



Newcomer Information Package

Land Acknowledgement

A Land Acknowledgement is a formal statement that recognizes and respects Indigenous Peoples as the original stewards of the land and affirms their enduring relationship with it. For thousands of years, Indigenous Peoples have lived on, learned from, and cared for these lands, maintaining deep cultural, spiritual, and ecological connections. In Canada, Land Acknowledgements represent an act of reconciliation that honours Indigenous presence, acknowledges the ongoing impacts of colonialism, and affirms the legitimacy of Indigenous governance. Increasingly, such acknowledgements are delivered at events, meetings, and public gatherings across the country as a meaningful expression of respect for the histories, rights, and vibrant cultures of Indigenous Peoples.

The following is the Land Acknowledgement for the Eastern Ontario Local Immigration Partnership:

The land we gather on today in the City of Cornwall and in the surrounding counties of Stormont, Dundas, Glengarry and Prescott Russell have been nurtured by Indigenous Peoples for countless generations. Today and every day, we honour and recognize their presence.

As Canadians from diverse backgrounds, we are deeply grateful to those who came before us. Through their stewardship and deep connection to the land, they have shaped it into what it is today. We acknowledge that the land we gather, live and work on is the unceded and sovereign territory of the Akwesasne Mohawk, Anishinaabe people, Algonquin, Haudenosaunee and their ancestors. We also recognize the Huron-Wendat, and Abenaki, who have long been neighbors and partners to the Akwesasne Mohawk.

Furthermore, we acknowledge the contributions of other Indigenous communities, as well as the Métis and Inuit, for their vital role in shaping and building this country.

We, at the Eastern Ontario Local Immigration Partnership, dedicate ourselves to moving forward in partnership with Indigenous and non-Indigenous communities in a spirit of reconciliation, collaboration, education and healing. We encourage all Canadians and Immigrants to learn about the Indigenous communities, their history and the important role they hold in Canadian history.

We are honoured and thankful for being here.

Welcome to Eastern Ontario!

On behalf of the Eastern Ontario Local Immigration Partnership, we warmly welcome you and wish you every success as you settle in Canada, your new home.

With the exception of Indigenous Peoples, Canada is a nation of immigrants with a long history of welcoming newcomers from all over the world. We strongly believe immigrants make invaluable contributions to building inclusive, caring, and prosperous communities.

As you begin your journey here in Eastern Ontario, know that you are not alone; your new community is here to support you every step of the way.

This Newcomer Information Package has been developed to help you access services and provide resources that will assist you in making Eastern Ontario your new home. There are many exciting opportunities ahead, and we hope the information provided will help you take full advantage of them. Use this package as a helpful tool to ease your transition and support your family's settlement experience.

Cornwall and the surrounding counties of Stormont, Dundas, Glengarry and Prescott-Russell are welcoming, vibrant, and diverse communities where you can live, learn, work, and thrive. We encourage you to get involved in your new community, meet new people, participate in local programs and activities, attend community events and festivals, and volunteer your time.

Your participation will help you feel more connected and at home, and your unique contributions will help make Eastern Ontario an even more welcoming, inclusive, and caring place to live.

Welcome and enjoy your journey!



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Culture, Recreation and Community

The City of Cornwall, the **Counties of Stormont, Dundas & Glengarry**, and the **United Counties of Prescott-Russell** offer a wide range of cultural and recreational amenities. Most communities have community centres with spaces for events and amenities like ice rinks, pools, or gyms - some even cater to specific groups, such as seniors. Outdoor facilities like soccer fields, playgrounds, pools and splash pads are available for casual use or through organized leagues. Some are free, while others have a fee. Parks and conservation areas offer activities like hiking, biking, canoeing, and fishing. The different regions also feature theatres, museums, galleries, libraries, hobby groups, and children's programs.

The Arts



The **Cline House Gallery & Studio** promotes and supports visual arts in the community. It provides gallery space to showcase local and visiting artists as well as supporting visual arts programming opportunities for those who want to discover their own artistic talent.
204 Second Street East



Aultsville Theatre is Cornwall's Professional Community Theatre and Road House. Since 1976, Aultsville has played host to a full spectrum of the performing arts. From local artists to world class touring performers, audiences and artists alike appreciate the exceptional experience provided by this 680 seat performing arts space.
2 St. Lawrence Drive

Founded in 2006, the **Seaway Valley Theatre Company** is a not-for-profit, non-professional theatre company based in Cornwall, Ontario.
30 Sixth Street East



Public Libraries

The **Cornwall Public Library** hosts a variety of events for all ages. These include activities like the After School STEM Club, a writing group, and even a Summer Reading Club. They also offer events focused on specific interests, such as a Seaway International Stamp Club meeting.
45 Second Street East



There are 13 Libraries located across the Townships of the United Counties of Prescott Russell (Alfred, Bourget, Casselman, Clarence-Rockland, Crysler, Embrun, Hawkesbury, Limoges, Plantagenet, Russell, St-Albert, St-Isidore and Wendover)

The **Stormont, Dundas & Glengarry (SD&G) County Library** system comprises 15 full-service branches spread across eastern Ontario. These branches are located in towns such as Alexandria, Avonmore, Chesterville, Crysler, Ingleside, Iroquois, Lancaster, Long Sault, Maxville, Morrisburg, South Mountain, Williamsburg, Williamstown, Winchester, and Cornwall, which houses the administrative office at 26 Pitt Street



Local Community Parks and Recreation Centres

Local community parks do not generally cost any money to use. They are a good place for playing, relaxing, and enjoying being outside. There are over 40 community parks to enjoy in Cornwall

Cornwall



Outdoor pools and splash pads are a great way to cool off in the summer heat. Here is where you can find them:



The Aquatic Centre offers an indoor pool.
613-933-3586
100 Water Street East



The Benson Centre is an indoor recreation centre. It includes soccer fields and ice rinks.
613-938-9898
800 Seventh Street West



Prescott Russell

The Robert Hartley Sports Complex includes many facilities that offer residents the opportunity to get active and have fun. Including an ice rink, swimming pool, indoor running track and more!
613-636-2082
425 Cartier Boulevard



The YMCA of the National Capital Region has locations in several townships in the Prescott Russell region offering resources for health, fitness and recreation, child care, camps, and social services.

Provincially Funded Parks



Parks of the St. Lawrence, managed by the St. Lawrence Parks Commission, an agency of the Ontario Government, is one of the largest tourism destinations in Eastern Ontario.

It operates two scenic waterfront parkways, six sandy beaches and day-use picnic areas, a bird sanctuary, extensive multi-use trail networks, and ten beautiful waterfront campgrounds.

Voyageur Provincial Park, located in Chute-à-Blondeau, ON offers forested multipurpose trails, beaches, fishing and camping. They are also a great place for exploring nature and taking part in outdoor activities. To learn more visit their website.



Recreational Leagues, Culture and Festivities

If you are interested in joining a sport league, cultural group or club, you may find information about them on municipal websites. You can also find this information by checking local bulletin boards, public libraries, and by searching online or on social media, such as Facebook. Search for your community name and the sport league, club or group you would like to join (eg: "Cornwall" and "soccer league").

To find services and resources for the **SDG Counties** and **United Counties of Prescott-Russell**, click on desired county:

[North Stormont](#)
[South Stormont](#)

[North Dundas](#)
[South Dundas](#)

[North Glengarry](#)
[South Glengarry](#)

[Prescott Russell](#)



Diversity/Diversité Cornwall is a charitable organization founded to coordinate the annual **Cornwall Pride Festival** and other community events with the goal of fostering diversity, unity, and visibility. Visit the **Diversity Cornwall Facebook page** or the Diversity Cornwall website to learn more

Located on the banks of the St. Lawrence River, the **Native North American Travelling College** promotes and preserves Mohawk language, culture, and history. Dedicated to raising awareness of Mohawk culture using traditional singing, dancing, and storytelling, this organization started out as a van that traveled around sharing what it meant to be Indigenous. It has since found a permanent home in Akwesasne on three acres of waterfront property along the St. Lawrence River.

This cultural hub includes a museum, an art gallery, a gift shop, and outdoor performance spaces. Visitors can expect to see rotating exhibits on Akwesasne and native culture, as well as handmade baskets, artwork, and locally published Mohawk books for kids and adults alike. Performances and cultural demonstrations can be booked in advance.



The International Afro and Diversity Festival of Cornwall SDG (FIADCSDG) is more than just a festival, this festive gathering is meant to be a true bridge between cultures, promoting dialogue, discovery and sharing of the cultural heritage here and elsewhere. Through a program, a range of artistic work – music, dance, gastronomy, visual arts and crafts – the festival offers an exceptional showcase to highlight the talents of local, national and international.

Cornwall Culture Fest is an annual celebration of culture, diversity, and community! The event is a showcase of the rich cultural tapestry that defines Stormont, Dundas, Glengarry, Cornwall, and Akwesasne. Past festivities took place during the month of September at Lamoureux Park.

Information about future events can be found on the **Cornwall Culture Fest Facebook page**



Cornwall Culture Fest
Celebrating the diversity of Stormont,
Dundas, Glengarry, Cornwall & Akwesasne
Festival culturel de Cornwall
Célébration de la diversité de Stormont,
Dundas, Glengarry, Cornwall et Akwesasne



The Association des communautés francophones de l'Ontario, de Stormont, Dundas et Glengarry (ACFO SDG) is a leader that facilitates collaboration among the key stakeholders contributing to the vitality of the Francophone community throughout the territory. Practicing inclusive leadership, ACFO SDG engages all partners in collective efforts to ensure strong and sustained community cohesion. As a local leader, it contributes to the implementation and success of the Logic Model of the Réseau d'Action communautaire francophone de l'Ontario (ACFO Network), as well as to the broader visibility and advancement of Ontario's Francophonie as a whole.

Le Chenail Cultural Centre is a non-profit Francophone organization whose mission is to promote the arts, culture, and historical heritage of the Maison de l'Île.

The cultural centre's role is to strengthen the sense of pride and belonging within the Francophone community by promoting culture in all its forms and offering its clientele a variety of cultural, social, and artistic activities in French.



The Hawkesbury Multicultural Festival was born from a desire to discover and immerse oneself in the values of several cultures, thus creating a new synergy by using culture as a common thread. The festival features shows, games, and several cultural discoveries.

The African Caribbean and International Association of Eastern Ontario ACIAEO mission statement is to provide an opportunity for members to meet and greet and to promote activities of mutual interest.



Cornwall Interfaith Partnership

The Cornwall Interfaith Partnership fosters multi-faith dialogue, community education and addresses the collective human concerns of poverty, care of the environment and peace.



Filipino-Canadian Community in Cornwall & Surrounding Area celebrate the rich cultural heritage of both the Philippines and Canada, fostering a community that values diversity, friendship, and shared experiences.

Daycare

Daycare or child care refers to arrangements made for someone to look after your children when you are at work or otherwise unavailable. There are multiple options for child care; some are unlicensed and some are licensed. Unlicensed child care is a private arrangement between you and the provider, for example, a neighbour or a family member. Licensed child care is regulated and inspected by the government and can be offered either at a designated centre or in a private home.

Cornwall and SD&G offer a range of licensed child care options, including English and French programs in both centre-based and home-based settings. Families can also access EarlyON programs and benefit from fee subsidies and reduced rates through the Canada-Wide Early Learning and Child Care program

Find Licensed Daycare

Child Care Fee Subsidy

A program that helps eligible families with low and moderate income pay for child care at licensed programs within Cornwall, the United Counties of Stormont, Dundas and Glengarry and Prescott Russell. Child Care Fee Subsidy is available for children from birth to 12 years.

Cornwall/SDG

Prescott Russell



Recommended Guidelines for Leaving a Child Alone

Age 0-9

A child of this age should not be left unsupervised at any time of the day or night. A competent caregiver should be on the same premises as the children at all times.

Age 10-12

Short periods of indirect supervision of 1-2 hours may be acceptable for this age range. These short periods of indirect supervision may be provided by an adult in the next house or apartment– if the adult is aware of the parents' absence, is readily available and agrees to look in on the child during specified periods of time.

Please note that indirect supervision via phone contact is generally unacceptable for this age range.

Age 13-14

Longer periods of indirect supervision (2 – 5 hours) are acceptable for this age range. A competent adult or alternate caregiver should be available by phone to the children in case of an emergency, or if the child requires assistance.

Age 15-16

At this age, a child should be able to be left alone for a full day, provided there are no circumstances that limit the child's capacity. A parent or competent caregiver should be readily available by phone to the child in case of an emergency.

Up to the age of 16, a child/youth may be left alone but parents/guardians are legally responsible for ensuring care for the child (this may include indirect supervision).

Education

Canada offers a wide range of **educational resources** to support learners of all ages and backgrounds. The type of education available to you may depend on factors such as your age, personal needs, and immigration status. Whether you're new to the country or looking to continue your studies, you'll find many options.

Adult Education:

For adults looking to continue their learning journey, **TR Leger School of Adult, Alternative and Continuing Education** offers accessible classes at several campuses across SD&G. Cornwall campus



Tri-County Literacy Council is a non-profit organization specializing in adult literacy instruction, based on Skills for Success training.

The **CSDCEO** offers individualized programming for francophone learners aged 18 and over. They offer independent study courses leading to the Ontario Secondary School Diploma (OSSD), as well as programs towards vocational training certificates.



Moi J'Apprends is a community organization serving francophones in Eastern Ontario.

English and French Language Classes for Adults:

There are a variety of language classes available for adults to learn English or French. Programs are free for newcomers who meet the eligibility, and may be offered in different locations across SD&G and Prescott Russell. Contact the service providers below for inquiries.

