



## SETTLEMENT SERVICES AND FREQUENTLY ASKED QUESTIONS

For over 50 years, the International Centre has been offering integrated services to assist newcomers with their settlement and adaptation in Winnipeg. Our services are designed to help newcomers become active participants in Canadian society. All services are free.

### Target Clients:

Because of funding directives, Settlement Services are provided to the following immigration categories:

- Independent Immigrants
- Provincial Nominee Clients
- Family Class

### Services offered are:

- Assessment and identification of all your settlement needs and providing referrals to both on-site and off-site services.
- Form Assistance: Helping you to apply for Social Insurance Number, Manitoba Health Card, Child Tax Benefit, CRISP, 55+, and Manitoba Housing.
- Orientations providing information on a variety of topics to introduce you to Canadian life and culture, such as Housing, Banking, Transportation, Weather, Shopping, Health, Law in Canada, Education, etc.
- Assistance in completing Immigration forms such as: Permanent Resident Card, Sponsorships Applications, Citizenship Applications, etc.
- Referrals to various agencies and organizations providing settlement support services.
- Supportive counselling, advocacy and links to community resources.

## FREQUENTLY ASKED QUESTIONS

### Can you help us to find a place to live in Winnipeg?

We cannot actually find a place for you but we can provide information regarding available places, reputable landlords, and suggest website links. We can also provide you with information relating to landlord and tenants rules and regulations, information regarding security deposits, and things to keep in mind before signing a lease. The final choice of where you will rent is with you. *For more detailed information please see the link "Apartment Information".*

### Can you be our guarantor in order to rent an apartment?

We are not able to do this as the International Centre is not able to guarantee anything involving money; however, we can recommend reputable landlords /agencies that will not require a guarantor before you are able to rent.

**Can you help us with school registration?**

Yes we can. As soon as you have a place to live we can provide you with a list of the schools in your area.

**Can you provide us with ESL( English As A Second Language classes)?**

We do not provide ESL classes, but we can refer you to the Province of Manitoba Adult Language Training Centre. They have Language Assessors who will conduct a language test and refer you to an adult language class. (for more information about language testing please see [www.immigratemanitoba.com](http://www.immigratemanitoba.com) Learning English).

The International Centre does offer volunteer ESL programs to support your ESL language classes and we invite you to inquire about these programs when you have arrived in Winnipeg.

**I am applying to come to Canada through the PN ( Provincial Nominee Program). Can the International Centre sign to be my community support?**

No, we cannot. We are only able to offer services to newcomers who have been accepted into the program and who have actually landed in Canada.

**Can we bring our pets to Canada?**

Yes, you can but you must ensure you have all appropriate documents, vaccinations, etc., otherwise, you will not be allowed to bring your pet into Canada. Also, it is important to be aware that not all landlords allow pets into an apartment and if you bring your pet into your apartment without previously requesting permission from the landlord, you can be evicted (asked to move out),

**I do not want to rent an apartment. How can I buy a house?**

It is important to understand that because you are new in the country you do not have a credit history which is needed before you can apply for a mortgage. As well, there are many expenses involved in purchasing a house. It is recommended that you first secure employment and calculate what kind of a house you can afford based on your income. Also, when you own a home it is not easy to move quickly if you find work in another location. (Please check the provincial website for more information: [www.immigratemanitoba.com](http://www.immigratemanitoba.com), Newcomer Services, Housing). Settlement Services would also be happy to meet with you and provide you additional information to help you to make the best choice for your circumstances.

**My wife and I will both need to work and we have a child who is 3 years old. How can we get daycare?**

Settlement services will be able to give you a list of locations for daycare facilities once we know the area where you will be living. It is important to be aware that there is no free daycare in Canada. If you are on a low income the government will subsidize (pay a portion of the daycare costs) and you will be required to pay for the rest. For a table of income eligibility please see the provincial website for Family Services and Housing at [www.gov.mb.ca/fs/](http://www.gov.mb.ca/fs/) and go to the link: *Child Day Care* and then to: *Subsidy Estimator*.

**We live in a warm climate and will be arriving in Winnipeg in the winter. What kind of clothing should we bring with us?**

Winnipeg has a four season climate – Spring, Summer, Fall and Winter. If you come during the Winter season, we suggest that you bring a warm jacket, gloves, a scarf, and snow boots (with socks to wear inside). You should also wear a sweatshirt or a sweater under your jacket for proper warmth. For a detailed information please view the following International Centre publications “Winter in Manitoba” and “Sun & Water Safety.”

**Can you help us to open a bank account?**

Yes. As soon as you arrive, please come and see us and we can refer you to the nearest bank. We advise you to do this as soon as possible after your arrival. It is not a good idea to carry large amounts of cash as it can be stolen.