

WELCOME TO CANADA

A Settlement Guide for Ismaili Newcomers

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CANADA

Message from the President of the Council for Canada

My dear brothers and sisters welcome to Canada! You have spent many years planning, speaking with friends and family, and making one of the most important decisions in your life. Finally, you are starting a new chapter in Canada. Canada, as you well know, offers outstanding opportunities for newcomers. It is a diverse, friendly and beautiful country.

Settling in a new country can be exciting and overwhelming. You may have many questions: Where will you live? Where will you work? How will you integrate into society? What traditions will change as you adapt to a new country? How will you ensure a good quality of life? How will you access healthcare? These are all important considerations. But don't feel overwhelmed, because the Canadian Jamat and Jamati Institutions are here to assist you. As a first step in helping with your successful settlement, we've put together this Welcome to Canada guide, with resources and information to support you.



As you look forward to your and your family's future in Canada, I would highlight one critically important matter that will ensure a strong quality of life. Life in Canada can be difficult and challenging without a good grasp of the English or French language. A good command of English (or French if you live in Quebec) will open many opportunities for you in Canada for higher-paying jobs, access to job training, and ability to help your children in their education. If you don't have a strong language proficiency, please seek the support of your sponsor and take the opportunity to enrol in free language classes available to newcomers.

Please always keep in mind that Canada is a meritocratic society. This means that goal-setting and lifelong learning are keys to sustain a good quality of life for you and future generations of your family. This means pursuing advanced education for your children, continuing to learn new skills, and seeking excellence in your professional abilities throughout the course of your life. Set ambitious goals for yourselves, and seek to meet them with focus and determination.

We wish you all the success in your lives in Canada. The Jamat and Jamati institutions are here to help you. We care deeply about your success, and ask that you seek guidance and support whenever needed. We are truly blessed as a Jamat to have you as part of our one large Canadian family.

Warmest wishes,

Ameerally Kassim-Lakha



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Message du Président du Conseil pour Canada

Mes chers frères et sœurs, bienvenue au Canada!

Vous avez passé de nombreuses années à planifier, à parler avec vos amis et votre famille, et à prendre une des décisions les plus importantes de votre vie. Enfin, vous commencez un nouveau chapitre au Canada. Le Canada, comme vous le savez bien, offre des opportunités exceptionnelles aux nouveaux arrivants. C'est un pays divers, accueillant et de toute beauté.

S'installer dans un nouveau pays peut être à la fois emballant et bouleversant. Vous avez probablement des questions: Où allez-vous vivre? Où travaillerez-vous? Comment allez-vous vous intégrer dans la société? Quelles traditions changeront lorsque vous adaptez à un nouveau pays? Comment assurerez-vous une bonne qualité de vie? Comment accéderez-vous aux soins de santé? Ce sont toutes des considérations importantes. Mais ne vous inquiétez pas, parce que le Jamat Canadien et les Institutions du Jamat sont là pour vous aider. Comme première étape pour vous aider à réussir avec votre établissement, nous avons créé ce guide de Bienvenue au Canada, avec des ressources et des informations pour vous aider.



Alors que vous attendez votre avenir et celui de votre famille au Canada, j'aimerais souligner quelque chose extrêmement important qui garantira une excellente qualité de vie. La vie au Canada peut être difficile sans une bonne compréhension de la langue anglaise ou française. Une bonne maîtrise de l'anglais (ou du français si vous habitez au Québec) vous ouvrira de nombreuses opportunités au Canada pour des emplois mieux rémunérés, l'accès à la formation professionnelle et la capacité d'aider vos enfants dans leurs études. Si vous n'avez pas une bonne maîtrise de la langue, s'il vous plaît demandez l'aide de votre parrain et profitez-en de vous inscrire à des cours de langue gratuits disponibles pour les nouveaux arrivants.

Gardez toujours à l'esprit que le Canada est une société méritocratique. Cela signifie que l'établissement d'objectifs et l'apprentissage tout au long de la vie sont essentiels pour maintenir une bonne qualité de vie pour vous et les générations futures de votre famille. Ça veut dire poursuivre des études avancées pour vos enfants, continuer à acquérir de nouvelles compétences et rechercher l'excellence dans vos compétences professionnelles tout au long de votre vie. Fixez-vous des objectifs ambitieux et cherchez à les atteindre avec concentration et détermination.

Nous vous souhaitons tout le succès dans vos vies au Canada. Le Jamat et les Institutions du Jamat sont là pour vous aider. Nous nous soucions profondément de votre réussite et vous demandons de rechercher des conseils et du soutien en cas de besoin. Nous sommes vraiment chanceux en tant que Jamat de vous compter parmi notre grande famille Canadienne.

Avec mes meilleurs vœux,

Ameerally K. Lakha

Ameerally Kassim-Lakha



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پیام رئیس کنسل کانادا

خاهران و برادران عزیزم به کانادا خوش آمدید! شما سالهای زیادی را صرف برنامه ریزی صحبت با دوستان و خانواده و تصمیم گیری در مورد مهمترین تصمیمات زندگی خود کرده اید. سرانجام شما فصل جدیدی را در کانادا آغاز می کنید. هماهنگی که می دانید کانادا فرصت های برجسته ای