UCDSB Settlement Services & Language Training

Beginner English Classes

Phone: 613-933-9626

Email: ucdsbsettlementservice@ucdsb.on.ca

Address: 600 McConnell Avenue Cornwall, ON

Collège La Cité

Beginner French Classes

Phone: 1-800-267-2483 extension 2772

Email: cba@lacitec.on.ca

CAN Avenue

Independent English Language Learning for Canadian Newcomers (online)

Email: info@canavenue.ca

Centre Moi J'apprends

Previous French Training Required

Phone: 613-446-5312

Email: info@moijapprends.ca

Address: 1468, rue Laurier, pièce 100 Rockland, ON

Elementary and Secondary Schools:

Every child in Ontario must attend school from age 6 to 18 (grade 1 - grade 12). Children can start kindergarten before the age of 6. To start kindergarten, the child must turn 4 before the end of December of that year.

There are four different school boards serving Cornwall and the surrounding counties of Stormont, Dundas, Glengarry and Prescott Russell that children can attend:

- English Public
- English Catholic
- French Public
- French Catholic

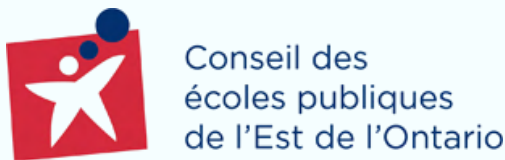
All four of these boards are publicly-funded and free to attend. The school your child attends within the school board of your choice will be determined based on your home address. School transportation will also be determined based on your home address and the distance to the school. More information can be found on school board websites.

English Public School Board:



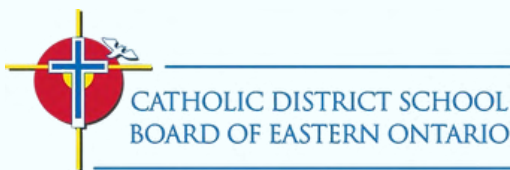
The Upper Canada District School Board (UCDSB). The Upper Canada District School Board is a diverse, public educational organization in Eastern Ontario. It consists of dedicated individuals committed to quality education that fosters life-long learning for all, through creative and challenging learning experiences.

French Public School Board:



Conseil des écoles publiques de l'Est de l'Ontario (CEPEO) is committed to ensuring the inclusive well-being of learners, opening up to the world in a dynamic way, implementing innovative teaching approaches, being visionary with regard to sustainable development, and building a vibrant identity.

English Catholic School Board:



The Catholic District School Board of Eastern Ontario (CDSBEO) offers quality Catholic education programs to students in Eastern Ontario. Their schools offer full-day Kindergarten, French immersion, specialized secondary learning opportunities, outstanding extra-curricular activities and athletics programs and a Catholic commitment to social justice.

French Catholic School Board:



Conseil scolaire de district catholique de l'Est ontarien (CSDCEO) fosters in students an awareness of environmental responsibility and a desire to change the world by supporting them on their path to success, their journey in the Catholic faith, and their Francophone identity.

Post Secondary Education:

St. Lawrence College offers a friendly, supportive environment ideal for newcomers to Canada. The Cornwall campus features modern facilities, including updated labs, a library, fitness center, and on-campus residence. With a strong focus on hands-on learning, many programs include co-ops and placements, leading to high graduate employment rates.



The Cornwall campus also offers a **Career/College Preparatory Program**, designed to provide adult learners with the opportunity to improve academic, technical, personal, and interpersonal skills in preparation for college programs, apprenticeships, and future employment.



Contact North | Contact Nord helps people living in Ontario, especially those in small, rural, northern, and remote areas, access the online education and training they need to get or retain a job, earn a promotion, or advance their career without having to leave their communities.



Ontariocolleges.ca by OCAS is the official website for applying to Ontario's public colleges. Whether you're a high school student, mature learner, newcomer, or career changer, ontariocolleges.ca can help you find the right program and college for you.

The ontariocolleges.ca website is the go-to information source for anyone looking to change their life with an Ontario college education. It's built to help you explore colleges and programs by name or location and learn about student life, housing, services, and more. Whether you want to pursue your passion, upgrade your skills, or start a new path, ontariocolleges.ca can help you achieve your goals.



OUIInfo is a guide to Ontario's universities. It provides information about university programs, admission requirements and more.

University representatives update OUIInfo throughout the year as new information becomes available.

Foreign Credential Assessment

Foreign credentials in education refer to the academic qualifications such as; diplomas, degrees, or certificates that someone earned outside of Canada. For a newcomer, these credentials represent the education and training they received in their home country.

In Canada, foreign credentials may need to be evaluated to see how they compare to Canadian standards. This is especially important if you're planning to continue your education, apply for certain jobs, or work in regulated professions (for example nursing, teaching, engineering etc.). The evaluation process helps schools, employers, and licensing bodies understand the level and content of your previous studies.

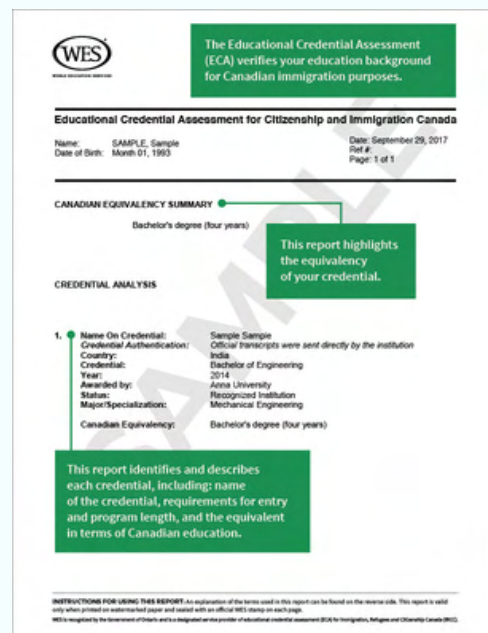
Designated Credential Assessment Organizations

The following are organizations authorized by the government to evaluate foreign educational credentials and determine their Canadian equivalency.

Comparative Education Service (University of Toronto)

International Credential Assessment Service of Canada (ICAS)

World Education Services (WES) – Canada



Credential Assessment - Financial Help and Support Services

During the foreign credential recognition process, you may need to pay fees for exams, additional training, or other expenses. To help with these costs, you can apply for Foreign Credential Recognition Loans of up to \$30,000. Support services are also available to assist you, including career counseling, mentorship, and job readiness workshops.

Contact one of our service providers for more information on loans and support services available to eligible applicants:

- **Windmill Microlending** - Canada-wide
- **Ottawa Community Loan Fund (OCLF)**- Canada-wide
- **Achēv** - Ontario

Bridge Training Programs

Ontario's bridge training programs help skilled newcomers get licensed and work in their profession or trade by bridging their international education with Canadian requirements. These programs provide support like skill and education assessments, targeted training, clinical or workplace experience, and preparation for licensing exams. They are offered by organizations like colleges, universities, and community groups for both regulated and non-regulated professions.

Employment

Employment is one of the most important aspects of your integration into your new community. Finding a job that matches your qualifications and skills may be one of the biggest challenges. It is important that you take time to build on your knowledge about the labour market and develop a network to find a career you will enjoy.

Social Insurance Number

A **Social Insurance Number (SIN)** is issued to individuals in Canada to allow them to work and access government benefits. Anyone eligible to work in Canada can apply for a SIN, including:

- Children aged 12 and older
- Canadian citizens, permanent residents, and temporary residents

Depending on your immigration status, a **Work Permit** may also be required before you can obtain a SIN.

Protecting your SIN

Your SIN is confidential. You share the responsibility with Service Canada for protecting your SIN from inappropriate use, fraud and theft. Only provide your SIN when it is required.

For example:

- To show to your new employer, after you have found a job;
- For income tax purposes;
- To show to financial institutions (for example, banks) where you are earning interest or income;
- To apply for the Canada Pension Plan (CPP), Employment Insurance (EI), Universal Child Care Benefit (UCCB), Canada Child Tax Benefit (CCTB) or other benefits (see the section on Employment and income);
- To apply for a Canada Education Savings Grant (CESG) or a Registered Education Savings Plan (RESP); or
- To receive a Canada Student Loan.

Contact Service Canada if you change your name, if your citizenship status changes, or if information on your SIN record is incorrect or incomplete. Also inform Service Canada if your SIN card is lost or if you suspect that your SIN is being wrongly used. You should never use your SIN card as a piece of identification and should not carry it with you. Store it safely at home. Never provide your SIN over the telephone unless you make the call and you know the person you are speaking with. Finally, never reply to emails that ask you for personal information such as your SIN.

Employee Rights in Ontario

If you work in Ontario, you are protected by employment laws designed to ensure fair treatment, safe working conditions, and basic standards at work. The main law is the **Employment Standards Act (ESA)**, which applies to most employees, whether you work full-time, part-time, temporary, or are new to the country.

Fair Pay and Hours of Work

Employees in Ontario have the right to be paid at least the minimum wage set by the province. You must be paid regularly and receive a pay statement showing your wages and deductions. There are limits on daily and weekly working hours, and in most jobs you are entitled to overtime pay when you work more than a set number of hours in a week. Employers cannot withhold your pay as punishment.

Breaks, Rest, and Time Off

Most employees have the right to meal breaks during long shifts, daily and weekly rest periods, and time off between shifts. You are also entitled to public holidays or holiday pay, and vacation time with vacation pay after working for a certain period. These rights apply even if you are new, on a contract, or working part-time.

Leaves and Job Protection

Ontario law provides job-protected leaves for important life situations, such as illness, caring for a family member, pregnancy and parental leave, bereavement, and emergencies. In many cases, your employer must allow you to return to your job after the leave.

A Safe and Respectful Workplace

You have the right to a workplace that is safe and free from discrimination and harassment. Employers must provide health and safety training and take steps to prevent workplace injuries. You cannot be punished for reporting unsafe conditions or asking about your rights.

Termination and Notice

If your employment ends, you may be entitled to notice of termination or pay instead of notice, depending on how long you have worked. In some cases, you may also qualify for severance pay. An employer cannot fire you for asserting your legal rights.

Getting Help

If you believe your rights have been violated, you can ask questions, seek legal advice, or file a claim with the Ontario government. Asking about your rights or making a complaint is protected by law.

Understanding your employee rights helps you feel more confident and secure at work. Knowing these protections is an important step in building a successful and safe working life in Ontario

In Ontario, being paid **“cash under the table”** means an employer pays you without reporting your wages to the government or making required deductions for taxes, Employment Insurance (EI), and the Canada Pension Plan (CPP). This practice is **illegal**, even if both the employer and employee agree to it. Working under the table puts you at risk because you are not protected by employment laws - you may lose your right to minimum wage, overtime pay, vacation pay, workers' compensation if you are injured, and EI benefits if you lose your job. It can also cause serious problems with taxes and immigration applications in the future, since there is no official record of your income. In Canada, all work must be properly reported, and employees have the right to be paid legally with a pay stub showing wages and deductions.

Entrepreneurship

Starting a business as a newcomer in Ontario is an exciting opportunity, and there are many supports to help you succeed. Begin by researching the market and choosing a business idea that matches your skills and interests. You'll need to register your business through the Ontario Business Registry and apply for any necessary licenses or permits. It's also important to open a business bank account and understand your tax responsibilities. Free resources like Starter Company Plus, Small Business Enterprise Centres, and Newcomer Entrepreneurship Programs can guide you with training, mentorship, and funding opportunities. Visit www.ontario.ca to learn more and get started.



Cornwall Business Enterprise Centre provides practical assistance, programs and services that encourage entrepreneurship and support business growth. They help business owners and entrepreneurs succeed in Cornwall, Stormont, Dundas, Glengarry and Akwesasne by offering information, tools and support during start-up and growth stages of business operation.

The Cornwall Business Enterprise Centre also offer seminars, workshops and networking opportunities that are designed with the entrepreneur in mind.

Employment Services

Employment Services are funded by both the Government of Ontario and the Government of Canada to provide job seekers assistance with resume writing, job searching, and/or finding apprenticeships. There are many local organizations ready to support you with finding job opportunities, training, and employment services.



Centre de services à l'emploi
Employment Services Centre

Centre de services à l'emploi (CSEPR) provides employment services to youth, job seekers, workers, entrepreneurs and employers in the greater Prescott-Russell area of Ontario. The Centre has 5 service outlets to better serve its clientele, including its head office in Hawkesbury and offices in Rockland, Embrun and Casselman as well as a service outlet in Alexandria.



Drake International connects job seekers with temporary and permanent employment opportunities.



Eastern Ontario Training Board (EOTB) provides a variety of training and employment programs, helping residents of Cornwall, SDGPR, Akwesasne & Ottawa strengthen their employment skills. EOTB ensures community members have access to quality local labour market information, employment opportunities and training needs, and they help workers find jobs and careers.



The **Emploi-CESOC** program ensures that Francophone newcomers enter the Canadian labour market. To achieve this, the program provides them with useful support for their economic integration, which includes finding employment.



Glengarry Inter-Agency Group (GIAG) offers youth and adult employment programs, training, and job search help. Their programming enables clients to prepare for, find, and keep meaningful employment.



Job Zone d'emploi prepares, guides and assists individuals, in English and in French, to find employment through employment and career counselling, information resources, job opportunities and access to community and outreach services. Their service area includes Cornwall, Stormont and Dundas



Newcomer Employment Welcome Services (NEWS) provides employment services to permanent residents and refugees who are residing in Cornwall, and the surrounding counties of SD&G. Services include: employment counselling, access to networking events and workshops, employment resources and referrals to other community services.

Regulated Professions

Certain professions in Ontario are **regulated** to ensure public health and safety. This means you need a license or certification to work in those fields.

To become licensed in a **regulated profession**, you must complete a formal registration process with the appropriate regulatory authority. Registration processes may involve many requirements and can be very complicated, time-consuming and expensive.

Examples of regulated professions:

- Doctors
- Nurses
- Pharmacists
- Accountants
- Plumbers
- Electricians
- Dentists
- Social Workers
- Psychologist

Environment

Ontario is home to diverse natural landscapes, from forests and lakes to farmland and urban green spaces. Protecting the environment is a shared responsibility, and newcomers are encouraged to learn about local recycling, waste disposal, water conservation, and sustainable living practices. This section will help you understand how to care for the environment and get involved in keeping your community clean and green.

Garbage, Recycling and Compost

Weekly curbside collection is available for garbage, recyclables and food waste. Certain restrictions do apply and more information can be found on the [City of Cornwall website](#).

