Ukrainian newcomers

arriving in the Greater Toronto and Hamilton Area (GTHA)

The Greater Toronto and Hamilton Area (GTHA)

You have arrived in the **Greater Toronto and Hamilton Area (GTHA)**. This is home to Canada's largest city. It is also where many people live in Canada. This area includes the City of Toronto, City of Hamilton, and regional municipalities of Durham, Halton, Peel and York.

Durham Region

Durham Region is a diverse community, where everyone is welcome – rich in cultural heritage and strong in creative culture. Approximately 700,000 people live in eight cities and towns in the region. The eight areas include **Ajax**, **Brock**, **Clarington**, **Oshawa**, **Pickering**, **Scugog**, **Whitby**, and **Uxbridge**.

1-800-372-1102 (toll-free)

Website: **www.durham.ca/supportukraine**

Halton Region

Halton Region is a regional municipality in Southern Ontario with a population of approximately 600,000. It includes the city of **Burlington** and the towns of **Oakville**, **Milton**, and **Halton Hills**.

1-866-442-5866 (toll-free)

Email: **accesshalton@halton.ca**

Website: **www.halton.ca/For-Residents/Newcomers-to-Halton/Halton-Region-welcomes-Ukrainian-newcomers**

Hamilton

Hamilton is a port city in the province of Ontario. Hamilton has a population of approximately 569,000 and includes communities such as **Ancaster**, **Dundas**, **Flamborough**, **Glanbrook**, and **Stoney Creek**.

905-546-2489

Email: **askCITY@hamilton.ca**

Website: **www.hamilton.ca/moving-hamilton/settlement/hamilton-welcomes-ukrainians**

Peel Region

Peel Region is a regional municipality in Southern Ontario, with a population of approximately 1.4 million. It consists of three municipalities to the west and northwest of the city of Toronto: the cities of **Mississauga** and **Brampton**, and the town of **Caledon**.

1-888-919-7800 (toll-free)

Email: **info@peelregion.ca**

Website: **www.peelregion.ca/supportukraine**

Toronto

Toronto is the capital city of the province of Ontario. With a population of approximately 2.8 million, it is the most populous city in Canada.

3-1-1

Email: **311@toronto.ca**

Website: **www.toronto.ca/help-for-people-fleeing-ukraine**

York Region

York Region is a regional municipality in Southern Ontario, with a population of approximately 1.1 million. The municipalities in York Region include **Markham**, **Vaughan**, **Richmond Hill**, **Aurora**, **Georgina**, **King**, **Newmarket**, **Whitchurch-Stouffville** and **East Gwillimbury**.

1-877-464-9675 (toll-free)

Email: **accessyork@york.ca**

Website: **www.york.ca/supportukraine**

Education

School Boards

Students in Junior Kindergarten to Grade 12 arriving in Ontario will be able to attend publicly funded schools. There are both Public and Catholic school boards in each region that school-aged children can attend.

Durham Region

Durham District School Board
1-800-265-3968 (toll-free)

Durham Catholic District School Board
1-877-482-0722 (toll-free)
Email: **info@dcdsb.ca**

Kawartha Pine Ridge District School Board
1-877-741-4577 (toll-free)
Email: **kpr_info@kprdsb.ca**

Peterborough, Victoria, Northumberland and Clarington Catholic District School Board
1-800-461-8009 (toll-free)

Halton Region

Halton District School Board
1-877-618-3456 (toll-free)
Email: **contact@hdsb.ca**

Halton Catholic District School Board
1-800-741-8382 (toll-free)
Email: **academics@hcdsb.org**

Hamilton

Hamilton-Wentworth District School Board
905-527-5092
Email: **info@hwdsb.on.ca**

Hamilton-Wentworth Catholic District School Board
905-525-2930

Peel Region

Peel District School Board
1-800-668-1146 (toll-free)
Email: **welcomecentre@peelsb.com**

Dufferin-Peel Catholic District School Board
1-800-387-9501 (toll-free)
Email: **admissions@dpcdsb.org**

Toronto

Toronto District School Board
416-397-3000
Email: **generalinquiries@TDSB.on.ca**

Toronto Catholic District School Board
416-222-8282, ext. 5320

York Region

York Region District School Board
1-877-280-8180, ext. 243 (toll-free)

York Catholic District School Board
905-713-2711

Housing and Shelter

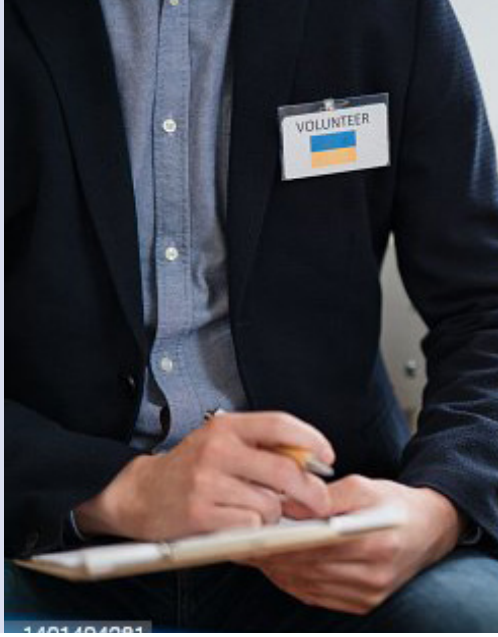
People in this area have offered their homes to Ukrainians. These people have been checked and approved. Please email **housinghost@costi.org** to reach COSTI Immigrant Services. They can connect you with a volunteer host.

