

A Multicultural Woman's Guide to Living in Newfoundland and Labrador



**Multicultural Women's Organization of
Newfoundland and Labrador
August 2006**

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The contact information provided in this booklet was last updated June 2006. Please refer to the telephone directory or call directory assistance in case phone numbers have changed. This booklet provides a simple overview of the available services and programs. The information is not intended to be comprehensive.

Introduction

The Multicultural Women's Organization of Newfoundland and Labrador (MWONL) developed this resource book for educating immigrant and refugee women so they can become productive members of the society. MWONL is a provincial, non-profit, voluntary organization that came into existence in 1982 after a conference held in Toronto in 1981 on Immigrant Women. The conference encouraged minority women to form a large coalition, which is at present known as the National Organization of Immigrant and Visible Minority Women of Canada (NOIMWC). Several provincial multicultural women's organizations have their own representatives appointed to the NOIMWC board to form a united national voice for immigrant and visible minority women. NOIMWC is a non-profit, non-partisan, non-sectarian organization that is committed to fostering equality for minority women in the Canadian society. (NOIMWC, July 27, 2005)

MWONL is dedicated to promoting healthy and positive relationships among various ethnic groups and the local population. In addition, it aims to work collaboratively and collectively with community organizations, ethnic associations and other community service providers. MWONL also guides multicultural women in resolving their cultural, social, political, economic and educational issues. In addition, MWONL is instrumental in bringing immigrant and visible minority women's issues to the attention of policy makers and government of Newfoundland and Labrador.

The growing population of multicultural women has prompted MWONL to update its existing resource book. This resource book is the outcome of a project called **"Equality, Empowering and Building Abilities: A Gender Based Action Plan for Immigrant and Refugee Women"**. This project is funded by **Status of Women Canada (SWC)**. SWC is a Federal Government agency committed to promoting gender equality and encouraging women to participate equally in the economic, social, cultural and political arena. SWC is also instrumental in promoting women's economic independence and well being by creating fair public policies from gender-based analysis. In addition, it works toward ending discrimination against women and children. It also supports organizations that are involved in fostering women's economic independence and equality. SWC collaborates with non-governmental and voluntary organizations as well as the private sector on a national and international basis to achieve women's equality worldwide. (SWC, February 6, 2006)

The goal of the project is to empower immigrant and visible minority women to increase their role in decision-making through educating them on women's equality issues. It also intends to provide complete information on the existing services to women of different ethnicities and motivate them to participate equally with their male counterparts in all walks of life.

Background

A. Women in Canadian Society

I. Roles of Canadian Women

In Canada, as in other countries, women and men play different roles in society. Traditionally, in Canada men were breadwinners and women were caretakers of households. However, these roles have changed over time. In Canada, as in many other modern countries, women have attained a position where they can make their own decisions and are capable of accepting many responsibilities. Women have also made remarkable contributions to their local economy through their paid a juries, or take an equal part in the political and public life of their communities. They did not enjoy equal rights in education, employment, economic activities, health care or other privileges and freedoms enjoyed by men. In 1979 the United Nations General Assembly passed a bill called *The Convention on the Elimination of All Forms of Discrimination against Women* (CEDAW), which lays down clear guidelines to eliminate discrimination against women, and provide equal opportunities for them in political and public life. Canada adopted this convention in 1980, as did many other countries. Although considerable progress has been made in many areas covered by the Canadian Charter of Rights and Freedom, millions of women are still facing human rights challenges throughout the world, including women in Canada. Discriminatory attitudes towards women still persist. Women continue to be exploited and denied their fundamental rights for no other reason than that they are women. (Department of Economic and Social Affairs, 24 Jan. 2006)

Currently in Canada, women enjoy many legal rights, such as the right to vote and to pursue higher education as well as to participate equally in the work force. However, there is a great deal to be achieved in terms of implementation of laws. The laws must be enforced, policies must be developed, and resources must be provided for implementing these laws and for providing training to people who implement the laws. There is a need to realise that women's equality cannot merely be tackled by legal and administrative means alone; rather it requires a holistic approach and concerted efforts to bring about a change in attitude of both men and women. This will foster equal treatment and opportunities for both men and women in all walks of life. Men and women must be willing to accept change in many traditional gender roles and overcome resistance to these changes.

Women's equality rights must not be seen as a favour to them, but rather as their legitimate right in a civilised society. It is vital to recognise that when many women work they perform under strenuous conditions, often working longer hours than

men, but are paid lower wages than men. (L. Cullum, Personal Communication, January 2006)

In 1991, the Supreme Court of Canada ruled that the Newfoundland and Labrador's pay structure was discriminatory for women workers. However, the Court also ruled that it was the Province's jurisdiction to take appropriate action on this issue, taking into consideration the economic conditions of the Province in that period. About 6000 health care workers, mostly women, have been struggling, ever since, through their union *National Union of Public and general employees (NAPE)* to reverse the national Supreme Court decision that gave powers to the Province for making decisions as it deemed appropriate. Women want the Government of Newfoundland and Labrador to recognize that a lower pay scale for them is completely unjust and that they should be compensated for their hard work done at their jobs even as they bear much of the family responsibilities.

Recently, the Government of Newfoundland and Labrador agreed to a joint union request for a \$24 million ex-gratia payment. Premier Danny Williams agreed to honour the affected public employees working in the female-dominated healthcare and hydro classifications for the 1988 to 1991 period. (NAPE, March 24, 2006)

II. Housing

In major Canadian cities housing is a growing concern, particularly for women. Several factors contribute to this problem, such as the increasing number of single parent families, women-led households, reductions in social assistance payments and the high cost of housing (G. Geller & J. Kowalchuck, July 2000). These issues affect Newfoundland and Labrador and other provinces similarly. However, since Newfoundland and Labrador has a higher percentage of people who own their houses, homelessness is comparatively lower than many other provinces though, it is difficult for women earning lower wages to afford decent housing due to changes in government policies. Also, the Province lacks adequate subsidized housing; the cost of private housing has increased; and there has been a reduction in social services but wages have not been suitably adjusted to account for inflation. These factors have considerable impact on senior women, women with disabilities and aboriginal women. Private rental housing and social housing often are not in good condition. Inadequate maintenance of rental housing and lack of enforcement of provincial government regulations to improve the condition of these houses have accelerated the problems (St. John's Status of Women Council, September 2003). Consequently, women in lower income groups are forced to stay in miserable housing conditions.

III. Child Care

Childcare responsibilities can be directly linked to women's inability to achieve equality in the workforce. Irrespective of countries or regions, mothers are usually the caregivers who have the primary responsibility for looking after children, especially when they are young. To provide a quality of childcare, it is vital that women have a stable source of income. However, well-paid jobs require higher qualification and training. Often due to household responsibilities women are not able to pursue higher education. Governments have not taken adequate measures to increase women's involvement in the workforce by providing them affordable and good quality childcare facilities.

IV. Poverty

In Canada, as in most countries, women are more likely than men to be living in poverty. There are several factors, which contribute to poverty among women. For example, in Newfoundland, women are paid low wages with no additional benefits for taking care of the entire family. Therefore, they cannot afford to meet their basic needs such as housing, food, clothing, dental coverage, etc. In fact, most of these women are regular visitors to food banks (L. Ross, Personal Communication, Feb. 28, 2006). Other factors that contribute to poverty among women are their household responsibilities, such as taking care of children, which give them limited time for professional development. Also, women often reduce their paid work and quit jobs or take emergency leave to take care of their children. Race is also a factor that contributes to poverty among women. For example the rate of Aboriginal women living under poverty is more than double that of non-Aboriginal women. Aboriginal women are marginalized like aboriginal men; they work on low paid jobs, work long hours and under difficult conditions. All these factors reduce their chances of promotion or getting better job opportunities. Although Canada has signed an international treaty, called Elimination of All forms of Discrimination Against Women, there are not adequate safeguards for women to protect them from poverty and inequality. Therefore, women are forced to depend on government services such as welfare (social assistance) and family benefits (Canadian Research Institution for the advancement of women. (CRIAW) Fact Sheet, Third Edition - 2005)

To eradicate poverty among women, government should take concrete and decisive measures to provide adequate financial support for childcare. Women in lower income groups should also be provided special opportunities for professional development, for example, education and training with subsidized fees.

V. Education and Training

Education and training are key factors in achieving women's equality, since they lead to successful employment and economic independence. Technological advancements have made it possible for women to pursue higher education and upgrade their training skills through distance learning programs. The percentage of women in the workforce has considerably increased in Canada. It is estimated to have doubled since the 1950s and reached up to 46 percent of the labour force. More women are entering male dominated occupations such as aircraft mechanics, agriculture engineers, riggers, welders, etc. The population of self-employed and entrepreneur women has also increased significantly in Canada. Overall women's earnings continue to rise steadily. For example, women's income after-tax increased from 52 percent in 1986 to 63 percent in 1997 (Committee on Elimination of Discrimination against Women, January, 2003). However, despite this encouraging trend in women's overall earning, a large segment of women continue to work in low paid jobs and do not have access to proper education and training.

Although technological advancements have opened new avenues to enhance education and training, fewer women are using the Internet than men (SWC, January 31, 2003). Men continue to acquire senior positions and have higher incomes than women. Women work more and work for longer hours than men and yet earn lower wages. They are more likely to work as part time employees due to their family responsibilities, financial constraints and limited Internet access.

VI. Violence

According to the United Nations Declaration on the Elimination of Violence against Women, "violence against women is a manifestation of historically unequal power relations between men and women". Violence against women or "woman abuse" generally refers to the threat or use of physical force against women or on their property by an intimate partner. In Canadian societal context, women and children are the victims of violence because of their lack of power, their unequal status in society and the disparity of access to power and resources compared to men. (Kaberi S. Debnath, Personal Communication, May16, 2006)

Violence transcends the boundaries of class, race, ethnicity or religion. Some women are afraid to press charges for fear of retaliation from their ex-spouses. Due to this fear, many cases either do not proceed to court or result in a stay of proceedings. For other women, the failure to report the violence they experience is due to economic and social concerns. (Kaberi S. Debnath, Personal Communication, May16, 2006)

Forms of Violence

The following forms of abuse are typically identified in our society: physical, emotional, sexual and financial.

- **Physical Abuse** is experienced when someone suffers or is at substantial risk of suffering physical harm at the hands of another.
- **Emotional Abuse** is experienced when someone suffers or is at substantial risk of suffering mental, emotional or developmental problems resulting from verbal abuse, hostility, habitual etc.
- **Sexual Abuse** includes the experience of having unwanted sexual activities imposed on someone, or of having another person attempt to impose such activities on someone. Such activities may include touching or sexual harassment.
- **Financial Abuse** or exploitation entails any act that involves the misuse or abuse of an individual's funds, property or other assets. This includes obtaining property and funds without the person's knowledge or consent or by using undue influence in the person's best interests.

Recent research reveals that 120 women in Canada are killed every year. On an average, two women are murdered each week by their partners. More than 450,000 women are "slapped, punched, choked, beaten, sexually assaulted, or threatened with a gun or knife" by their partners. These statistics reveal the staggering extent of violence that continues to exist against women. There are 400 shelters for abused women and 200 crisis centres across the country. Many of these shelters are facing funding cutbacks, and many are filled to capacity. These shelters provide transitory help and support, but what happens after the shelter? There are few programs available to women who leave their marriages, common-law or otherwise, arranged marriages, or marriages based on choice. (Kaberi S. Debnath, Personal Communication, May16 2006)

B. Immigrant and Refugee Women

Thousands of immigrants and refugees migrate to Canada every year. Immigrating to Canada is quite challenging for an entire family, particularly for women. They encounter several difficulties in the process of settlement.

1) Immigrant Women

Immigrants from diverse countries enter Canada in various categories, under different assessment criteria, and arrive with unique intentions, aspirations and priorities. The different categories of immigrants include (Citizenship and Immigration Canada (CIC), November 13, 2003):

- ❖ **Skilled Worker Class Immigration:** foreign professionals fall in this category and their credentials are assessed by the CIC.
- ❖ **Business Class Immigration:** some people arrive in Canada with the aim of investing in the Canadian market and establishing their own business.
- ❖ **Provincial Nominee:** provinces have a program to nominate immigrants to encourage them to settle in their respective provinces in order to benefit their economies.
- ❖ **Family Class Immigration:** some people come to reunite with their families already living in Canada.

According to the fact sheets of Canadian Research Institution for the Advancement of Women (CRIAW), under the Skilled Worker category and Business class category men are more likely to be the principal applicants, with women as dependents. In the case of Family Class category women are more affected than men by the immigration policy, as usually it is the husbands who sponsor their wives. Many of these sponsored wives have difficulty in accessing social assistance, old age security, social housing, and job training programs. In situations of family violence they have no other choice than to stay in an abusive environment. (CRIAW Fact Sheet, 2003)

Immigrants migrate to Canada in the hope of better lives and opportunities. After their arrival in Canada, some try to change their life styles in order to integrate into Canadian society. However, others try to stick to their traditions. Most have sufficient financial resources to survive on their own for a limited period of time. Many immigrants are capable of contributing considerably to the Canadian economy and culture. Some of them have brought fame for Canada by winning Olympic medals and some of them are recipients of Nobel prizes.

2) Refugee Women

A refugee is an individual who fled from her country due to life threatening circumstances and fear of being persecuted due to race, religion, nationality or being a member of a particular social group. Canada has provided protection to thousands of refugees to maintain its humanitarian tradition and international obligations. There are two main components in the Canadian refugee's protection

system through which all of these refugees resettle in Canada (CIC, November 3, 2005):

- ❖ The Refugee and Humanitarian Resettlement Program: help refugees who are outside Canada and provides protection and resettlement in Canada.
- ❖ Asylum in Canada: for refugees who apply for asylum in Canada after their arrival in the country.

