



YMCA

Hamilton/Burlington/Brantford

Immigrant and Settlement
Services

Immigrant Services Overview

The YMCA of HBB offers a variety of services in multiple languages that are focused on the successful settlement of newcomers in the Hamilton Community.

These Programs are funded by both the Federal and Provincial Government.

Although all services are free to clients, based on funding there are eligibility criteria to access the different programs.



Language Assessment and Referral Services

Provides, in-person and online, English language assessments and referrals to eligible newcomers interested in learning or improving English language skills. Completing a standardized language assessment test is the first step to accessing government funded language training programs or classes.

Our Services:

- Language Assessment based on the Canadian Language Benchmark
- Information and referrals to language programs and classes and community resources

Who is Eligible for Language Assessment and Referral Services?

- Permanent Residents of Canada
- Convention Refugees and Persons in Need of Protection
- Individuals whose Permanent Resident application has been approved in principle
- Foreign domestic workers admitted under the Live-In Caregiver program
- Naturalized Canadian Citizens
- Refugee Claimants
- 18 years of age or older



Newcomer Information Centre

Information and Orientation Services provide newcomers with comprehensive information, orientation, needs assessments and referrals to government programs, social services, and community resources. These services help newcomers make informed decisions about life in Canada.

Our Services:

- One-on-one and group information and orientation sessions
- One-on-one needs assessments and referrals to more specialized programs, services, and resources in the community (housing, health, employment, education, recreation, childcare etc.)
- Orientation to Ontario (020) Group Sessions

Who is Eligible for Newcomer Information Services?

- Permanent Residents of Canada
- Convention Refugees and Persons in Need of Protection
- Individuals whose Permanent Resident application has been approved in principle
- Foreign domestic workers admitted under the Live-In Caregiver program



Newcomer Settlement Programs (NSP)

NSP Program provide newcomers with appropriate and timely information and referrals to government programs and community services and, enables them to make informed decisions about their integration process in Ontario.

Our Services:

- One-on-one and group information and orientation sessions (housing, health, financial assistance, employment, training and education, licensing and accreditation, language services etc.)
- Needs assessments, service planning and referrals to more specialized programs and services in the community
- Facilitate newcomer access to government and community services through support with interpretation, translations, advocacy, certain application forms etc.

Who is Eligible for NSP Services?

- Permanent Residents of Canada
- Convention Refugees and Persons in Need of Protection
- Individuals whose Permanent Resident application has been approved in principle
- Foreign domestic workers admitted under the Live-In Caregiver program
- Refugee Claimants
- Naturalized Canadian Citizens
- International Students
- Temporary Foreign Workers
- Approved Ontario Provincial Nominees



Settlement Worker in School (SWIS)

SWIS Program provides settlement support to newcomer families in designated schools during the school year (September to June). Settlement Workers connect with newcomer families, one-on-one and in group settings and provide important settlement related information to facilitate their adjustment in Canada

Our Services:

- Contact newcomer parents and students to assist them with their settlement needs
- Collaborate with school staff in supporting newcomer students and parents adjust to the Ontario School System
- Provide supportive one-on-one settlement support to newcomer youth and parents
- Connect newcomer families to more specialised community resource base on their needs
- Provide group information sessions for newcomer youth and parents, often in partnership with school staff
- Provide orientation about the settlement needs of newcomers for school staff

Who is Eligible SWIS Services?

- Permanent Residents of Canada
- Convention Refugees and Persons in Need of Protection
- Individuals whose Permanent Resident application has been approved in principle
- Foreign domestic workers admitted under the Live-In Caregiver program
- Refugee Claimants
- Naturalized Canadian Citizens
- International Students



Newcomer Youth Centre

Newcomer Youth Centres (NYC) provide a safe space where newcomer youth receive ongoing support that enhances their settlement and integration experiences. Youth are provided the opportunity to participate in activities, which allows them to meet their Canadian peers, develop new social connections and friendships, and get involved in the community through volunteering.

