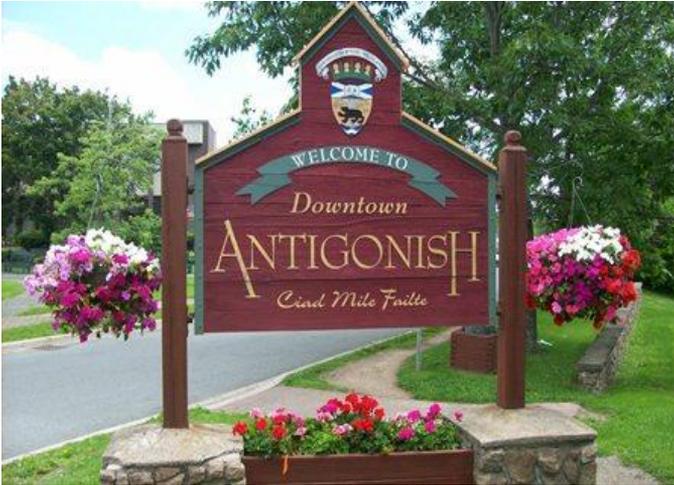


A Newcomers' Guide to Antigonish



Antigonish Immigrant Support Program

A Program of the Antigonish Women's

Resource Centre

Funded by the Nova Scotia Office of

Immigration

2nd Edition: February 2018.

Acknowledgements

We would like to thank Pravin Raut from Mumbai, India, for helping us translate this resource booklet in Hindi language. Thank you Pravin!

Our special thanks to Julissa Stewart for her hard work in compiling, editing, and formatting this guide for the first edition.

Our sincere thanks to the Coady International Institute who shared the materials from their welcome guide for students, upon which this booklet is based.

We would like to extend our heartfelt thanks to Laurie Smith, Primary Health Care Coordinator, Nova Scotia Health Authority, for helping us update the information on the health care system in Antigonish.

Our special thanks to Vangie Babin, Women's Service Coordinator, Antigonish Women's Resource Centre for her guidance in publishing the revised edition.

Jubanti Dhan Toppo

Immigrant Support Program coordinator

Antigonish Women's Resource Center, Sexual Assault & Service Association.

Table of Contents

Emergency Assistance	4
Living in Canada Checklist.....	5
Apply for a Permanent Resident Card	6-7
Services for Newcomers.....	8
Apply for Social Insurance Number	9
Health Insurance	10
Canadian Medical System	11-12
Local Health Services	13-15
Doctors and Walk-in Clinics	16-17
Drugstores and Pharmacies	18
Other Community Services	19-20
Employment	21
Financial Services	22
Language & Literacy Support	23
Recreation	24
Housing	25
Resources for Children	26
Transportation	27-28
Postal Services	29
Bibliography	30-3

Emergency Assistance

- **For serious emergencies:** call 911
- **Poison Control:** 1-800-565-8161
- **NS Telecare:** 811 Health Information and Advice 24 hours/day.
- **Environmental Emergencies:** 1-800-565-1633
- **To inquire about community or other social services:** 211
- **St. Martha's Regional Hospital:** 902-867-4500



If you have a medical emergency, go directly to the Emergency Department at St. Martha's Regional Hospital or call an ambulance (911).

Living in Canada: Checklist



In your first few weeks

You may need to:

- Exchange your money for Canadian currency
- Find accommodation
- Apply for health insurance
- Fill out forms for a Social Insurance Number
- Register your children in school

In your first few months

You will likely need to:

- Get a family doctor;
- Have your children immunized;
- Open a bank account;
- Look for a job;
- Get a valid driver's license
- Apply for Canada Child Tax Benefit (call 1-800-387-1193); and
- Apply for GST/HST Credit; call 1-800-959-1953

How to Apply to Become a Permanent Resident of Canada

A permanent resident is someone who has been given permanent resident status by immigrating to Canada, but is not (yet) a Canadian citizen. Permanent residents are citizens of other countries.

Permanent Resident Card

The permanent resident (PR) card is the official proof that you are a permanent resident of Canada. You use this card when you travel and return from another country.

