



Resources for International Temporary Migrants in Waterloo Region



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IMMIGRATION
PARTNERSHIP
WATERLOO REGION

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Resources for International Temporary Migrants in Waterloo Region

This guide is designed for international temporary migrants to connect with trusted community resources in Waterloo Region.

It is intended for people living in Canada with temporary or precarious immigration status, including those with work permits, study permits, or other temporary authorization to live in the country.

Advocates

Organization	Services	Location & contact
Justicia for Migrant Workers (J4MW)	A migrant worker rights organization that supports migrant workers through advocacy, education, and community organizing.	https://harvestingfreedom.org/ iwaction4J@gmail.com
Migrant Workers Alliance for Care	A member-led organization that advocates for the rights of migrant farmworkers, care workers, students, and other migrants through community organizing and advocacy.	720 Spadina Ave. #223, Toronto 855-567-4722 https://migrantworkersalliance.org/

Please note: Advocacy organizations may provide information, support, and connections to resources. Contact the organization directly to learn more about available support.



Community support

Organization	Services	Location & contact
Kitchener - Waterloo Multicultural Centre	Translation and interpretation services, refugee support, youth programs, settlement and employment services, and childcare support.	715 Fischer-Hallman Rd #401, Kitchener, ON 519-745-2531 home@kwmulticultural.ca https://kwmulticultural.ca/
Rhythm & Blues	Youth programs that promote community connections and positive mental health.	rhythmandbluescambridge@gmail.com https://www.rhythmbluescambridge.com/
Unknown Neighbours	Access to emergency support, including health care, safety measures, and essential equipment.	(705) 718-6418 unknown.neighbours.simcoe@gmail.com https://www.facebook.com/unknownneighbours
YMCA of Three Rivers	Newcomer services available regardless of immigration status, including employment support, language assessments, and cultural and community programs.	800 King Street W, Kitchener, ON 519-579-9622 250 Hespeler Road, Cambridge, ON 519-621-1621 https://www.ymcathreerivers.ca/immigrant-services-contact-us

Please note: Service availability, hours, locations, fees and eligibility requirements may change. Contact organizations directly for the most up-to-date information.

Healthcare services

Organization	Services	Location & contact
911	Call in case of medical emergency	Dial 911
Telehealth Ontario	Hospital and emergency care services. Fees may apply for services not covered by provincial health insurance.	1-866-797-0000 https://health811.ontario.ca/static/guest/home
Cambridge Memorial Hospital	Hospital and emergency care services. Fees may apply for services not covered by provincial health insurance.	700 Coronation Blvd, Cambridge, ON 519-621-2330 https://www.cmh.org/
Waterloo Regional Health Network	Hospital and emergency care services. Emergency care is available regardless of immigration status or health insurance status. Fees may apply for services not covered by provincial health insurance.	WRHN Midtown (formerly Grand River Hospital) 835 King St. W, Kitchener, ON 519-749-4300 WRHN Queen's Blvd (formerly St. Mary's General Hospital) 911 Queen's Blvd, Kitchener, ON 519-744-3311 https://www.wrhn.ca/patients-visitors/find-a-location
Woolwich Community Health Centre	Primary health care services, including mental health counselling, physiotherapy, and other health supports.	10 Parkside Drive, St. Jacobs, ON 519-664-3794 https://wchc.on.ca/locations-contact/wellesley-site/

Healthcare services

Organization	Services	Location & contact
Public Health Neighbourhood Nursing	Offers support people who face barriers to accessing health care by providing health support, helping them navigate services, and connecting them with local resources.	519-575-4400 ext. 5897 phnnt@regionofwaterloo.ca Public Health Neighbourhood Programs Region of Waterloo
Public Health Neighbourhood Bus	Provides residents with easy access to vaccines, close to home. The bus is available from the spring through the fall.	phnnt@regionofwaterloo.ca https://www.regionofwaterloo.ca/programs-and-services/public-health/public-health-neighbourhood-programs/
Grand River Community Health Centre	Programs and mobile clinics specifically for international agricultural workers, providing health support in different communities. Fees and eligibility requirements may vary.	519-754-0777 https://grandriverchc.ca/en/index.aspx
Migrant Worker Health Project	Compilation of resources for Temporary Agricultural Migrant Workers in English and Spanish	https://migrantworker.ca/for-migrant-workers/

Please note: Access to health care services, eligibility requirements, and fees may vary depending on the service provider, immigration status, and health insurance coverage. Emergency care is available to everyone in Canada, regardless of immigration status. People without health insurance may be charged for some services. Contact organizations directly for the most up-to-date information about services, costs, and eligibility.

