

Community Information and Referral

If you are looking for information about community, social, health and government services, call your local Community Information Centre. Their focus is on non-profit and government agencies that offer services such as: health, financial, legal, housing, counseling, and employment. Some **Community Information Centres** also collect information on a variety of other organizations, such as service clubs, cultural groups, professional and business associations, sports groups, ethno-cultural groups. **Their service is free and confidential; you do not have to give them any information about yourself.**

Community Information Centre of Waterloo Region

The Community Information Centre of Waterloo Region maintains a database of community service agencies in Waterloo Region. Here you can find information on practically every social service available in the region. They also produce various [publications](#) from their database like the [Blue Book](#) social service index and the [Basic Needs Guide](#), which are available for purchase.

151 Frederick St, Suite 300, Kitchener
Phone: 519-579-3800

www.waterlooregion.org/cic

If you are looking for information regarding business, life events (such as birth, death, marriage) in relation to government or other government services, you will find most information at the Ontario Government Information Centre:

ServiceOntario Government Information Centre

Kitchener City Hall, 200 King St. West, Kitchener
1-800-267-8097 (Toll free in Ontario)

General Government Services & Information

If you are looking for information related directly to the city you are living in, such as recreation, by-laws, city services, you will find most information by going directly to each cities government office, called City Hall. There you can find free information on all aspects of working, living and visiting that particular city.

Region of Waterloo

Online: www.region.waterloo.on.ca

Phone: 519-575-4400

In person: 99 Regina St. S., Waterloo

General inquiry services available at the above locations include:

GRT Tickets & monthly passes

Local By-law permit applications

Applications for Regional Housing

Passport Applications

Birth Certificate Applications

Social Insurance Applications

Information on Regional Government Services

Kitchener City Hall - City of Kitchener

200 King Street West, P.O. Box 1118, Kitchener, ON N2G 4G7

Phone: 519-741-2286

E-mail: info@kitchener.ca

The City of Waterloo, c/o Waterloo City Hall

100 Regina Street South, Waterloo ON Canada N2J 4A8

Phone: 519-886-1550

www.city.waterloo.on.ca

The Corporation of the City of Cambridge

50 Dickson Street, PO Box 669, Cambridge, Ontario N1R 5W8

Phone: 519-623-1340

Email: questions@cambridge.ca

If you are new to the area, you may want to orient yourself with the city and surrounding towns. A good way to do this is to visit the local tourism bureau:

Kitchener-Waterloo Tourism

Kitchener City Hall

200 King St., ON, N2G 4G7

Phone: 519-745-3536, 1-800-265-6959

info@kwtourism.ca

www.kwtourism.ca

Cambridge Visitor Information Centre

750 Hespeler Road

Cambridge, ON N2G 4G7

Phone: 519-622-2336, 1-800-749-7560

visit@cambridgechamber.com

www.visitcambridgeontario.com

If you are a **new Canadian** you may also want to connect with a settlement agency to help direct you to all the services you may need: local post offices, ministries of transportation & health, places to seek employment, places to access cheaper housing and much more. For permanent residents (landed immigrants), and government-protected refugees: (Addresses at end of Fact Sheet)

www.ymcaimmigrantservices.ca

www.ymcaemploymentservices.ca

KW Multicultural Centre

102 King Street West, Kitchener, ON N2G 1A6

(519) 745-2531

www.kwmc.on.ca

For refugee claimants:

Mennonite Coalition for Refugee Support

58 Queen Street South, Kitchener, ON, N3G 1B6

519-571-1912 www.mcrcs.ca

Kitchener Public Library

85 Queen Street North,

Kitchener, ON

Phone: 519- 743-0271

www.kpl.org

Waterloo Public Library

35 Albert Street

Waterloo, ON

Phone: 519-886-1310

www.wpl.ca

Queen's Square Library

1 North Square

Cambridge, ON

Phone: 519-621-0460

www.cambridgelibraries.ca

Contact these main library locations for their other branches & services.

Other Good Local Sources of Information

The Community Outreach Program

Phone: 519-883-2290

(Note: Find resources for your family through your local community centre)

If you have **computer access**, you can find many great websites filled with information directly relating to living in a particular city, Ontario or Canada. You will find free computer access at the libraries, most employment centres, and many community centres in the city.

Visit the following websites:

- www.region.waterloo.on.ca
- www.gov.on.ca
- www.servicecanada.gc.ca
- www.settlement.org

Find other topics of information in our Fact Sheet series.

YMCA Immigrant Services Locations:

Kitchener-Waterloo Office

800 King St. West, 3rd Floor
Kitchener, Ontario N2G 1E8
Phone: (519) 579-9622

Cambridge Office

258 Hespeler Road
Cambridge, ON N1R 3H3
Phone: (519) 621-1621

School Settlement

77 Young Street, Rm 101
Kitchener, ON N2H 4Y9
Phone: (519) 742-8220

www.ymcaimmigrantservices.ca

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Kitchener Waterloo & Area



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YMCAs of Cambridge and Kitchener - Waterloo Immigrant Services

Community Information



Building healthy communities