What Permanent Residents Can Do

As a permanent resident, you have the right to:

- get most social benefits that Canadian citizens receive, including health care coverage
- live, work or study anywhere in Canada,
- apply for Canadian citizenship,

www.servicefornewcomers.cic.gc.ca

Antigonish/Guysbrough Immigrant Support Program

The AISP can:

- answer questions
- get you connected in the community
- help you navigate local services

We provide information and settlement support to newcomers and their families in Antigonish and Guysborough counties. Call us at 902-870-1853 to set up an appointment or drop by our office on the second floor of the Kirk Building, 219 Main Street.

Pictou Antigonish Regional Library: Newcomer Welcome Centre

We are working towards providing in-person information and help in each of our public libraries as one-stop Welcome Centers.

<http://parl.ns.ca/newcomers/index.php>

How to Apply for a Social Insurance Number (SIN)

Social insurance numbers (SINs) are needed to work in Canada, open a bank account or to obtain your tax credit. Your employer will ask you for this number. More information on documents needed to apply for a SIN found here: www.servicecanada.gc.ca

You will be issued a paper document with your SIN.

This website also provides job bank access, employment insurance information and filing, as well as counseling and program support for individuals and communities.

- **Telephone:** 902-863-7069
- **Toll-free:** 1-800-537-9573

In Antigonish, the Service Canada is located on the second floor at 325 Main Street.

Health Insurance

You will need an MSI card to access most health care services without being charged.

Maritime Medical Insurance (MSI)

- Handles free of charge any inquiries dealing with MSI and/or Pharmacare services. Deals with first-time applicants, landed immigrants and people on work visas.
- **Telephone (Toll-free):** 1-900-563-8880
- **Email:** msienquiry@medavie.bluecross.ca
- **Website:** www.gov.ns.ca



Canadian Medical System

Some useful hints about the Canadian medical system:

- Be on time for your appointment. If you decide not to keep the appointment, ensure the doctor's office is informed as early as possible so they can give the appointment to another patient.
- Be prepared to wait at the doctor's office. Although you may arrive on time, it is not unusual to have to wait to see the doctor. Emergency department visits typically take many hours.
- The doctor may not always give you medication. In Canada, a doctor does not always prescribe medicines; s/he may give you advice only. Canadian doctors seldom treat with injections.
- Ask the doctor questions. If you do not understand what the doctor is saying, or instructions are not clear, ask for clarification. You have a right to know about your health and to

understand the diagnosis and treatment. If you do not ask a question, the doctor may assume that you understand everything clearly.

- If medication is recommended, ask if it is a prescription or "over-the-counter" medication. Over-the-counter medications are displayed on shelves in the pharmacy and can be bought without a prescription. You are responsible for paying for over-the-counter medications. It is recommended that you ask the pharmacist for directions and precautions about all medication you are buying (over-the-counter and prescription).
- Prescription medicines can be very expensive. Please note that medications you may be able to purchase without seeing a doctor in your own country may be classified as "prescription" medications in Canada. Prescription medicines can be expensive and you might want to verify what is covered by your health plan.

Local Health Services

St. Martha's Regional Hospital

- St. Martha's Regional Hospital providing a range of primary and secondary health services

Telephone: 902-867-4500

Website: www.nshealth.ca

Nova Scotia Health Authority

Website: www.nshealth.ca

Mental Health & Addictions Services

- Provides psychiatric and social work services for adults and children on-site or outreach.

Intake Line: 1-888-291-3535 (Have your health card on hand)

Need Help Now?

Mental Health Crisis Line: 1-888-429-8167

Available 24 hours, seven days a week

Public Health Services

- Responsible for a variety of health services including health promotion and education, illness and injury prevention activities, inoculations, communicable disease control, active living, nutrition, dental health, and community social supports.

Telephone: 902-867-4500 ext. 4800

Lindsay's Health Centre for Women

- Services are provided by a multi-disciplinary team that includes Mental Health & Addiction Services, a Nurse Practitioner, Women's Centre Services, and a physician. Open to all women and adolescent girls.

Telephone: 902-863-6221

Email:

antig.women@ns.sympatico.ca

- **Men's Health Centre** is open to all men and boys 12 years and older. Services are provided by a team of health professionals including: a physician, Mental Health & Addiction Services and Family Services of Eastern NS.

Telephone: 902-863-2358

<http://ensfamilyservice.ca/programs/mens-health-centre/>

Doctors and Walk-in Clinics

For an appointment with your family doctor:

Doctors usually schedule appointments between 9:00 AM and 4:30 PM, Monday to Friday. You can book an appointment by calling your doctor's clinic during the day.