Garbage is limited to two clear bags or one bin per household (diapers are exempt). Additional bags need tags, sold at City Hall, select retailers, or the landfill scale house.

Recycling An unlimited amount of recycling may be set at the curb. Recycling is single-stream, meaning residents do not need to separate their recycling into separate bins.

Green bins are used to dispose of food waste and other organic materials. Because the waste is used to make compost, there are strict guidelines to follow. Visit this link to learn more <https://www.cornwall.ca/en/live-here/municipal-organics-collection.aspx>

Leaf, branch and yard-waste collection is provided weekly during the growing season. Leaves and yard-waste must be placed in yard waste paper bags or a reusable container clearly labelled. Branch chipping occurs monthly, and finished compost is available free at 2590 Cornwall Centre Rd.

Click on your area to learn more and find collection schedules:

[Cornwall](#)
[South Stormont](#)
[North Stormont](#)

[South Dundas](#)
[North Dundas](#)
[South Glengarry](#)

[North Glengarry](#)
[Alfred and Plantagenet](#)
[Casselman](#)

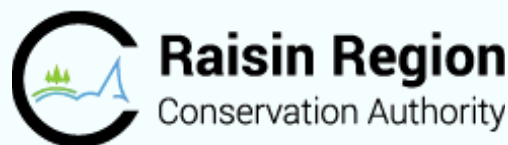
[Champlain](#)
[Clarence-Rockland](#)
[East Hawkesbury](#)

[Hawkesbury](#)
[Nation](#)
[Russell](#)

Conservations

The [Raisin Region Conservation Authority \(RRCA\)](#), is the watershed-based environmental guardian for the Raisin River and its tributaries, stretching across Cornwall and five surrounding townships. Its primary mission is to protect and restore natural areas through flood control, water quality

monitoring, pollution prevention, habitat management, and public education. Key achievements include constructing the \$20million Fly Creek flood reduction system, leading cleanup efforts in the St.Lawrence (Cornwall) Area of Concern, and preserving wetlands like Cooper Marsh and Grays Creek Conservation Areas—complete with trails, campgrounds, and educational programming.



Located on the St.Lawrence River in Cornwall, the [River Institute](#) is a non-profit science and discovery centre. It focuses on freshwater research, public education, and community outreach aimed at protecting the Great Lakes–St.Lawrence ecosystem. The institute conducts in-depth scientific investigations into river biodiversity, water quality, toxicology, invasive species, erosion, and habitat dynamics. It also partners with organizations like Fisheries and Oceans Canada and the University of Ottawa on projects such as shoreline erosion studies and aquatic food-web monitoring.

[Transition Cornwall+](#) is a grassroots sustainability group based in Cornwall and the surrounding Stormont–Dundas–Glengarry area. Through active partnerships including support from the City of Cornwall and the Social Development Council they run four action groups focusing on food, active transportation, waste reduction, and tree planting. They organize popular events like Seedy Saturday, the Incredible Edible Plant Festival, Eco Day, and create projects such as urban “tiny forests,” bike-friendly infrastructure advocacy, and composting initiatives.



Finances

Canadian Currency

Learning about **Canadian currency** and Canada's financial system is essential for settling into your new home. This section will explain different payment methods and provide information about financial institutions - places where you can manage your money and establish a credit history. Since each financial institution offers different services, it's important to explore your options carefully.

Cash

A cash transaction is when Canadian currency is used to pay for an item or service. Canadian currency is called the Canadian dollar and uses the symbol \$. A dollar is divided into 100 cents, indicated by the symbol ¢. Cents can also be shown as a fraction of a dollar. 5¢ is the same as \$0.05. When comparing in international currency, the Canadian Dollar is referred to as CAD.

Metal coins are the smaller units:

- 5¢ (\$0.05) a nickel, or five cents
- 10¢ (\$0.10) a dime, or ten cents
- 25¢ (\$0.25) a quarter, or twenty five cents
- \$1 a loonie, or one dollar (one hundred cents)
- \$2 a toonie, or two dollars (two hundred cents)



Toonie - \$2



Loonie - \$1



Quarter - 25¢



Dime - 10¢



Nickel - 5¢

The **paper currency** is known as dollar bills and is available in units of \$5, \$10, \$20, \$50, and \$100. This currency was originally made of paper, but is now printed on a polymer that feels like plastic.



The penny (1¢ coin) is rarely used. While it is still legal tender and accepted at banks and some businesses, you will not receive pennies as change. No new pennies are being created, and banks are removing them from circulation. The total price for cash transactions will be rounded up or down to the nearest 5 cents to account for the removal of the penny. Payments made online, electronically, or by cheque, debit or credit will not change.

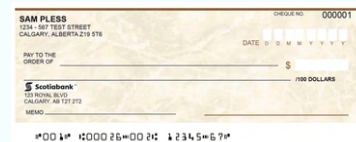
Round down to	
\$1.01	\$1.00
\$1.02	\$1.00
\$1.06	\$1.05
\$1.07	\$1.05

Round up to	
\$1.03	\$1.05
\$1.04	\$1.05
\$1.08	\$1.10
\$1.09	\$1.10

Both coins and bills can have different designs. The standard design of coins has generally stayed the same, but sometimes there are special edition coins with different designs. The standard design of bills has changed throughout the decades. You can still use any older or special edition coins and bills, even if the design is different from the current standard design. Cash is accepted for most transactions. The only reason your cash could be refused is if it is counterfeit.

Cheques

Cheques are paper credits that are written at the point of sale. You must write in the amount you are paying, which will be taken from your bank account. Cheques are issued by your financial institution, and you may have to pay a fee for them. Many retail stores do not accept cheques as a form of payment. A void cheque can also be used to give another party, like an employer, information about your bank account so that they can have access to automatically deposit money. A void cheque is a blank cheque that you have written "void" across.



Credit Cards

Credit cards allow you to access a loan from a credit card company, which you must later pay back. Interest will be charged on the amount you borrow. You must input a Personal Identification Number (PIN) when you use your credit card. Not all locations accept a credit card. If you will be paying with this method, it is best to ask before you pay. The most commonly used credit cards are Visa, Mastercard and American Express

Debit Cards

A debit card gives you access to your bank account(s). When you use a debit card, you create a Personal Identification Number (PIN). You will be asked to input your PIN whenever you use your card. It is important to keep this number secret so that no one else can access the account. Many debit cards now have "tap" enabled, which means you can simply tap your card on the reader to pay. You can generally only use tap for small purchases, for example, under \$100 or \$200.



When activating a **debit card** you will be asked which accounts you would like access to. You can have access to both your chequing account and your savings account from the same card. When you use your debit card, you access money that you have stored in the bank. If you use more money than you have in your account, you will be charged a fee depending on the bank.

Not all locations will accept a debit card. If you will be paying with this method, it is best to ask before you pay.

E-Transfer

E-Transfers are an online money transfer that allows you to transfer money in your Canadian bank account to another person's Canadian bank account. You must have online banking set up to be able to send an e-Transfer. You will need to know the email address of the person you wish to transfer money to. For more information about e-Transfers, contact your financial institution.

Banking

Banks collect and hold money when you deposit it. Most banks will charge fees to clients for the different services that they provide. Banks are regulated by the federal government. If you belong to a bank you can access your banks' services across Canada and in some cases internationally through that bank or through the other banks that work together.



Bank of Montreal



Canadian Imperial Bank of Commerce



Bank of Nova Scotia



Royal Bank of Canada



Toronto Dominion Bank

Credit Unions are member-owned financial cooperatives, which are democratically controlled by their members. Credit Unions operate under Provincial legislation and regulations.

Some credit unions in the community include:

- [Your Credit Union](#)
- [Kawartha Credit Union](#)
- [Desjardins](#)

How to Open a Bank Account in Canada

To open a bank account, you usually need:

- ID: Passport, visa, or permanent resident card
- Proof of address: Rent agreement or utility bill
- Social Insurance Number (SIN)
- Information about your work or school

Tip: Requirements can be different at each bank. Call the bank first to see what you need.

Accessing Your Money

There are many ways to **access your money** in your bank account. The most common ways are speaking with a bank teller at the bank, using Automatic Banking Machines, using online banking, and getting “cash back” at stores. Your bank may also offer telephone banking.

Bank Tellers

Bank tellers are bank employees who help you access your money, for example pay bills or withdraw cash. You will have to go to a bank to speak to a bank teller. They can also help you with more complicated banking tasks or answer any questions you may have.

Remote Banking

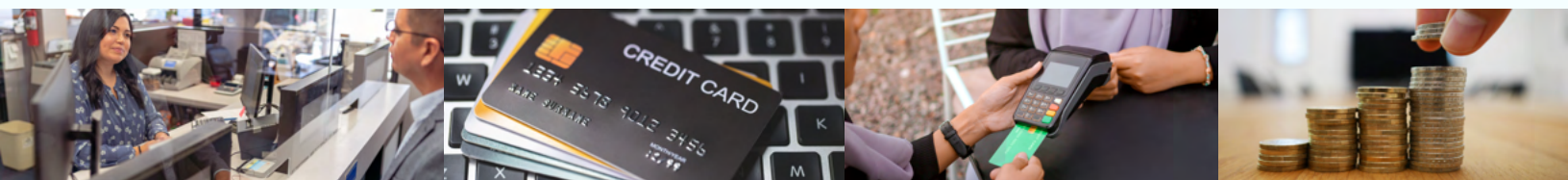
Remote Banking can be done by using Automated Banking Machines (ABM), also called Automated Teller Machines (ATM). You must insert your debit card and enter your PIN number into the machine to get access to your account. Your bank has specific ABMs. These ABMs are free for you to use and allow you more access to your account. In addition to withdrawing cash, you can also deposit money, check your balance, and pay bills. Other ABMs often charge you a fee to use. You can withdraw cash from these ABMs, but you can't do any other banking.

Online Banking

Online banking allows you to manage your bank account by logging into an online account. You can pay bills, send e-Transfers, deposit cheques and more. You will have to set up online banking. Contact your bank for more information or for help with setting up online banking.

Cash Back

Some retail stores will allow you to withdraw money from your bank account by charging the desired amount to your debit card. To do this, you ask for “cash back”. For example, if you ask for \$20 cash back while buying groceries, the cashier will charge your debit card for the price of your groceries plus an additional \$20, and then give you \$20 along with your groceries. Not all retail stores offer this service, so be sure to ask.



Credit Score

A **credit score** is a number that rates your credit risk. It takes into account your bill payment history, loans, current debt, and other financial information. A credit score is used by creditors to decide whether to give you credit, what terms to offer you, and what interest rates you will pay. A credit score is required to access loans and credit cards from the bank.

A credit score is based on:

- How long you have had credit
- Your history of making payments (Do you carry a balance on your credit cards? Have you missed payments?)
- Your outstanding debts (Are you close to your credit limit?)
- The number of recent inquiries about your credit history (Are you trying to get more credit?)
- The types of credit you are using
- Any record of bankruptcy or your debts being sent to a collection agency

As you gain more positive experiences with your credit, you may be able to get lower interest rates or be offered larger loans from the bank. Usually, credit checks will only take into account your financial experiences in Canada. For more information about credit scores in Canada, [click here](#)

In situations where your credit score is not high enough for a bank to approve a loan, you may come across **alternative or private money lenders**. These lenders are willing to loan money to people who do not qualify for traditional bank loans, but they usually charge **much higher interest rates and fees**. Because these loans can become very expensive and difficult to repay, it is best to avoid money lenders if possible and explore safer options first, such as credit unions, another bank, or programs that help newcomers build credit.

When you deposit a cheque at a bank in Canada, the bank may place a temporary “hold” on the money. This is because a cheque is simply a written instruction to take money from someone else’s account, and the bank must confirm that the money is actually available. Once the cheque clears, the funds become available in your account—this usually takes a few days, depending on the bank and the type of cheque. Another type of service to be aware of is a cheque-cashing business, such as Money Mart, Cash Money or Cash 4 You. Cheque-cashing stores will give you cash from your cheque immediately, but they charge very high fees, sometimes a flat amount plus a percentage of the cheque value. This means you receive less money than what the cheque is worth. For people who are new to Canada and may not understand how bank holds work, these services can be costly and should be used with caution.

Key tips for newcomers:

- Build your credit score gradually by opening a bank account, using a secured credit card, and paying bills on time.
- Before using a money lender or cheque casher, ask a settlement worker, financial counsellor, or bank advisor about safer alternatives.
- Many Canadian banks and credit unions offer newcomer programs, lower-fee accounts, and faster access to funds.

[Financial tools and calculators](#) to help you choose a bank account and credit card, including budget and mortgage calculators.



Food and Household Items

Groceries

Grocery stores are places you can go to buy food. Typically there will be a section for produce (fresh vegetables and fruits), baked goods, meats, frozen goods, and non-perishable items (dried and canned goods that last longer). Some grocery stores will have international foods. You can look for some special goods in those aisles.



In addition to local offerings, Cornwall and its surrounding communities are home to a range of international grocery stores, where you can find authentic Asian, African, and other global food products—perfect for discovering new cuisines or finding ingredients from home.

African Caribbean Distribution - 613-861-9251

Joe's Quality Meats - 343-475-0185

Asian Grocery - 613-933-8941

Machu Picchu Latino Market - 613-936-0404

Cornwall Desi Market - 438-992-3781

Mubuhay Kabayan Filipino Grocery

Everest Fresh Market - 613-932-1777

Sharon's Pantry - 613-936-1998

Many **local farms** will sell their vegetables and fruits directly. Some communities will have a set date when many farmers come together in one location called a Farmers Market. They typically run from the middle of May to the middle of November, but every area will have a different day and time. Visit the following links to learn more:

Cornwall Kinsmen Farmers Market

JL Produce

Vankleek Hill Farmer's Market

Avonmore Berry Farm

The Glengarry Market

Jardins Lamoureux

Restaurants

There are **many restaurants** in the area. Restaurants offer prepared food and the type of food offered will depend on the restaurant. There are restaurants that specialize in food like pizza, sandwiches, light snacks and coffee or tea, fast food, and ethnic food. Do an online search with your community name and words like: Restaurant, Cafés, and Bars.