Our Services:

- Information, orientation, and referral to services in the community (transportation, health, housing etc.)
- Support with homework and other schoolwork
- Support with employment and career development and volunteering
- Sport and Recreations activities
- Coaching and mentoring
- Place to hang out with old friends to listen to music, play games, watch movies & TV

Who is Eligible for Newcomer Youth Center Services?

- Newcomer youth ages 12 to 24
- Permanent Residents of Canada
- Convention Refugees and Persons in Need of Protection
- Individuals whose Permanent Resident application has been approved in principle
- Foreign domestic workers admitted under the Live-In Caregiver program
- Refugee Claimants
- Naturalized Canadian Citizens



Early Childhood Education Bridge to Work Program

The Bridge to Work Program is offered to Internationally trained teachers looking for employment in Childcare. This 16-week program consists of 4 weeks of workplace preparation training, that includes First Aid CPR level C and Food Handlers certification, After successful completion of the training, participants gain hands on work experience through a 16-week work placement in a childcare setting.

Our Services:

- Intake and eligibility assessment
- Training and Resources to explore a career in childcare
- Employment support during and after completion of program

Who is Eligible for the Bridge to Work Program?

- Permanent Residents of Canada
- Convention Refugees and Persons in Need of Protection
- Individuals whose Permanent Resident application has been approved in principle
- Foreign domestic workers admitted under the Live-In Caregiver program
- Have a Canadian Language Benchmark of 6 or higher
- Internationally trained with experience teaching or working in a childcare setting.



Mentorship Program

The Newcomer Mentoring program brings internationally trained professionals together with established professionals for a series of in-person and online meetings to discuss their profession and career path. These strategic mentoring matches allow newcomer mentees to learn about Canadian workplace culture, make critical network connections, and learn how to increase their marketability by leveraging their skills and previous international experience.

Our Services:

- Individualized needs assessment focused on career and professional development
- One-on-one matches between newcomer participants (mentee) and program volunteers (mentors)
- Information and Referrals to programs and support services in the community

Who is Eligible for Mentorship Services?

- Permanent Residents of Canada
- Convention Refugees and Persons in Need of Protection
- Individuals whose Permanent Resident application has been approved in principle
- Foreign domestic workers admitted under the Live-In Caregiver program



Youth Mentorship Program

The Youth Mentorship Program promotes personal growth and development of newcomer youth through academic, career, leadership skill development and coaching. Supported by mentors, newcomer youth explore and set academic and employment goals, and get involved in school activities and in the community. Newcomer youth get answers and insights related to school life, academics, employment, future careers and getting involved in social activities.

Our Services:

- Individualized needs assessment
- Groups matches between newcomer participants (mentees) and program volunteers (mentors)
- Information and Referrals to programs and support services in the community

Who is Eligible for Canada Connects Services?

- Permanent Residents of Canada
- Convention Refugees and Persons in Need of Protection
- Individuals whose Permanent Resident application has been approved in principle



Canada Connects Program

The Canada Connects program creates meaningful connections between newcomers, long-time Canadians, and established immigrants. Newcomer participants gain a better understanding of Canadian customs, culture, social, political & economic life.

Program volunteers develop better cross-cultural awareness, communication and sensitivity, and a sense of fulfillment from helping newcomers settle more effectively in our communities.

Our Services:

- One-on-one social & cultural matches between newcomer participants and program volunteers
- Family matches between newcomer participants and program volunteers
- English Conversation Groups to help newcomers improve their language skills, enhance social networks by making local connections, and cultivate a sense of belonging.
- Information, Orientation and Referrals to programs and support services in the community

Who is Eligible for Canada Connects Services?

- Permanent Residents of Canada
- Convention Refugees and Persons in Need of Protection
- Individuals whose Permanent Resident application has been approved in principle
- Foreign domestic workers admitted under the Live-In Caregiver program



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