It may not always be possible to obtain an appointment the same day you ask- you may have to wait a period of time.

To see a doctor in the evening:

Antigonish After- Hours Clinic:

Monday- Friday 6:00-9:00pm
40 Church Street
Telephone: 902-735-4000

- Instructions: Call the above number beginning at 5pm to book an appointment. They do not answer the phone before 5pm.

Atlantic Super Store Walk-in Clinic:
Telephone: 902-338-3000

To see a doctor in the evening and on Saturday:

- **Walk-in Medical Clinic:**
Monday 6:00pm- 9:00pm & Saturday
1:00pm- 5:00pm
Atlantic Superstore, 2nd floor
Telephone: 902-338-3000
- **Instructions:** You can book an appointment beginning one hour before the clinic opens or you can walk in and wait for an appointment.

***Please note:** appointments at the clinics are very quick and doctors will only address ONE problem at an appointment.

For Emergencies:

If you have a medical emergency go directly to the Emergency Department at St. Martha's Regional Hospital or Call 911.

Nurses Helpline call 811

Drugstores and Pharmacies

There are various places you can go in town if you need to purchase medication, toiletries, or other items.

Mackinnon's Pharmasave

243 Main St.

Lawton's Drugs

Antigonish Mall

Shoppers Drug Mart (open until 10PM)

303 Main St.

Drugstore Pharmacy (in Superstore)

26 Market St.

Wal-Mart Pharmacy

50 Market St.

Haliburton PharmaChoice

220 Main St.

Other Health and Community Services

- **Antigonish Women's Resource Centre** is there to support women of all ages with education, counselling, self-esteem and many other programs. It is located in Kirk Place Building, Room 204, 219 Main St.
Telephone: 902-863-6221
Website: <http://awrcsasa.ca/>
- **Men's Health Centre** is open to all men and boys 12 years and older. Services are provided by a team of health professionals.
Telephone: 902-863-2358
<http://ensfamilyservice.ca/programs/mens-health-centre/>
- **Antigonish Community Grief Support** program is offered to those who have lost a loved one. Call to see if they have a program open.
Telephone: 902-863-1375.

All services are free.

- **Kids Help Phone** is a free 24-hour a day service for children experiencing abuse or emotional distress. Counseling and referrals are provided.
Telephone: 1-800-668-6868
Website: www.kidshelpphone.ca

Employment

- **Nova Scotia Works: Career Connections**

provides free educational opportunities and services help you find employment or start a business.
50 James St.

Telephone: 902-863-8244

E-mail: robenastewart@theacrc.ca.



- **Service Canada** provides access to an online job bank; employment insurance information, as well as information about SIN numbers.

Located at 325 Main St.

Telephone: 902-863-7069 or 1-800-537-9573

Website: www.servicecanada.gc.ca

Financial Services

- **Banks:** The Bergengren Credit Union, Scotia Bank, Royal Bank of Canada, and CIBC are all located on Main Street. All four banks are full-service financial institutions where you can open accounts, exchange currency, buy traveller's cheques, etc.



- Funds for foreign cheques, other than US \$ or British £ bank drafts, are generally not payable immediately. The time required to clear foreign cheques is usually 4-6 weeks.
- Wire transfers can also be made at the Western Union agency located at Walmart. Charges for wire transfers differ depending on the amount of money being transferred and destinations. Inquiries can be made in-person, or visit www.westernunion.ca.

EAL and Literacy

Antigonish County Adult Learning Association (ACALA):

- ACALA offers English as a Second Language (EAL) classes and one-on-one tutoring services free of charge for anyone interested in improving their English speaking, listening, reading and writing skills.
- ACALA partners with the Teaching Immigrants English (TIE) Program to deliver beginner, intermediate and advanced classes to new immigrants and permanent residents.
 - **Telephone:** 902-863-3060
 - **Website:**
<http://www.acalalearn.ca>
 - **General email:** acala@srsb.ca

The **Antigonish Town and County Library** has books and other resources available for loan.

Address: 283 Main Street

Telephone: 902-863-4276

<http://www.parl.ns.ca>

Recreation

The **Town of Antigonish Recreation Department** is dedicated to providing sport, recreation and leisure activities for the citizens of Antigonish.