Indian:

WowIndia 613-935-4800
Flavour Kingdom 613-361-9538
Spice Haven 613-932-1777
Bombay Grill RBC 514-449-0192

Japanese & Taiwanese:

Love Sushi 613-936-8883
Sip & Scoop 613-938-7007

Middle Eastern:

Cedars 613-932-9973
Shah's Halal Grill & Grocery 613-935-4111
Osmow's Shawarma 613-932-1786
Boustan 613-935-3565

Vietnamese:

Asian Wagon 613-996-5733
Tiny Table 613-662-8469

Thai & Caribbean:

Thai Khmer 613-938-1515
Thum's Kitchen 613-932-5155
Bangkok Noodle Soup & Grill 613-938-9889
Vibzs Caribbean Bar + Grill 613-933-5357
Spicey Pearl 613-932-6486

Dining in Restaurants

Waiting to be Seated

In many Canadian restaurants it is typical that you will wait to be seated. This means that you wait at the door and someone will take you to a place to sit. This does not happen in fast food restaurants. In fast food restaurants, you order and wait for your food at the food counter and then find a free seat in the restaurant.

Paying the Bill

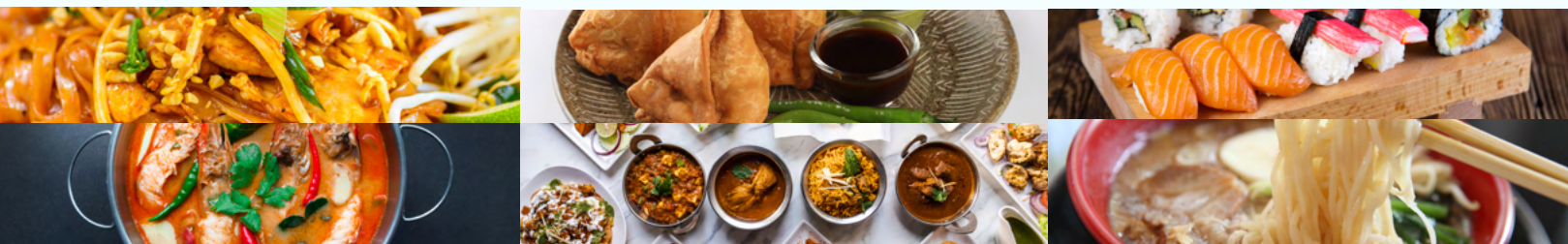
In most restaurants the bill will be brought to your table. You can usually pay with cash, credit card, or debit card. In fast food restaurants, you pay for the food when you place your order at the counter.

Harmonized Sales Tax

In Ontario, a harmonized sales tax is charged to goods and services at 13%. This means that an additional 13% is charged so something that costs \$1.00 will actually cost \$1.13, and \$0.13 will be given to the government. Often the tax is not included in the advertised costs, with some exceptions like gasoline and alcohol.

Tipping

Typically in Canada, you tip an additional 15% of the cost of your bill, depending on your level of satisfaction of your service. This tip goes to the waiter, and they will share their money with the other staff in the restaurant. In some restaurants, when you have a group of more than eight people there is an automatic tip that is included on your bill. This is referred to as a “service charge” or “automatic gratuity”.



Food Banks, Thrift Stores and Drop in Centres

Food banks are non-profit organizations that collect and distribute free food and essential items to people facing food insecurity

Thrift stores are shops that sell used goods, like clothing, furniture, and household items, at low prices

Drop in Centres provide a free safe space for people to socialize, eat a meal, find resources and sometimes have a shower or wash clothing.

The Agape Centre

- Community market (food bank)
- Community kitchen
- Kids community kitchen
- New For You thrift shoppe

Centre 105

- Ready to eat meals (drop-in)
- Safe social space (drop-in)
- Showers (drop-in)
- Laundry services (book in advance)
- Referrals to helping agencies (drop-in)
- Free wifi internet, public phone, public washrooms, water bottle refill station (drop-in)

Friperie de L' ACFO SDG Thrift Store

- Free for newcomers
- clothing
- household items

House of Lazarus (Ingleside, ON)

- Food bank
- Thrift store
- Household goods store
- Community resource centre

Value Village

- Thrift store

Prescott Russell

- Food Insecurity Resources

The Salvation Army

- Emergency food bank

St Vincent De Paul Society

- Food Bank
- Thrift Store (located in Alexandria, ON)

Habitat for Humanity ReStore

- resell quality new and used building materials, furniture, appliances, and household items.

Use [211 Ontario](#) to locate other Food Banks, Thrift Stores and Drop in Centres in your area!

Government

The Monarch in Canada

Canada is a constitutional monarchy, which means the Monarch is the official head of state. The King or Queen does not run the government day-to-day. Instead, his or her powers are carried out by representatives.

The Monarch's Role

- Serves as Canada's ceremonial Head of State
- Ensures government operates within the constitution
- Symbol of national identity, unity, and continuity
- Power is mostly symbolic, not political

Representatives of the Monarch

- Governor General – represents the King at the federal level
- Lieutenant Governors – represent the King in each province

What they do:

- Give Royal Assent to laws (bills cannot become law without it)
- Open and dissolve Parliament or provincial legislatures
- Swear in the Prime Minister, premiers, and Cabinet ministers
- Perform ceremonial duties
- Ensure there is always a functioning government

Federal Government (Ottawa)

Role: Deals with issues affecting the entire country

Monarch's representative: Governor General of Canada

Responsibilities:

- National defense (military)
- Immigration and citizenship
- Foreign affairs
- Criminal law across Canada
- Banking and currency
- Postal service
- Federal taxes
- National transportation (air travel, railways, pipelines)
- Signs federal laws into force through Royal Assent (Governor General)

Provincial/Territorial Governments

Role: Manage issues within one province or territory

Monarch's representative: Lieutenant Governor (one per province)

Responsibilities:

- Education (schools, curriculum)
- Health care (hospitals, health insurance)
- Natural resources (forests, energy, mining)
- Highways and provincial transportation
- Provincial taxes
- Driver's licenses
- Courts and civil law
- Social services and welfare
- Municipal oversight (they create and regulate cities/towns)
- Signs provincial laws through Royal Assent (Lieutenant Governor)

Municipal Governments (Cities, Towns, Local Councils)

Role: Manage services for local communities

Monarch's representative: None directly
(Municipalities are created and overseen by provinces, not the King.)

Responsibilities:

- Water and sewage
- Garbage and recycling
- Local police (some cities)
- Fire services
- Public transit (buses, subways, streetcars)
- Local roads and sidewalks
- Libraries
- Parks and recreation
- Property taxes
- Snow removal
- City planning and zoning

Government Services

ServiceOntario

ServiceOntario provides provincial government services and is a key resource for immigrants settling in Ontario.

Common services include:

- Ontario Health Insurance Plan (OHIP) health cards
- Driver's licences, licence renewals, and tests
- Ontario photo ID cards (for people who do not drive)
- Vehicle registration, licence plates, and sticker renewals
- Birth certificates, marriage certificates, and death certificates
- Change of address on Ontario government documents
- Accessible parking permits



Service Canada provides federal government services and is a vital resource for immigrants and residents across the country.

Common services include:

- Social Insurance Number (SIN) applications and replacements
- Employment Insurance (EI) benefits
- Canada Pension Plan (CPP) disability and retirement benefits
- Old Age Security (OAS) and Guaranteed Income Supplement (GIS)
- Child benefits, including the Canada Child Benefit (CCB)
- Passport applications and renewals
- Records of Employment (ROE) and work-related information

Healthcare

Healthcare in Ontario is publicly funded through taxes (federal & provincial). Healthcare covers visits to family doctors, specialists, and basic emergency care like surgery and hospital stays. To use most services, you need coverage through the Ontario Health Insurance Plan (OHIP) or the Interim Federal Health Program (IFHP).

There are many ways to get medical care in SD&G and Prescott-Russell. To find services, visit champlainhealthline.ca.

For non-emergencies, start with a walk-in clinic or your primary care provider. You can also call 811 to reach Health 811, a free service where you can speak with a registered nurse for health advice.

If you have an urgent issue and can't wait for an appointment, go to the hospital emergency room.

For immediate, life-threatening situations, call 9-1-1. An ambulance will take you to the hospital. There may be a small fee, but it can be waived if you receive social assistance such as Ontario Works or the Ontario Disability Support Program. Calling an ambulance for a non-emergency may result in a higher fee.

For mental health concerns, you can speak to your family doctor or reach out directly to mental health specialists.

The Ontario Health Insurance Plan (OHIP)

OHIP is used to provide healthcare services in Ontario, which are subsidized by provincial and federal taxes. OHIP issues a card called a "health card" that is used to access healthcare.

OHIP covers many health services you may need, such as:

- appointments with your primary care provider
- visits to walk-in clinics and some other health care providers
- visits to an emergency room
- medical tests and surgeries



Apply for OHIP

You must apply for OHIP in person at a **Service Ontario** centre

OHIP eligibility

The Interim Federal Health Program

(IFHP) is a Canadian program that provides temporary health-care coverage for refugees, refugee claimants, and certain other protected persons until they qualify for provincial or territorial health insurance.

IFHP covers the services below from health care professionals who are registered with the IFHP. The IFHP does not pay for services or products even partially covered by another public or private health plan.

- hospital services
- services from medical doctors, registered nurses and other licensed health care professionals
- ambulance services
- lab and diagnostic services (like blood tests and ultrasounds)

Primary Health Care Provider

A family doctor or nurse practitioner is your primary health care provider – meaning they are the person you make an appointment with when you have a new, non-emergency health concern.

Here are two options to find a family doctor or nurse practitioner who is accepting new patients:

1. Register with **Health Care Connect** service and have a nurse find a doctor or nurse practitioner for you.
2. Contact an Ontario physician to ask if they are accepting new patients.
 - a. Use The College of Physicians and Surgeons of Ontario's **Find a Doctor search**.
 - b. Choose "Advanced Search" to find a doctor near you (by city/town or postal code).
 - c. Click on "Additional Search Options" to narrow your search (to family doctors and/or language spoken).
 - d. Contact the doctor to check if they are accepting new patients.

Specialists and Health Services

In Ontario, certain specialist appointments require a referral from a primary care provider or another healthcare provider. This is especially common for specialists like dermatologists, cardiologists, neurologists and psychiatrists. A referral ensures that the specialist has the necessary background information and that the visit is appropriate for the patient's needs.

Mental Health Supports

Cornwall and the surrounding area offers a range of **mental-health supports**—from community counselling and crisis intervention to youth-focused programs and virtual options. Whether you're facing a crisis, looking for regular therapy, or seeking support for a child or teen, services are available through hospitals, non-profits, and 24/7 hotlines. Many of these are bilingual (English/French) and available at no cost

AccessMHA

Canadian Mental Health Association

Child, Youth & Family Crisis Line (Under 16)

- Phone: 1-877-377-7775

Community Addiction and Mental Health Services

Cornwall

ConnexOntario

- Text CONNEX to 247247 or call 1-888-531-2300

Inspire Community Support Services

Mental Health Crisis Line (Adults, 16+)

- Phone: 1-866-996-0991 or local 613-722-6914

Mental Health and Addiction Services

Prescott Russell



Hospitals

Cornwall Community Hospital (CCH)

Address: 840 McConnell Avenue
Cornwall, ON
K6H 5S5
Phone: 613-938-4240



Glengarry Memorial Hospital

Address: 20260 County Road 43
Alexandria, ON
K0C 1A0
Phone: 613-525-2222



Hawkesbury and District General Hospital

Address: 1111 Ghislain Street
Hawkesbury, ON
K6A 3G5
Phone: 613-632-1111



Winchester District Memorial Hospital

Address: 566 Louise Street
Winchester, ON
K0C 2K0
Phone: 613-774-2420



CHEO (Childrens Hospital of Eastern Ontario)

Address: 401 Smyth Road
Ottawa, ON
K1H 8L1
Phone: 613-737-7600



Walk-in Clinics

Walk-in clinics provide accessible, non-emergency medical care for individuals who need prompt attention but do not have an appointment. These clinics are a convenient option for treating minor illnesses, injuries, or for getting medical advice when primary care provider services are unavailable—especially during evenings and weekends. They typically serve both residents and visitors, helping to reduce pressure on local emergency departments. Walk-in clinics are often staffed by nurse practitioners or general practitioners and aim to provide timely, patient-focused care in a flexible setting.

Pitt Street Medical Centre

- 1331 Pitt Street, Cornwall, ON
Phone: 613-936-1115

From Here to There Nurse Concierge

(Two locations in Cornwall, \$20 fee for 15 minute appointment)

- 420 Ninth Street West, Cornwall, ON (inside Walmart)
- 820 McConnell Avenue, Cornwall, ON (inside McConnell Medical Centre)

East Region Virtual Care Clinic (ERVCC)

- virtual "walk-in" clinic open 7 days per week

Virtual Triage and Assessment Centre (VTAC)

1-800-240-5581

- 2081 Laval Street, Bourget, Ontario
- 872 Main Street, Casselman, Ontario
- 297 Main Street West, Hawkesbury, Ontario
- 2229 Laurier Street, Suite 200, Rockland, Ontario

Cornwall and Eastern Ontario are home to a wide range of **health services**—and not just traditional clinics. You can access everything from community health centres and public health units to telehealth lines, refugee-specific support, and humanitarian services. Many offer multilingual assistance, low-cost or free services.

Seaway Valley Community Health Centre (SVCHC)

Centre de santé communautaire de l'Estrie

St. John Ambulance

Eastern Ontario Health Unit (EOHU)

Refugee Health Line

- Phone: 1-866-286-4770

Champlain Healthline

Health 811

Blood Work

Blood work is a simple and important test where a small sample of your blood is taken to check your overall health. It helps doctors find problems early, like infections, low iron, or diabetes. To have blood work done in Ontario, you'll need a requisition form from a licensed healthcare professional (doctor or nurse practitioner). You take this form to a designated laboratory or health services centre, where they will ask for the form and your OHIP. Most tests are covered under OHIP, however, some tests may require payment. Results are sent to your doctor within a few days. If you're new to Canada and need help with language, ask if translation support is available.

