

Public Health and Community Services

For Newcomers to
Waterloo Region

Welcome to Canada and Waterloo Region!

If you are a newcomer or are helping a family settle in the Region, this list of services is for you. Services are from the Public Health department and the Community Services department through the Region of Waterloo. For more information call 519-575-4400, 24 hours a day. TTY: 519-575-4608.

**Region of Waterloo Public Health
and Emergency Services**

**Region of Waterloo
Community Services**

www.regionofwaterloo.ca

*This document is
available in alternate
formats upon request.*



Prenatal and infant health



Growing Healthy Two-Gether

A free weekly program for women having babies. Partners are welcome too! Learn about having a healthy baby, eating well during pregnancy, preparing for birth, cooking tips and more. Enjoy free child-care while you meet other women and share experiences. To learn more and see our schedule for locations near you visit Carizon at www.carizon.ca/community-services/growing-healthy-two-gether-program or call 519-743-6333.

Infant and Child Development program

Free services for babies and children not yet in school who are behind in their development or at risk of not developing normally, who have health or medical issues, or who have a diagnosed condition. Visit: www.regionofwaterloo.ca/specialneedschildren or call 519-575-4400 and ask to speak to a Public Health Nurse.



Your growing child



Healthy Babies Healthy Children

A free and voluntary program for women having babies, and families with young children from birth to age six. Parents may have home visits from a Public Health Nurse and Family Visitor who will offer information about healthy pregnancy and birth, building connections with your baby, parenting tips, breastfeeding and healthy nutrition as well as other services and supports. If you are interested call 519-575-4400 and ask to speak to a Public Health Nurse.

Finding childcare in Waterloo Region

There are two types of child care available in the Region. Licensed child care is checked and inspected by the government and unlicensed child care (care given by family, babysitters, or nannies, for example) is not. Licensed child care is delivered in homes, centres, and in schools during hours that work around your schedule.

In Ontario, licensed child care is not free but you may qualify for financial help to cover the costs if you are working, in school or training, or have a child with special needs. Visit the website: www.onelistwaterlooregion.ca to search and apply for licensed child care programs in the Region.

Special needs

Children with special needs who are in licensed child care may qualify for supports. If you have concerns about your child's development, you can call the Special Needs Access Point (SNAP) at 519-883-2022 or email: snap@regionofwaterloo.ca. Go to: www.regionofwaterloo.ca/SNAP for more information.

Healthy lifestyle



Community gardens

Enjoy fresh and affordable fruits and vegetables while building a sense of community and meeting others in your neighborhood. For more information about how to join a community garden or start your own community garden visit:

[www.regionofwaterloo.ca/
communitygardens](http://www.regionofwaterloo.ca/communitygardens).

Healthy eating and active lifestyles

Online information to help you learn about general nutrition, how to prepare and store healthy seasonal food, how to read nutrition labels and more.

www.regionofwaterloo.ca/foodskills.

Healthy eating on a budget

Everyone wants to eat healthy while keeping costs down. Learn about where to find emergency and low-cost food and how to plan your meals on a budget.

[www.regionofwaterloo.ca/
budgethealthyeating](http://www.regionofwaterloo.ca/budgethealthyeating).

Peer Program

Peer-led programming about nutrition and child health. This program provides people with the information and skills to improve the overall health of themselves, their families, and their communities, while helping people to connect with others. To learn more, visit:

www.regionofwaterloo.ca/peer.

Seniors

Healthy aging

The Region of Waterloo offers exercise programs, physiotherapy, hydrotherapy, massage therapy and foot care through the Sunnyside Wellness Centre for older adults. Call 519 896-0805 or visit: www.regionofwaterloo.ca/seniorswellnesscentre.



Community programs

Services offered include care for those who have been ill in hospital or had surgery and need short term care before going home, elder care if you need a break from taking care of a loved one or relative, homemaking and nursing supports and community day programs for those suffering from dementia or memory loss. Some programs may have a wait list. www.regionofwaterloo.ca/communityprogramsservices.

Long term care

Provided at Sunnyside Home in Kitchener for those who can no longer live on their own. There is a wait list to get in. Call the Waterloo Wellington Community Care Action Centre at 519-748-2222 for more information and to apply.

Did you know?

The Public Health Resource Centre is a lending library for anyone who lives, works, or goes to school in Waterloo Region. Books, DVDs, kits and other resources on topics like healthy eating, active living, parenting, hand washing, sexually transmitted infections, cancer prevention and more may be borrowed free of charge. www.regionofwaterloo.ca/phrc.



Clinical services



Dental screening and support

Public Health has dental clinics in Cambridge and Waterloo for children and adults who have a low income. Eligibility is based on income. Children receive free basic services, including checkups, cleaning and fillings. Adults can receive limited services to eliminate pain. Some fees may apply. To learn more about the dental treatment programs visit: www.regionofwaterloo.ca/dentalhealth.

Immunization

Immunization of children and adults helps to decrease serious illness in your family and in the whole community. For more information, visit: www.regionofwaterloo.ca/ivpd.

To learn about Ontario's publicly funded immunization program and how to ensure your children receive the required vaccines for school, call 519-575-4400.

Sexual and reproductive health

Confidential clinical and counselling services are available for birth control, sexually transmitted infections, HIV and pregnancy testing. For a complete list of services visit: www.regionofwaterloo.ca/sexualhealth.

To make an appointment at a sexual health clinic or for counselling, call 519-883-2267.



Health protection

Health inspection

Each year, Public Health Inspectors complete over 6,000 inspections of businesses that serve food or offer beauty and body art services. The purpose of the inspections is to make sure these businesses meet minimum public health requirements to prevent illness and infection. Visit the website: www.regionofwaterloo.ca/checkit to access public health inspection results for Waterloo Region.



Municipal and private drinking water

The majority of people in Waterloo Region rely on municipally-supplied drinking water. Water is tested regularly to ensure quality and safety. Residents on municipally-supplied drinking water often live in urban or suburban areas, including smaller towns.

Residents outside of urban areas may rely on private wells for their drinking water. These citizens often live in rural or agricultural areas.

Owners of private wells are responsible for testing their own water, to ensure it is safe. For more information about water testing for private wells, visit: www.regionofwaterloo.ca/privatewellwater.

Did you know?

Paramedic Services provide ambulance and pre-hospital emergency care to all residents of Waterloo Region. To find out more about when to call 911 visit: www.regionofwaterloo.ca/whentocall911.



Financial supports and resources



Financial assistance

Money may be available to help you and your family cover the cost of living, including food, shelter, clothing, child care or heat and hydro bills. Your income is used to decide if and how much money you receive.

www.regionofwaterloo.ca/financialassistance.

Employment support

Free workshops are available to help you improve your education, identify your goals, write resumes and cover letters, practice your interview skills, and develop computer skills.

For help with career planning and your job search, visit one of our Employment Resource Centres at 235 King Street East in Kitchener, 99 Regina Street South in Waterloo, and 150 Main Street in Cambridge. These centres have computers with internet access, job boards and staff who can answer your questions.

www.regionofwaterloo.ca/employmentsupports.

Affordable housing



Across the community there are rental units at a lower cost for those who can't afford to pay market rent. Some units offer extra support for people with different types of needs. There is a wait list for affordable and supportive housing but those with personal safety issues or illness can apply for priority or urgent status. The Region also offers loans (based on your income) to help make a down payment for people who would like to buy a home.

www.regionofwaterloo.ca/housing.