اقامت در این کشور جدید می تواند هیجان انگیز و طاقت فرسا باشد. ممکن است سوالات زیادی داشته باشید: کجا زندگی خواهید کرد؟ کجا کار خواهید کرد؟ چگونه وارد جامعه خواهید شد؟ باسازگاری با یک محیط و شیوه زندگی جدید چه سنت های تغییر خواهد کرد؟ چگونه کیفیت زندگی خوبی را برای خود و خانواده تضمین می کنید؟ چگونه به خدمات بهداشتی دسترسی خواهید یافت؟ اینها همه ملاحظات مهم است اما احساس خستگی نکنید زیرا جماعت کانادا و نهادهای جماعتی در اینجا هستند تا به شما کمک کنند به عنوان اولین قدم برای کمک به حل موفقیت آمیز شما و خوش آمدگویی به شما در کانادا آماده کرده ایم. همانطور که منتظر آینده خود و خانواده در کانادا هستید من یک موضوع مهم را برجسته می کنم که کیفیت زندگی قوی را تضمین می کند. زندگی در کانادا بدون درک خوب از زبان انگلیسی یا فرانسوی می تواند دشوار و چالش برانگیز باشد. درک خوب انگلیسی (و یا اگر در کبک زندگی می کنید فرانسوی) فرصت های زیادی را برای شما در کانادا برای مشاغل پردرآمد دسترسی به آموزش های شغلی و توانایی کمک به فرزندان خود در تحصیل فراهم می کند. اگر تسلط کافی در زبان ندارید لطفاً از تضمین کننده خود در خواست کمک نمایید و از این فرصت استفاده کرده و در کلاسهای زبان رایگان که برای تازه واردان پیشنهاد می شود ثبت نام کنید.

لطفاً همیشه به خاطر داشته باشید که کانادا یک جامعه شایسته سالاری است. این بدان معنی است که تعیین هدف و یادگیری مادام العمر کلیدهایی برای حفظ کیفیت خوب زندگی برای شما و نسلهای بعدی خانواده شما هستند. این به معنای پیگیری آموزش پیشرفته برای فرزندان ادامه یادگیری مهارت های جدید و جستجوی تعالی در توانایی های حرفه ای شما در طول زندگی است. برای خود اهداف بلند پروازانه تعیین کنید و با تمرکز و عزم راسخ به دنبال تحقق آنها باشید. برای همه شما آرزوی موفقیت در زندگی در کانادا داریم. جماعت و موسسات جماعتی برای کمک به شما اینجا هستند. ما عمیقاً به موفقیت شما اهمیت می دهیم و از شما می خواهیم هر زمان که لازم بود راهنمایی و پشتیبانی کنید. ما واقعاً به عنوان یک جماعت خوشبخت هستیم که شما را به عنوان یک عضو از یک خانواده بزرگ کانادای خود در اختیار شما قرار می دهیم.

پر محبت ترین روزها

Amir Ali Qasim

امیر علی قاسیم لکاه

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Welcome to Canada!



Arrival Checklist

Below is a list of things you will need to do when you **first arrive** in Canada:

- ✓ *Register yourself with Council for Canada Settlement portfolio: See p.2.*
- ✓ *Apply for important documents: See p.5.*
- ✓ *Find a place to stay: See p.7.*
- ✓ *Learn about Banking & Finances in Canada (Farsi-Dari-Arabic): See p.8.*
- ✓ *Find a job: See p.11.*
- ✓ *Find out about English or French language classes: See p.12.*
- ✓ *Find out how to have your qualifications assessed: See p.12.*
- ✓ *Enroll your children in school: See p.14.*

Contact Council for Canada Settlement Portfolio volunteers if you need help. Their contact information is available on page 3.

Settlement Portfolio

The Settlement Portfolio of the Council for Canada provides support to Jamati newcomers to Canada and their sponsors. All newcomers who have recently arrived as newcomers or have a confirmation for entry to Canada to register with the Settlement Portfolio at <https://iicanada.org/newarrivalcard>. Newcomers will receive one-on-one guidance and support through their early years in Canada for successful settlement. Our team will connect newcomers and sponsors to institutional services and to Settlement Agencies for government benefits and programs.

Programs and Services

1. Pre-Arrival Support

Information for the Jamat prior to their arrival to prepare them for settlement in Canada. For cases where individuals or families arrival to Canada has been delayed or cancelled due to COVID-19 and are experiencing challenges, the Settlement Portfolio can work with FOCUS to provide support.

2. Newcomer Support

Support newly arrived Jamat by facilitating access to essential resources (housing, employment, education, health, LINC, ESL, FSL, etc.) available from the government, within Jamati institutions and from external agencies. The Settlement Portfolio volunteers also help orient Jamati members to the nuances of life in Canada.

3. Immigration Information

Information on immigration rules and regulations, including changes due to the current COVID-19 pandemic, that impact Permanent Residence, refugee or visa status as a result of travel. The Jamati subject matter experts also help provide sponsoring families with general information on immigration options. The Settlement Portfolio does not provide legal advice on immigration matters. Jamati members will be referred to independent immigration lawyers or settlement agencies for immigration matters.

4. Citizenship Support

Information on the latest requirements and benefits of Canadian Citizenship. Identify barriers that prevent the Jamat from applying for citizenship and finding solutions to overcome these challenges.

5. Rahe Kamyabi Initiative: Mentorship Program

Rahe Kamyabi Initiative (RKI) is a mentorship program to support recently arrived Jamati members in setting their personal and professional development goals for success in Canadian society. Please visit the RKI page at:

<https://iicanada.org/programs-services/support-services/rahe-kamyabi-initiative-mentorship-program>

Newcomer Registration

If you have arrived in Canada in the last three (3) years, please register yourself online at:
<https://iicanada.org/newarrivalcard>

Settlement Portfolio: Contact Information (Term 2019 - 2022)