LifeLabs Medical Laboratory Services

Locations:

Cornwall

- 820 McConnell Avenue
- 30 Thirteenth Street East

Dynacare Blood Test Labs and Health Services

Locations:

Winchester

- 550 Louise Street

Hawkesbury

- 106-1062 Ghislain Street

Embrun

- 738 Notre Dame Street

Pharmacies

Pharmacies in Cornwall and the surrounding counties play a vital role in supporting the health and well-being of the community. They provide a wide range of services beyond simply dispensing medications, including immunizations, medication reviews, chronic disease management, and health advice. Many pharmacies offer personalized care, home delivery, and prescription synchronization, making it easier for patients to manage their treatments. Whether part of a national chain or independently owned, pharmacies are essential healthcare access points, often serving as the first stop for individuals seeking medical guidance and support.

As of January 1, 2023, pharmacists in Ontario are authorized to prescribe medications for 13 minor ailments including:

- Allergic rhinitis (hay fever, seasonal allergies)
- Candidal stomatitis (oral thrush)
- Conjunctivitis (bacterial, allergic and viral)
- Dermatitis (atopic, eczema, allergic and contact)
- Dysmenorrhea
- Gastroesophageal reflux disease (GERD)
- Hemorrhoids
- Herpes labialis (cold sores)
- Impetigo
- Insect bites and urticaria (hives)
- Tick bites, post-exposure prophylaxis to prevent Lyme disease
- Musculoskeletal sprains and strains
- Urinary tract infections (uncomplicated)

To search for pharmacies in your area, [click here](#)

Dental Care

A **dentist** is a healthcare professional who diagnoses and treats problems with the teeth, gums, and mouth. They provide cleanings, teach good oral hygiene, and fix issues like cavities and infections. Dentists can also spot signs of other health conditions, since oral health is connected to overall health.

There are many types of dental services, including general clinics, specialized practices, and public programs. Whether you need a checkup, cosmetic work, orthodontics, or affordable care, there are trusted options available. Many clinics offer bilingual service (English and French) and some focus on children, seniors, or patients with dental anxiety.

To find a dentist near you, [click here](#)

Visits to the Dentist are not covered under OHIP. However, they are often covered under employer health benefits.

Canadian Dental Care Plan is available for individuals and families to help make the cost of dental care more affordable for those who do not have access to benefits.

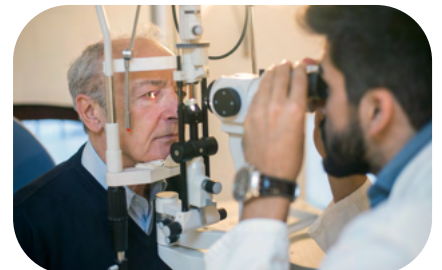


Eye Care

An eye doctor is a trained health professional who takes care of your vision and overall eye health. There are two main types of eye doctors in Cornwall, Stormont, Dundas and Glengarry (SDG), and Prescott and Russell. An **optometrist** checks your vision, prescribes glasses or contact lenses, and can diagnose and treat many common eye conditions and infections. An **ophthalmologist** is a medical doctor who specializes in eye diseases and can perform eye surgery.

Regular eye exams are important for both children and adults, even if you do not currently wear glasses, because eye doctors can also detect early signs of other health conditions such as diabetes or high blood pressure. In Ontario, some eye care services are covered by the **provincial health plan (OHIP)** for eligible children, seniors, and people with certain medical conditions.

To find an eye doctor near you, [click here](#)



Housing

When you are looking for a place to live in Eastern Ontario, you generally have two main options: renting or buying a home. When you **buy a home**, the property becomes your own, and you can make long-term decisions about renovations, décor, and how you use the space. Buying can be a good choice if you plan to stay in the region for several years. When you **rent**, you pay a landlord each month to live in the home or apartment, and the landlord is responsible for most major repairs and maintenance. Renting is often more flexible, especially if you are still getting settled or exploring different communities.

Once you have decided whether renting or buying is best for you, there are several ways to search for housing in Eastern Ontario. Many people start by checking local newspapers, community bulletin boards, and online listings. Popular Canadian websites such as real estate platforms, rental listing sites, and local Facebook groups often feature apartments, houses, and rooms for rent, as well as homes for sale both privately and through licensed real estate agents. You can also visit local settlement agencies or community organizations, which often provide guidance to newcomers and may know of affordable housing options in the area.



Renting

Documents You May Need When Applying for Housing

When you apply to rent a home or apartment in Eastern Ontario, landlords often ask for documents to confirm that you can pay rent and will be a responsible tenant. Common documents include:

- **Employment information** — Basic details about where you work and how long you've been employed.
- **A letter from your employer** — This usually includes your annual income or hourly wage and confirms your job status.
- **Recent bank statements** — These show that you have enough savings to cover several months of rent, which is especially helpful for newcomers who may not yet have a Canadian credit history.
- **A credit check** — By giving permission, you allow the landlord to review your financial history in Canada. If you are new to the country and do not yet have credit, explain this to the landlord.
- **A guarantor or co-signer** — This is a person (often a family member or trusted friend) who agrees to pay the rent if you cannot. Many newcomers use a guarantor during their first year in Canada.
- **References** — Previous landlords, employers, or community members who can confirm that you are reliable and responsible.

Some settlement agencies in Eastern Ontario can help you prepare these documents or explain what to provide if you are a newcomer without Canadian documents.

Tenant Insurance

Some landlords require tenants to have renter's insurance (also called tenant or property insurance). This insurance protects you if:

- Your belongings are damaged by fire, water, or theft.
- There is accidental damage to the rental property caused by you or your guests.

It is usually inexpensive and can be purchased from most major insurance companies in Ontario.

Remember: It is your landlord's responsibility to maintain and repair the home. This includes:

- Items that came with the unit, such as the refrigerator, stove, or heating system.
- Shared or common areas like hallways, elevators, stairways, parking lots, and laundry rooms.

Report any repairs or safety concerns to your landlord as soon as possible and keep a record in writing (email or text) for your own files.



Tenant Rights in Ontario

As a tenant, you are protected by the **Ontario Human Rights Code** and the **Residential Tenancies Act**. This means:

- Your landlord cannot discriminate against you based on your race, ethnicity, religion, sex, age, sexual orientation, family status, disability, or other protected grounds.
- When you move in, your home must be safe, clean, and in good repair.
- You must have access to essential services, including:
 - Heat (the law requires a minimum of 20°C during the heating season),
 - Hot and cold water,
 - Electricity.
- You are entitled to privacy. Your landlord must give you written notice at least 24 hours before entering your unit, and the notice must explain why they need to enter.
- For homes built before 2018, the landlord can raise the rent only once every 12 months, and only by a percentage set by the Ontario government each year.
- You are protected from unlawful evictions — your landlord must follow a legal process, including a hearing at the Landlord and Tenant Board.

For reliable legal information about renting, visit **Steps to Justice**, which offers simple explanations and guidance for tenants experiencing problems.

Tenant Association of Cornwall and Area

Empowers renters and strengthens our community through tenant support, development, and advocacy. Their **Tenant Guide** provides more detailed information and local resources

Tenant Responsibilities

Along with rights, tenants have important responsibilities. You must:

- Pay your rent on time and ask for a receipt each time you pay, especially if you pay in cash.
- Keep your home reasonably clean.
- Repair or pay for any damage you or your guests cause.
- Keep noise to a reasonable level to avoid disturbing neighbours.
- Follow the law and respect the building's rules.
- Follow your lease agreement, which outlines the terms of your rental.

These responsibilities help maintain good relationships with your landlord and neighbours and ensure a safe, comfortable living environment.

Understanding “Utilities Included”

When a rental listing says “utilities included,” this usually means that the cost of vital services is included in your monthly rent, such as:

- Heat (minimum of 20°C during winter)
- Hot and cold water
- Electricity
- Fuel (such as natural gas or oil, if used for heating)

In some cases, “utilities included” may also cover:

- Air conditioning
- Cable TV
- Internet

Always ask the landlord exactly which utilities are included in the rent. This helps you understand the full cost of living in the unit and avoid surprises on your monthly bills.

Buying a Home in Canada

If you want to buy a home in Canada, you will likely need to apply for a mortgage, which is a loan specifically used to purchase property. Most mortgages in Canada are repaid over 25 to 30 years, though some buyers choose shorter or longer terms depending on their financial situation.

Before you begin looking for a home, it is helpful to get pre-approved by a bank or mortgage lender. A pre-approval tells you how much money the bank is willing to lend you, helping you understand your price range and avoid looking at homes outside your budget.

To qualify for a mortgage, lenders usually look at the following:

- **Credit history:** This shows how reliably you pay bills, loans, and credit cards. A strong credit history makes it easier to get approved.
- **Employment history:** Lenders prefer borrowers who have stable jobs or long-term employment at the same workplace.
- **Savings and down payment:** You must contribute part of the home price yourself, known as a down payment. The minimum down payment in Canada is usually 5% but may be higher depending on the price of the home.
- **Canadian bank account:** To build a credit history and manage payments, you will need an active Canadian bank account.

If you are a newcomer without an established credit history, some banks offer newcomer mortgage programs that consider alternative proof of financial responsibility, such as international credit reports or employment contracts. Settlement agencies in Eastern Ontario can help connect you with lenders familiar with newcomer applications.

For more information about building credit, see the Financial section of this package.

Home Insurance

When you own a home, you will need homeowner's insurance. This insurance protects your property and belongings against risks such as:

- Fire
- Wind damage
- Frozen pipes
- Theft
- Water damage (depending on the policy)

Two important terms to understand are:

- Content value: The total value of your personal belongings, such as furniture, electronics, and clothing.
- Deductible: The amount you must pay before the insurance company pays the rest.
- Example: If damages total \$3,000 and your deductible is \$1,000, insurance will pay \$2,000. If damages are under the deductible (e.g., \$500), insurance pays nothing.

Some provinces or lenders require homeowners to have insurance as a condition of the mortgage.

Land Transfer Tax (Ontario)

When you buy land or a home in Ontario, you must pay a Land Transfer Tax (LTT). The tax is based on the value of the property:

- 0.5% on the first \$55,000
- 1% on the amount above \$55,000 up to \$250,000
- 1.5% on the amount above \$250,000 up to \$400,000
- 2% on the amount above \$400,000
- 2.5% on the amount above \$2,000,000

If the home you purchase is your first home ever, anywhere in the world, you may qualify for a partial refund of the Land Transfer Tax (up to a maximum amount set by the province).

Property Tax

Property tax is paid only by homeowners, not renters. If you rent, property tax is included in your monthly rent. Property tax varies depending on where you live in Eastern Ontario and is based on:

- Market value of the property
- Property tax class (e.g., Residential, Commercial, Farmland)
- Municipal tax rate, set by your local city or township
- Education tax, set by the Province of Ontario

Property taxes help fund services like schools, libraries, roads, emergency services, and waste collection.



Housing Programs

Housing programs are services and supports that help people find and keep a safe and affordable place to live. These programs may offer help with lower rent, temporary housing, housing advice, or support services. Housing programs are designed for people who may have low income, are new to Canada, or are having difficulty finding housing. To learn more about the programs available in your area click below:

[Cornwall and SD&G](#)
[Prescott-Russell](#)

Understanding Utilities

Utilities are services used in your home. These include:

- Electricity (hydro)
- Natural gas or propane
- Water
- Internet
- Telephone
- Television services



Some homes include utilities in the rent or condo fees, while others require you to set up your own accounts.

Natural Gas and Propane

Many homes in Eastern Ontario use natural gas or propane. These are types of gas for heating, cooking, and hot water.

Natural Gas

- Comes through pipes into your home.
- Used for heat, hot water, and cooking.
- Available in many towns. Not all areas have it.
- You pay a monthly bill for how much you use.

Propane

- Stored in a tank outside your home.
- Also used for heat, hot water, and cooking.
- Common in rural areas without natural gas pipes.
- You pay when the tank is filled.

Safety Tips

- Never try to fix a gas leak yourself.
- If you smell gas, leave the house and call 911.
- Keep your home ventilated when using gas.

Natural Gas Provider:

[Enbridge Gas](#)

Propane Providers:

[Propane Levac](#)

[P38 Energy Inc](#)

Electricity, Energy, and “Hydro”

In Ontario, electricity is commonly called hydro because much of the province’s electricity historically came from hydroelectric dams. Today, power comes from multiple sources including hydro, nuclear, and natural gas.

Electricity bills may use:

- A steady rate — The same price at all times.
- Time-of-use pricing — The cost changes depending on the time of day:
 - More expensive during weekday business hours
 - Cheaper evenings, early mornings, and weekends

Your bill will also include delivery charges and regulatory fees.

Water, Sanitary Sewer, and Storm Drain Systems

In Eastern Ontario, some communities have municipal water and sewer services, while rural areas often rely on wells and septic systems.

Water and sewer services in the City of Cornwall are provided by the municipality. Homes connected to these services receive clean drinking water from the city’s water system, and wastewater from toilets, sinks, and showers is carried away through underground sewer pipes. The city treats the water and wastewater to protect public health and the environment. Residents pay for water and sewer services through their utility bill.

If you have municipal services:

- Your monthly bill may include:
 - Water (the clean drinking water entering your home)
 - Sanitary sewer (wastewater leaving your home)
 - Storm drain fee (helps manage rainwater runoff in your neighbourhood)

Homes Without Municipal Services

Homes in rural areas may not be connected to city water or sewer services. In these homes, water comes from a private or shared well. Well water should be **tested regularly** to make sure it is safe to drink.

Wastewater from toilets, sinks, and showers goes into a septic system located underground on the property. Septic tanks need to be cleaned (pumped) every few years to work properly. The homeowner is responsible for maintaining the well and septic system to protect health and the environment.