Some refugee women who fled from their country to Canada have made remarkable contributions to the Canadian economy and society. Success stories among refugee women include Adrienne Clarkson, former Governor General and Michaëlle Jean, present Governor General. Adrienne Clarkson was a CBC journalist who promoted Canadian culture and arts. She flew from Hong Kong to Canada along with her family in 1942. She received several prestigious awards for her outstanding contribution in professional and charitable accomplishments. She became the 26th Governor General in 1999 and remained till September 27, 2005 (Governor General of Canada, 2005/12/06). Michaëlle Jean, present Governor General, fled to Canada from Haiti in 1968 along with her family. She has eighteen years experience in journalism. She was a highly acclaimed journalist and anchor for several programs. She has won several achievement awards including the Human Right League of Canada in 1989. (Governor General of Canada, March 6, 2006)

3) Differences and Similarities between Immigrant and Refugee women

I. Role of Immigrant and Refugee Women

Immigrant and Refugee women come from many different cultural backgrounds. While, some of the women lived in patriarchal societies, some are well educated and occupied senior positions in their respective countries. Some try to participate equally with men in all walks of life. Although their participation in different fields is growing, they are still responsible for the household activities including taking care of their children and elderly people. Immigrant and refugee men are usually the head of the household and the breadwinner. Although there are many similarities between immigrant and refugee women, there is a considerable difference in their economic status. Immigrant women usually arrive in Canada with strong financial resources in terms of savings, whereas, most refugee women flee from their respective countries leaving behind their belongings due to war and life threatening circumstances.

II. Human Rights

Some of these immigrant and refugee women come from a society where they are often denied fundamental rights and privileges such as the power to make decisions on their own, earn a living and live their lives free of violence, abuse and exploitation. As a result, many women are not in a habit of making their own decisions. Refugee women are an even more vulnerable section of society as they have gone through tremendous trauma. Some of them have been brutally tortured and have been deprived of their sense of dignity and identity. Often these women are victims of forced marriages or sexual abuse (Human Rights Watch, 2006). Such victims of gender persecution sometimes face difficulties in getting refugee status in other countries. In 1993, Canada was the first country that provided guidelines for women who are refugee claimants. Since then gender-based violence has been recognized in Canada's refugee determination system. This system allows women to claim refugee status in Canada based on well-founded fear of persecution, sexual violence and other gender related violence. (Canadian Council for Refugees, July 1999)

After arrival in Canada, subtle or obvious challenges do arise, triggered by racism against colour, language or the English language accent. In day-to-day life, whether intentional or not, immigrant and refugee women may also face the loneliness and pain of racial segregation. A woman's experience of discrimination is different than a man's since men only face prejudice on one level – race, whereas; women face it on two - race and gender.

III. Housing

Housing issues for immigrant and refugee women are very similar to those for mainstream Canadian women. Many immigrant families, who arrive in Canada with a hope of leading a better life, cannot even afford decent housing. Lack of subsidized housing forces them to live in cheap accommodations, which are usually in poor condition. Prolonged unemployment among immigrants often leads to confrontation, separation and divorce. Therefore, there are growing numbers of single parents and women-led households in the immigrant population who cannot afford decent housing. There are also a significant number of single mothers among refugee families who are surviving on low wages or social assistance. Such women are in greater need of subsidized or affordable housing, as they were not financially strong when they arrived in Canada. There are different levels of education among refugee women. Some are highly educated while others have limited education. Some refugee women have difficulty in speaking English or understanding the Canadian accent. Thus, these women are faced with language barriers while trying to get information on affordable housing. Some refugee women also face discrimination from

landlords on the basis of their gender, national origin, race, the presence of children and income status. (CRIAW, 2003)

IV. Child Care

Some of the immigrant and refugee families come from a society where they have been living with extended families with their in-laws, aunts, uncles or other relatives. Many of the immigrant women were not working in their respective countries, as they preferred to stay at home and look after the children. Back home some families also employed servants to look after their children. In Canada to be able to afford a decent living, it becomes necessary for both partners to get Canadian qualifications or training in order to enter the job market. Thus, affordable childcare becomes a major issue for them. In single parent families, it becomes even more difficult as decent childcare services cannot be acquired with one person's salary.

V. Poverty

The issue of poverty among refugee women is quite different from that among immigrant women. Immigrant men and women are left with no savings if they experience prolonged unemployment or work in low paid jobs. In addition, they may find that their credentials are not recognized and so they cannot immediately join the Canadian workforce. To work in Canada, it helps if both men and women have Canadian qualifications and experience. Due to family responsibilities, often women are not in the position to pursue higher studies. Therefore, with the passage of time and being unemployed for considerable periods they end up working on low wages. Since low wages are not sufficient to meet their day-to-day expenses, they resort to social assistance (social assistance is deducted if some one is working). Sometimes even low wages with social assistance is not sufficient to meet all the expenses. Eventually, these so called financially strong immigrants end up at poverty level.

Refugee women with no financial background depend on government assistance the day they arrive in Canada. These refugees arrive into this country under one of the following categories:

The Refugee and Humanitarian Resettlement Program

The refugee women under this category are government or private sponsored refugees who come to Canada with no financial background. They not only have monetary problems but some of them confront other issues such as lack of education or lack of English language which becomes a barrier in getting proper jobs. They also end up doing low wage

jobs or are totally dependent on social assistance. They are more likely to live in poverty than immigrant or mainstream Canadians.

Asylum in Canada

The refugee women under this category are often even worse off than refugees in resettlement programs. Many are at the edge of poverty and prone to exploitation. They are forced to work in unregulated or hidden employment, as well as unpaid work, as they do not have proper papers to stay in Canada. Also, they are paid very low wages. (CRIAW Fact Sheet, Third Edition - 2005)

VI. Education and Training

Although there are some commonalities between refugees and immigrants, they usually have different issues related to education and training. Immigrants, who migrate to Canada, as skilled workers, are assessed on the basis of certain points allocated to their qualifications, experience, age, language proficiency etc. The Canadian government has allocated certain points for every profession. Highly educated people are allowed to enter Canada under the Skilled Worker category. While on paper their foreign qualifications are accredited, immigrants find it difficult to get a job related to their experience. Although it is not mandatory, a foreign qualified and experienced immigrant, after getting Canadian training, has better chances of getting work in Canada. When an immigrant is a woman it is even more difficult for her to get into the job market. Often due to family responsibilities, women are forced to take up part time or low paid jobs. Some immigrant women do not have any work experience prior to coming to Canada but want to upgrade their educational qualifications. However, they find it difficult to get their credits transferred and their degree recognized. Even if they get their degree recognized and obtain the Canadian training, they find it difficult to get Canadian work experience.

Refugee women have different levels of education, which is primarily based on the economic and social conditions prevailing in their respective countries. In some countries, women are not even allowed to pursue higher education. After arrival in Canada women become more involved in household affairs in addition to looking after their children and elderly relatives. In some of the families women work on low wage jobs to support their families while men upgrade their skills related to languages and jobs (CRIAW, 2003). If a woman is a single parent, it becomes more difficult for her as a refugee to acquire relevant education and training due to family responsibilities. This forces them to take low paid jobs.

VII. Violence

Some immigrant and refugee women have been victims of violence and discrimination at their home, workplace, and community as well as in public institutions. These abused women often confront loneliness, strangeness and newness in the new environment. There are several factors that contribute to such a state, e.g. language and cultural isolation, changes in occupation, culture shock, the unavailability of supportive relationships, the inversion of traditional family roles and the general crisis of adaptation. (Kaberi S. Debnath, Personal Communication, May16, 2006)

Lack of English or French language and cultural differences hold some of the immigrant and refugee women in a vulnerable position in society. In addition, abusive husbands often prevent their wives from socializing restraining them from social, intellectual or recreational activities with other women. Prolonged aloofness with people pushes the refugee woman into isolation, which creates a cycle of depression and loss of self-esteem. In some of the countries women are targeted and blamed for being disloyal if they share their problems with anyone. Sometimes men threaten their wives with loss of custody of their children if they leave the house. As a result, these women are forced to live in violent homes and keep their problems secret. (Kaberi S. Debnath, Personal Communication, May16, 2006)

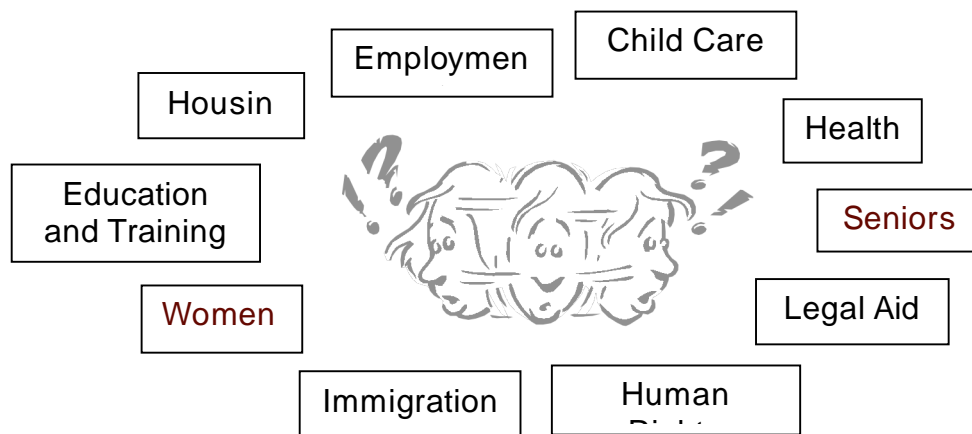
It is a known fact that some refugee women are targeted for gender-specific forms of persecution, such as rape, forced pregnancy, forced abortion or forced marriage. Victims of sexual torture undergo trauma, fear and confusion along with the uncertainty of settling into a new country and culture. Criminal-minded employers target women from other countries bringing them to Canada with promises of processing their immigration papers. On arrival to Canada these employers take away the women's passports, beat them, and/or rape them as they desire. Unfortunately, such women end up working as prostitutes. Some refugee women need one-to-one support services and translators or advocates who are familiar with the culture and speak their languages. Service providers such as frontline workers of transition houses and shelters should also have culturally sensitive support services. In addition, they should have the knowledge of refugee and immigrant women's specific needs and issues. The prevention of violence in immigrant communities can only be solved by an integrated and simultaneous intervention. (Kaberi S. Debnath, Personal Communication, May16, 2006)



Guidelines for Immigrant and Refugee women

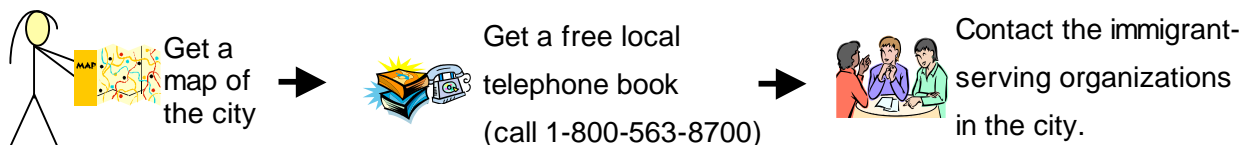
This resource booklet was prepared by the Multicultural Women's Organization of Newfoundland and Labrador (MWONL) to help improve the status of immigrant and refugee women in Newfoundland and Labrador. It provides tools to remove barriers and assist women in integrating into their new society. In addition, it educates girls and women to understand their rights and stand equally with men in society. Although, the Government of Canada provides general information to all immigrants on their arrival, which includes basic information on Canada, useful contact numbers, services and programs across Canada by its three levels of government - federal, provincial and municipal (CIC, April, 2005) this booklet especially targets women from different cultural backgrounds.

This handy, easy-to-follow booklet provides relevant information for immigrant and refugee women in one location, whether those women have good or limited knowledge of English. When immigrants enter Canada, a lot of questions arise in their mind - Where to go? What to do? How to get information on the following areas:



This booklet will focus on all the above issues and try to provide relevant information in concise form. For general information on services, please visit www.canada.gc.ca or call **1-800-622-6232**

On arrival to Canada, the Government of Canada suggests an immigrant do the following steps to help familiarize them with the city (CIC, April, 2005):



Canada has many organizations that provide services to culturally diverse immigrants. These organizations are committed to providing language training, assistance in finding housing, job search help, etc. In St. John's, the following organization provides services to immigrants and refugees:

Association for New Canadians (ANC)

The ANC is a government-funded organization that is committed to helping refugees and immigrants in the settlement and integration process. With the support of Citizenship and Immigration Canada the organization provides a broad array of services. Some of the settlement related services provided by ANC include but are not limited to, the following:

- Resettlement Assistance Program (RAP);
- Immigrant Settlement Adaptation Program (ISAP);
- Connections Women's Program (please refer to the Chapter 7 of this book under section "Women");
- Summer program for Children; and
- Social and Recreational Activities.

For further information visit the website: <http://www.anc-nf.cc>, call: (709) 722-9680, or email: settlement@nfld.net

VOLUNTEER ORGANIZATIONS providing services for refugees and immigrants:

Refugee and Immigrant Advisory Council (RIAC)

The RIAC is a community-based, non-profit organization that provides information and personalized services to help refugees and immigrants deal with some of the initial challenges they face when they arrive in a new culture. It also helps refugees and immigrants in their assimilation and integration process into Canadian society. For information on the services offered by RIAC, call: (709) 754-4122, email: riac@nf.aibn.ca or visit: <http://www.geocities.com/riaconline>

Multicultural Women's Organization of Newfoundland and Labrador (MWONL)

MWONL is a voluntary, non-profit organization dedicated to helping refugee and immigrant women. For more information, refer to the Chapter 7 of this book under section "Women" or call: (709) 753-5964 or ymkutty@nl.rogers.com

The following are some important steps that one should follow after arriving in the city:
OBTAIN RELEVANT IDENTIFICATION CARDS, which includes,

Social Insurance Number (SIN) Card:

Tel: (709) 772-2982 Toll free no.: 1-800-206-7218

Fax: (709) 772-0354 Website: www.servicecanada.gc.ca

**Health Care Plan (MCP):**

Tel: (709) 292-4000 Toll free no. 1-800-563-1557

Website: www.health.gov.ca/mcp/html/contacts

Permanent Resident Card (PR) Newly arrived immigrants will be issued a PR card on arrival and existing immigrants can call the call centre 1-800-255-4541 or visit www.cic.gc.ca for more

- Official papers such as **birth certificate** and **Records of Landing** should be kept safely as these papers may be required to apply for different services in the future;
- It is important that all the cards are stored in a safe place and never lent to anyone else; and
- It is a good practice to always keep two identification cards with you, such as, a driving licence or MCP card and a credit card.

Drivers Licence

To apply for a drivers licence one has to be 16 years of age. However, parents consent is required if an applicant is under 19 years. To obtain a driver licence the following documents are required (Department of Government Services, March 14, 2006):

- Two identification (ID) cards - 1 primary + 1 secondary
 - *Primary requirement:* birth certificate, landing papers, passport, or Permanent Resident (PR) card
 - *Secondary requirement:* SIN card, MCP card, or Student ID
- There are uniform rates for obtaining a licence irrespective of age, gender or marital status.
- After arrival, it is mandatory to exchange your previous drivers' licence within three months.
- If the Newfoundland licensing authority recognizes the road test pattern of the immigrant's country, then those who have a driver license from that country can be exempted from taking a road test. The other drivers will need to be evaluated and may be asked to take some driving classes to obtain their new licence.