British Columbia

Taufiq Ahmadi: 604-996-0997/ Taufiq.Ahmadi@iicanada.net

Edmonton

Najib Alamyar: 780-710-7863 / Najib.alamyar@iicanada.net

Prairies

Irfan Tharani: 403-612-5103 / Irfan.tharani@iicanada.net

Ontario

Khadija Alidad: 647-296-0651/ Khadija.alidad@iicanada.net

Shabbir Adatia: 647-999-3930 / shabbir.adatia@iicanada.net

Tasneem Bhanji: 647-891-1964 / tasneem.bhanji@iicanada.net

Ottawa

Rukhshana Rezayi: 613-263-9114/ Rukhshana.rezayi@iicanada.net

Quebec & Maritimes

Naem Zahra: 514-996-8191 / Naem.zahra@iicanada.net

Access Line

Access: Jamati Services For You

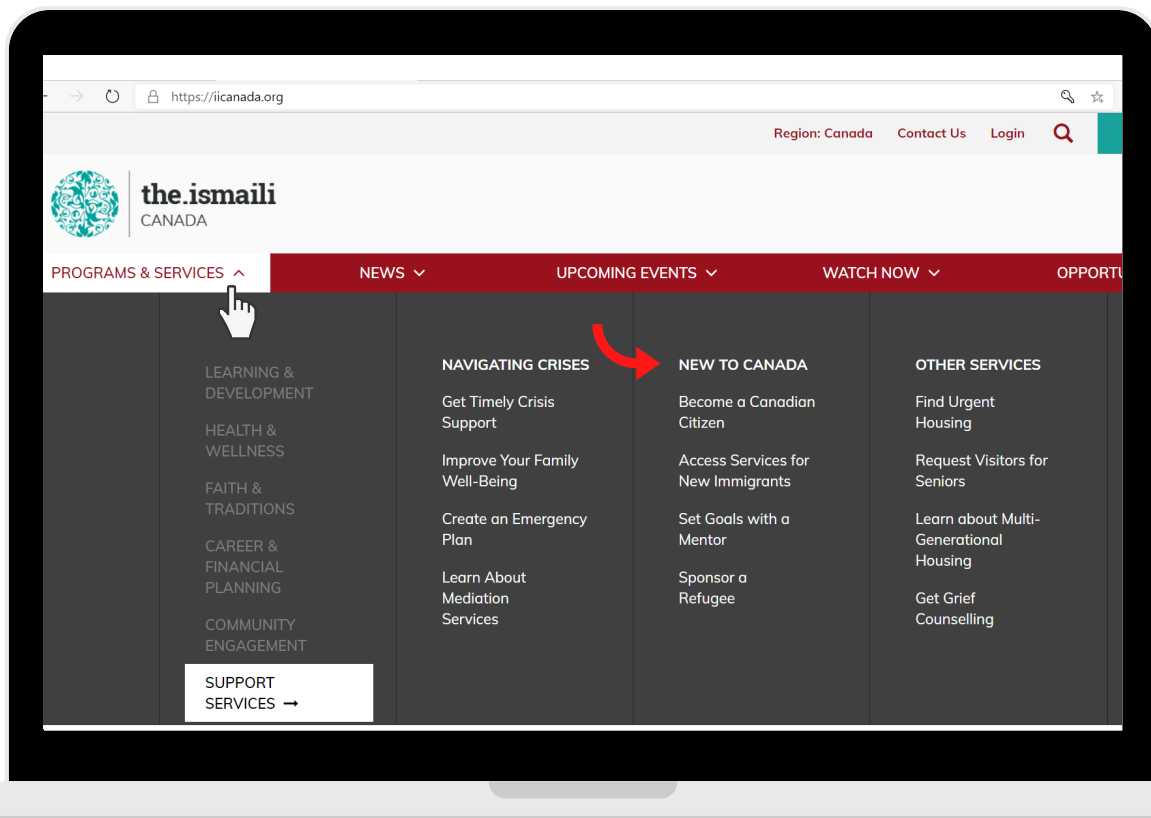
1-888-536-3599

The Access Line provides you with information or access to resources, within and outside the Jamat. If you require support or any type of assistance, call the Access Line at 1-888-536-3599 or contact us using our online form, email us access@iicanada.net.

<https://iicanada.org/jamati-service-request>

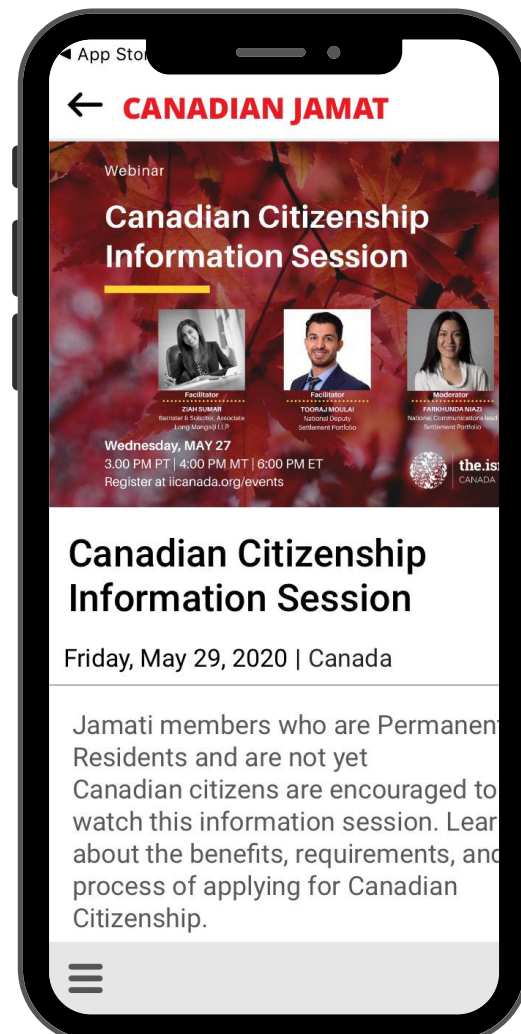


How to find settlement programs on iicanada.org:



iiCanada App

You can also download the iicanada app on your cellphone or tablet to stay informed on current Jamati news, and become inspired by upcoming events, opportunities, daily quotes and more.