Housing

Organization	Services	Location & contact
Starling Community Services	Housing search support, including strategies, advice, and resources to help find affordable housing. Support is also available for people facing housing challenges, including connections to emergency shelters.	41 Weber Street West, Kitchener 519-749-2450 https://starlingcs.ca/housing/ https://starlingcs.ca/housing/i-need-emergency-shelter

Please note: Service hours and availability may change. Appointments may be required. Contact organizations directly for the most up-to-date information.

Language support

Organization	Services	Location & contact
Kitchener Public Library	English conversation circles for all levels.	85 Queen St N, Kitchener 519-743-0271 https://www.kpl.org/services/english-as-a-second-language
Kitchener - Waterloo Multicultural Centre	One-on-one English conversation practice with a volunteer	715 Fischer-Hallman Rd #401, Kitchener, ON 519-745-2531 English Language Programs KW Multicultural Centre — KWMC
St. Louis Adult Learning & Continuing Education Centre	Free English as a Second Language (ESL) classes, including online classes and English for Work programs.	80 Young St, Kitchener 519-745-1201 Languages - St. Louis Adult Learning and Continuing Education
YMCA of Three Rivers	Language assessment services and English conversation circles.	800 King Street W, Kitchener, ON 519-579-9622 250 Hespeler Road, Cambridge, ON 519-621-1621 https://www.ymcathreerivers.ca/immigrant-services-contact-us

Please note: Service availability, hours, locations, fees, and eligibility requirements may change. Some services or programs may require registration or an appointment in advance. Contact organizations directly for the most up-to-date information.

Legal support

Organization	Services	Location & contact
Waterloo Region Community Legal Services	Provides free legal information, advice, and representation for eligible low-income residents, including support with immigration, employment, housing, and social assistance law.	450 Frederick St #101, Kitchener 519-743-0254 https://www.wrcls.ca/
Legal Aid Ontario	Provides legal support for eligible clients with immigration and refugee matters, as well as other areas of law including family, criminal, domestic violence, and mental health law.	110 King St W Suite 780, Hamilton 1-800-668-8258 https://www.legalaid.on.ca/

Please note: Eligibility requirements and services offered may vary. Fees may apply. Contact the organization directly for the most up-to-date information.

Report situations of abuse or violence

If you are experiencing...	You can contact...	Support available
Human trafficking	Canadian Human Trafficking Hotline	Free and confidential support available 24/7. Call 1-833-900-1010
Unsafe working conditions or workplace health hazards	Ontario Ministry of Labour	Report workplace health and safety concerns. Call 1-877-202-0008
Sexual assault or violence	Sexual Assault Support Centre of Waterloo Region	Counselling, support groups, and other supports. 300-151 Frederick St, Kitchener 519-571-0121 https://www.sascwr.org/

Please note: If you are in immediate danger, call 911. You can contact the services above for help, support, or to report a concern. Many services can provide interpretation or language support. Ask about available options when you contact them.

Workplace safety

Organization	Services	Location & contact
Occupational Health Clinics for Ontario Workers Inc (OHCOW)	Information and support regarding health and workplace security	21 Hunter St E, Hamilton 877-817-0336 https://www.ohcow.on.ca/
Workplace Safety and Insurance Board (WSIB)	Assistance for workers who experience workplace injuries or harm while working.	300 University Ave E, Waterloo, ON 1-800-397-0750
Workplace Safety & Prevention Services	Health and safety information, resources, and support for Ontario workers and businesses.	https://www.wsps.ca/

Need to report an unsafe workplace?

You can report unsafe working conditions by calling **1-877-202-0008**. This is a free and confidential service.