- Drivers, who already possess a licence from other countries and decide to settle in Newfoundland and Labrador, are required to have their experience evaluated against the provincial driving rules and regulations. After the evaluation, the licensing authority will issue the appropriate licence based on their age, driving skill and experience.
- You can contact the **Motor registration division and driver Examination Centre** in Mount Pearl at (709) 729-2519 or for more information go to <http://www.gs.gov.nl.ca/gs/mr/dl.stm>

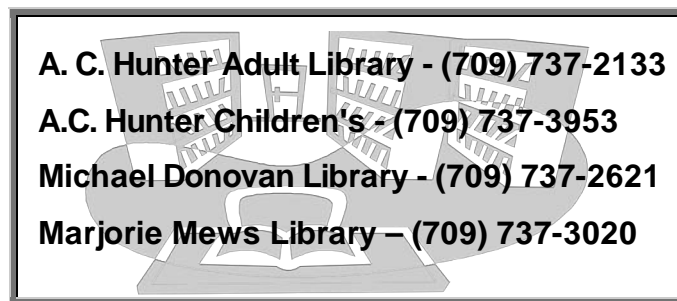
Canadian Banks:



For information on banks call the toll free number, 1-800-263-0231, or visit <http://www.fin.gc.ca/links/bankse.html>

Community Library

Newfoundland and Labrador has several large and small libraries throughout the province that offer free services such as access to Internet, books, video, DVD and audiocassettes for adults and children. To use these services one should have a library card. To get a library card you will need your SIN card. For more information on libraries visit www.nlpubliclibraries.ca



Information for **Individuals** who are **on Social Assistance or Low wages**

• **Social Assistance:**

General Telephone Number

(709) 729-2665

In case of delay of authorized social assistance or for any questions or clarifications related to social assistance please contact the **Community Service Council:**

(709) 753-9860

- **Food Banks:**



- ▶ Community Food Sharing Network: (709) 722-0130
- ▶ Gathering Place: (709) 753-3234
- ▶ Mary Queen of Peace: (709) 754-1115
- ▶ Memorial University of Newfoundland has a food bank in the basement of Corte Real on the far side of Burton's Pond. Email: foodbank@mun.ca
- ▶ Single Parent Association: (709) 738-3401
- ▶ St. John's Women's Centre: (709) 753-0220
- ▶ St. Pius X (food bank): (709) 739-1329
- ▶ St. Vincent De Paul: (709) 579-7201

- **Free or Low-Cost Clothing:**



- **Salvation Army:**

Salvation Army offers several services for families and individuals. For more information call: (709) 726-0393

1. Housing

To own a house and provide shelter for his or her family is a dream of every individual whether they are born in Canada, an immigrant or a refugee. Although, Newfoundland has a higher percentage of houses owned by people, there is still a need for affordable and decent housing for low-income families. It is not surprising that many social organizations of Newfoundland and Labrador have been voicing concern and demanding decent and affordable housing for low-income families. The government does not have adequate provision for subsidized housing specifically for



women with a limited income source or other sets of challenges. (St. John's Status of Women Council, September 2003)

A. Renting or Buying a House or Apartment (CIC, April 2005):

- Look for a temporary housing arrangement for a few days and later rent a cheaper house or an apartment in a convenient location.
- If you want to rent an apartment or house, check the local newspapers or contact the immigrant serving organizations. The price depends on location, size or quality. It could be from \$ 350 a month for a single bedroom or a luxury apartment to \$2000 a month for a house.
- Buying a house is a big decision so it is always good to first get advice from someone in the local community or immigrant serving organizations.
- To help purchase a house one can find real estate agents in the telephone directory yellow pages section. They will help walk you through the necessary paperwork and other details, such as, having the house inspected by a third party.
- Refugees who are government or private sponsored and also immigrants who are in the low-income category can qualify for available subsidized housing. As there is a waiting list, such housing is available only after a certain period of time. However, there are several programs through which one can get subsidized housing for a short period of time. For more information you can contact the immigrant serving organizations. The Government of Newfoundland and Labrador also provides subsidized housing to support abused women as well as women with disabilities. Brief descriptions of these special categories of **SUBSIDIZED HOUSING** is provided below:

Stella Burry Community Services provides several subsidized housing apartments for lower income families, people with disabilities and abused women. For more information call (709) 738-7805, fax (709) 738-1030, or e-mail: sbcs@outreach.nf.net. Types of housing under this community service include:

- (i) **Naomi Centre** is an emergency shelter and short-term residence for young women. For more information call: (709) 579-8641
- (ii) **Emmanuel House** is a temporary and volunteer residence for women and men. For more information call: (709) 754-2072
- (iii) **Carew Lodge** is a long-term housing unit for low-income individuals. The rent for one of these units is \$286 per month. For information call: (709) 738-5055
- (iv) **Community Support Program** is designed to help people who are having mental health problems. For more information call: (709) 738-7805.

(v) Long-term Housing are renovated houses that are converted into independent units for individuals and families. For more information call: (709) 738-7805

Iris Kirby House is an emergency shelter for women who have left their homes due to violence. These women can stay for four to six weeks. For information call: Crises Line: (709) 753-1492, 753-1461 or Administration: (709) 722-8272

Pleasant Manor is community based non-profit housing for people who have mental health problems. For more information call: (709) 739-7329

Association for New Canadian Settlement Services provides temporary housing arrangement for new Canadians. For more information call: (709) 722-9680 or Email: settlement@nfld.net

Native Friendship Centre Shelter offers services for Natives who have mental health problems. For more information call: (709) 726-5902

Access House is transitional housing for mental health individuals. For more information call: (709) 752-4145

Newfoundland and Labrador Housing Corporation (NLHC) is dedicated to providing affordable housing and efficient support services. It aims to work together with the community and the government to improve the quality of life for its clients. For more information call (709) 724-3055 or fax: (709) 724-3058

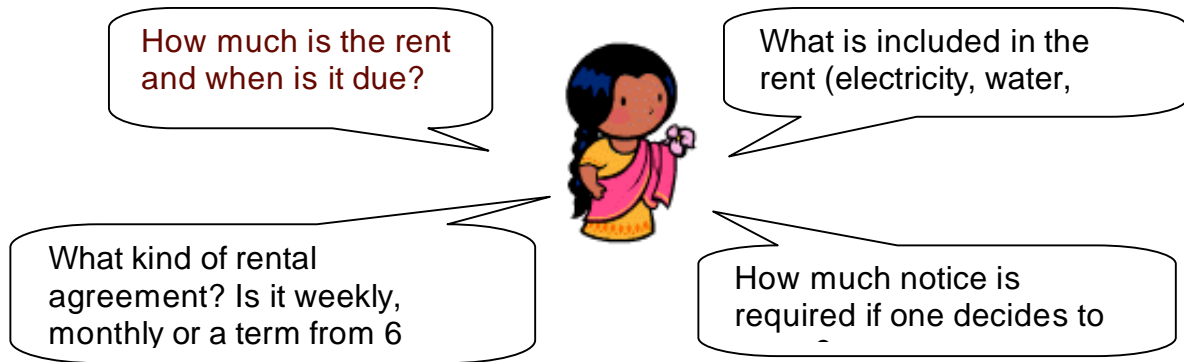
B. Rental Lease (CIC, April 2005)

Once you decide to rent an apartment or a house you have to sign a lease. The lease is an agreement between the landlord and you, the tenant, which includes:



- Rental charges, the cost of the utilities and parking space (all these are provided by the landlord).
- A lease is usually signed for an entire year but it is good to know in advance if there will be a penalty if you have to move before the full year is finished.
- An additional amount of money will be needed for the security deposit (advanced deposit for damage), which will be returned when you move out. However, the landlord decides the amount returned after taking away the amount needed to repair any damages in the building caused by your negligence. It is therefore advisable to **read the lease carefully**. In case you, the tenant, have a problem understanding the clauses, terms and conditions of a lease, it is always better to approach the immigrant serving organizations.

- Following questions should be asked before renting an apartment:



For more information on issues related to rental apartments and houses such as tenants and landlords rights contact: (709) 729-2610 or (709) 729-5829 or Visit: <http://www.gov.nl.ca/gs/cca/tp>

Landlords must keep the apartments in good condition by attending to any repair work required. If tenants face any problem in this regard, they can call (709) 729-5829

C. Basic Services

Whether you purchase a house or rent an apartment, you will have some basic needs, such as, electricity, telephone and furniture.



To get electricity connected call: (709) 737-2802 or 1-800-663-2802
Visit: www.newfoundlandpower.com



To buy furniture, look for shops and shopping centres in yellow pages.

For a telephone (landline) connection call: 1-800-563-8700 or 1-800-563-9793
Visit: www.aliant.net



2. Education and Training



Economic well being or strong financial stability is important for maintaining a good quality of life. For women, education is the key factor to achieving equal status in society. In Canada, immigrants arrive in different categories, such as, skilled worker, business class, provincial nominee or family. Those who have foreign education and experience in regulated professions, such as, doctors, teachers, and

social workers, etc. must have a Canadian licence to enter the workforce. It will be useful for them to get their Canadian licence before exploring job opportunities. Immigrants, who have foreign work backgrounds in unregulated professions, will find it easier to enter the Canadian work force with Canadian education and training even if the immigration authorities positively evaluate their foreign qualifications. Potential employers often do not consider the different levels of education possessed by immigrant and government or private sponsored refugee women to be on par with the Canadian standard. It is advisable to get Canadian training to upgrade their qualifications and/or to upgrade their skills in the English language either before or while they are exploring job opportunities.

You can contact the **DEPARTMENT OF EDUCATION** for general inquiries at:

Tel: (709) 729-5097

Fax (709) 729-5097

Website: education@gov.nl.ca.

Website: www.gov.nl.ca/edu

Web Email: webmasteredu@gov.nl.ca

You can **UPGRADE YOUR QUALIFICATIONS AND TRAINING** in the following ways:

A. The Accreditation Association

The requirements needed to enter your chosen career changes from province-to-province and profession-to-profession. To evaluate your qualifications for a particular career please visit <http://www.passtocanada.com/en/work/evaluation.aspx> for a list of accreditation services. For Newfoundland and Labrador, you can contact any of the services listed on this website. The procedures for evaluating and recognizing the qualifications received outside of Canada would depend on the following conditions:

- whether you wish to enter a job or pursue further studies;
- whether your chosen occupation is regulated or non regulated;
 - A regulated occupation is one that is controlled by provincial and territorial (and sometimes federal) law and governed by a professional organization known as regulatory body. The regulatory body has complete authority on the assessment of ones profession/trade. It also has authority to set entry requirements for applicants' qualification and credentials for certification and registration, or licensing.
 - A non-regulated occupation is a profession/trade for which there is no legal requirement or restriction for licensing, certification, or registration. The huge majority of occupations in Canada fall into this category. To enter into some non-regulated occupations, there are certifications/registrations with a professional body. However, for many non-regulated occupations, there is no certification/registration available or required.
- the province/territory in which you intend to settle.

B. OTHER SPECIFIC ACCREDITATION ASSOCIATIONS include:

- (i) The accreditation of Engineers is done by an association located in Ottawa. For more information you can contact the **Professional Engineers and Geo Scientists of Newfoundland** at (709) 753-7714.

**Canadian Council of Professional Engineers (CCPEE)
Engineering International Education Assessment Program
(EIEAP)**

Tel: (613) 232-2474

Fax: (613) 230-5759

- (ii) The following association looks after the **accreditation of Medical professionals**.

World Education Services Canada

Tel.: (416) 972-0070

Fax: (416) 972-9004

E-mail: ontario@wes.org

Web site: <http://www.wes.org/ca/>

- (iii) There are several government colleges and universities offering programs. Some of these educational institutions will do an assessment for those students who apply to pursue studies in their institutions. If you are interested in full time studies you can apply for student loans to help with the cost. To apply for a loan contact **Student Aid at (709) 729-5849**.

- (iv) Several institutions also offer English as a Second Language (ESL) classes at different levels. You can contact the institution to find out the cost.

C. Public Post Secondary Institutions

Memorial University of Newfoundland (MUN) offers degree and diploma programs as well as certificate courses from their Continuing Education Centre. It also offers a Women Studies program for individuals who are interested in pursuing their



- **Memorial University of Newfoundland, St. John's Campus**
Tel: (709) 737-8000, Fax: (709) 737-4569, Website: www.mun.ca
- **Fisheries & Marine Institute, MUN**
Tel: (709) 778-0200, Fax: (709) 778-0200, Website: www.mi.mun.ca
- **School of Nursing, MUN**
Tel: (709) 737-6695, Fax: (709) 737-7304, www.mun.ca/nursing

career in this area.

The Centre for Nursing Studies is operated by Eastern Health. It offers a variety of

Centre for Nursing Studies, St. John's

Tel: (709) 777-6644, Fax: (709) 777-8176, Website: <http://www.cns.nf.ca>

programs designed to provide high quality nursing education.

College of North Atlantic is a Community College, which offers diplomas and certificate programs as well as courses. It also offers payment based English

College of North Atlantic, Prince Philip Drive/ Ridge Road/ Seal Cove Campus

Tel: (709) 758-7284, Fax: (709) 758-7304, Toll Free: 1-888-982-2268

language classes at different levels.