Important Documents

You must apply for the following documents upon arrival:

1. Social Insurance Number (SIN)

A social insurance number (also called a SIN) is a nine-digit number used to administer Canadian government programs. You must have a social insurance number to work, to open a bank account and to apply for government benefits. Employers cannot legally pay you without this number.

Applying for a social insurance number

- You must apply in person at a Service Canada Centre.
- You will need to submit a **primary document** (an official document that proves your identity and status in Canada) such as your permanent resident card or work permit. You must submit the original of this document.
- For more information about applying for a social insurance number, you can:
 - call Service Canada at 1-800-206-7218 toll-free (press 3 for information about social insurance numbers)
 - go to servicecanada.gc.ca. Click on Social insurance Number (SIN) under Our Services and information.

Using your a social insurance number safely

- Do not give out your social insurance number to people who do not need it. Legally, you only need to give your social insurance number to:
 - your employer.
 - your bank or financial institution.
 - the government.

2. Health Card

Canada's universal health-care system

If you are a permanent resident, you may apply for public health insurance. With it, you don't have to pay for most health-care services. The universal health-care system is paid for through taxes. When you use public health-care services, you must show your health insurance card at the hospital or medical clinic.

Applying for your Health Card

- You need a health insurance card from the province or territory where you live to get health care in Canada. You must show this card each time you get medical services. Government health insurance plans give you access to basic medical services. You may also need private insurance to pay for things that government plans don't fully cover.
 - Each province and territory has their own health insurance plan. Make sure you know what your plan covers.
 - Visit your closest registry to apply for your health care card.

Contact Council for Canada Settlement portfolio volunteers if you need help. Their contact information is available on page 3.

3. Permanent Residence Card (PRC)

Your permanent resident card is proof of your status as a permanent resident of Canada. You automatically applied for your card as part of the immigration process. Your card will be mailed to you. If you did not give Immigration, Refugee and Citizenship Canada a mailing address when you arrived in Canada, do so as soon as possible. You have 180 days from the day you arrived to provide your mailing address or you will need to reapply and pay a fee.

As a permanent resident, you and your dependents have the right to:

- receive Canadian social benefits, including health care and education
- live and work anywhere in Canada
- apply for Canadian Citizenship

As a permanent resident, you:

- must pay federal, provincial and municipal taxes
- must respect all federal, provincial and municipal laws
- cannot vote in elections or be a candidate for a political position

For more information about the permanent resident card, contact Immigration, Refugees and Citizenship Canada:

- Call 1-888-242-2100 toll-free.
- Go to <https://www.cic.gc.ca/>. Point to the Immigration tab, click on New Immigrants and then click on "Get a Permanent Resident Card".

Responsibilities of a Sponsoring Group

A group sponsoring refugees must do the following.

- **Help the refugees with their settlement.** The group is responsible to directly or indirectly help the sponsored refugees settle into their life in Canada. These include helping them to:
 - find housing that meets their needs
 - find English or French language training
 - find a job and make friends
 - learn about Canadian culture and values
 - learn about the services in their community
- **Financially support the refugees.** Sponsoring groups must pay for all of the refugees' needs. These can include housing, food, medical expenses, personal products and more. The groups must do this for whichever comes first:
 - one year after the refugees arrive in Canada
 - until the refugees are self-supporting.

For more information, please visit:

<https://www.cic.gc.ca/english/helpcentre/answer.asp?qnum=080&top=11>

Resources for Refugees

Canada has several programs to help refugees resettle in Canada. Please visit Government of Canada website for more details:

https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/help-within-canada.html?utm_source=slash-refugee-services&utm_medium=short-url&utm_campaign=generic

Housing

Housing Programs by Region

Across Canada, there are several programs available to the Jamat to enter the housing market through support from the federal, provincial, and municipal governments. These programs include, but are not limited to: rental assistance, down payment assistance, financial assistance, and tax credits.



For more details, please refer to the list of housing programs by region in the below link:

<https://iicanada.org/sites/default/files/Regional%20Housing%20Programs.pdf>

Contact Information

For more information on housing, please call the Jamati Access Line at 1-888-536-3599 to connect with your local Economic Planning Board or Settlement Portfolio representative if you require assistance.

When looking for an apartment please consider easy access to public transportation, groceries, schools, Jamatkhana, and safety. Visit the neighbourhoods in person to make sure you will enjoy living here. There are many websites to search for rental apartments. You can search for "Apartments for rent in" to find websites. Some common websites are www.rentals.ca, www.viewit.ca, www.padmapper.ca, www.rentfaster.ca, www.kijiji.ca.

Other Information & Resources

- <https://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/new-life-canada/housing.html>
- <https://www.cmhc-schl.gc.ca/en/buying/newcomers-housing-information>

Tenant Responsibilities

As a tenant, you are responsible for

- Paying your rent in full and on time
- Keeping your home clean and well maintained
- Contacting the landlord whenever anything needs to be serviced or repaired
- If you are breaking a lease before the lease renewal period, you may be charged with additional fees or penalties

Tenant Reference Letter

If you need reference letters, either for jobs or renting a house, and you have been sponsored by Group of Five, they should be able to help. Please refer to page 6 for more information on the responsibilities of a sponsoring group.

Paying rent and utilities

Be sure to maintain proof of payment. For all other queries, please speak to your local settlement member. Their contact information is available on page 3.

Banking and Finances

Opening a Bank Account in Canada

Anyone can open a bank account in Canada if they meet the identification requirements set out in the Bank Act. You can open an account even if you don't have a job or money to deposit. To open an account, you usually have to go in person to a financial institution and provide an acceptable form of identification.



Newcomer Banking Package

Banks have discounts for newcomers. Please visit the bank closest to you for more information on their newcomer banking package.