Beginning in early 2027, water bills in the city of Cornwall will begin being billed based on usage. **Water meter** installation began in every home in early 2025. Find more information by clicking [here](#)

How to read your meter

To monitor your daily use:

1. Take a reading at a set time of the day.
2. Take another reading at the same time the next day.
3. The difference between the two readings is your 24-hour water consumption.

Note: If the red sweep hand is moving when all your fixtures are turned off, you may have a leak.



Internet

When choosing internet service, the type of connection affects speed and reliability. Common types in Eastern Ontario include:

- DSL (Digital Subscriber Line) — Uses telephone lines but does not affect phone calls; widely available.
- Cable internet — Uses the same cable as cable TV; usually faster than DSL.
- Wireless/Broadband — Uses radio signals; often used in rural areas.
- Fiber optic — The fastest option, available mostly in larger cities and expanding in some towns.

Older options like Dial-Up and ISDN are rarely used today but still exist in some remote areas. You can also use a wireless router to create Wi-Fi in your home.

Television

There are three main ways to access television:

1. Cable TV — Uses wired connections provided by local cable companies.
2. Satellite TV — Uses a satellite dish to receive channels, including many international options.
3. Streaming services — Requires an internet connection (e.g., Netflix, Prime Video, Disney+). Many newcomers prefer this option for flexibility and access to content from home countries.

Telephone Services

Canada offers two types of telephone service:

- Mobile (cell phone) — Allows you to make calls anywhere. Most Canadians primarily use mobile phones.
- Landline — Connected directly to your home. Less common today but still available.

Landline bills include a mandatory touch-tone fee, and all phone bills (mobile and landline) include a fee for access to 9-1-1 emergency services.

For detailed information on cell phones—from selecting the right device and plan to activation and support—visit the major Canadian carriers:

- [Rogers](#)
- [TELUS](#)
- [Bell](#)
- [Freedom Mobile](#)
- [Fido](#)
- [Virgin Plus](#)



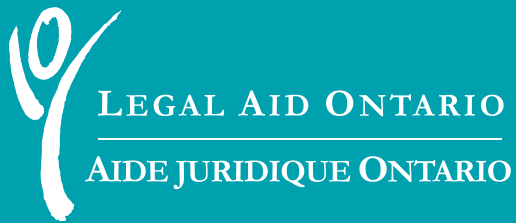
Legal

Lawyers

Lawyers are primarily responsible for providing legal advice, representing clients in legal matters, and advocating for their clients' interests within the legal system. They can also conduct legal research, draft legal documents, and negotiate settlements.

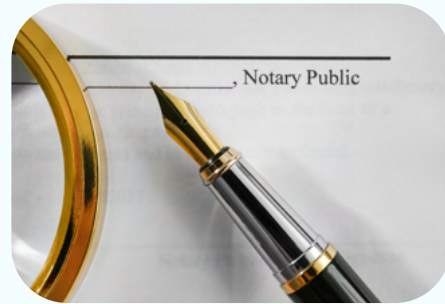
Examples of what lawyers can help with:

- Immigration
- Family Law
- Criminal Charges
- Business Transactions
- Real Estate Deals
- Drafting Will



Legal Aid is available to individuals and families who cannot afford to pay for a lawyer. To receive assistance, you must qualify financially, and your legal matter must be one that Legal Aid Ontario covers.

Visit the Legal Aid Ontario website to learn more



Applications and documents may require authentication before you can submit them. For example, when applying for a travel document or passport, a guarantor will have to sign the application and your photos to confirm your identity.

Notary Public

A person authorized by a province or territory's law to be an official witness to the signing of contracts, deeds and other legal documents. They can also certify documents. Depending on the province or territory, a notary may also be able to draft documents, such as contracts. The requirements to be a notary differs in each province and territory.

Commissioner of Oaths

A person authorized under provincial or territorial law to administer and witness a person who will swear to an oath on sworn statements.

Guarantor

A guarantor is a person who can confirm your identity and the information you have provided. If you do not have a guarantor who has known you for at least two (2) years, you must complete a Statutory Declaration in Lieu of Guarantor.

Religion

A **place of worship** can be an important source of support for you and your family. A faith community can be a good source for finding information about the food that you need to meet your dietary needs, to find emotional support as you begin your journey in a new community, or to stay connected to your language, culture, and traditions.

There are many different places of worship in Cornwall, Stormont, Dundas, Glengarry, Prescott, and Russell. These include Churches (Christianity), Mosques (Islam), Temples (Hinduism and Buddhism), Synagogues (Judaism), and Gurdwaras (Sikhism). Some faith communities are small and may share spaces or meet at specific times, while others may be located in nearby cities such as Ottawa or Montreal.

Religion and Daily Life in Canada

Canada values freedom of religion. People are free to practice their religion, change their religion, or choose not to follow any religion at all. Religious discrimination is not permitted in workplaces, schools, housing, or when accessing public services.

Many employers, schools, and community organizations make efforts to accommodate religious practices. This may include flexibility for religious holidays, prayer times, or dietary needs. It is acceptable to ask about these accommodations when needed.

Community Support Through Faith Organizations

In Canada, some places of worship provide social and community services in addition to religious activities. For example, they may:

- Organize food banks or clothing programs
- Offer help to newcomers settling in the community
- Provide language-specific or cultural gatherings
- Support refugees and immigrants through advocacy or practical assistance

Participation in religious services or activities is usually voluntary, and many programs are open to people of all backgrounds.

Finding Places of Worship and Spiritual Resources

To find information about places of worship and spiritual organizations in Cornwall, visit the [City of Cornwall's Community Resources page](#) and select the "Spirituality" tab:

The [Canadian Multifaith Federation \(CMF\)](#) is a national organization dedicated to advocating for spiritual care and protecting religious rights in Canada. It also promotes understanding and cooperation among different faith communities.

Local libraries, settlement agencies, and community centres may also be helpful sources of information.

Religious Education and Schools

In Ontario, there are private elementary and secondary schools that focus on religious education. Families who are interested can search for a specific private school or find a complete list of all private schools in Ontario through the [Government of Ontario website](#)

Private schools may have different admission requirements, religious expectations, and tuition fees. Families are encouraged to contact schools directly to learn more about their programs and registration process.



Safety

Emergency Services in Eastern Ontario

Calling 9-1-1 in an Emergency

In Canada, you can dial 9-1-1 from any phone if there is an emergency. Emergency services will be sent to your location.

An **emergency includes:**

- A fire
- A medical emergency (such as someone who is unconscious, having trouble breathing, or seriously injured)
- An ongoing or serious crime
- A serious car accident

When your call is answered, a trained professional called a **dispatcher** will ask questions to understand the situation and your location. They may ask whether you need:

- Police
- Fire services
- An ambulance (EMS)

After gathering this information, the dispatcher will send the appropriate emergency services to help you.

Language help: If you need help in another language, say “interpreter” as soon as the call is answered. Interpretation services are available.

Important: Use 9-1-1 for emergencies only. For non-emergency situations, local police and municipalities have separate phone numbers.

Emergency Vehicles on the Road

When emergency vehicles are responding to a call, they use flashing lights and sirens.

If you are driving and see or hear an emergency vehicle:

- Slow down
- Pull over to the right side of the road
- Stop when it is safe to do so

If an emergency vehicle is stopped on the roadside, you must slow down and move over to another lane if possible. This helps keep emergency workers safe.

Key Light Colors and Meanings:

- Red and Blue: Police, fire, and ambulance.
- Green: Volunteer firefighters.
- Amber (Yellow): Tow trucks, road maintenance, and snowplows.



The Role of Police Officers in our Community

Police officers in Canada are public servants. Their main job is to keep people safe, protect rights, and enforce the law.

In and around Cornwall, Ontario, policing is shared between municipal, provincial, federal, and Indigenous police services. Each has a specific role depending on location and type of law enforcement needed.

Cornwall Community Police Service (CCPS)

Who they serve: The City of Cornwall

What they do:

- Enforce laws within Cornwall city limits
- Respond to 911 calls
- Patrol neighbourhoods
- Traffic enforcement and criminal investigations
- Community policing and school programs



Ontario Provincial Police (OPP)

Who they serve: The Province of Ontario, including areas around Cornwall

What they do:

- Police rural areas and smaller communities outside Cornwall
- Patrol Highway 401 and other provincial highways
- Investigate serious and complex crimes
- Provide specialized units (forensics, marine patrol, emergency response)



Akwesasne Mohawk Police Service (AMPS)

Who they serve: The Akwesasne Mohawk Territory

What they do:

- Provide policing within the Akwesasne community
- Enforce Indigenous, provincial, and federal laws
- Work closely with Cornwall Police, OPP, and RCMP
- Focus on culturally appropriate and community-based policing



Royal Canadian Mounted Police (RCMP)

Who they serve: Canada at the federal level

What they do in the Cornwall area:

- Enforce federal laws
- Investigate organized crime, smuggling, and cross-border crime
- Work with other police agencies on national security issues
- Support local police when federal jurisdiction is involved



Important Things for Newcomers to Know

- Police are not immigration officers
- Calling police will not affect your immigration status
- Police services aim to work with diverse communities
- Complaints about police conduct can be made safely if needed

What Police Officers Do

1. Keep Communities Safe

Police officers:

- Respond to emergencies (crime, accidents, danger)
- Patrol neighborhoods to prevent crime
- Help during natural disasters or emergencies

Emergency number: 911

Non-emergency police number: varies by city (used for noise complaints, minor incidents)

2. Enforce the Law

Police:

- Enforce federal, provincial, and municipal laws
- Investigate crimes such as theft, assault, or fraud
- Issue tickets for traffic violations (speeding, unsafe driving)

Everyone in Canada must follow the law, regardless of immigration status.

3. Protect People's Rights

Police officers must respect the Canadian Charter of Rights and Freedoms, including:

- The right to be treated fairly and without discrimination
- The right to remain silent if you are arrested
- The right to a lawyer if you are detained or arrested

Police cannot arrest someone without a legal reason.

4. Help and Support the Public

Police also help with:

- Wellness checks
- Missing persons
- Domestic or family safety situations
- Directing people to community resources

You can contact police even if you are not a Canadian citizen.

When You Should Call the Police

Call police if:

- Someone is in danger
- A crime is happening or just happened
- There is serious violence or threats

For non-urgent issues:

- Noise complaints
- Minor property damage
- Suspicious activity (not an emergency)

Fire Services in Eastern Ontario

Fire departments serve all towns and rural areas in Eastern Ontario. Many communities have volunteer firefighters. These are trained professionals who also work other jobs and respond when emergencies occur.

Some volunteer firefighters use green flashing lights in their personal vehicles when they are travelling to the fire hall to respond to an emergency. If you see a vehicle with flashing green lights:

- Slow down
- Pull over safely to let them pass

Fire services respond to:

- Fires
- Car accidents
- Medical emergencies (especially in rural areas)
- Other urgent situations when help is needed quickly



Ambulance and Paramedic Services (EMS)

Emergency Medical Services (EMS) provide ambulance services across Eastern Ontario. Ambulances are staffed by paramedics who:

- Provide medical care at the scene
- Transport people to the hospital if needed

Ambulances respond to medical emergencies such as chest pain, serious injuries, difficulty breathing, or loss of consciousness.



Safety in your Home

Smoke Alarms

Smoke alarms warn you if there is a fire by making a loud sound.

What you need to know:

- Smoke alarms are required by law in Ontario
- If you rent, your landlord must provide working smoke alarms
- If you own your home, you are responsible for installing them

Where to place them:

- On the ceiling, near the centre of the room
- Away from corners, windows, and air vents

Maintenance:

- Test smoke alarms twice a year
- Many people test them when clocks change in March and November
- Replace batteries when needed



Carbon Monoxide (CO) Detectors

Carbon monoxide is a dangerous gas you cannot see or smell. It can come from furnaces, gas stoves, fireplaces, or attached garages.

Ontario law requires CO detectors if you have:

- Fuel-burning appliances
- A fireplace
- An attached garage
- Beginning Jan 1, 2026: A heating system that uses air from a fuel-burning appliance located outside the home (e.g., in a utility shed).

Important:

- CO detectors must be installed:
 - Outside each sleeping area (e.g., in the hallway near all bedrooms)
 - Beginning Jan 1, 2026: On every level of your home, including levels without a sleeping area.
- If you rent, your landlord must provide them
- Test detectors once a month

If the CO alarm sounds:

Leave the home immediately and call 911.



Fire Extinguishers

Fire extinguishers help put out small fires before they spread.

Good places to keep one:

- Kitchen
- Near exits
- Workshop or garage

A multi-purpose (ABC) fire extinguisher is best for most homes.

How to use a fire extinguisher (PASS):

- Pull the pin
- Aim at the base of the fire
- Squeeze the handle
- Sweep side to side

Only use a fire extinguisher on small fires.
If the fire is large, leave immediately and call 911.



Children and Families



We are here to help.

The Children's Aid Society primary focus is the safety and well-being of children and youth. Their agency conducts assessments, offers support services such as counseling and teaching and, whenever possible, provides resources. The Children's Aid Society of SDG also facilitates public adoptions for children and youth whose birth family is unable to provide care.

150 Boundary Road, Cornwall, ON
Phone: 613-933-2292 or 1-866-939-9915



At **Valoris** their mission is to provide comprehensive and compassionate support to those in need, helping each person achieve their full potential and lead fulfilling lives.

Rockland
860 Caron Street, Unit 1, Rockland, ON
Embrun
8 Valoris Street, Embrun, ON

Hawkesbury
411 Stanley Street, Hawkesbury, ON
Phone: 1-800-675-6168

Support Services for Women and Victims of Crime or Trauma

Cornwall Community Hospital **ASAP Assault and Sexual Abuse Program** provides around-the-clock services and support for women, men and children who reside in Cornwall or in the United Counties of Stormont, Dundas and Glengarry. Services include, emergency care, counselling, referrals, and outreach and training

850 McConnell Avenue, Cornwall, ON
Phone: 613-938-4240 ext. 4552



Maison Baldwin House is a place where women who have experienced any type of abuse can go for support, information, and a safe place to stay. It is open 24 hours a day, seven days a week – women can call and/or go there at any time, day or night.