D. Private Training Institutions:

There are several private training colleges, which offer diplomas and certificate programs. For more information:

Call (709) 729-5688 or visit <http://www.ed.gov.nl.ca/edu/dir/main.htm>

E. Free Education Services

There are non-profit and volunteer organizations that offer free English language training, which are as follows:

(a) Student Volunteer Bureau, MUN, provides free student tutors for teaching children. Tel: (709) 737-4301, Fax: (709) 737-2437

(b) The Association for New Canadians (ANC) offers English as a Second Language (ESL) classes for immigrants and refugees through the ***Language Instruction for Newcomers to Canada (LINC)*** program which is funded by the Government of Canada. The aim of this program is to provide immigrants with proficiency in the English language so that they can successfully integrate into Canadian society. The ANC also offers other services and programs related to English language acquisition. For information on these services call: (709) 726-6848 or visit their website: <http://www.anc-nf.cc>

(c) Refugee and Immigrant Advisory Services offers ESL classes for individuals and small groups. Tel: (709) 754-4122 or fax: (709) 754-4102

(d) Teachers On Wheels offers one-to-one tutoring for adults in a good educational setting where time and location are set to the convenience of the

tutor and the student. A variety of methods and materials are used to better the reading and writing skills of students. Tel: (709) 738-3975, fax: (709) 754-4418 or e-mail: teachersonwheels@nf.aibn.com

(e) The Open Book Literacy Council Inc. is a volunteer, non-profit and charitable organization that provides one-on-one assistance for adults. They work on improving basic English reading, writing, and speaking skills, as well as basic maths. Tel: (709) 758-7428 or e-mail: openbook@cnl.nl.ca

F. Adult Basic Education (ABE)



Learning should be a lifelong activity. Many Canadian adults continue to upgrade their skills no matter what their age and these services are also offered to immigrants and refugees. Adult education is divided into three stages: level I, Level II, and Level III. The following centres and institutions offer these classes:

(i) Rabittown Learning Centre (Level I) offers free services for people on social services and employment insurance. Tel: (709) 579-6033, Fax: (709) 579-8738 E-mail: rtl@nf.aibn.com, Website: www.nald.ca/rtlphome.htm

(ii) Murphy Centre (Level II and III) - There is no tuition fee except a \$10 registration fee. Books will be arranged for those students who have financial problems. The rest of the students will have to bring their own books. Tel: (709) 579-6606, Fax: (709) 579-2655, Website: www.murphycentre.nf.net

(iii) College of North Atlantic (Level II and III) – The ABE program is available free of cost for individuals who are referred by the Department of Human Resource of Labour & Employment. Individuals who do not have a referral may be able to get a tuition voucher from the College of North Atlantic. There are three campuses located on Prince Philip Drive, Ridge Road or Seal Cove. Tel: (709) 758-7284, Fax: (709) 758-7304, Toll Free: 1-888-982-2268 Website: <http://www.cna.nl.ca/>, Email: info@cna.nl.ca

There are private institutions that also provide ABE programs for individuals on a payment basis. For more information contact Department of Education: General Inquiries – (709) 729-5097

G. Educational information for Medical Professionals

Medical practitioners cannot practice medicine in Canada unless they qualify by writing the Medical Council of Canada's Evaluating Examination (MCCEE). Every immigrant and refugee, however, has an equal opportunity to apply for the Canadian medical licensure. The following documents and steps are required for licensing:



- Possession of a medical degree from an institution recognized by Canada

- Qualify by taking the MCCEE to demonstrate up-to-date knowledge
To obtain an application for exam and the list of examination centres call: (613) 521-6012 or visit <http://www.mcc.ca/>, <http://www.cicic.ca/> or <http://www.mcc.ca/english/examinations/evaluating.html>
- Pass the English proficiency exam TOEFL and spoken English TSE.
To obtain an application for exam visit <http://www.mcc.ca/>, <http://www.cicic.ca/> or <http://www.mcc.ca/english/examinations/evaluating.html>
- Complete supervised clinical training or assessment for information visit <http://www.img-canada.ca/en/settlement/highlights.html>

H. Schools



Most of the Canadian schools are government funded. However, there are some private schools, which are quite expensive. The schools are divided into two levels Primary/Elementary and Secondary. Secondary schools are further divided into two levels, junior high and senior high that have separate school buildings. Primary/Elementary schools cater to children from kindergarten to sixth grade students. Junior high schools are meant for students from seventh to ninth grades and senior high schools are for tenth to twelfth grade students.

- (i) For **general information** contact: **Department of Education:**
 General Inquiries: (709) 729-5097
 General Fax: (709) 729-5097
 Website: www.gov.nl.ca/edu
 Web Email: webmasteredu@gov.nl.ca
- (ii) For **Primary Elementary/ Secondary Branch information** call: **School Board**
 (709) 758-2372
- (iii) For information on **credit transfer** call: (709) 729-2506
- (iv) For information on **public exams** call: (709) 729-7925
- (v) For information on **school services and facilities** call: (709) 729-3034
 or fax (709) 729-1330
- (vi) **School Bus Services:** Government offers free bus services for students.
 However, you must live more than a specific distance from the school. If a student lives close to his or her School building, they are not entitled to free bus services.
 For St. John's school buses call: (709) 729-2484
 For Mount pearl schools buses call: (709) 752-4209



I. Services for Children with Disabilities

There are schools and centres that offer services for blind and disabled children. They provide information and support to individuals, families, and professionals through their resource centre.



Newfoundland School for the Deaf
Tel: (709) 364-1234, Fax: (709) 729-5848

**Canadian National Institution for the Blind,
K12 School System, Department of
Education**

Tel: (709) 729-3008, Fax: (709) 729-2096

**Canadian National Institution for the
Blind**



**Learning Disabilities Association of Newfoundland
and Labrador, Inc. (LDANL)**

LDANL is an association that assists teachers, parents and single parents by using the latest technology to deal with learning disabilities.

Tel: (709) 753-1445 Fax: (709) 753-4747

Website: www.nald.ca/ldanl/,

Email: ldanl@nl.rogers.ca

J. Services for Post Secondary Students with Disabilities



**Canadian National Institution for the Blind
Post Secondary Institutions, Department of
Education**

College of North Atlantic

Prince Philip Drive, Ridge Road and Seal Cove

Tel: (709) 758-7284, Fax: (709) 758-7304

Glenn Roy Blundon Centre

A Division of the University Counselling Centre - Student Affairs and
Services

Smallwood Centre (Room 4007), **Memorial University of Newfoundland,**



3. Employment



One of the most pressing issues for immigrants is to find the right job related to their qualification and experience. The best chance to make a decent living would be by first upgrading their educational credentials before entering into the Canadian work force. This is challenging for women as they may not have the chance to upgrade due to family responsibilities and so end up taking low paid jobs. However, these women can better their situation by volunteering in an organization or office to get acquainted with the working environment and also for developing contacts. To develop contacts is called "networking", which will help when you look for a job in Canada.



Volunteering

A. The following contact information will help you to find **VOLUNTEER OPPORTUNITIES**:

(i) Memorial University of Newfoundland

Student Affairs and Services - Career Development and Experimental Learning,
Student Volunteer Bureau

Tel: (709) 737-2033, Fax: (709) 737-2437

Visit: <http://www.mun.ca/cdel/volunteer/community.php>

(ii) Envision:

Connects volunteers with voluntary organizations

Toll free no.: 1-866-753-9860

(iii) The immigrant serving organizations are some of the best places to volunteer and get familiarity with the working environment while developing contacts. After serving as a volunteer you also have a better chance of getting a job in such organizations.



▪ **Association for New Canadian (ANC)**

Coordinates a variety of volunteer led programs in order to support the inclusion and integration of immigrants and refugees. Some of the programs include:

- (a) Host Friendship Program,
- (b) ESL Centre Volunteer Program,
- (c) One-on-One Tutoring, and
- (d) Homework Club.

For further information visit the website: <http://www.anc-nf.cc> ,
call: (709) 722-9680 or email Host@nfld.net

- **Refugee and Immigrant Advisory Council (RIAC)**
Tel: (709) 754-4122, Email: riac@nf.aibn.ca
- **Multicultural Women's Organization of Newfoundland and Labrador (MWONL)**
Tel: (709) 753-5964, Email: ymkutty@nl.rogers.com

Jobs

- B.** There are several low paid jobs which one can get after arrival in Canada that include positions in supermarkets, shopping centres, telemarketing, call centres, home care, etc. You can get information on such opportunities from the immigrant serving organizations, the newspaper or the telephone directory. The business section of newspapers also contains useful information on the local economy and job market. In addition, community libraries have books and magazines that provide information on job-hunting tools such as resume writing, covering letters etc. These magazines also provide information on potential employment agencies and employers. (CIC, April, 2005)

The following resources are useful for finding **JOB OPPORTUNITIES**:

(i) Human Resources Centre for Canadians

The staff is trained to help in job searching and developing job hunting tools, such as a resume, cover letters, etc.

For information: Tel: (709) 772-2982

Website <http://www.hrsdc.gc.ca/en/home.shtml>

(ii) Consult the online service, CanLearn, about your career and for job field advice.

Website: <http://www.canlearn.ca/>

(iii) Newfoundland and Labrador Work Information Network

This program gives information on career and job planning for residents of Newfoundland and Labrador. This service offers counselling, research and information resources.

For information: Tel: (709) 729-7888, Toll free: 1-800-563-6600

Website: www.gov.nl.ca/nlwin

(iv) Career Centres at Educational Institutions

The career centres at educational institutions such as Memorial University and the College of North Atlantic also offer assistance to students in job search and preparing job-hunting tools.

**The Centre for Career Development
& Experiential Learning**

The Smallwood Centre, UC-4002, MUN
Tel: (709) 737-2033, Email:
ccd@mun.ca

**College of North Atlantic
(CONA)**

Students are allowed to
do their job-hunting at the new
Career Centre in the library.

(v) Government Websites

Following are several government websites that help
in getting suitable jobs:



How they Help	Website Address
Provide information on job searching	http://www.jobsetc.ca/
Provide information on the labour market	http://www.labourmarketinformation.ca/standard.asp?pcode=lmiv_main&lcode=e
Guide you on locations of regulated jobs in Canada	http://www.workdestinations.org/
Provide web site links for career planning and job information in each province and territory	http://workinfont.ca/
Availability of Canada's national career and educational planning tool	http://www.jobfutures.ca/en/home.shtml
Provide job links to different professions	http://www.workrights.ca/Finding+a+Job/Employment+Links.htm
Provide information on Canada's labour market, job banks, job opportunities and links to many other useful sites	http://www.hrsdc.gc.ca/en/home.shtml
Provide information on federal government job opportunities across Canada. It only accepts on-line applications	http://www.jobs-emplois.gc.ca/menu/home_e.htm
Provide information on different services and programs for youth	http://www.youth.gc.ca/yohome.jsp

(vi) Career Centres at Immigrant Serving Organizations

- **Acquiring eXperience Integrating Skills (AXIS)** - The ANC offers a suite of career integration programs and services for internationally educated professionals and trades persons. The employment programs are designed to address the particular needs of foreign trained workers and to support labour market attachment. For information call: (709) 579-1780, email: eap@nfld.net or visit: <http://www.anc-nf.cc>
- **Refugee and Immigrant Advisory Council (RIAC)** - RIAC also assists in the job search and provides relevant information on labour market conditions. For information call: (709) 754-4122, email: riac@nf.aibn.ca or visit <http://www.geocities.com/riaconline>

(vii) Contract Employment

The yellow pages of telephone directories provide information on employment agencies that help you find temporary employment opportunities on a contract basis. Such agencies provide free services to individuals. Names of some of the prominent employment agencies are included below.

Manpower - Assists people in finding job opportunities appropriate to their background and interest.
Tel: (709) 737-1692
Email: StJohns.NF@na.manpower.co

Newfoundland Personnel Inc. -
Providing staffing services since 1983
Tel: (709)-579-3400
Fax: 709-579-0464

(viii) Private Job Hunting Clubs

There are job hunting clubs in St. John's that assist paying individuals in their job search, such as:

- **YMCA** offers job searches for individuals on a payment basis. If the staff cannot meet an individual's need they will provide assistance in contacting the right services.

Y Community & Employment Services
1st floor, Kinnell House
5 Job Street, St. John's

Y Enterprise Centre
2nd floor, Kinnell House
5 Job Street, St. John's
(709) 739-9933

Work Experiences

- C. The department of Human Resources, Labour and Employment (HRLE) offers several **programs for creating jobs**, which include the following:

Telephone: (709) 729-7888
Websites:
<http://www.hrle.gov.nl.ca/youth/employment.htm>
<http://www.hrle.gov.nl.ca/hrle/>

(i) Faculty of Education Programs

(a) *Tutoring Work Experience program (TWEPE)*

TWEPE helps post-secondary students in getting work experience by giving them a chance to tutor high school students. Tutors get paid while they teach. For more information call: (709) 729-0725

(b) *Tutoring for Tuition Program*

This program allows students from Levels I, II and III to gain experience and earn tuition vouchers by tutoring students from primary to high school. For more information call: (709) 729-0725

(c) *Faculty of Education Co-op Program*

This co-op program is designed for students who are enrolled in the Faculty of Education. It provides funding for students through work term placements. For more information call: (709) 729-3512

(ii) Rural Recruitment/Employment Programs

(a) *Rural Medical Practice Work Experience*

The Newfoundland and Labrador Health Board offers this summer program to give medical students the opportunity to gain work experience. For more information call: (709) 729-0725

(b) *Social Work Employment Program*

This program is for 4th year Social Work students to gain work experience in rural Newfoundland. For more information call: (709) 729-0725

(iii) Graduate Employment Programs

(a) *Graduate Employment Program*

This program gives postgraduates a chance to gain work experience. For more information call: (709) 729-3982 or visit: www.gov.nl.ca/nlwin

(b) *Training Services Program*

This program provides post-secondary training and work for people with disabilities. For more information call: (709) 579-2106

(iv) SWASP Programs

(a) *Student Work And Service Program (SWASP) - Paid Employment Component*

This program allows an employer to hire students on wage subsidy provided by the government. For more information call: (709) 729-7526, toll-free 1-800-563-6600 or visit:

http://www.hrle.gov.nl.ca/hrle/career_employ_youth_services/wage_sub.htm

(b) *SWASP - Community Service Component*

Through this program, a person who is entering or returning for post-secondary education can work and earn tuition vouchers. For more information call (709) 753-9116

(c) *Student Work and Service Program (SWASP)* provided by the Department of Human Resources, Labour and Employment

Administered through the Community Youth Networks, this program gives a chance for those students who are generally outside the mainstream educational system and are away from school for more than the normal summer break. For more information call: (709) 729-7526

(d) *Student Work and Service Program (SWASP) Memorial University and the College of the North Atlantic*

This program provides job placement within each institution. It also gives student tuition credit for eight weeks. For more information call (709) 737-3448

(v) Business Employment Programs

(a) *Small Enterprise Co-op Placement Assistance Program (SECPAP) - Memorial University of Newfoundland and College of the North Atlantic*

This program educates youth about small business and self-employment careers. For more information call:

**Memorial University of
Newfoundland:**
Tel: (709) 737-2419

**College of the North
Atlantic:**
Tel: (709) 758-7717

(d) *Getting the Message Out (GMO) - Innovation, Trade, and Rural Development*

This program is a marketing and communications program that increases knowledge of what is happening in Newfoundland and Labrador. It promotes education, economic development initiatives and entrepreneurial opportunities. For more information call: (709) 729-6624

(vi) Other Programs

(a) *Newfoundland and Labrador Conservation Corps*

Provides work experience and training for youth in the area of environment, cultural heritage enhancement and conservation. For more information call: (709) 729-7265

(b) *Partnership for Academic and Career Education and Employment Program (PACEE)*

This program provides a full time position for students, during summer holidays, at the Memorial University of Newfoundland campus. For more information call: (709) 737-3448

(c) *Linkages*

This program collaborates with community-based agencies that are interested in hiring youth. It is especially designed to help youth aged 18-24 who have not completed their post secondary training. For more information visit:

http://www.hrle.gov.nl.ca/hrle/career_employ_youth_services/wage_sub.htm

(vii) High School Student Programs

(a) *Student Employment Program (Level I, II and III)*

The goal of this program is to help youth understand the working environment. Students receive a subsidy for a minimum of three weeks to a maximum of eight weeks. For more information call: (709) 729-3512

(b) *Junior Forest Wardens (JFW) Program - Natural Resources*

JFW educates youth, between 6-18 years, on conservation aspects of natural resources. It has different activities, outdoor recreation, environmental projects, community events and weekly club meetings. The goal of this program is to provide knowledge and experience to handle local woodlands. For more information call (709) 747-9763 or visit:

http://www.gov.nf.ca/forestry/program/jun_wardens.stm

(viii) Public Service Programs

(a) *Public Service Internship Program*

This program is designed to improve the growth of the public service sector. Employees are hired through the Public Service Commission (PSC). For more information call (709) 729-3016

(b) *Job Experience and Employment in Public Service (JEEPS) - Public Service Commission*

This program is offered for people with disabilities in the area of public service. For more information call (709) 729-5881

(c) *The Canada Newfoundland Community Access Program (CAP) Education*

The Federal and Provincial government set this program up to help individuals in communities in Newfoundland and Labrador. For more information call (709) 729-1828, Fax: (709) 729-3462 or visit www.nfcap.nf.ca

Jobs - Target Groups

D. Targeted programs are available for individuals with specific challenges:

(i) Individuals with Disabilities

(a) *Enabling Resource Centre (Justice)*

This program aims to assist individuals with disabilities in the area of job search and employment. For more information call (709) 729-5881, Fax: (709) 729-5446

(b) Opening Doors Program

This program is offered for people with disabilities providing them with full-time job opportunities. For more information call (709) 729-5881

(c) Targeted Wage Subsidy Initiative

This program is offered through the Employment Equity and Strategic Initiatives Division of the Treasury Board. It provides wage subsidies to Provincial Departments so they can hire persons with disabilities. Employment would be for a minimum of 6 months and a maximum of one year. For more information call: (709) 729-5881 or Fax: (709) 729-5446

(ii) Single Parents

(a) Single Parent Employment Support Program (SESP)

The SESP program is designed to help single parents who are receiving *Income Support* by offering an in-class training program and intensive job search resources. This program also provides *Earned Income Supplements* to help individuals' financial transition from *Income Support* to full employment. Phone: (709) 738-3401, Fax: (709) 738-3406

(iii) St. John's Native Friendship Centre Association

They provide services to aboriginal people that include referrals, counselling on matters of employment, housing, education, and health. For more information call (709) 726-5902 or visit the website: <http://www.friendshipcentre.nf.net/>

Jobs - Women

E. There are programs available that encourage women's participation in different fields:

(i) ACE Memorial

This group of motivated students encourage other students to become entrepreneurs across the country. For more information visit: <http://www.acememorial.com>

(ii) Women in Resource Development Committee (WRDC)

This program encourages women to participate in the trade and technology sector. For more information call toll-free: 1-800-738-3713 or visit: <http://www.wrdc.nf.ca/>

(iii) Women in Science and Engineering (WISE) Newfoundland and Labrador

This program encourages women to participate in science, technology and engineering careers. For more information call (709) 754-1435 or visit: <http://www.stemnet.nf.ca/WISE/>

(iv) Women Interested in Successful Employment (WISE)

This is a 12-week program to empower women by providing them personal development, communication skills, career planning, job search and computer

awareness. For more information call (709) 739-1375 or visit:

<http://www.wiseprograms.ca>

(v) Business Women in Trade, Department of Foreign Affairs and International Trade

This website provides tremendous information on export marketing. For more information visit: <http://www.dfait-maeci.gc.ca/businesswomen/>

Business

F. There are several websites that provide information on business related services

(i) Business Guides

(a) Newfoundland and Labrador Organization of Women Entrepreneurs (NLOWE)

NLOWE's services are free for women interested in becoming successful entrepreneurs. It provides guidance and professional support services. Visit: <http://www.nlowe.org/>

(b) Canada Business

Canada Business is a government information site that provides information on services for businesses and budding entrepreneurs in Canada. Visit: <http://www.cbasc.org/>

(c) Women in Business Initiative (WBI)

WBI is especially designed to help women to increase their participation in Atlantic Canada's promising sector of the business world. WBI aims to strengthen management capabilities and business development skills of women who are business owners. For more information call toll-free: 1-866-834-9299 (St. John's), 1-877-754-0555 (Head Office) or visit: <http://www.acoa.gc.ca/e/business/entrepreneurship/wbi/wbi.shtml>

(d) The Enterprise & Entrepreneurship Gateway

The Gateway provides services for individuals who are interested in starting their own business. It provides business counselling and connects them to the right resources. For more information visit the website: <http://www.business.mun.ca/gateway/>

(ii) Funding and Grants for Business

(a) Women Entrepreneurs' Fund - Business Development Bank of Canada (BDC)

BDC is committed to assisting and financing the increasing number of businesses headed by women. Women entrepreneurs, who need financial assistance for their existing business can apply for financial assistance. For more information call (709) 772-5505, or visit: http://www.bdc.ca/en/i_am/woman_entrepreneur/

(b) Community Business Development Corporation (CBDC), Atlantic Association of CBDC

CBDC assists individuals in establishing new businesses and provides assistance in the expansion of existing businesses. For more information call toll free 1-888-303-2232, St. John's: (709) 834-8343, email info@cbdc.ca or visit: <http://www.cbdc.ca/english/index.php>

(c) Small Business Funding Centre (SBFC)

SBFC is a government funding organization that helps individuals establish their own business. Call information counsellors for guidance at toll free 1-800-455-4130. For information on grants and loans for your new or existing business call 1-800-455-4130, or write to Small Business Funding Centre, 1500 Bank Street, Room 425, Ottawa, Canada K1H 1B8 or visit: <http://cdn-grants.grants-loans.org/>

(d) Metro Business Opportunities (MBO)

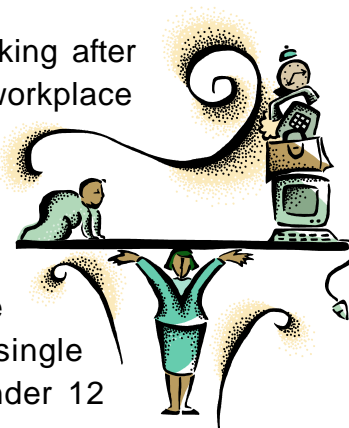
MBO provides advisory and financial assistance through its several programs which includes:

- **Self-Employment (SE)**
Offers business related services for individuals who have received Employment Insurance (EI) in the last three years or maternity/paternity benefits in the last five years.
- **Entrepreneurial Opportunity Program (EOP)**
Offers business related services for individuals who are on social assistance.
- **Seed Capital Program**
Provides financial assistance to start or improve a small business and business skills training.
- **Community Development Fund (CDF)**
Provides financial assistance to the former workers of St. John's National Sea Product so they can become self-employed.
- **Youth Venture Program (YVP)**
Provides various services for the youth to help them develop their own summer business.

The office is located at 35 Blackmarsh Road.
For more information call:
(709) 738-1626 or toll free no. 1-866-738-1626

4. Child Care

Women are usually the main caregivers responsible for looking after their children. Successful participation of women in the workplace could not happen without day care facilities. The choice to return to the workplace is often based on the cost of the childcare and its quality. Day care is essential for those families where the care givers are all working or studying. In Canada, it is illegal to leave children under 12 years of age alone. There are several options, listed below, for parents or single mothers who are studying or working and have children under 12 years of age (CIC, April, 2005):



- Pay a ***babysitter or nanny*** to look after the children.
- There are several types of ***licensed day care centres***, which you can find in the yellow pages in the telephone directory under childcare services.
 - Home based day care
 - Nursery schools
 - Drop in day care centres
- Most of the ***educational institutions*** have ***day care centres***.
- There are some ***government subsidized day care centres***. For more information on the list of childcare options call: (709) 752-4209, (709) 752-4800 or visit: www.gov.nl.ca/health/childcare/
- ***YMCA*** is the largest ***licensed childcare provider***. It also offers various kinds of programs for families and children from infancy to 12 years. For more information call: (709) 754-2960, Ext. 32 or visit their website: <http://www.ymca.ca/html/dividers.htm>
- ***Daybreak East End Downtown Family Resource Initiative*** offers several programs for families who have children (pre-natal to age six). For general information on these programs please call (709) 726-8616 otherwise to contact specific programs refer to the following table.

PROGRAM NAME	TELEPHONE NUMBERS
Daybreak Parent Child Centre	(709) 726-8373
Brighter Futures	(709) 739-8096
Family and Child Care Connections	(709) 754-7090

5. Health

Studies indicate that most women want access to high quality health care that respects their voice, irrespective of their ethnic or cultural background, in the decision-making process. Although, various government policies have been put in place to reform health care, there are still long waiting lists, delayed admissions, early releases, etc. Studies also show that though women and men have similar problems when it comes to health care, women in spite of a longer life expectancy experience greater health problems. The poorer health of women can be attributed to high levels of expectations and obligations in their social roles and lower levels of resources to deal with their conditions. (P. McDonough, 2000)



While immigrant and refugee women face similar challenges, they have different economic, social and political status and diverse cultural, ethnic and racial identities. Immigrants are known for their voluntary migration whereas refugees are involuntary migrants who fled from their country due to war or life threatening circumstances. No single health program or service can be adequately applied to the diverse needs of immigrant and refugee women.

Despite all these odds Canada has one of the best health insurance programs in the world. Individuals do not have to pay directly for their health services; instead it is deducted in the form of taxes. While health insurance is a national program, the program and services vary from province to province. A resident of Newfoundland and Labrador can access health services by using their MCP card. Every individual in the family has to have their own MCP card. Although, medical care is free, health insurance does not cover all services, such as, dental care, cost of prescription drugs, eye check-ups and glasses. For these services one can use private insurance plans provided by insurance companies. Private insurance companies can be found in the yellow pages under "Insurance". (CIC, 2003 Edition)

A. Private Insurance Companies

Few insurance agencies are listed in the following table. For more information on insurance companies refer to the telephone book yellow pages:

Insurance Companies	Telephone No.	Website
BMO Life Direct Term	1-866-543-3279	www.bmolofe.com
BLUE CROSS	1-800-667-4511	www.medavie.bluecross.ca
RBC Insurance	1-800-565-3129	www.rbcinsurance.com

B. Interim Federal Health Program (for Refugees)

Refugee claimants, who are waiting for the eligibility of refugee protection claims, can receive emergency and essential health services under the Interim Federal Health program. This program is especially designed for individuals who are not in a position to pay for their health care. The refugee claimants who are entitled to receive such services include the following (CIC, 2005):

- applicant for pre-removal risk assessment,
- applicant who got a negative decision,
- individuals who are detainees of CIC, and
- refugees who have been selected abroad with different criteria.

C. Finding Doctors and Clinics

Every Canadian citizen, immigrant and refugee should have a family doctor. For information on doctors, contact immigrant-serving organizations or refer to the telephone book yellow pages under "Physicians and Surgeons". Canada has several medical clinics that offer medical assistance in case of emergency. For information on medical clinics see "Clinics-Medical" in the yellow pages.



D. Emergency Help



In case of an emergency that requires urgent medical assistance, call "911" or go to the emergency department of the hospital.

E. Immunization for Children

Immunization of children is very important as it can protect children from deadly diseases. For information on vaccinations, consult your family doctor as they can provide the necessary guidance on immunization.



F. Pregnancy



Pregnant women or women who have infants can contact the local community service centre or hospital to participate in the offered programs, such as, prenatal courses, medical help and nursing care.