Director of Recreation: Tricia Cameron
email: tcameron@townofantigonish.ca
902-867-5595

The **Antigonish County Recreation Department** creates opportunities and resources for the community to pursue physical activity, sport and recreation.
<http://www.antigonishcounty.ns.ca/category/recreation/>

Phone: (902) 863-1141 – Main Office
Phone: (902) 863-0316 – Recreation
Programmer's Office
recreation@antigonishcounty.ns.ca

The **Antigonish Town and County Library** offers free programs for children and adults.

Address: 283 Main Street, 902-863-4276

<http://www.parl.ns.ca>

Housing

Eastern Mainland Housing Authority:

Administers existing public housing. This includes housing for seniors and families needing housing support. Rent is geared to income.

- **Location:**
20 Orchard Terrace
Antigonish, NS
B2G 1W5
- **Telephone:** 902-863-1259

Some websites that may be useful in finding temporary rental housing:

Rent Gorilla:

<https://rentgorilla.ca/list/antigonish-ns?page=1>

Kijiji Nova Scotia (search “real estate” + “Antigonish”)

<http://www.kijiji.ca/b-real-estate/nova-scotia/antigonish/k0c3419002>

Resources for Families with Children

Kids' First Family Resource Centre:

Kids First builds confidence, stability and hope in families with children 0 to 6. Some programs include: Moms (parents) & Tots; Learning library; School readiness; Back to school and Canadian pre-natal/post-natal nutrition program.

- **Telephone:** 902-863-3848
- **Email:** antigonish@kids1st.ca
- **Website:** <http://www.kids1st.ca>

Strait Regional School Board:

Administers public schools in the area, including Antigonish, Guysborough and all of Cape Breton. English and French Immersion classes are available. To enroll your child in public schooling, please contact.

- **Telephone:** 902-625-2191
- **Toll-free:** 1-800-650-4448
- **Website:** www.strait.ednet.ns.ca

Transportation

Taxis

- **R-Mac Taxi Service:** 902-867-0077
- **Mac's Taxi (24-hour service):** 902-863-8000
- **Student Taxi:** 902-863-2122
- **M&M Taxi:** 902-863-6666
- **Odgies Taxi:** 902-863-3030
- **Zinck's Taxi:** 902-863-4944

Taxi costs are approximately \$5-6/trip in-town and \$7/trip to Superstore (doctor's office).

Maritime Bus

- For bus travel outside of Antigonish, the Maritime Bus is a frequently used option. The bus terminal is located at Bloomfield Centre on the StFX Campus. You can check the travel schedules online.

Telephone: 902-863-6901

Website: www.maritimebus.com.

Transportation

Antigonish Community Transit

- The Antigonish Community Transit bus has a regular service around town and into the county. Bus stops are located around town.
- Schedules are available online at www.antigonishcommunitytransit.ca or by **telephone** at 902-867-0411.



Postal Services

There are two post offices in Antigonish, both offering the same services, such as purchasing stamps, and posting letters and packages.

Hours of operation:

9am-5pm, Monday-Friday

For detailed information, visit:

<http://www.canadapost.ca>

Antigonish Locations:

- A central post office located at 133 Church St. at the Antigonish Mall
- A Canada Post outlet located in Shoppers Drug Mart on Main St.

Outgoing mail:

- Stamp prices differ depending on the location you are mailing your letter.
- Heavier letters must be weighed at the post office to determine the cost. Seal all letters well and do not over-stuff.
- Be sure to put a return address, including your name, on any mail you send.

Bibliography

Antigonish Town and County Community Health Board. (2012-2013).

Application for a Permanent Resident Card (PR Card). (2016). Retrieved from <http://www.cic.gc.ca/english/information/applications/prcard.asp>

Citizenship and Immigration Canada. (2007). Welcome to Canada: What you should know. *Minister of Public Works and Government Services Canada, 2010 Edition*.
Coady International Institute: Newcomers Guide to Antigonish

Immigrant services in your area. (2016). Retrieved from <http://www.cic.gc.ca/english/newcomers/map/services.asp>

Kids First,Pictou, Antigonish and
Guysborough Counties. (n.d.). Retrieved
from <http://kids1st.ca/>

Service Canada. (n.d.). Retrieved
from <http://www.servicecanada.gc.ca/eng/home.shtml>

Map of Antigonish