40 Fourth Street West, Cornwall, ON
Crisis line: 613-938-2958
Text: 613-291-9788



Maison Interlude House serves the counties of Prescott, Russell, Stormont, Dundas, and Glengarry, to support and equip women and their dependents who are victims of violence. All Interlude services are free, confidential, and offered in both French and English

Text (Support Line): 613-801-8169
Chat (Support Line): www.pasbienpr.ca or www.unsafeathomesdg.ca



SASS for Women (Sexual Assault Support Services SDG&A)

Provides 24/7 confidential crisis support, counselling, legal and hospital accompaniment for survivors of sexual violence.

125 Amelia Street, Cornwall, ON
Phone: 613-932-1755
Crisis & support lines: 1-877-544-6424 (EN) / 1-877-336-2433 (FR)



Victim Services provides free, confidential support to anyone affected by crime or tragic circumstances. Their services include emotional support, safety planning, crisis response (24/7 via referrals from police or emergency services), family court assistance, and help to access compensation programs.

Victim Services of Stormont, Dundas, Glengarry & Akwesasne (VSV-SDG&A)

132 Second Street East #104, Cornwall, ON
Phone: 613-938-8900
Email: info@vsv-sdga.ca

Victim Services Prescott-Russell

101-178 Main Street East, Hawkesbury, ON
Phone: 613-632-5282
Email: info@svsprescottrussell.ca



Settlement Services

Starting life in a new country can be both exciting and challenging. **Settlement services** are here to help you adjust to your new community in Ontario. These services support newcomers with finding housing, accessing healthcare, enrolling in schools, learning English or French, and understanding life in Canada. Whether you need help with documents, referrals, or simply have questions about daily life, settlement workers are here to guide you every step of the way.

English Services



UCDSB Settlement Services & Language Training (TR Leger) is a one-stop centre for information about settlement services, education, employment, health services, transportation, community services, housing and Canadian services.

French Services



Centre d'établissement, de soutien et d'orientation communautaire (CÉSOC) is a Francophone settlement agency based in Ottawa, with satellite offices in Cornwall and Hawkesbury. They offer support to French-speaking newcomers, immigrants, and refugees, to help them settle and integrate into Canadian society.



Communauté
Francophone
Accueillante

Communauté francophone accueillante (CFA) promotes a welcoming community by offering Francophone newcomers access to clear information, relevant resources and personalized support.

Online Services



Settlement.Org provides trustworthy, relevant and up-to-date information to help newcomers settle in

2SLGBTQ+ Community, Rights & Supports

Canada and Ontario recognize and protect people of all sexual orientations, gender identities, and gender expressions. This section explains key terms, legal rights, and local supports available to 2SLGBTQ+ individuals and families living in Cornwall, Stormont, Dundas & Glengarry (SDG), and Prescott-Russell.

Understanding 2SLGBTQ+ Identities and Terms

2SLGBTQ+ is an inclusive term used in Canada to describe people who are:

- **Two-Spirit (2S)** – A term used by some Indigenous peoples to describe a person who embodies both masculine and feminine spirits. It is a cultural and spiritual identity, not just a sexual orientation or gender identity.
- **Lesbian** – A woman who is attracted to other women.
- **Gay** – A person who is attracted to people of the same gender (often used for men).
- **Bisexual** – A person who is attracted to more than one gender.
- **Transgender (Trans)** – A person whose gender identity is different from the sex they were assigned at birth.
- **Queer or Questioning** – An umbrella term for diverse sexual orientations and gender identities, or someone who is exploring their identity.
- **Plus (+)** – Represents other identities, such as non-binary, asexual, pansexual, and more.

Gender identity refers to how a person feels inside about their gender (for example, woman, man, non-binary).

Gender expression is how a person shows their gender through clothing, behaviour, or appearance.

Sexual orientation is about who a person is emotionally or romantically attracted to.

In Canada, people are free to express their identity safely and openly.

Important Message for Newcomers

In Canada:

- You are allowed to be yourself
- You have the right to safety and dignity
- Help is available locally
- You are not alone



2SLGBTQ+ Community Organizations and Support Groups

Local organizations provide safe spaces, social connection, education, and support.

In Cornwall and SDG:



Diversity/Diversité Cornwall supports inclusion, education, and Pride events. They have links to a wide range of services for 2SLGBTQ+ individuals, including their Gender Affirming Program, crisis lines, peer support, counseling services, gender affirming medical support and other local resources.

In Prescott-Russell:



LGBTQ+ Allies Group Prescott-Russell are dedicated to promoting the well-being, respect and inclusion of the 2SLGBTQ+ community in the United Counties of Prescott and Russell in Eastern Ontario, Canada. Youth and peer groups meet regularly in communities such as Rockland, Hawkesbury, and Embrun.

Support is available in both English and French.

Anti-Discrimination and Human Rights Supports

Discrimination happens when someone is treated unfairly because of who they are. This may include:

- Being denied a job or promotion
- Being harassed at work or school
- Being refused housing
- Being mistreated by a service provider

In Ontario, people who experience discrimination can:

- Seek legal advice
- File a complaint with the **Human Rights Tribunal of Ontario**
- Get help from community legal clinics or settlement agencies

Newcomers do not need to be Canadian citizens to have human rights protections. All residents of Canada are entitled to human rights

Rights and Protections in Ontario and Canada

In Canada, 2SLGBTQ+ people are legally protected. **The Canadian Charter of Rights and Freedoms** guarantees equality and freedom from discrimination. **The Ontario Human Rights Code** specifically protects people based on:

- Sexual orientation
- Gender identity
- Gender expression

These protections apply to:

- Employment and workplaces
- Housing and rental accommodations
- Education and schools
- Healthcare and social services
- Government services and public spaces

This means it is illegal to refuse housing, employment, services, or education to someone because they are 2SLGBTQ+.

Safety and Reporting Hate Crimes

A hate crime is a criminal act motivated by hate based on identity, including sexual orientation or gender identity.

Examples include:

- Physical violence
- Threats or harassment
- Property damage
- Online hate or intimidation

People can:

- Call emergency services (911) if in danger
- Report incidents to local police (Cornwall Police Service offers **Online Reporting**)
- Access **Victim Services of SDG & Akwesasne** for emotional support, counselling, and court navigation

Support is confidential and available regardless of immigration status.

Gender-Affirming Healthcare and Mental Health Supports

Gender-affirming care is healthcare that respects and supports a person's gender identity. This may include:

- Mental health counselling
- Hormone therapy (with a medical provider)
- Support letters or referrals
- Sexual and reproductive health services

In Eastern Ontario:

- Community Health Centres can help connect individuals to inclusive doctors and counsellors.
- Youth Wellness Hubs offer mental health and peer support for young people.
- Referrals may be made to services in Ottawa when specialized care is needed.

Healthcare providers in Ontario must treat patients with dignity and respect, regardless of gender identity or sexual orientation.

Mental Health, Crisis, and Trauma Supports

Experiencing discrimination, violence, social isolation, migration stress, or trauma can have a serious impact on mental health. Newcomers who are 2SLGBTQ+ may face additional challenges such as fear of being “out,” lack of family support, or past trauma from their country of origin.

Help is available. You do not need to be in crisis to reach out, and many services are free, confidential, and inclusive of all genders and sexual orientations.

Crisis Lines & Emotional Support (24/7)

These services are available any time, by phone, text, or chat. You can use them even if you are unsure whether your situation is an “emergency.”

988 Suicide Crisis Helpline Free, confidential support for people in emotional crisis or thinking about suicide.

- Call or text 988

Distress Centres of Eastern Ontario (DCEO) Provides crisis support and connects callers to local services, including in rural communities.

- 1-866-996-0991

Trans Lifeline Peer support run by and for trans and questioning people.

- 1-877-330-6366

Sexual Assault, Violence & Trauma Counselling

Survivors of sexual assault, intimate partner violence, hate-motivated violence, or past trauma can access confidential and supportive care.

ASAP Assault and Sexual Abuse Program

- Services and support for women, men and children who have been sexually assaulted or a victim of intimate partner violence

Sexual Assault Support Services of Stormont, Dundas & Glengarry (SASS SDG)

- Provides crisis support, counselling, and advocacy for all women 16 years of age and older, who are survivors of sexual violence at any point of their lives.

Victim Services of SDG & Prescott-Russell

- Short-term emotional support, referrals, and help navigating the justice and health systems.

Mental health programs inclusive of all genders and sexual orientations

AccessMHA

- Connects you to the services you need in eastern Ontario

Use **211 Ontario** to connect to more community services in your area

Transportation

Air Travel

Both the **Ottawa International Airport** and **Montréal-Pierre Elliott Trudeau International Airport** are located within an hour drive for most residents of Cornwall, SD&G and Prescott Russell



Bus Services



Cornwall Transit offers a well-established public transit system running Monday to Saturday (6:00 a.m.–11:30 p.m.) with several routes to help you travel across the city with ease. Information about bus schedules and fares can be found on the Cornwall Transit website.

Use **Transit**, a free app for iPhone or Android, to check your bus's location or plan your route.

[Click here to download](#) for Android.

[Click here to download](#) on iPhone.



Cornwall Connector is a shuttle service from Cornwall to Ottawa and operates Monday to Saturday. Visit their website for up to date information on schedules and fees

Megabus provides low-cost and reliable bus service between Toronto and Montreal, with stops in Cornwall, Brockville, Kingston and Belleville. Visit their website for up to date information on schedules and fees



Rail Service

VIA Rail is Canada's national passenger train service. It connects many cities and towns across the country and is a safe and comfortable way to travel long distances.

VIA Rail trains travel between many cities across Canada, including:

- Cornwall
- Alexandria
- Casselman
- Montréal
- Kingston
- Toronto
- Ottawa



For schedules, ticket prices, and rules, visit the VIA Rail website

Taxi Services

Taxi services give you a quick and on-demand ride around town and nearby areas. Taxis are great when you don't have a car, need a safe ride at night, or want direct transportation to places like airports, train stations, or appointments.

How It Works

- Call to book: Most taxis are booked by phone, you call the company and they send a driver.
- Pick-ups: Taxis can pick you up at your home, business, or public spot.
- Fares: You usually pay based on distance and time. Some companies accept cash, debit, or credit cards.
- Hours: Many taxi services operate 24/7 for day or night rides

Taxi Companies

Cornwall

- [Choice Taxis Of Cornwall](#) - 613-938-8899
- Tip Top Taxi - 613-932-2727
- Veteran's Blue Line - 613-932-7311

Long Sault

- Seaway Taxi - 613-937-3535

Alexandria

- Star Taxi - 613-525-1422

Hawkesbury

- Hawkesbury Taxi - 613-632-2596

Tips for Using Taxis

- Call ahead whenever possible, especially on weekends or evenings
- Ask about payment methods before your ride.
- Check availability—sometimes companies are busy and wait times can vary.



Drivers Licensing

In order to **drive legally** you need a **driver's licence, a valid vehicle owner's permit, a licence plate with up-to-date registration, and insurance.** The province of Ontario issues all of the documents you need to drive.

Graduated Licensing System (Cars, Vans, Small Trucks)

Ontario uses a graduated licensing system to help new drivers gain experience safely. There are three levels:

G1 Licence (Beginner)

- Written knowledge test (road signs & rules)
- You must:
 - Drive with a fully licensed driver (G) who has at least 4 years' experience
 - Have zero alcohol in your system
 - Avoid driving between midnight and 5 a.m.
 - Avoid 400-series highways (unless with a licensed driving instructor)
- Minimum time: 12 months (Can be reduced to 8 months with an approved driving school course)

G2 Licence (Probationary)

- First road test completed
- You can drive alone
- Restrictions still apply:
 - Zero alcohol (especially if under age 22)
 - Passenger limits for young drivers (ages 19 and under, at night)
- Minimum time: 12 months

G Licence (Full Licence)

- Second road test completed
- No graduated restrictions
- Standard Ontario traffic laws apply

Licences for Larger or Special Vehicles

If you want to drive larger or commercial vehicles, you need a different licence class. These require additional testing and training.

Common Licence Classes

- Class A – Tractor-trailers and large transport trucks
- Class D – Large straight trucks (dump trucks, delivery trucks)
- Bus Licences – Required for:
 - Public transit buses
 - School buses
- Class M – Motorcycles and mopeds
- Class F – Ambulances and small buses (up to 24 passengers)

Endorsements

- Z Endorsement – Required for vehicles with air brakes
 - Common on trucks and buses

DriveTest Centres offer driver licensing and examination services, such as knowledge tests and road tests, on behalf of the Ministry of Transportation (MTO). Visit their website to learn more about:

- Knowledge testing
- Acceptable Identity Documents
- Preparing for the road test
- License exchanges and credit for licence holders from other provinces or countries

Car Seats and Booster Seats

In Ontario, all drivers — including visiting drivers — must make sure that children under the age of 16 wear a seatbelt and children under the age of 8 are properly secured in the correct child **car seat** or **booster seat**. Car seats and booster seats are specially designed to be used in vehicles to protect infants and young children during travel. They are essential because children's bodies are more vulnerable in car crashes due to their size and development.

Visit the **Government of Ontario website** to learn what child car seats are right for your baby, toddler or small child and how to install it to keep them safe.



Vehicle Insurance

In Ontario, it is illegal to drive a car without insurance. If you own a vehicle, you must have car insurance before you drive it. If you often drive a car that belongs to a family member or friend, you should make sure your name is added to their insurance policy. If you rent a car, the rental company can help you arrange insurance.

There are different types of car insurance. Some plans only pay for damage or injuries to other people if you cause an accident. Other plans also help pay for damage to your own car and injuries to you.

The cost of car insurance depends on the type of coverage you choose and other factors, such as your age, how long you have been driving, your driving history, and where you live. Prices can be different from one insurance company to another. Because of this, it is a good idea to contact several insurance companies and compare prices. Before choosing a plan, make sure you understand what is included and what is not covered.