G. Hospitals

General/Hospital	Telephone Number
Community Services Council	(709) 753-9860
Hospitals – General	(709) 777-6300
Health Science Centre	(709) 777-6300
Janeway Children	(709) 777-6300
Miller Centre	(709) 777-6555
St. Clare's	(709) 777-5000
Waterford	(709) 777-3300

H. Miscellaneous Health Services/ Counselling and Support Programs

(i) Popular Services

Organization	Telephone Number	Website
Addiction Services	(709) 752-4919	
AIDS Committee of Newfoundland and Labrador	(709) 579-8656	
Alcoholics Anonymous	(709) 579-6091	http://www.aastjohns.nf.net
Breast Screening Program for Newfoundland and Labrador	(709) 777-5070 1-800-414-3443	
Canadian Cancer society	(709) 753-6520 1-888-753-6520	http://www.cancer.ca
Memorial University Counselling Centre	(709) 737-8874	
Mental Health Crisis Centre/Line	1-888-737-4668 (709) 737-4668	

(ii) Important Health Organizations & Agencies

(a) *Eastern Health*



Eastern Health is the largest incorporated health network in Newfoundland and Labrador. It provides health care to all individuals, families and communities through their services, education and research. It accomplishes this by collaboration with stakeholders. It also provides full range of health care services in the communities listed below. For more information visit the website: www.easternhealth.ca

- **Community Health Services:**
 - Health and Community Services St. John's Region:
Tel: (709) 752-4800, Website: <http://www.commhealth.nf.ca/>
 - Eastern Health Community Services: <http://www.hcse.ca/>
- **Hospital Care**
 - Health Care Corporation of St. John's: <http://www.hccsj.nf.ca/>
 - Avalon Health Care Institution Board: <http://www.ahcib.ca/>
- **Long Term Care**
 - St. John's Nursing Home Board: <http://www.sjnhb.nf.ca/>
 - Avalon Health Care Institution Board: <http://www.ahcib.ca/>
- **Outpatient Cancer Treatment**
 - Newfoundland Cancer Treatment and Research Foundation
<http://www.nctrf.nf.ca>

(b) The Public Health Agency of Canada (PHAC)

PHAC Atlantic is the regional office for the federal Public Health Agency. PHAC is involved in developing several programs and policies on health related issues in the Atlantic region. The PHAC team administers federally funded health promotion programs in New Brunswick, Newfoundland and Labrador, Nova Scotia, and Prince Edward Island. For more information visit the main website: <http://www.phac-aspc.gc.ca/canada/regions/atlantic/about/index.html>

(c) Community Health Promotion Network Atlantic (CHPNA)

CHPNA is an informative website that shares information with individuals, groups and communities on different aspects of health. For more information visit the website:

<http://www.chpna.ca/chpna/index.php?section=home&page=home>

Links to the following Organizations can be found at this site:

- | | |
|--|---|
| ➤ Canadian Health Network | ➤ The Centre for Addiction and Mental Health (CAMH) |
| ➤ ALS Society of Canada | ➤ The Canadian Public Health Association |
| ➤ Coalition of Persons with Disabilities (COD) | ➤ The Canadian Women Health Network |
| ➤ Newfoundland & Labrador Women's Institute | ➤ Canadian Health Coalition |
| ➤ Alzheimer Society Of Newfoundland & Labrador | ➤ Health Canada Online |
| ➤ Atlantic Centre of Excellence for Women's Health | ➤ Canadian Cancer Society |
| | ➤ Autism Today |
| | ➤ Health Canada Diabetes websites |

- AIDS Committee of Newfoundland & Labrador
- Lung Association of Newfoundland and Labrador

(d) Canadian Red Cross 

The Canadian Red Cross is a voluntary humanitarian organization that aims to improve the lives of vulnerable people around the world. For more information visit the website: <http://www.redcross.ca/> or call the St. John's Office: (709) 758-8400

(e) Coalition of Persons with Disabilities (COD) - Newfoundland and Labrador

COD is an advocacy organization that is committed to educating people with disabilities and making them aware of their rights and freedoms. It is also instrumental in making the public aware of the needs of people with disabilities. For more information call: (709) 722-7011 or visit the website: <http://www.codnl.ca/>

(f) Wellness Coalition

The Wellness Coalition is the collaborative work of Newfoundland and Labrador Heart Health Program (NLHHP) and Heart Health Coalition (HHC) – St. John's Region. Together with other groups and organizations the Wellness Coalition has been addressing various aspects of wellness which include: Healthy Living; Healthy Environments; Mental Health Promotion; Injury Prevention; Health Protection; Chronic Disease Prevention; and Child and Youth Development.

The Wellness Coalition is also instrumental in creating awareness through education and empowerment. It also promotes community participation to enhance the wellness of the community. It has a Steering Committee whose members include representatives from different sub-committees. The sub-committees are made up of members representing different organizations. For more information visit: <http://www.stjohnswellnesscoalition.com/>

- **Wellness Coalition Chronic Disease Prevention Sub-Committee**, one of the sub committees, collectively works with different organizations towards the greater wellness of the society. The mission of the Sub-Committee is to act as an advocate for the prevention of chronic diseases in the St. John's Region through education, awareness, participation, and wellness promotion among people suffering from chronic diseases. For more information call: (709) 752-4138

➤ **Newfoundland and Labrador Health in Pluralistic Societies (NL-HIPS)**

NL-HIPS is a provincial non-profit voluntary organization aiming to improve the health of the pluralistic or varied society of Newfoundland and Labrador. Members from NL-HIPS also sit on the Wellness Coalition Chronic Disease Prevention Sub-Committee. The goal of NL-HIPS is to contribute to the well

being of people in the context of current pluralistic societies. For more information call: (709) 364-3264

6. Seniors



A fact of life that every one has to experience is aging. The elderly acknowledge that much of their life was spent fulfilling their responsibilities. So at this stage of their life many want to relax and pursue personal interests, such as, involvement in community development. Seniors, in many cases, have made a remarkable contribution to society.

Senior women and men face challenges to varying degrees in their day-to-day life, for instance; ill health, problems in social life and financial insecurity. In most cases, senior men are financially more secure than women due to the gender-based socially constructed opportunities created by men. Events such as the death of one's partner, has a greater traumatic impact on women, for example homemakers, who are financially dependent on their husbands. These financially vulnerable women find themselves left alone with the burden of making decisions on their financial matters and social life. Some of these women fortunate enough to have made prior plans for such an event, such as life insurance, have an easier time adjusting to retirement.

Considerable literature is available on how to care for the aging population, which includes formal care provided by professionals or informal care provided by relatives and friends. There are several programs and services provided by the government, non-profit and profit sector, which are as follows (Government of Canada, 2002):

A. Housing Facilities

(i) ***Canada Mortgage and Housing Corporation***

Offers seniors and their families programs and services that help them choose safe and good quality housing. For more information call (709) 724-3164 or toll free: 1-800-668-2642 or visit: <http://www.cmhc-schl.gc.ca/en/corp/>



(ii) ***Government Programs***

The government offers the following programs for seniors to ease their financial difficulties in maintaining their houses (for more information visit http://www.communication.gc.ca/guides/seniors_aines/):

(a) Home Adaptation for Seniors' Independence Program - helps low income seniors to stay in their homes.

(b) Residential Rehabilitation Assistance Program - assists low-income owners in repairing their properties and maintaining safety standards for disabled individuals.

(c) Emergency Repair Program - assists low-income homeowners or tenants in rural and secluded areas in maintaining their houses.

B. Health



Staying healthy is very important for seniors. To maintain their physical fitness seniors must remain physically active, eat a proper diet, stop smoking (if smoking), avoid injuries and practice prevention against diseases related to aging.

(i) *The Division of Aging and Seniors of Public Health Agency of Canada*

This agency provides tremendous information on health issues related to aging and seniors. For more information visit the website:

<http://www.hc-sc.gc.ca/seniors-aines> or email: seniors@phac-aspc.gc.ca

(ii) *Public Health Agency of Canada*

Provides a guideline of physical activities for every individual. Physical activity is important in maintaining good health. It helps prevent deadly diseases such as diabetes, heart problems, high-blood pressure, etc. For more information visit the website: www.paguide.com

(iii) *Canadian Partnership for Consumer Food Safety Education*

Healthy eating habits which include consumption of fresh foods and the use of fruits and vegetables provides the required nutrients and energy to fight diseases. This group educates the public on the importance of food safety in the home. For more information visit:

<http://www.canfightbac.org/english/ccentre/foodsafetys.html>

C. Pension and Benefits

Canada's public pension system offers two main programs after retirement - Old Age Security and Canada Pension Plan. For more information visit:

<http://www.canadabenefits.gc.ca/> or call: (709) 772-2982, toll free: 1-800-277-9914, or fax: (709) 772-0354

(i) *Old Age Security* - You can apply for this plan after reaching the age of 65 years. If you have lived in Canada for a considerable period of time, you can apply for this plan even if you are living outside Canada.

(ii) **Guaranteed Income Supplement** - is an additional monthly benefit for seniors who are receiving an Old Age Security Pension and have low income or modest pay.

(iii) **Allowance** - If you are 60 or 65 years old and your spouse or common law partner is receiving *Guaranteed Income Supplement*, you can get this allowance.

(iv) **Allowance for the Survivor** - If you are between 60 and 64, have been receiving low or modest pay and your spouse or common law partner dies, you are entitled to this allowance.

(v) **Disability Benefits** – If you have been working but become disabled, your dependent children can receive such benefits.

(vi) **Survivor Benefit** - after your death this benefit will go to the surviving spouse or common law partner and dependent children.

(vii) **Pension Sharing** - is applicable to those who are married or have a common law relationship.

(viii) **Credit Splitting** – In case of the death of your spouse, separation or divorce, you can split the pension plan to increase your benefits.

(ix) **Child Rearing Drop Out** - If you have normally “little or no income” and you are the primary care giver of your children you are eligible for this benefit.



D. Taxation Information

After retirement, some of the saved income is not taxable, such as Guaranteed Income Supplement, Allowance, or Allowance for the Survivor benefits payable under the Old Age Security Program. If your income is considered high, you have to repay a part of the Old Age Security Pension. For more information call: 1-800-959-8281 or visit www.ccra.gc.ca

E. Safety and Security

To keep your home safe it is always good to follow the guidelines provided by the government. For guidelines visit:

http://www.communication.gc.ca/guides/seniors_aines

(i) **Letter Carrier Alert Program** - a group of local volunteers offer their services by keeping an eye on the seniors. For information call toll free no.: 1-800-267-1177

(ii) **Public Safety and Emergency Preparedness Canada** - for emergency supplies call 1-800-830-3118 or visit: www.ocipep.gc.ca

(iii) **Emergency Alert Foundation** also offers emergency alert supplies, for more information call: 1-800-563-7082 or visit: www.emergencyalert.ca

- (iv) **RCMP** also offers services for seniors, call your local RCMP office:
toll free no. 1-800-709-7267

F. Immigration



Seniors who are Canadian citizens or permanent residents can sponsor family members for immigration to Canada. The sponsor has to be able to provide lodging, care, maintenance and other settlement needs. For more information call toll free no.: 1-888-242-2100 or visit www.cic.gc.ca

G. Caregiver

CIC offers a care giver program under which one can get a caregiver to look after seniors and their home. For more information visit CIC website: www.cic.gc.ca under "To Work" section.

H. Senior Resource Centre Services

Senior Resource Centre Association of Newfoundland and Labrador offers several services for seniors that include:

(i) **Information Programs**

- Community Peer Advocates
- Link Program
- Senior's Pride Newsletter

(ii) **Services they Offer**

- Seniors' Grocery Bus
- Friendly Visiting Program
- Snow Buster Program
- Foot Clinics
- Income Tax Clinics
- Volunteer Driving

(iii) **Support Programs**

- Bereavement Support Groups
- Caregiver Support Group

(iv) **Education Programs**

- Lifelong Learners
- Elder Abuse Speakers Bureau
- Resource Material

(v) **Fun and Friendship Programs**

- Mall Walkers Club
- Heritage Crafters
- Friday Friendship Club

For information on all these
services:

Tel: (709) 737-2333

Toll Free: 1-800-563-5599

Fax: 737-3717

Website: www.seniorsresource.ca

MEMBERSHIP FEE

Seniors over 60 - \$5/year

Others - \$10/year

To **BECOME A MEMBER** please call:

Tel: (709) 737-2333

Toll Free: 1-800-563-5599

➤ Seniors Bridging Cultures Club

I. Important Sites and Links for Seniors



<http://www.cwhn.ca/>

<http://www.canadian-health-network.ca>

http://www.communication.gc.ca/guides/seniors_aines

<http://www.chpna.ca/chpna>

<http://www.phac-aspc.gc.ca/seniors-aines>

7. Women

Since the end of the 19th century, Canadian women have been struggling to take their rightful place in society by demanding equality and justice. In the beginning, the women's movement was small with only a few groups raising public awareness. Later, women became more organized and focused on specific issues such as abortion services, health centres, feminist magazines, daycare, battered women shelters, rape crisis centres and equal pay. In the 1960s, Canadian society recognized this major social movement as the women's movement. The aim of this movement was to get social justice for women in areas such as politics, culture, mass media, law, education, health, the labour force, religion, the environment and the home. The women's movement gradually involved women with different backgrounds, who came from every part of Canada, such as mothers on welfare, professionals, business and executive women, native women, immigrants and refugee women. The diversity of the women involved in the movement validated its goals and with its numbers growing the movement had political impact. In 1970, government responded by appointing a Minister Responsible for the Status of Women and establishing the Canadian Advisory Council on the Status of Women. Following this, advisory councils, both government and non-government, on the Status of Women were formed at the provincial levels. (Canadian M. Eichler and M. Lavigne, 2006)



The **Status of Women Canada** is a federal government agency that is committed to promoting gender equality, encouraging women to participate equally in the field of economic, social, cultural and political life. It also works to eliminate discrimination against women and children and promote women's human rights (for more information visit the website: <http://www.swc-cfc.gc.ca/>). There are several other bureaucratic non-government organizations, education and health institutions that have a common goal of promoting a society for

women that is free from discrimination or sexism. (Canadian M. Eichler and M. Lavigne, 2006)

A. Status of Women Agencies and Organizations:

(i) Women's Policy Office: A central agency within the provincial government coordinating the development of programs and policies for the benefit of women in the province. It is a branch of Executive Council. Heather MacLellan, Assistant Deputy Minister (Women's Policy), reports directly to the Minister Responsible for the Status of Women, Joan Burke. The mandate of Women's Policy Office is to achieve social and economic equality for all women in Newfoundland and Labrador. The Women's Policy Office is not an agency of the Status of Women Canada. However, the office does work closely with the Provincial Council on the Status of Women, and many other women's and community groups, to address concerns and hear advise related to women's issues. For more information call (709) 729-5009 or visit the website:

<http://www.gov.nl.ca/exec/wpo>

(ii) Provincial Advisory Council on Status of Women of Newfoundland and Labrador is an external agency of the Status of Women. It is an independent organization that represents Newfoundland and Labrador women on the Status of Women board. It aims to bring women's issues to the attention of government by advising, advocating, lobbying and educating. The organization obtains information from feminist organizations, women groups, and individuals with a similar mandate on women's equality issues. For more information call (709) 753-7270 or visit the website: <http://www.pacsw.com/indexi.html>

(iii) Status of Women Councils and Women's Centres

These are impartial organizations that promote social, economic and personal equality of women. While working with feminist groups they aim to empower women so they can be successful in the world. There are eight Status of Women Councils/ Women's Centres in Newfoundland and Labrador. The St. John's Women Centre, located at 150 LeMarchant Road, is a non-profit voluntary organization that offers the following services for women in the St. John's and Avalon region:

- Informal Support
- Support Groups
- Information, Referral and Advocacy
- Education
- Community Bulletin Board
- Free Clothing/ Student Internships
- Library, Resource Centre and Video Rentals

For further information:
Tel: (709) 753-0220 or
Email:

B. Multicultural Women's Organization of Newfoundland and Labrador (MWONL)

MWONL is a voluntary, non-profit organization. It is committed to helping refugee and immigrant women in their assimilation and integration into the Canadian society. It provides social support for multicultural women at the provincial level in the areas of culture, society, politics, economics and education. For more information call: (709) 753-5964