- To learn more about banking in Canada including types of accounts, how to open an account etc, visit government of Canada website at:
<https://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/new-life-canada/plan-finances/banking.html>
- To find an account that best suits your needs, visit:
<https://itools-ioutils.fcac-acfc.gc.ca/ACT-OCC/SearchFilter-eng.aspx?lang=eng>

KOFE: Knowledge of Financial Education

KOFE (Knowledge of Financial Education) is a web-based financial education centre, set up exclusively for our Jamat through Consolidated Credit Counselling Services of Canada, a national accredited non-profit organization. To learn more, visit:

<https://iicanada.org/resources/economic-financial-planning/resources-financial-well-being#kofe>

Ask a Financial Coach (English-French-Farsi-Dari-Arabic)

- For tailored solutions to get out of debt
- Am I ready to purchase a home?
- How do I make a budget?
- Get answers to your financial questions
- Private & Confidential

Contact your qualified financial coach today for free. Register today with KOFE (only username & e-mail required) to access all the free services, various tools and calculators, a variety of educational resources like interactive courses, informative videos, publications and webinars to help you build a strong financial future. **Toll free number 1-844-329-3834.**

Register today with KOFE at:

- https://fl.kofetime.ca/wp-login.php?redirect_to=https%3A%2F%2Ffl.kofetime.ca%2F&reauth=1

Other Programs

- To learn about other programs and services by Economic Planning Board, visit:
<https://iicanada.org/resources/economic-financial-planning/resources-financial-well-being>
- To learn more about financial basics for newcomer's, visit:
www.iicanada.org/epb/finance/newcomers
- To learn on how to budget your income, visit:
<https://itools-ioutils.fcac-acfc.gc.ca/BP-PB/budget-planner>

Call the Jamati Access Line at 1-888-536-3599 if you need assistance.

Paying Taxes

Income Tax

Each level of government – federal, provincial and municipal – collects taxes to pay for services such as roads, schools and health care. You can file your tax return between **February 1 and April 30** of the following year if:



- You worked in Canada within the calendar year (January to December); you **must** submit a personal income tax return by April 30th of the following year.
- You lived in Canada within the calendar year but did not work, you **should** file a tax return to ensure you can get government benefits such as Child Tax Benefit or Goods and Services Tax (GST) refunds. If you do not file your taxes, you will not be eligible to receive government benefits.

Tax Clinics - How to File Income Tax

Tax clinics are organized for qualified candidates to have their tax returns prepared free of charge. Please call 1-800-536-3599 to connect with your local Economic Planning Board volunteer for more details.

Preventing Fraud

People can use telephone scams, and pose as Government of Canada staff to steal your money or identity. The callers may threaten to arrest or deport you. Please be aware that Immigration, Refugees and Citizenship Canada (IRCC) will never:

- contact you over the telephone to collect fees or fines
- be aggressive or threaten to arrest or deport you
- threaten to harm you or a member of your family, or damage your home or property
- ask for personal information over the phone
- ask for financial information over the phone, try to rush you into paying right away
- ask you to pay fees using prepaid credit cards, Western Union, Money Gram, gift cards, or any other similar services, or send police to arrest you for unpaid fees.

For more information about what to do if you or someone you know has been the victim of a scam, please call Jamati Access Line at 1-800-536-3599 or visit the following website:

<https://www.antifraudcentre-centreantifraude.ca/index-eng.htm>

Newcomer Entrepreneur



Owning a business as a new immigrant to Canada

The Aga Khan Economic Planning Board helps provide Ismaili business owners with services, grants and other resources aimed to provide support to businesses within their region. We encourage members of the Jamat to determine which resources are best suited to their business and owner profile and leverage the available resources from both public and private organizations.

- Early stage financing for businesses
- Mentorship
- Other resources
- For more information about recourses available in your region, please visit:
<https://iicanada.org/resources/economic-financial-planning/business-services-resources-region>

Business Development Bank of Canada (BDC)

BDC provides financing and advisory services to small and medium-sized business owners that have recently immigrated to Canada. This includes access to the right tools and resources, such as training, networking, partnerships and more.

BDC helps immigrants handle the typical challenges of building a company in Canada, whether you're an experienced business owner or not.

- Little to no credit history
- Limited knowledge of the local business environment
- Cultural and language barriers
- For more information about BDC's programs and services for newcomers, please visit
<https://www.bdc.ca/en/i-am/newcomer-entrepreneur>

Call the Jamati Access Line at 1-888-536-3599 to connect with your your local Economic Planning Board representative if you require assistance.

Aga Khan Council for Canada, Skills and Employment Program (SEP)

The Skills and Employment Program (SEP) empowers Jamati members to improve their quality of life through development of long-term economic and financial sustainability. We offer opportunities to advance language and computer skills, set educational goals, plan career pathways, and identify skill strengths. This is a holistic approach which includes partnership with external agencies to facilitate access to resources, vocational training, and meaningful career opportunities. For more information, please visit:

<https://iicanada.org/programs-services/economic-financial-planning/skills-and-employment>

Who should contact the SEP Office?

You are encouraged to contact the SEP Office if you are:

- Unemployed or underemployed
- Wish to have confidential discussions in a safe environment
- In career transition
- Returning to the workforce
- A student
- Considering upgrading skills
- A foreign-trained professional
- New to Canada and need advice regarding skills and employment
- A new immigrant seeking to learn English as a second language
- Interested in learning more about programs funded by government agencies
- A skilled trades person or an accredited professional
- Assessing your skill set and qualifications

Regional Contact:

Prairies: salima.khetani@iicanada.net, cfp.sep@iicanada.org

Ontario: ontario.sep@iicanada.net

Quebec & Maritimes: mirhussain.akbary@iicanada.net

British Columbia: sep.bc@iicanada.org, arzina.esmail@iicanada.net

Ottawa: karim.dhanani@iicanada.net

Edmonton: yasin.nazarali@iicanada.net, nadim.valiani@iicanada.net

Jamati Access Line

Call the Jamati Access Line at 1-888-536-3599 to connect with a Skills and Employment Counsellor in your region.

