

Ukrainian Arrivals Supports & Services Resource List

Immigration, Refugees, & Canadian Citizenship (IRCC)

Immigration, Refugees and Citizenship Canada (IRCC) is launching a package of new immigration measures, including the following:

- Establishing a dedicated service channel for enquiries that will be available for Ukrainians both in Canada and abroad at 613-321-4243, with collect calls accepted. In addition, clients can now add the keyword “Ukraine2022” to the [IRCC web form](#) with their enquiry and their email will be prioritized;
- Implementing urgent processing of travel documents, including issuing single-journey travel documents for immediate family members of Canadian citizens and permanent residents who do not have valid passports;
- Updating a Web page to provide [current information on measures](#); this page will include content in Ukrainian for ease of reference;
- Ensuring that Ukrainians currently in Canada are able to extend their stay in Canada by prioritizing the renewal of work and study permits, and extending a policy that allows individuals to apply for a work permit from within Canada. This policy would allow temporary residents who receive a job offer to remain in Canada and start working while they wait for their work permit application to be processed; and,
- Issuing open work permits to Ukrainian visitors, workers and students who are currently in Canada and cannot go home, so they can stay longer if they wish. IRCC will waive fees, retroactive to February 22, 2022, for certain travel and immigration documents, such as Canadian passports, permanent resident travel documents, proofs of citizenship, visitor visas, and work and study permits

Settlement Services

There are several settlement service providers that offer a wide-range of supports to newcomers in Halton, including:

Achêv

- [Achêv](#) delivers employment, newcomer, language and youth services. They also work collaboratively with their employer and community partners to ensure they have the tools and capacity to support others.
- Achêv offers a [wide range of immigrant services](#) to help newcomers settle smoothly in Canada, including education and training, employment, health, housing, legal, financial, social and recreational.
- **Halton Office Location:**
690 Dorval Drive, Suite 100
Oakville, ON L6K 3X9
905-875-3851

Centre for Skills Development

- [Centre for Skills Services](#) provides free services for qualified immigrants new to Canada and Halton Region. [Services](#) include English classes, enhanced language training, settlement assistance, and job search assistance. Site locations are as follows:

Location	Address(s)	Contact
Burlington	3350 South Service Road Burlington, ON L7N 3M6	905-333-3499 / 905-878-1240
	2020 Appleby Line, Unit B3 Burlington, ON L7L 6M6	905-336-5444
Halton Hills	A Settlement Specialist is at the Halton Hills Public Library one afternoon per week 9 Church St Georgetown, ON L7G 2A3	905-693-8103 ext. 204
Milton	550 Ontario Street South, Unit 15, Milton, ON L9T 5E4	905-693-8103
Oakville	1395 Abbeywood Drive Oakville, ON L6M 3B2	905-847-8345

HMC Connections

- [Halton Multicultural Council](#) is a settlement agency that provides a variety of programs and services to immigrant and refugee communities.
- Multilingual Settlement Specialists provide [information, orientation, referral and counselling](#) and help newcomers navigate matters such as accessing social services, education, health care, housing, employment, immigration issues, community programs and recreational facilities. Site locations are as follows:

Location	Address(s)	Contact
Head Office	1092 Speers Rd Oakville ON, L6L 2X4	905-842-2486
North Oakville Office	380 Dundas St E, Unit 11 Oakville ON, L6H 6Z9	905-842-2486 ext. 271
Milton Office	55 Ontario St S Milton, ON L9T 2M3	905-842-2486 ext. 281
Burlington Office	760 Brant St Burlington ON, L7S 1X7	905-842-2486 ext. 291
Georgetown Office	360 Guelph St, Unit 33 Georgetown, ON L7G 4B6	905-873-6502 ext. 174

Halton District School Board

- [The Welcome Centre](#) supports new/returning families to the Halton Region and offers services, including: registration, assessment and settlement support. Fee-paying paying students and their families are supported through the International Students Program.
- **Location:**
215 Ontario St S
Milton, ON L9T 4N5
905-335-3665

