

Immigrant and Refugee Supports in Waterloo Region



There are many programs that welcome and support immigrants and refugees in Waterloo Region. The organizations listed below are a great first step to get help with settlement, learning English, employment, income, education, getting to know the community and many other needs. Contact them for information or to get help.

Are you a newcomer in Waterloo Region?

Recent Immigrants

All immigrant newcomers (economic immigrants, family category immigrants, refugees and refugee claimants) can access settlement supports at the YMCA Immigrant Services and the Kitchener-Waterloo Multicultural Centre (KWMC).

As a recent immigrant, a settlement worker is your first connection for information about the community and services, referrals and support. Through a settlement needs assessment, you and your settlement worker can identify what services and information are right for you. The YMCA and KWMC have partnerships with your local library, your school and some community organizations to make settlement support accessible in many locations.



YMCA Immigrant Services
800 King Street West, Kitchener
519-579-9622 (Kitchener)
or 258 Hespeler Road, Cambridge
519-621-1621 (Cambridge)
newcomers@ckwymca.ca
<http://www.ymcacambridgekw.ca/en/immigrant-services/Immigrant-Services.asp>



Kitchener-Waterloo Multicultural Centre (KWMC)
102 King Street West, Kitchener
519-745-2531
settlement@kwmc-on.com
www.kwmc.on.ca

Privately Sponsored Refugees

A refugee's sponsor group is an important support as they settle in Canada. Privately sponsored refugees are also able to receive settlement support from the YMCA, KWMC and many other community organizations. Contact a settlement worker at the YMCA or KWMC for more information.

The sponsor group's sponsorship agreement holder also provides important supports and connections. This includes organizations such as Mennonite Central Committee Ontario (MCCO), Canadian Lutheran World Relief (CLWR) or other groups.

There are also many community organizations that can provide additional help. Visit www.immigrationwaterlooregion.ca or contact a settlement worker for more information.

Government-Assisted Refugees

Reception House Waterloo Region welcomes and supports government-assisted refugees. Along with providing temporary accommodation when families and individuals first arrive in Canada, Reception House helps with finding permanent housing, applying for necessary documentation, orientation to life in Canada and health screening and follow-up. Case managers connect refugee newcomers to community services and support them along their settlement journey for their first year in Canada.

Government-assisted refugees can also access settlement support and other programming from the YMCA, KWMC and other community organizations.

Reception House also acts as a resource for privately sponsored refugees and sponsorship agreement holders.



Reception House
Waterloo Region

Reception House Waterloo Region

675 Queen Street South (Suite 201), Kitchener
519-743-0445
admin@kwrcentre.ca
www.receptionhouse.ca

Refugee Claimants

The Mennonite Coalition for Refugee Support (MCRS) and the Kitchener-Waterloo Multicultural Centre (KWMC) are the place to start for refugee claimants in Waterloo Region. MCRS and KWMC help people claiming refugee status with all steps in the refugee claim process, accessing local settlement supports and providing ongoing assistance until they become Permanent Residents.

Refugee claimants can also receive settlement support and other programming from the YMCA and many other community organizations.



Mennonite Coalition for Refugee Support

Mennonite Coalition for Refugee Support (MCRS)

675 Queen Street South
(Suite 201), Kitchener
519-571-1912
office@mcrs.ca
www.mcrs.ca



The Kitchener-Waterloo
Multicultural Centre

Kitchener-Waterloo Multicultural Centre (KWMC)

102 King Street West, Kitchener
519-745-2531
settlement@kwmc-on.com
www.kwmc.on.ca

International Students and Temporary Migrants

International students and others who are temporarily in Canada may be eligible for some community or settlement programs. International students should contact the international student office at their educational institution. Temporary migrants can contact the YMCA or KWMC for more information.

Many other organizations provide help for specific needs like health, housing, parenting, employment, etc. Some programs are only for immigrants or refugees and some are open to everyone in the community. Contact one of the organizations listed here to find out about other community programs that could be helpful for you or your family.

To request an alternate format of this document, call 519-575-4400 or TTY: 519-575-4608.

For more information contact:
Waterloo Region Immigration Partnership
519-575-4757x3171
ImmigrationPartnership@regionofwaterloo.ca
www.immigrationwaterlooregion.ca