Website: **www.costi.org**

YMCA of Hamilton, Burlington and Brantford

The YMCA is a service provider that connects newcomers and refugees to community services when they arrive in Canada. Immediate supports for newcomers include access to safe housing, language interpretation, and employment opportunities.

Website: **www.ymcahbb.ca/ukrainian-settlement-support**



Job Search Support

People looking for jobs in Ontario, can call **1-888-562-4769** (toll-free) or email **ukrainianjobs@ontario.ca**

Employment Ontario can help you find work or training. The service is free.

Website: **www.ontario.ca/page/employment-ontario**

The Government of Canada created a specific web page for Ukrainians seeking employment in Canada called Jobs for Ukraine.

Job Bank: **www.jobbank.gc.ca/findajob/resources/jobsforukraine**

Health Care

Ukrainians have been granted emergency approval to come to Canada. This means they have access to health care supports and services. In Ontario, it is the Ontario Health Insurance Plan (OHIP) that covers this.

Apply for a Health Card

You must apply for OHIP in person at a ServiceOntario centre. There is no waiting period and you can apply for coverage as soon as you arrive in Ontario. For more information, call the ServiceOntario INFOline at **1-866-532-3161** (toll-free).

Prescriptions

If you are receiving Emergency Assistance, you and your children will be enrolled in the Ontario Drug Benefit Program. This program can help with costs for many medications. For more information, please call **1-800-575-5386** (toll-free), 8:30 a.m. – 5:00 p.m., Monday to Friday.

Website: **www.ontario.ca/page/get-coverage-prescription-drugs**

Need to see a Doctor?

Do you need health care or medical help right now? Call the Refugee HealthLine at **1-866-286-4770**. This toll-free line is offered in many languages.

Need a family doctor or a nurse practitioner? Visit **www.health.gov.on.ca/en/ms/healthcareconnect/pro/** to be connected with one.

Mental Health Support

Mental health is just as important as physical health. Learn about supports available to you, and how to get help when you need it.

Website: **www.ontario.ca/page/find-mental-health-support**

Financial Support

Canada-Ukraine Transitional Assistance Initiative (CUTAI)

Many people arrive in Canada under the Canada-Ukraine Transitional Assistance Initiative (CUTAI). If you are part of this program, you can get one-time financial support. It is $3,000 per adult (18 and older) and $1,500 per child (under 17). You need to fill out an online application.

Website: **www.canada.ca** for more details.

Ontario Works Emergency Financial Assistance

Financial help is available from the Ontario government. If you need help paying for food and shelter, you can apply for Emergency Assistance.

1-888-789-4199 (toll-free)

Website: **www.ontario.ca/page/apply-emergency-assistance**

Free Clothing and Household Items

UCC Toronto – Canadian Parachute Program

Ukrainian Canadian Congress Toronto Branch has two hubs offering clothing and basic necessities: 160 North Queen St, Etobicoke and 150 Bridgeland Ave, Suite 104, Toronto.

Website: **https://ucctoronto.ca**

Child Care

Find and Pay for Child Care

Get help finding, choosing and paying for child care. Child care services are available if you have an infant, toddler, preschooler, or if your child is already in or ready for school. Families can also apply for the Ontario child care fee subsidy.

Website: **www.ontario.ca/page/find-and-pay-child-care**

EarlyON Child and Family Centres

EarlyON Child and Family Centres offer free, high-quality programs for families and children from birth to six years old. You can learn and play with your child, meet people and get advice from early childhood professionals.

Website: **www.ontario.ca/page/find-earlyon-child-and-family-centre**

Supports and Services

You just arrived in Canada.

Here are some services that you can access:

Canadian Red Cross

In partnership with the Government of Canada, the Red Cross is providing reception and other services for people displaced from Ukraine as they arrive at select airports in Canada.

1-800-418-1111 (toll-free)

Website: **www.redcross.ca/how-we-help/current-emergency-responses/conflict-in-ukraine**

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211 is a free, confidential community and social services helpline available 24/7 by phone with interpretation in 150+ languages and online. To connect with a 211 Service Navigator for information and referrals to nearby community supports including **newcomer and settlement services, employment and training programs, 2SLGBTQ+ resources, mental health supports, legal aid services, child care programs, transportation** and more, call or text **2-1-1** or visit **www.211Central.ca** to chat live or search for services online.

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311 provides residents, businesses and visitors with easy access to non-emergency city services, programs and information 24/7. You can dial **3-1-1** or **416-392-CITY (2489)** by phone for assistance in more than 180 languages. This service is not available in Durham Region, Hamilton or York Region.

Website: **www.311canada.ca/ontario/**

Settlement.org provides newcomers with information and resources to settle in Ontario. Newcomers can get information, read relevant news, ask their questions and share their experiences with others, and access a database of community organizations.

Ukrainian Canadian Congress

Ukrainian Canadian Congress Toronto Branch has online resources with information on housing, jobs, child care, education, banking, and other items.

Websites: **www.dopomoha.ca** and **www.ucc.ca/ukrainian_in_canada/**

Orientation to Ontario Workbook

This resource for newcomers provide information on health care, education, child care, employment opportunities and housing. There is also an Apple/Android app available for download called **ArriveON**.

Website: **www.orientationontario.ca/en/resources/orientation-ontario-workbook**

DURHAM REGION

Halton REGION

Hamilton

Region of Peel working with you

TORONTO

York Region

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