For more information about road conditions, driver's licences, vehicle registration, emissions testing, and commercial vehicles refer to: **www.ontario.ca/driving-and-roads/driving-and-roads**

Rules and Laws

Driving laws in Canada are strictly enforced, and the penalties for breaking the law can be serious. There are many rules for drivers, but the following are some of the most important to know in Ontario:

- You must have a valid driver's licence to drive.
- You must have car insurance to legally drive a vehicle.
- Always follow the posted speed limits. Speeding fines are expensive and can increase the cost of your car insurance. In some cases, speeding can also result in your driver's licence being suspended.
- Wear a seatbelt at all times, and make sure everyone in the vehicle is wearing one.
- Drinking and driving is a very serious offence in Canada. If the police stop you or you are involved in an accident and your blood alcohol level is above the legal limit, the penalties are severe. You may lose your driver's licence, receive a criminal record, or go to jail. If you are a temporary resident, this could also affect your immigration status.
- Always give way to emergency vehicles such as police cars, ambulances, and fire trucks when their lights and sirens are on. Safely pull over and stop to let them pass.
- You must stop for a school bus when its red lights are flashing. This applies whether you are behind the bus or approaching it from the opposite direction.
- Yield to pedestrians and share the road safely with cyclists.
- Use your turn signals when turning or changing lanes.
- Be polite and patient while driving. For example, allow other vehicles to merge into your lane. In general, drive in the right-hand lane and use the left-hand lane for passing or faster traffic.
- Using a handheld cell phone or texting while driving is against the law in Ontario. Make sure you learn and follow all driving rules in your province or territory.



If you are involved in a car accident in Ontario, whether with another vehicle or a pedestrian, you must not leave the scene. Leaving an accident is a serious crime under Ontario law. Call the emergency number (911) to contact the police and request an ambulance if anyone is injured. Stay at the scene and wait for emergency services to arrive.

If the accident involves another driver, you must exchange the required information. This includes your name, address, phone number, licence plate number, driver's licence number, and your insurance company name and policy number.

To learn more about driving laws and rules in Ontario, read the official Ontario Driver's Handbook, issued by the Ministry of Transportation of Ontario (MTO). The handbook explains traffic laws, road signs, and safe driving practices. It is available **online**, at Service Ontario centres, and in many bookstores.

Postal Services

Postal and Parcel Delivery Services

In Canada, mail and parcels are delivered by Canada Post and by private courier companies. These services help people send and receive letters, documents, and packages within Ontario, across Canada, and internationally.

Canada Post

Canada Post is the national postal service. It delivers:

- Letters and documents
- Bills and government mail
- Parcels and packages

To send mail with Canada Post, you need the correct address and postage. Stamps and shipping services are available at post offices, online, and at many retail locations.

Mail is delivered to community mailboxes, home mail slots, apartment mailrooms, or post office boxes (P.O. Boxes). If a package is too large or needs a signature, you will receive a delivery notice and can pick it up at a local post office with photo identification.



Private Courier and Parcel Delivery Companies

In addition to Canada Post, many people in Ontario use private courier companies, especially for faster delivery or larger packages. Common companies include:

- **FedEx**
- **Purolator**
- **UPS**
- **DHL**
- **Canpar**

These companies usually offer:

- Faster delivery options
- Package tracking
- Scheduled pickups
- International shipping

Courier services may deliver directly to your home, workplace, or a nearby pickup location.

Sending and Tracking Packages

When you send a package, you may receive a tracking number. This allows you to follow your package online and see when it will be delivered. Some services also require a signature when the package arrives.

The cost of sending a package depends on:

- Size and weight
- Distance
- Speed of delivery
- The company you choose

It is a good idea to compare prices and delivery times before sending a package.

Address Format in Ontario

A correct Canadian address includes:

- Full name
- Street number and street name
- Apartment or unit number (if applicable)
- City, province (ON), and postal code

MS HELEN SAUNDERS
1010 CLEAR STREET
OTTAWA ON K1A 0B1
CANADA

Postal codes are important for accurate delivery.

Important Mail and Packages

Important items are often delivered by mail or courier, such as:

- Government letters and documents
- Bank cards and statements
- Online shopping deliveries

Check your mailbox and delivery notices regularly.

Moving to a New Address

If you move, you can ask Canada Post to forward your mail to your new address for a fee. Private courier companies do not usually forward mail, so remember to update your address with banks, schools, and government offices.

P.O. Box

A P.O. box (short for Post Office Box) is a secure, locked mailbox that you rent from Canada Post. Instead of having mail delivered to your home, it gets sent to your personal box at the post office. This is useful if:

- You move often or don't have a fixed address
- You live in a rural area without home delivery
- You want extra privacy for receiving mail

You can check your P.O. box anytime the post office is open, and many are accessible 24/7.

Weather in Canada

In the Northern Hemisphere, the four seasons are typically defined as follows:

- Spring (March-May)
- Summer (June-August)
- Autumn/Fall (September-November) and
- Winter (December-February).

It is normal for winter weather to start as early as November and last until the end of March or for summer weather to continue into the fall month of October.

The weather in Canada is unpredictable, it's a good idea to follow weather apps such as **The Weather Network** to stay up to date. Most weather apps on your phone will also send you alerts when there is severe weather reported in your area.

Spring

Spring in most parts of Canada is a rainy season, and temperatures grow warmer day by day, even though the nights remain cool. The rain and sun make the plants grow in the spring. In many parts of Canada, spring is also the season for biting insects such as the mosquito and the black fly, especially in the northern regions of Ontario. In southern Canada, spring generally begins as early as March. The first flowers begin to bloom, but the new leaves do not return to the trees until April or May.

Summer

In the summer months of June, July, and August, the weather in parts of southern Canada can be as hot as any tropical country, reaching 30 degrees Celsius or more. Many buildings are equipped with air conditioning. Canadians think of summer as occurring between two long (three-day) weekends: July 1, which is Canada Day, and the first weekend of September, which is Labour Day. The summer season in the south of Canada really begins in late May and lasts to mid-September. It has hot, dry weather with occasional summer rainstorms.

Autumn (Fall)

The autumn or "fall" in Canada begins at about the time of the first frost, usually the end of September. The shorter days and decreased light cause the leaves of many trees to change colour and then fall off. The weather tends to be rainy and changeable. Snow can sometimes fall in November.



Winter

During the winter months (December to March), most of Canada experiences below-freezing temperatures, sometimes dropping to -25°C , except in parts of the Pacific and Atlantic coasts. Wind chill can make it feel even colder. Without proper clothing, there's a risk of frostbite or even death. Snow, ranging from wet and heavy to fine and dry, often covers the ground from late December to mid-March, lasting longer in northern regions.

Be prepared for winter weather

How to dress for Canadian winters

BASE LAYER

Warmth/ Moisture Control

Regulates body warmth and moves perspiration away from body



Also known as "long underwear/ johns" and usually made of synthetic material. Available in lightweight, middleweight and heavyweight, depending on the season. We recommend one lightweight and one heavyweight top and lower options for the Dayara trek. This will allow you more choice, depending on the prevalent conditions.

MIDDLE LAYERS

Insulation

The Mid layers retain heat, trapping it close to the body



Fleece (synthetic wool) top and bottoms above the base layer. A puffy jacket (down or synthetic down) for insulations. Both of these are compressible and light and will easily fit into your backpack.

OUTER LAYER

Weather Protection

Protects from harsh weather conditions such as Snow, Rain, Sleet, Hail



Commonly known as wind shell jackets, these can be worn above your mid layers and insulate your body as well as breathe well during hiking. On top of this we suggest a waterproof shell, which will actually keep you dry when it snows (snow quickly melts when coming into contact with the body).

Winter can feel long, cold, and isolating, especially if you're not used to shorter days and snowy weather. Staying socially connected and spending time outdoors during the winter is important for both mental and physical well-being. Socializing, whether through community events, cultural groups, or casual meetups, helps reduce feelings of loneliness and builds a sense of belonging in your new home. Going outdoors, even for short walks or winter activities, can boost your mood, increase energy, and help your body adjust to the season. With the right clothing and a positive mindset, winter can become a time to explore Canada's natural beauty, meet new people, and create healthy routines that make the colder months more enjoyable and rewarding.

Did You Know?

Ottawa is the **capital city of Canada** . It is located in the province of Ontario. Ottawa is Canada's fourth-largest city. The three largest cities in Canada are Toronto (Ontario), Montreal (Quebec) and Vancouver (British Columbia).

Canada has 10 provinces and three territories, each with its own capital city.

REGION	PROVINCE or TERRITORY	CAPITAL CITY
Atlantic Provinces	Newfoundland and Labrador	St John's
	Prince Edward Island	Charlottetown
	Nova Scotia	Halifax
	New Brunswick	Fredericton
Central Canada	Quebec	Quebec City
	Ontario	Toronto
Prairie Provinces	Manitoba	Winnipeg
	Saskatchewan	Saskatoon
	Alberta	Edmonton
West Coast	British Columbia	Victoria
Northern Territories	Yukon	Whitehorse
	Northwest Territories	Yellowknife
	Nunavut	Iqaluit

Did You Know?

If you lose your job through no fault of your own, you may be eligible for **Employment Insurance** (EI). EI gives you money to help pay for living expenses while you are looking for work.

To qualify, you usually must have:

- Worked in a job in Canada where EI was deducted from your paycheque (this is called “insurable employment”), and
- Worked a certain number of days before your job ended, and
- Be actively looking for work.

For more information, visit: www.canada.ca/en/services/benefits

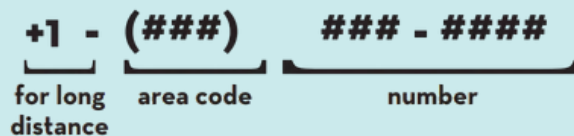
To make a phone call in Canada:

- First, dial the area code (3 digits).
- Then, dial the 7-digit phone number.

If you are calling a place far away, this is called a long-distance call. For long-distance calls, you must add 1 before the area code. Long-distance calls may cost more, but many cellphone plans include long-distance calls within Canada.

When calling between cellphones, you may not need to add the 1.

The area codes for the SD&G area are 613 and 343.



Service dogs are specially trained to help people with disabilities by doing tasks they can't do on their own. These dogs make everyday life easier and help their owners be more independent. Service dogs can be identified by the vest or harness they wear. Service dogs should not be touched or pet while they are working. Always ask the owner before approaching and touching a dog.



“Weekdays” refers to Monday, Tuesday, Wednesday, Thursday and/or Friday and **“Weekend”** refers to Saturday and Sunday

211 Ontario is a free, confidential helpline and online service that connects you 24/7 to social supports across the province in over 150 languages. You can call, text, chat, or email and receive personalized referrals from trained navigators for needs such as housing, mental health, family services, French-language programs, employment help, emergency and non-emergency supports, and more

Did You Know?

Canada officially uses the **metric system** for **measurements**. However, many Canadians use both metric and imperial measurements.

Common examples:

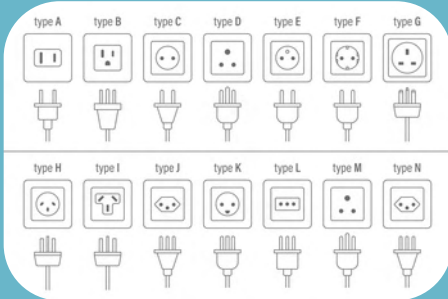
Metric Units

Kilometers for distance
Celsius for temperature

Imperial Units

Feet and inches for height
Pounds for weight

- Celsius is the standard for outdoor temperatures but Fahrenheit is often used to measure the temperature in swimming pools.
- Many forms will ask for height in centimetres, but most Canadians use feet and inches
- Many products, especially food, are labeled with both metric and imperial units, and prices are sometimes quoted in pounds.



In Canada you will find both **type A** and **type B** electrical sockets.

Adapters can be purchased to allow you to use devices with different plug types.



Every five years **Statistics Canada** conducts a **Census of Population** to learn about the demographic, social, and economic characteristics of the population. The next Census will be completed in 2026.

The 2021 Census showed the following data:

AREA	Canada	Cornwall	South Stormont	North Stormont	South Dundas	North Dundas	South Glengarry	North Glengarry	Prescott Russell
POPULATION	36,991,981	47,845	13,570	7,400	11,044	11,304	13,330	10,144	95,639

When operating a motor vehicle you must always have your drivers licence, proof of insurance and car registration with you. If you are stopped by the police, they will ask for all three documents.

Did You Know?

If you are living in Cornwall and need local support or more information about available services, the [City of Cornwall's website](#) is a helpful and reliable resource. It offers detailed information on child care, housing, employment services, health and wellness programs, youth and family supports, and more. You can also find contact details, application forms, and links to partner organizations and provincial programs.

Most provinces in Canada, including Ontario, follow **Daylight Savings Time**. This means that clocks are moved ahead by one hour in the summer time so that darkness falls at a later hour. Typically, Daylight Savings Time starts the second week of March and ends on the first Sunday in November.

An easy way to remember if the time goes forwards or backwards is to say “spring ahead, fall back”. The clock on your computer or cellphone will usually change automatically, but you will have to remember to manually change other clocks in your home.

It is mandatory to have a [Fishing & Hunting Licences in Ontario](#).

[Fishing for beginners in Ontario](#)

[Hunting in Ontario](#)

Cornwall was originally called **New Johnstown** before being renamed after Prince George, the **Duke of Cornwall** in England

Cornwall plays a key role in the **St. Lawrence Seaway**, connecting the Great Lakes to the Atlantic Ocean.

Several villages in SDG were flooded in the 1950s to create the St. Lawrence Seaway and are now known as the **Lost Villages**.

The **Historic SDG Jail**, built in **1833**, is one of the **oldest public buildings in Ontario**.

Ontario became a province in 1867, the same year Canada was formed.

Ontario is Canada's most populous province, home to about 40% of Canadians.

Eastern Ontario is often referred to as “Where Ontario Began” due to its early Indigenous and Loyalist settlements.