Employment

Call the Jamati Access Line at 1-888-536-3599 to connect with your local Economic Planning Board representative and get assistance with:

- Receiving a career skills assessment
- Preparing a professional resume
- Preparing for job interviews
- Receiving skills upgrading referrals through government agencies
- Job bank resumes in the event of inquiry from employer
- Job fairs and conventions
- For more information, please visit:
<https://www.iicanada.org/epb/skills-and-employment>



To find employment, you need to have a professional resume/cv that:

should include:

- Full Name
- Home Address
- Phone Number
- Email Address
- Highest level of education acquired
- Previous employment(s)
- Reference(s)

should not include:

- Passport information
- SIN number or other government issued identification
- Martial Status
- Religious affiliation
- Sexual orientation

Things to know

- **LinkedIn** is a social media platform for professionals. It allows you to network and to build your professional portfolio, connect with recruiters and look for a new job.
- The purpose of a **cover letter** is to introduce yourself to an organization, demonstrate your interest in the company or a specific vacancy, draw attention to relevant experience on your resume and motivate the reader to interview you.
- Attending **networking** events is an essential part of getting to know others in the business/industry. It can increase your chances in finding better positions or simply having good knowledge in your work field.

Job Sites

Visit the sites below to find employment online. Easily accessible and reliable:

- www.linkedin.ca
- www.indeed.com
- www.monster.ca
- www.jobbank.gc.ca

Service Canada

Call for general information about federal government programs such as Social Insurance and Employment Insurance.

Call the Jamati Access Line at 1-888-536-3599 to connect with your local Economic Planning Board representative if you require assistance.

Employment

Language Skills & Employment

English language (French in Quebec) skills are critical to long term employment stability in Canada.

- Newcomers are strongly advised to achieve at least Canadian Language Benchmark (CLB) Level 4 English proficiency (French in Quebec) to secure long term higher paying and more stable jobs.
- Newcomers are strongly encouraged to strive for CLB Level 8 which is required to access free government paid vocational training programs and much higher lifetime income potential.
- In order to improve your chances of obtaining employment and increasing your earnings potential, you should enroll in language classes immediately.

Language classes funded by the Government of Canada

If you're a permanent resident or a protected person, you can take language classes at no cost. They are funded by the government. In some cases some provincial governments will also pay for your basic living expenses for one year so that you can attend language classes full time. These classes are called:

- Language Instruction for Newcomers to Canada (LINC)
- Cours de langue pour les immigrants au Canada (CLIC)

Take a Language Class

To take a language class, visit an organization in your region that helps newcomers get a formal language assessment and register for language classes at:

<https://www.cic.gc.ca/english/newcomers/services/index.asp>

Foreign Credentials Assessment

Newcomers to Canada must have their foreign licences and certificates recognized to work in some Canadian jobs. This is foreign credential recognition. An authorized individual will confirm that federal, provincial or territorial standards are met. They review your foreign education, language skills or work experience.

Consult an approved assessment agency

Get your credentials assessed by an approved assessment agency. It will help you show employers how your training compares with that of people trained in Canada. For information on a list of approved agencies, please visit:

https://www.cicic.ca/1372/obtain_an_academic_credential_assessment_for_general_purposes.canada

Windmill Microlending

Windmill Microlending is a registered charity that offer microloans to help skilled immigrants and refugees continue their careers in Canada. They support newcomers to obtain the Canadian licensing or training required to work in their field, or to secure a position which matches their level of education, skills, and experience.

For more information about their programs, please visit:

<https://windmillmicrolending.org/>

School Registration

Registration Requirements

Children in Canada attend school from pre-school (age 4) and kindergarten (age 5 or 6) to grade 12 (age 18). Most School Boards will require you to present a certain amount of paperwork and documentation for your child to register. This will likely include most or all of the following:

- Proof of age, usually in the form of a passport or birth certificate
- Proof of your current address. This can include bank statements, utility bills, or housing agreements
- Proof of legal guardianship, if the child is under the age of 18 and you are not their parent
- Proof of immigration status, including a passport, birth certificate, permanent residence card, Confirmation of Permanent Residence (IMM 5292), or Record of Landing (IMM 1000)
- Their up-to-date immunization records



School Types and School Selection

There are a variety of school types in Canada, details of which might vary from province to province. It is important to research the school type that best meets your and your child's needs before finalizing your residence.

Generally, schools might be classified based on boards (e.g., Private, Public, Catholic and Charter). All these schools, except private schools, are usually free of charge. You should, however, know that not all school types within the same board have the same program option. For example, to meet unique learning needs of every students, there are public schools with below program options. The admission requirement for each of such schools could be through lottery or other requirements, details of which can be found on their websites.

- 1) Language (English, French, etc.)
- 2) Subject Matter (Science, Art- Centered, etc.)
- 3) Teaching Philosophy (Montessori, Traditional Learning, All boys, All girls, etc.)
- 4) Internationally Recognized Programs (IB, AP)

Resources

When Registering your child in school, you will need to get in touch with the specific School Board or Authority in your area to find out about their registration requirements.

To find your provincial school board, visit the website below:

- **Alberta:** <https://www.asba.ab.ca/school-boards-and-zones/>
- **British Columbia:** <http://www.bced.gov.bc.ca/apps/imcl/imclWeb/Home.do>
- **Manitoba:** <https://www.edu.gov.mb.ca/index.html>
- **Ontario:** <http://www.edu.gov.on.ca/eng/sift/>
- **Quebec:** <http://www.education.gouv.qc.ca/en/find-a-school-board/>
- **Saskatchewan:** <https://www.saskatchewan.ca/government/government-structure/ministries/education>

If you require assistance with registering your child in school, call the Jamati Access Line at 1-888-536-3599 to connect with your local Education Board or Settlement Portfolio representative.