C. The Newfoundland and Labrador Sexual Health Centre (NLSHC)

This group previously known as Planned Parenthood is a non-profit voluntary organization that promotes healthy sexual life through education and support services. For more information call: (709) 579-1009 or toll free 1-877-666-9847, email: info@nlsexualhealthcentre.org or visit: <http://www.nlsexualhealthcentre.org>

D. YMCA-YWCA of St. John's

This organization offers several services and programs for women. For more information call: 754-2960 or visit the website: <http://www.ymywca.nf.net>

E. Refugee and Immigrant Advisory Council (RIAC):

Every Friday RIAC takes a group of women to explore the city of St. John's while providing information on various geographical sites. It also invites women to participate in the local social events. For more information call: (709) 754-4122

F. Association of New Canadians, Connection's Women Program

The ANC facilitates this program, which is designed to provide opportunities for women to enhance their English language skills while also addressing issues that are key to their successful integration. For more information call: (709) 722-9680

G. Churches

There are some churches that provide services for refugees and immigrant women. Some of the groups and churches involved in such services are listed below:

- ***Anglican Diocese of Eastern Newfoundland and Labrador:***

Provides pastoral and spiritual guidance for individuals. For more information call: (709) 576-6697



- ***Pentecostal Assemblies of Newfoundland:***

Provides counselling and assistance for needy individuals.
Tel: (709) 726-9480

- ***United Church:***

Toll free no. 1-800-268-3781, Website: www.unitedchurch.ca

- ***Memorial University of Newfoundland Branch:***

Tel: (709) 737-4376

H. Women's Resource Centre (WRC), MUN:

WRC provides several services to women of different backgrounds that include an academic resource library, workshops and training programs, crisis intervention, personal support, etc. For more information call: (709) 737-4366

I. Important Websites

(i) *Women Net*

Women Net has an enormous amount of information to assist women in their day-to-day life and in improving their life style. In fact, it is a Canadian Women's Resource directory, which provides information in various areas. It also provides links to several important websites. For more information visit:

<http://www.womennet.ca/>

(ii) *Discovery Women's Network (DWN)*

DWN is an informative website, which provides details on women's issues and connects women with different organizations. For more information visit the website:

<http://www.strategyforliving.ca/dwn.html>

J. National Organization of Immigrant and Visible Minority Women of Canada (NOIMWC)

NOIMWC is a non-profit, non-partisan and non-sectarian organization, which is committed to fostering equality for minority women in the Canadian society. For more information visit the website:

<http://www.noimwc.org/>



K. Contact Information for other Women's Organizations

Organizations	Telephone No.
Femmes Francophone	(709) 722-0627
Newfoundland and Labrador Women's Institute-Provincial Offices (NLWI):	(709) 753-8780

8. Immigration



Every year thousands of people from around the world come to Canada under the different categories of immigrants or refugees. Each category has its own criteria that need to be met in order to immigrate to Canada. Citizenship and Immigration Canada (CIC) runs the entire immigration program with the support of other federal departments and agencies such as Canada Customs and Revenue Agency, Canadian Heritage, Federal Court of Canada, Department of Foreign Affairs and

International Trades, Health Canada, Industry Canada, Department of Justice, the Solicitor General Canada, which includes the Canadian Security and Intelligence Service (CSIS) and the Royal Canadian Mounted Police (RCMP). Statistics Canada also plays a major role in the immigration process (CIC, 2002). Canada has a large number of immigrants with one out of six Canadian residents registered as an immigrant. Such variety in the ethnic groups and cultures provide a distinct colour and texture to the Canadian mosaic.

Like many countries, women in Canada statistically work in lower paid jobs than men. This wage gap, however, is more prominent in the third world countries. Consequently, it becomes difficult for women from third world countries to immigrate to Canada as the principal applicant. In the case of refugee women, it is even more difficult as they don't have proper documentation for their children due to the difficult circumstances that forced migration, such as, war. In addition, they are financially insecure so they can't afford to pay for things like DNA testing that can prove their parenthood (CRIAW Fact Sheet, 2003). Despite all these difficulties there are large numbers of refugee women who have migrated to Canada under government or private sponsorship programs.

A. Citizenship

Once you have lived in Canada on the permanent resident status for three years or more you can apply for citizenship. You can get an application for citizenship from the website www.cic.gc.ca under the section "application and forms". For information on the status of your application form for citizenship call toll free: 1-888-242-2100 or visit the website: <http://www.cic.gc.ca> and go to the online services.

Once you are a Canadian citizen you are entitled to several rights and freedoms, which are mentioned in the *Canadian Charters of Rights and Freedoms*. However, Canadian citizens are required to carry out several responsibilities, which can be found on the website: <http://www.cic.gc.ca/english/citizen/rights-fs.html>. It is important to understand and know these rights, freedoms and responsibilities for writing your citizenship test. (CIC, 2004)

(i) Passport

For information on how to get your Canadian passport or on the status of your passport application call toll free: 1-800-567-6868 or visit: <http://www.ppt.gc.ca/>. The **passport office** in St. John's is located at **140 Water Street**.



(ii) Sponsoring Family Members

A Canadian citizen or a permanent resident, who is 18 years or older, can sponsor family members under the family class of immigration. However, you have to provide financial evidence that you can fully support the family member(s) in Canada for a period of three to ten years. For more information visit the website: www.cic.gc.ca. (CIC, 2004)

B. Information for Refugees:

Canada is committed to fulfilling its humanitarian objectives through the **Refugee Resettlement Program**. Since refugees do not have sufficient financial resources to sponsor their family members who are left behind, Citizenship and Immigration Canada (CIC) provides assistance to such refugees by sponsoring their family members. CIC also encourages the Canadian public to complement the government's assistance by sponsoring refugees to settle in Canada through joint and private sponsorship. **PROGRAMS RUN BY THE CIC INCLUDE:**

- (i) ***One Year Window Program*** – under this program CIC allows refugees to get family members left behind by circumstances beyond their control. This program can only be accessed by those who have recently arrived and have not completed one year of stay. For more information contact the immigrant serving organizations or call CIC Call Centre: 1-888-242-2100.
- (ii) ***At Risk Women*** - under this program CIC sponsors refugee women who are under threat or likely to be persecuted in their country due to their race, religion, nationality, gender or being a member of a particular social group. For more information contact the immigrant serving organizations or call CIC Call Centre: 1-888-242-2100.

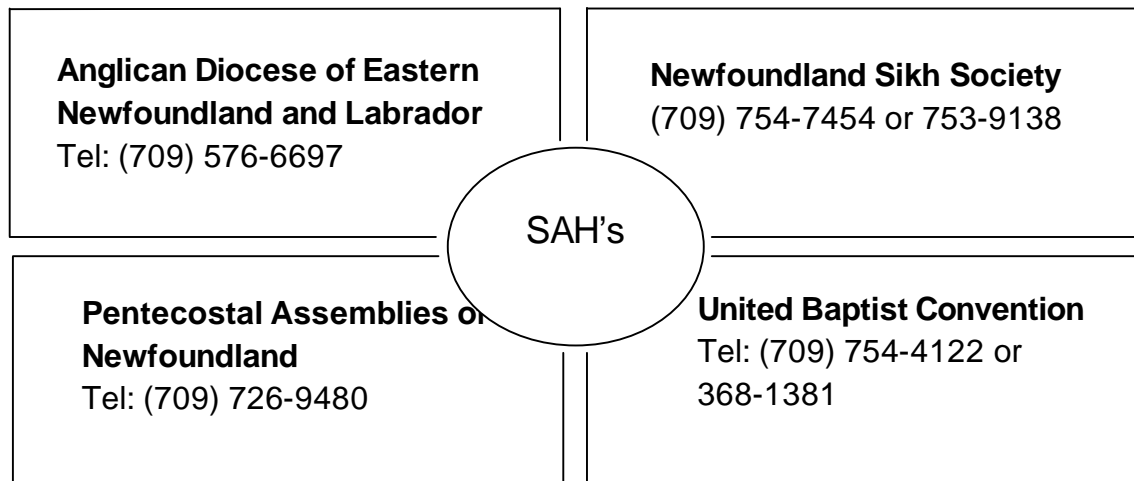
The **PROGRAMS** through, which **FAMILIES ARE REUNITED OR REFUGEES RESETTLE** in Canada include the following: For more information visit the immigrant-serving organizations or contact CIC Call Centre at 1-888-242-2100.

(i) *Government - Assisted Refugee Program*

The Government of Canada sponsor several refugees under this program. Refugee resettlement initiative is undertaken entirely by the Government of Canada.

Private Sponsorship of Refugees Program

There are four voluntary sectors in Newfoundland (NL), listed below, known as Sponsorship Agreement Holders (SAH). These sectors sponsor refugees from specific countries by providing financial and moral support so that they can start a new life in Canada. SAH has a representative appointed to the government acting on behalf of each sector. SAH can also work with refugees through constituent groups (CG) or Cosponsors. CGs are groups of people or organizations who act on behalf of SAH in sponsoring refugees. Cosponsors are individuals or groups who share SAH responsibilities. Following are the four Sponsorship Holders in Newfoundland:



(ii) Joint Assistance Sponsorship (JAS) Program

Joint sponsorship program in which CIC and the SAH or one of its CGs collectively sponsor refugees from their respective countries and provide assistance in their resettlement process.

(iii) Refugee claimant

Canada provides protection to individuals who are terrified to return to their own country due to life threatening circumstances in their respective countries. CIC and immigrant serving organizations provide assistance at various stages to refugee claimants, which are outlined here (CIC, 2002):

- The claim for protection is made at the port of entry or at the office of Canada Immigration Centre (CIC) in Canada.
- CIC does the assessment of the claim. If they are satisfied, the claim goes to the Immigration and Refugee Board (IRB).
- The IRB make an assessment of the risk faced by the claimant in his or her country by appointing a judge who will hear the claim of the refugee. After the hearing IRB makes a decision whether the claimant is a conventional refugee or a person in need of protection.

- If the applicant gets a positive decision on his or her case, they can then apply for permanent resident status.
- The application can be obtained from CIC website: <http://www.cic.gc.ca/english/applications/refugee.html> or from immigrant serving organizations. Immigrant serving organizations also provide assistance in completing the forms.
- The application should be attached with the IRB's decision and sent to the address mentioned on the application form.
- The applicant who has received a negative decision has to leave the country within 30 days or appeal to the Federal Court for judicial review of his or her case within 15 days.
- If the Federal court accepts the appeal, the case is brought to IRB for a second hearing. If it is rejected he or she can apply for Pre-Removal Risk Assessment (PRRA) to CIC.
- CIC will assess the appeal and then provide the PRRA application form along with a guidebook.
- If the claimant gets positive risk assessment, the claimant can apply for permanent resident status.
- In case of rejection, the claimant can request the CIC for a Humanitarian and Compassionate Review. The application form can be obtained from immigrant serving organizations or from the CIC website under the "Permanent Residence in Canada: Humanitarian Compassionate Cases" section: <http://www.cic.gc.ca/english/refugees/asylum-4.html> or contact the CIC Call Centre at 1-888-242-2100
- If the case is still rejected, immigrant-serving organizations can bring it to the attention of the CIC Minister and there is a slight chance that political intervention can overturn the decision of the IRB.

C. Some of the Immigration Lawyers are listed below:

Name	Telephone Number	Fax
Nick Summer	(709) 753-7860 Ext. 333	(709) 753-6226
Joan Dawson	(709) 753-6226	(709) 753-7860

D. Immigration Consultant

Name	Telephone No.	Fax	Email
Hualin Wong	(709) 726-8380	(709) 726-8381	hualinwong@nf.aibn.com

9. Human Rights



Every country has its own boundaries of rights and freedoms under which individuals live. However, many countries experience gross violations of basic human rights. This has compelled many refugees and immigrants to migrate to Canada in hopes of leading a better life where they can enjoy the freedoms preserved in a democratic society. Canada is a peace-loving nation, which respects human rights and allows individuals to enjoy freedoms under "**The Canadian Charter of Rights and Freedoms**". These rights and freedoms are part of the Canadian constitution. It is the patriotic duty of every citizen whether a refugee or an immigrant to respect the Canadian Charter of Rights and Freedoms. To properly value the intent of the charter requires greater awareness of cross-cultural differences in Canada since it is a multiethnic and multilingual country.

A. New Canadian's Rights, Freedoms and Duties

Although, representation from women around the world has increased, you can still find segments of this population deprived of their rights and freedoms, even in Canada. As a new Canadian, it is essential for you to know your rights and freedoms as well as your duties outlined below (CIC, 2003):

(i) *Personal Rights and Freedoms*

The Canadian Charter of Rights and Freedom highlights the main principles and values one should adopt in day-to-day life. It also provides protection and authority to exercise your rights and freedoms. For more Information visit the website: <http://www.cic.gc.ca/english/newcomer/guide/section-09.html>

(ii) *Children's Rights*

In Canada, it is the parents' responsibility to take care of their children till the age of 16 years. Any kind of abuse such as physical, psychological, and sexual is illegal in Canada. If abuse is noticed by the doctors, teachers, police or children aid workers they are required to take action and report it to the proper authorities. This may lead to serious consequences. In Canada, cultural practices, which harm the body, such as female genital mutilation, are not allowed.

(iii) *Women's Rights*

In Canada, every citizen irrespective of their gender is equal and entitled to the same rights and freedom mentioned in the Canadian Charter of Rights and Freedom. Any kind of discrimination against women is against Canadian Law. Abused women are legally entitled to seek the protection of shelters (please refer to the Chapter 1 under 'Housing'). There are also several women's organizations and immigrant-serving organizations that provide assistance to abused women (please refer to the Chapter 7 under 'Women'). This chapter also includes some of the organizations that provide Human Rights services.



(iv) Seniors' Rights

A senior citizen is an individual who is 65 years of age or older. Seniors are entitled to receive several benefits as well as pension from the government (please refer to the Chapter 6 under 'Seniors').

(v) Voting as a Canadian Citizen

After becoming a Canadian citizen you are legally entitled to vote. For more information on what is needed for voting visit the website:

<http://www.cic.gc.ca/english/newcomer/guide/section-09.html>

(vi) Responsible and Active Citizenship

To be a responsible and active citizen one has to be involved in community affairs by participating in things like voting. You should also be aware of and follow the governing laws of the land.