Indus Community Services

- [Indus](#) is a non-profit organization that provides culturally appropriate services to newcomers, families, women and seniors.
- Their [settlement services](#) offer information, orientation, English language training with childcare, employment support, as well as specialized skills training programs for all newcomers.
- **Halton Office Location:**
483 Dundas Street West, Unit 209
Oakville ON, L6M 1L9
289-295-0765

Oakville Public Library

- Oakville Public Library works closely with HMC Connections, Centre for Skills Development, and Achēv Newcomer Information Centre to bring a variety of programs and events for newcomers to their branches.
- **Location:**
120 Navy St
Oakville, ON L6J 2Z4
905-815-2042

YMCA of Hamilton, Burlington, Brantford

- [YMCA Immigrant Services](#) helps newcomers connect with a wide range of services such as health care, education, and language help.
- Other ways the organization supports newcomers include completing forms and documents, licensing and accreditation, interpretation and translation.
- **Halton Office Location:**
500 Drury Lane
Burlington, ON L7R 2X2
905-681-8366

Local Community Organizations

There are a number of organizations in Halton supporting Ukrainians, including:

Oakville Community Foundation

- With the growing crisis in the Ukraine, donations made to the [Oakville Resettlement Fund](#) will help future Ukrainian arrivals in the Oakville and Halton Area.

St. Volodymyr

- [St. Volodymyr](#) is a Cultural Centre & Banquet Hall in Oakville that organized a campaign to collect supplies for the Ukraine effort. They have now asked that individuals unable to participate but still interested in supporting please donate directly to credible organizations such as the [Canada-Ukraine Foundation](#).

St. Joseph's Ukrainian Catholic Church

- In response to the Russian invasion of Ukraine, St. Joseph's parish has undertaken a number of initiatives to provide assistance to the victims of war. These initiatives include support for international students at local colleges, outreach to Ukrainian children from local Halton Catholic schools, preparations for the anticipated influx of Ukrainian arrivals, and [collecting then shipping supplies to Ukraine residents in Poland](#). Donations to the church will cover the costs of running these programs. Financial donations to the church to support these efforts can be made by e-transferring money to admin@sjucc.ca adding the comment "Humanitarian aid for Ukraine".

- **Location:**
300 River Oaks Blvd E.
Oakville, ON L6H 5T1
905-337-1400

Other Organizations Offering Supports

United Nations High Commissioner for Refugees (UNHCR)

- UNHCR created a [website](#) for refugees and asylum seekers who are outside their country of origin or habitual residence.
- UNHCR has stepped up their operations and capacity in Ukraine and neighbouring countries. The agency is also accepting [donations](#) to help ensure that Ukrainians forced to flee their homes are sheltered and safe.

Canadian Ukrainian Immigrant Aid Society (CUIAS)

- The [CUIAS](#), located in Toronto, offers settlement services, employment assistance, and English language training. Services are offered in English, French, Ukrainian, Russian, Polish and Romanian. Those wishing to support Ukrainian students studying in Canada who have lost their source of financial support, can make a [donation](#) to support this cause.

Canadian Red Cross

- The Canadian Red Cross is accepting donations that will enable the Red Cross and [Red Crescent Movement](#) to respond to humanitarian needs, as well as preparedness and response efforts due to the war in Ukraine. The support could include preparedness, immediate and ongoing relief efforts, long-term recovery, resiliency, and other critical humanitarian activities as needs arise, both in Ukraine and surrounding countries, including supporting displaced populations. To donate [click here](#).

LifeWorks

- [LifeWorks](#) is a world leader in providing digital and in-person solutions that support the mental health and wellbeing of individuals.
- LifeWorks has opened a specialized [Crisis Support Line](#) for anyone in need of emotional support in relation to the events in Ukraine. The Crisis Support Line is open 24/7 and can be reached at 1-844-751-2133. By calling, individuals will receive professional emotional support and/or referral to community resources.

Additional Initiatives

- [Panelists call on Canada to do more for Ukraine during Burlington Event](#)
- [Courage for Ukraine](#)