Bait-ul Ilm Registration

What is Bait-ul Ilm (BUI)?

- BUI is a religious education program for students from age 3-18 in all regions in Canada.
- BUI allows Ismaili students to come together and meet and learn with other Ismaili students from their Jamatkhana and region.
- In BUI our students are taught about their faith, history and the cultures of Muslim peoples, and of the Ismaili Muslim community.
- Through the learning, students are able to interconnect religious and secular education, and balance between the spiritual and material aspects of life
- BUI allows students to learn about what it means to live their faith in their daily lives (connecting din/dunya)



BUI Registration Information:

To register your child for BUI, please complete the online form at:

<https://iicanada.org/national/bui-new-student-registration-form-20202021>

Alternatively, the registration form can be accessed at:

itreb.iicanada.org – click the 'Register' button on the top right corner

Call the Jamati Access Line at 1-888-536-3599 to connect with your local ITREB Chairman if you require assistance.

The Supportive Environments and Experiences for Development (SEED) program

The SEED Program is an early childhood development initiative for Jamati parents and caregivers of children ages birth to four years (birth to three years in Ontario). The program provides weekly sessions that enable facilitated group discussions for families and promotes age-appropriate developmental experiences in music and movement, early literacy, spirituality and faith, and school readiness.

For more information, preschool resources, and to register, please visit:

<https://iicanada.org/programs-services/learning-development/early-childhood-development>

International Students

Education board - Post-Secondary Registration

International students are encouraged to register with the Education Board using the following link:

<https://iicanada.org/postsecregistration/>

Ismaili Student Association (ISA)

Each post secondary institution has an ISA. By joining your ISA, other students in different years with experience can help you during your time in school. ISA's hold meetings, events and informational workshops for Ismaili students. Majority of ISA's can easily be found on Facebook. Simply enter your institution name followed by ISA. To learn more, please visit:

<https://iicanada.org/programs-services/learning-development/ismaili-students-associations>



Transportation

There are many affordable modes of transportation available across Canada. Most transit authorities in Canadian cities offer discounts on transportation passes for newcomers. To find out more information, visit your local city's transit authority website or call 2-1-1.

You can also use the "Google Maps" or "Transit" apps listed in the "Other Online Resources" section (see page 17) to get step-by-step navigation to your destination, including a variety of modes of transportation like walking, public transit, biking, driving or by taxi service.



Cellphone Plans

The following are Phone companies, categorized in two levels:

Companies that provide cheaper phone services include Chatr, Lucky, Public Mobile, Videotron and Freedom. Other companies at the costly side include Rogers, Bell, Telus & Fido. If you have your smartphone, you can choose to either sign up for annual plans or monthly pay as you go. It is important to be careful when selecting a plan to ensure they suit your needs and monthly budget, as some plans may include significant costs or penalties for exiting early.

Please contact your local Settlement Portfolio volunteer if you would like to consult with someone prior to selecting a phone plan.



Affordable Clothing & Home Essentials

To find affordable stores to purchase clothing or home essentials, please look out for thrift stores and dollar stores.

Major thrift stores and dollar stores in Canada:

- Value Village
- The Salvation Army
- Goodwill
- Dollarama
- Dollar Tree
- Your Dollar Store with More

Settlement volunteers are also in touch with donors and organizations that provide gently used clothing (including winter clothing), household items and furniture. Please contact your local settlement member at 1-888-536-3599 or your Jamati Mukhi or Kamadia Saheb or Mukhiani or Kamadiani Saheba for further information.



Other Online Resources

Google Maps

The easiest and most accurate way to find any location, along with step-by-step directions.



Transit

Navigate your city's public transit system with accurate real-time predictions, simple trip planning, step-by-step navigation, service disruption notifications, and departure and stop reminders.



Duolingo

Learn English and French on the go.



Flipp

Easiest way to browse flyers, and save money in your area.



iiCanada App

Gateway to the latest Ismaili Institutional news, information, and events happening in your Jamatkhana, region, nationally, and around the world.



Emergency

Emergency Contact Information

In case of a FIRE: DIAL 9-1-1 Request for FIRE FIGHTER*

In case of a CRIME: DIAL 9-1-1 Request for POLICE*

In case of an INJURY: DIAL 9-1-1 Request for AMBULANCE*

EMERGENCY

****Please note that you can be charged or fined for making false calls to 9-1-1***

Health

Medical Advisory Service (MAS)

MAS is a confidential service provided across Canada by **Ismaili health professionals** in several languages. This service provides information and support around physical and mental health questions.

Contact Information

Call the Jamati Access Line at 1-888-536-3599 to connect with a Medical Advisor in your region. You can request to speak in your native language.

Mental Health and Crisis Lines

Canada's only national helpline for young people between the ages of 5 and 20.

Kid's Help Phone - 1-800-668-6868

Adults Helpline:

Vancouver - 1 866 661 3311

Edmonton - 1 800 232 7288

Calgary - 403 266-4357

Toronto - 416 408-4357

Ottawa - 613 238-3311

Quebec - 1 866 277 3553

To find crisis resources and phone numbers in your city, visit:

<https://www.crisisservicescanada.ca/en/looking-for-local-resources-support/>



Suicide, Family Violence & Drug Addiction

Family violence is any form of abuse or neglect that a child or adult experiences from a family member, or from someone with whom they have an intimate relationship. It is an abuse of power by one person to hurt and control someone who trusts and depends on them. Common forms of family violence include physical, sexual, emotional, or financial abuse and neglect.

Physical abuse: physical injury or death of a family member or intimate partner caused when someone: pushes, shoves, hits, slaps, kicks, etc.