B. Human Rights Organizations

(i) Human Rights Commission

The Human Rights Commission is committed to protecting the human rights of every individual around the world. For more information visit their website:

<http://www.gov.nl.ca/hrc> or contact the Human Rights office in St. John's: (709) 729-2709 or toll free: 1-800-563-5808.

(ii) Amnesty International

This is an international worldwide movement that speaks against human rights violations. It also makes people aware of human rights abuses and injustices happening around the world. For more information visit their website: <http://www.amnesty.ca/>, call toll free: 1-800-266-3789 or email: info@amnesty.ca.

In St. John's, there is a dedicated group of volunteers who are promoting Amnesty International's mission. For more information call John Fleming at (709) 753-3263 or email: johnfleming@nl.rogers.com.

(iii) Newfoundland and Labrador Human Rights Association

This association is committed to educating individuals on their rights and freedoms. It also raises awareness of national or international issues related to human rights. For more information visit the website: <http://www.nlhra.org> or call: (709) 754-0690

(iv) Important Websites

- Human Right Watch: <http://www.hrw.org/>
- Women Human Right Net: <http://www.whrnet.org/>
- CEDAW - Treaty for the Right of Women: <http://www.womenstreaty.org/>
- Equality Now: <http://www.equalitynow.org/>

C. Poverty

One of the root causes of poverty among women, around the world, can be linked to prevailing discrimination against women. There are, however, several international and national organizations, which are fighting to eliminate poverty. Some such organizations are as follows:



(i) ***Oxfam Canada***

Oxfam is a non-profit international development organization, which fights against the root cause of poverty. It deals with poverty by working in the areas of food security, health, nutrition and democratic development. It places emphasis on supporting women's issues that fall into these categories. Oxfam International has twelve offices around the world, which carries out its mission, including Oxfam Canada. In St. John's, Oxfam has a Canadian regional office located at 382 Duckworth street, telephone: (709) 753-2202, fax: (709) 753-4110. To learn more about Oxfam go to the website: <http://www.oxfam.ca/>.

(ii) ***National Anti - Poverty Organization (NAPO)***

NAPO is a non-profit and non-partisan organization that is committed to pleading the cases of low-income families to the Government. NAPO is registered with Revenue Canada and has a charitable status. Its main goal is to eliminate poverty in Canada and protect the rights of low-income families. It is mandated to advocate low-income family issues before policy makers. It has a volunteer board of directors from every province and territory. Most of these directors have gone through a poverty phase or are currently living in poverty. To learn more about NAPO visit the website <http://www.napo-onap.ca/en/about.html> or contact the toll free no.: 1-800-810-1070.

There are several links to groups and publications related to poverty issues on NAPO's website, which are listed below:

- Anti Poverty Groups
- Child Poverty
- Consumer Rights
- Disability
- Education
- Guaranteed Adequate Income
- Health and Poverty
- Housing and Homelessness
- Human Rights and Poverty
- Hunger and Food Security
- Justice
- Labour and Unemployment
- Minimum Wage and Living Wage
- Poverty - General Information
- Social Policy and Research
- Women and Poverty
- Youth Poverty

(iii) Immigrant Serving Organizations

Individuals who need any kind of help can contact immigrant serving organizations or organizations that are offering the following services:

- Food bank, free or low cost clothes - please refer to the section under 'Information for Individuals who are on Social Assistance or Low wages'
- Subsidized and temporary housing - please refer to section under 'Housing'.
- Information on Social Assistance - please refer to section under 'Information for Individuals who are on Social Assistance or Low wages'

(iv) PovNet

PovNet is a comprehensive website with information on poverty issues. The website provides current information on welfare and housing laws as well as resources in Canada. It has several links to anti poverty organizations and resources in Canada and internationally. For more information visit the website: <http://www.povnet.org/>

C. Violence



Anyone can be a victim of violence, which occurs everywhere in the world, day and night. Unfortunately, it is more likely for women to be the targets. This can be attributed to discriminatory attitudes towards women at home, in the workplace, public places, etc. When a woman is refugee or an immigrant in a low-income category she may have fewer resources to deal with violence especially when the surrounding environment is new to her. She may also come from a society, which encourages silence in certain situations out of respect for the rules or values of that society. However, in Canada, women are considered equal and require respect. Several organizations offer support services for women who are confronted with violence in the house or at the workplace. Some of the organizations providing such services are mentioned below:

(i) Women's Policy Office - Surviving Sexual Assault

The Women's Policy Office has coordinated a violence prevention initiative with the Community Advisory Committee and the help of other departments and agencies such as the Departments of; Justice, Health and Community Service, Education, Human Resources, Labour and Employment, Labrador and Aboriginal Affairs including Rural Secretariat; the Newfoundland and Labrador Housing Corporation and the Labour Relation Agency. This project is especially designed for women, children and youth, Aboriginal women and children, seniors, persons with disabilities and others who are victims of violence due to their race, ethnicity, sexual orientation, or economic status. The goal of this program is to find long-term prevention from violence. For more information visit the website: <http://www.gov.nl.ca/vpi/> or contact (709) 729-2992.

(ii) The Newfoundland and Labrador Sexual Assault Crisis & Prevention Centre

This non-profit organization is committed to help support individuals who are facing sexual assault. It provides 24-hour services for the individuals in need. For more information call: 1-800-726-2743 or (709) 726-1411

(iii) Sexual Assault Nurse Examiner Program, Eastern Health (SANE)

The program provides emergency services for individuals who have been sexually assaulted. Contact information is listed in the following table:

Hospitals	Telephone No.
Health Science Centre Emergency Department	(709) 777-6335
SANE Coordinator Office	(709) 777-5865
St. Clares Mercy Hospital Emergency Department	(709) 777-5501

(iv) Agencies

Agencies & Offices	Telephone No.
Citizen's Crime Prevention Association of Newfoundland and Labrador	(709) 466-7948
Crisis Line for Newfoundland	1-800-726-2743, (709) 726-1411
Health and Community Services	1-888-737-4668
Victim Services Offices	(709) 729-0900

Agencies & Offices	Telephone No.
Violence Prevention Initiatives (Avalon region)	(709) 757-0137
Violence Prevention Initiatives (Eastern region)	(709) 466-5737

(v) *Department of Justice - Victim Services*

Provides services for victims of violence. For more information call: (709) 729-0322/0890/0352/1188 or visit the website:

http://www.justice.gov.nl.ca/just/PUBLICPR/victimservices/victim_services.htm

(vi) *Regional Coordinating Coalition Against Violence (RCCA V)*

Government, community agencies and individuals collaboratively formed a coalition to fight against violence existing in society. This coalition educates schools, community services, the private sector and government to identify the gap between issues, policies and procedure. For more information call: (709) 757-0137

(vii) *Elder Abuse Speaker's Bureau, The Seniors Resource Centre*

Provides assistance to seniors through their programs and services. For more information call: (709) 737-2333

(viii) *Canadian Mental Health Association Newfoundland and Labrador*

Provides assistance through education, advocacy and community development programs. For more information call: (709) 753-8550 or toll free no.: 1-866-509-3937 or visit: <http://www.cmhanl.ca>

(ix) *The John Howard Society of Newfoundland*

Provides several services such as counselling, family services, employment services. For more information call (709) 726-5500 or visit:

<http://www.johnhowardnl.ca>

(x) *Multicultural Women's Organization of Newfoundland and Labrador*

This organization offers free services to immigrant and refugee women who have been the victims of violence. For more information call: (709) 753-5964

(xi) *Memorial University of Newfoundland Sexual Harassment*

MUN offers assistance and support for students who are facing sexual harassment. For more information call: (709) 737-2015

(xii) *Community Mediation Services (CMS)*

This is a non-profit charitable organization, which promotes peace and justice in the society through education and training programs. For information call (709) 722-5040, visit the website: <http://www.cmservices.org/> or email: cms@nfld.net.

D. Other Organizations Dealing with Human Rights Issues

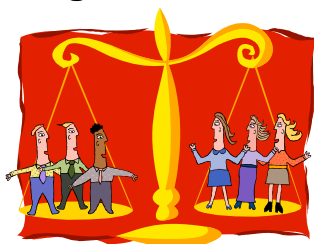
(i) **Lesbian, Bisexual, Gay, and Transgender Person (LBGT) at MUN**

It is a centre for lesbian, bisexual, gay, and transgender people where they can receive confidential support. The centre is situated at University Centre - 6020. For more information call (709) 737-4366 or email: wrc@mun.ca

(ii) **Newfoundland and Labrador - Multicultural Council INC.**

The Multicultural Council is a voluntary organization that works with race relations and social harmony. For more information call (709) 753-2917 or visit the website: <http://www.nlmfac.ca/>

10. Legal Aid



Canada is a democratic country governed by publicly elected members - politicians who run the government. Its laws apply to everyone whether that person is a judge, Member of Parliament, or any other government official including the police. These laws were made to help create a society free from crime and injustice where people can live peacefully.

Whether you are a citizen, an immigrant or a refugee you are entitled to equal access to the laws and justice. (CIC, 2003)

A. Police

The Police Department is always helpful when you are in trouble, such as, an accident, a theft or a case of abuse. In an emergency you can call **911** or **0** and the operator will connect you to the police. Some other important numbers are provided below:

Royal NFLD Constabulary	Telephone Number
Complaint 24-hour	(709) 729-8000
Inquiries	(709) 729-8333
Hearing/Speech Impaired TTY-TDD	1-800-563-2172



B. Legal Services

You must pay for most legal services; however, some free services are available based on your income level. To get more information on free services, contact immigrant-serving organizations. For paid legal services, check the yellow pages under Lawyers.

C. Family Law In Newfoundland and Labrador

General information on family laws issues in Newfoundland and Labrador, including separation, divorce, custody, etc., can be found on the following website:

http://www.justice.gov.nl.ca/just/CIVIL/family_law.htm

D. Legal Aid Commission

The Legal Aid Commission is a government agency that provides legal counsel for individuals who have limited financial resources. For more information call: (709) 753-7860, toll free: 1-800-563-9911 or visit the website:

<http://www.justice.gov.nl.ca/just/Other/otherx/legalaid.htm>

E. Single Parent Association of Newfoundland (SPAN)

Margaret Acreman established the Single Parent Association of Newfoundland (SPAN) in 1987 with a dedicated group of volunteers. They provide support services for single parents by advocating their cause. SPAN gained Charitable Status in 1989. For more information call (709) 738-3401 or visit the website:

<http://envision.ca/members/templates/template6.asp?ID=2470>

Translators & Interpreters

Canada is a pluralistic society where ethnic groups live together in both peace and conflict within a common cultural, economic, and political framework. Ethnic groups maintain their own distinct culture, social institutions and spoken languages. This is reflected in the diverse communities that express themselves through their different cultural elements and speech. Canada has two official languages English and French and many unofficial languages spoken by immigrants, refugees, native people, etc.

As Canada is multilingual, it has several profit and non-profit agencies that provide services to assist immigrants or refugees in verbal or written communication. In St. John's one can find several agencies in the yellow pages that provide translators and interpreters. Some of them are mentioned below:

Agencies	Telephone number
Interpreting Services of Newfoundland and Labrador Inc.	(709) 753-5621 TTY-TDD - (709) 753-5620
NFLD Co-Ord Council on Deafness	(709) 747-5397

Multicultural Women's Organization also provides translation services on a payment (P) or voluntary (V) basis. Names of these individuals are listed below:

Language	Name	Telephone #	Email Address	*P/V
Afrikaans	Artiss, Grace	(709) 895-3033		V
Albanian	Cej, Remzi		remzi.cej@gmail.com	V
Arabic	Ahmed, Eman	(709) 726-5661		V
	Kaffala, Sahar	(709) 579-3587		V/P
Acholi	Okwera, Grace	(709) 726-8340	graceorach@yahoo.ca	V
Bengali	Debnath, Kaberi S.	(709) 576-5501	kaberidebnath123@hotmail.com	V
	Parai, Mira	(709) 738-2738		
Cantonese	Dr. So, Peter	(709) 368-7880		P/V
	YingTsui, Alick	(709) 726-9538		P/V
Cheole	Foffana, Fatiha	(709) 753-5928		V/P
Czech	Bubenik, Vit	(709) 753-3777		P
	Dr. Busak, Edita	(709) 737-8432		V/P
	Hansen, Ben	(709) 576-7793		V/P

Language	Name	Telephone #	Email Address	*P/V
Danish	Hansen, Ben	(709) 576-7793		V/P
Dutch	Vink, Jerry	(709) 754-0690		V
Estonian	Pehtla, Pia	(709) 834-2461		V
French	Kravtsov, Anton	(709) 738-1059		V/P
	Okun, Tatsiana	(709) 738-1059	tatsianaokun@yahoo.com	V/P
German	Fiech, Ayesha	(709) 738-4413	ayesha@cs.mun.ca	V
	Williams, Gudrun	(709) 368-7507		V
Gola	Kromah, Aishata	(709) 7224995		V/P
	Konateh, Mohammad	(709) 7224995		V/P
Greek	Angelopoulos, L.	(709) 368-0627		V/P
	Govatsos, Sotiria	(709) 722-2477		V/P
	Kidos, Katina	(709) 781-2340		V/P
Hindi	Cheema, Puran. S	(709) 579-2451		V
	Khan, Fatima	(709) 754-8976		V
	Kutty Yamuna	(709) 753-5964	ymkutty@nl.rogers.com	V
Igbo	Obah, Joy	(709) 739-1037		
Kannada	Swamidas Melly	(709) 754-0112	melly_swamidas@hotmail.com	
Krio	Jalloh, Victoria	(709) 726-8199	vjalloh@hotmail.com	V/P
Luganda	Okwera, Grace	(709) 726-8340	graceorach@yahoo.ca	V/P
Luo	Okwera, Grace	(709) 726-8340	graceorach@yahoo.ca	V/P
Mandingo	Foffana, Haja	(709) 754-3454		V/P
Mandarin	Dr. So, Peter	(709) 368-7880		V/P
	YingTsui, Alick	(709) 726-9538		V/P
Malayalam	Varghese, Mary	(709) 753-4522		V
	Varghese, Suja	(709) 364-1230	varghese@nf.sympatico.ca	V
Norwegian	Pain, Robert	(709) 754-0566		V/P
Kikuyu	Nderith, Wanjiru	(709) 579-4427	wa_wairima@hotmail.com	V/P

Language	Name	Telephone #	Email Address	*P/V
Palo Mano	Kromah, Aishata	(709) 7224995		V/P
	Konateh, Mohammad	(709) 7224995		V/P
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