intended to assist in covering the costs of accommodation, tuition, books, and other education-related expenses up to \$2,000 per loan year. 	<p>Students with permanent disabilities who:</p> <p>Have demonstrated financial need;</p> <p>Are a person with a “permanent disability” as defined in the <i>Canada Student Financial Assistance Regulations (CSFAR)</i>;</p> <p>Able to provide acceptable documentation as required by the <i>CSFAR</i> (i.e., medical certificate, learning disability assessment; or proof of receipt of federal and/or provincial disability insurance); and,</p> <p>Are eligible for a full-time or part-time Canada Student Loan as outlined for students with permanent disabilities.</p>
Canada Study Grant for the Accommodation of Students with Permanent Disabilities Human Resources and Skills Development Canada (HRSDC) Website: http://www.hrsdc.gc.ca/	<ul style="list-style-type: none"> Financial assistance (up to \$8,000 per loan year) to help cover costs related to a disability, such as tutors, oral or sign interpreters, attendant care for studies, specialized transportation (to and from school only), note takers, readers and brailers. 	<p>Students with permanent disabilities that restrict their ability to perform the daily activities necessary to participate fully in post-secondary studies or in the labour force</p> <p>Eligibility criteria:</p> <p>Apply and qualify for a Canada Student Loan;</p> <p>Are enrolled full-time or part-time in a program (minimum</p>

		<p>32 weeks) at a designated post-secondary institution;</p> <p>Meet the criteria for students with permanent disabilities (must be able to provide proof of disability in the form of a medical certificate, a psycho-educational assessment, or documentation providing receipt of federal or provincial disability assistance, as outlined in the <i>Canada Student Financial Assistance Regulations</i>);</p> <p>Provide a written document from a qualified person confirming that you are in need of exceptional education-related services or equipment; and</p> <p>Show in writing the exact cost of the equipment and services you need.</p>
<p>Canada Student Loans Program – Permanent Disability Benefit (PDB)</p> <p>Human Resources and Skills Development Canada (HRSDC) Website: http://www.hrsdc.gc.ca/</p>	<ul style="list-style-type: none"> Facilitates forgiveness of student loans 	<p>Have a permanent disability</p> <p>Experiencing exceptional financial hardship with their repayment obligations due to their disability</p> <p>Other criteria may apply</p>
<p>Opportunities Fund for Persons with Disabilities</p> <p>Service Canada Website: http://www.servicecanada.gc.ca</p>	<ul style="list-style-type: none"> Provides funding for national, regional and local projects that assist people with disabilities in preparing for and finding employment or self-employment, as well as acquiring the skills necessary to maintain that new employment. 	<p>The Opportunities Fund offers three categories of funding for projects involving eligible activities:</p> <ul style="list-style-type: none"> Financial Assistance for Individuals Funding for Employers and Organizations for Local and Regional Projects

		<ul style="list-style-type: none"> Funding for Organizations for National Projects
Canada Pension Plan Disability Vocational Rehabilitation Program Service Canada Website: http://www.servicecanada.gc.ca	<ul style="list-style-type: none"> Offers vocational counseling, financial support for training, and job search services to recipients of Canada Pension Plan (CPP) Disability Benefits to help them return to work. 	Recipients of Canada Pension Plan (CPP) Disability Benefits who could benefit from vocational rehabilitation
Literature for the Blind Service Canada Website: http://www.servicecanada.gc.ca	<ul style="list-style-type: none"> Offers postage free delivery of items used by visually impaired persons 	Visually Impaired Persons

STRATEGIC APPROACHES TO IMMIGRANT EMPLOYMENT		
PROGRAM	BRIEF DESCRIPTION	ELIGIBILITY/TARGET POPULATION
Internationally Trained Workers Partnership - Hire Immigrants Ottawa 363 Coventry Road Ottawa, Ontario K1K 2C5 Tel: 613-228-6700 Fax: 613-228-6730 Websites: http://www.itwp.ca http://www.hireimmigrantsottawa.ca	<ul style="list-style-type: none"> Local initiative addressing systemic barriers to immigrant employment by bringing together employers, immigrant agencies and stakeholders to increase the integration of immigrants into local labour markets. Works from employer perspectives Identifies and addresses employer needs and contributes to breaking down barriers faced by immigrants Provides cross-cultural training for employers to increase diversity consciousness and diversity competence at work place 	Works with employers in five sectors: Information Technology, Health, Public Sector, Finance and Biotechnology