Sexual abuse: forced sexual activity on a family member or intimate partner, when someone touches another in a sexual way without consent, has any sexual activity without consent, continues sexual activity when asked to stop or forces another to commit unsafe or humiliating sexual acts. Even if you are married or engaged, your partner cannot force you to have sex. Children under the age of 16 cannot give informed consent, so any sexual contact between an adult and a child is a crime. Children under the age of 18 cannot legally give consent to sexual activity that exploits them.

Emotional or psycho-social abuse: words / actions to control or frighten a family member or intimate partner, or destroy their self-respect, when someone: makes threats, intimidates or bullies puts down, insults, or calls a person names, yells or criticizes all the time, isolates a person from friends and family, destroys belongings and hurts pets

Financial abuse: control / misuse of a family member's or intimate partner's money or property, when someone: takes another person's money or property without permission, prevents a person from going to work or otherwise obtaining money / other resources, withholds or limits money, pressures a person to sign documents and forces a person to sell things or change a will

Neglect: not meeting the basic needs to provide care for a dependent family member or intimate partner, when someone: does not provide proper food, warm clothing, health care, medication, or appropriate hygiene, does not protect another person from physical harm or provide proper supervision, abandons another person.

Resources:

- If your life is in danger or you know someone's life is in danger CALL **911** NOW!
- If you or someone you know is experiencing abuse, please call our Jamati ACCESS Line at **1-888-536-3599** for private and confidential support.
- If you're thinking about suicide, are worried about a friend or loved one, the Canada Suicide Prevention Service can be reached at **1-833-456-4566** or **TEXT 45645** or visit <https://www.crisisservicescanada.ca/en/>
- Call **211** for information on government and community based health and social services in English, French, Farsi, Dari, Urdu, Hindi, Arabic and other languages.
- To find family **violence supports or programs** in your area, visit this Government of Canada website <https://www.canada.ca/en/public-health/services/health-promotion/stop-family-violence/services.html>
If you are concerned about a child being abused, please contact your **local Child Welfare agency**. Find your local agency at <https://cwrp.ca/provincial-and-territorial-assistance>
- If you know an **elder who needs support**, visit this Government of Canada website <https://www.canada.ca/en/employment-social-development/campaigns/elder-abuse/resources-province-territory.html>

Aga Khan Council for Canada Boards and Portfolios

1. Health Board

Health Board aims to improve and promote health and well-being of the Jamat. Jamati Volunteers assist with the following:

- Family Physician and Dentist
- Mental health & well being awareness programs & seminars:
 - Mental Health First Aid
 - Living Life To The Fullest
- Baby2 Be program for expectant mothers
- Medical Advisory Services (MAS)

2. Education Board

Education Board aims to improve quality of life and human development through education. Jamati Volunteers assist with the following:

- Early childhood development
- Post Secondary Funding & Scholarships
- Learning Centres: Homework Help
- ISTAR (Award/Recognition Program)

3. Economic Planning Board (EPB)

Economic Planning Board aims to improve the economic well-being of the Jamat by providing guidance and assistance through a sound financial base. Jamati Volunteers assist with the following:

- Skills Development & Employment
- Housing
- Resume Critiquing/Interview Preparations
- Tax Clinics
- Child Care Benefit
- Estate & Financial Planning Seminars
- Business Development & Networking Events
- Entrepreneurship Showcase
- Alliance Conference Canada (ACC)

4. Social Welfare Board (SWB)

SWB aims to empower individuals and their families to enhance the quality of their lives. Please contact Social Welfare Board (SWB) for the following:

- Crisis Social Support Services
- Special Kin Inclusion Program (SKIP)
- Bereavement

Contact Information

Call the Jamati Access Line at 1-888-536-3599 to connect with a representative from the above boards and portfolios.

5. Youth & Sports Board (YSB)

YSB aims to support and contribute to the development of resilient youth and support the entire Jamat in leading healthy and active lives. Jamati volunteers assist with the following:

- Youth Leadership Programs and Opportunities
- Active living/sports programs (e.g. Soccer, Dance, Cricket, etc.)
- Wellness tools and practices to support mental, emotional and physical health
- Mentorship programs for both boys and girls that provide Youth a safe space for dialogue
- Current virtual programs across Canada can be found on the YSB page at <https://iicanada.org/yyaconnection>

6. Future Ready Initiative (FRI)

The Future Ready Initiative is a program designed to help you and your family to look ahead and plan for your future. With the help of trained professionals, you will identify personal goals and dreams; together develop a plan and carve out a path for you to achieve those goals. A plan can include finding a place to live, getting involved in the community and possibly finding a new career.

The program brings together 4 main supporting elements:

- **Family Mentorship Program** - to support the Jamats access to priorities such as Early Childhood Education, Education, Health, Housing and, Social Supports
- **Future of Work** - to support the Jamats transitions to emerging career pathways where there are opportunities for growth
- **Mental Health Support** - to deepen our awareness and resiliency and, support those who need professional support
- **FastTrack Youth Mentorship** - to support young members of the Jamat to build academic and career life plans through coaching and role modelling

7. Care for the Elderly

Programs and supports in multiple languages to Jamati members and newcomer seniors age 55+ for their physical, emotional, social, spiritual, and educational needs. Care for the Elderly helps seniors access government benefits, help seniors get together online and at Ismaili seniors centres, and provides information on Multi-Generational Housing.

8. The Ismaili Tariqah and Religious Education Board (ITREB)

The Ismaili Tariqah and Religious Education Board (ITREB) gives the Jamat access to tariqah practices, helps educate our children and youth through BUI (see page 15), keeps the Jamat connected to our faith, and so much more.

9. The Conciliation and Arbitration Board (CAB)

The Conciliation and Arbitration Board (CAB) offers free, confidential mediation services to the Jamat and continues to remain available to assist Jamati members via both telephone and online mediation services during this time when face-to-face interaction is restricted.

Contact Information

Call the Jamati Access Line at 1-888-536-3599 to connect with a representative from the above boards and portfolios.