



A Guide for Newcomers

# WELCOME TO OUR COMMUNITY



Welcome | Pjila'si | Bienvenue | Fáilte | स्वागतम् | خوش آمدید | ようこそ | 환영합니다 | Willkommen | Bienvenido | ยินดีต้อนรับ | Benvenuti | مرحبا | Witamy  
Καλώς ήρθατε | 歡迎 | ਨਿ ਆਇਆਂ ਤੂੰ | Bem vindo | Ласкаво просимо | Üdvözlet | Velkommen | Tuloy po kayo | 您好 | Welkom | Hân hoan chào đón



# IMPORTANT CONTACTS FOR NEWCOMERS

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**Emergency Services (Police / Fire / Ambulance)**

**911 (Available 24/7)**

**Medical Care Plan Health Card (MCP)**

**1-866-449-4459**

[www.gov.nl.ca/mcp](http://www.gov.nl.ca/mcp)

**Newfoundland & Labrador Housing (NLHC)**

**1-833-724-2444**

[www.nlhc.nl.ca](http://www.nlhc.nl.ca)

**Crisis Support**

**1-888-737-4668**

**Torbay Community Health Clinic, NL Health Services**

**709-752-4732**

**Immigration, Refugees & Citizenship Canada  
(IRCC)**

**1-888-242-2100**

[www.canada.ca/en/immigration-refugees-citizenship.html](http://www.canada.ca/en/immigration-refugees-citizenship.html)

**Service Canada – Support with Social Insurance Numbers & Employment**

**1-800-622-6232**

[www.canada.ca](http://www.canada.ca)

**Mental Health & Crisis Line (Available 24/7)**

**811 (Available 24/7)**

**Torbay Community Health Clinic, NL Health Services**

**709-752-4732**



# YOUR RIGHTS AT WORK

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**If you are legally entitled to work in Canada, you are protected by law.**

## **Health and Safety**

- You have the right to refuse unsafe work
- You have the right to job training
- You have the right to a workplace free of harassment and discrimination

## **Wages and Work Hours**

- A standard full-time work week is 40 hours
- Any wage deductions (such as for housing) must be clearly stated in your written contract

## **Paid Time Off**

- You have the right to take paid leave for:
- Sick Leave or Family Leave
- Pregnancy or Parental Leave
- Death in the Family (Bereivement)
- Family Violence

## **Workplace Protection**

- Discrimination and Harassment are not allowed
- Sexual Harassment is illegal
- You have the right to report mistreatment or abuse (temporary foreign workers may do so through an Open Work Permit for Vulnerable Workers at [www.canada.ca/vulnerable-workers](http://www.canada.ca/vulnerable-workers))

# YOUR RIGHTS & RESPONSIBILITIES AS A FAMILY, SPOUSE, OR PARTNER

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## Family law in Canada includes:

- Divorce or separation
- Custody of your child or children
- Visitation or access rights
- Financial support from the other parent

## Family Violence is a Crime in Canada.

### Family violence includes:

- Physical abuse (hitting, slapping, kicking, pushing, etc.)
- Threats, confinement, or use of weapons
- Controlling behavior (not letting your partner work, have money, friends, or medical care)
- Sexual abuse (any unwanted sexual contact is illegal, even if you are married or in a relationship)

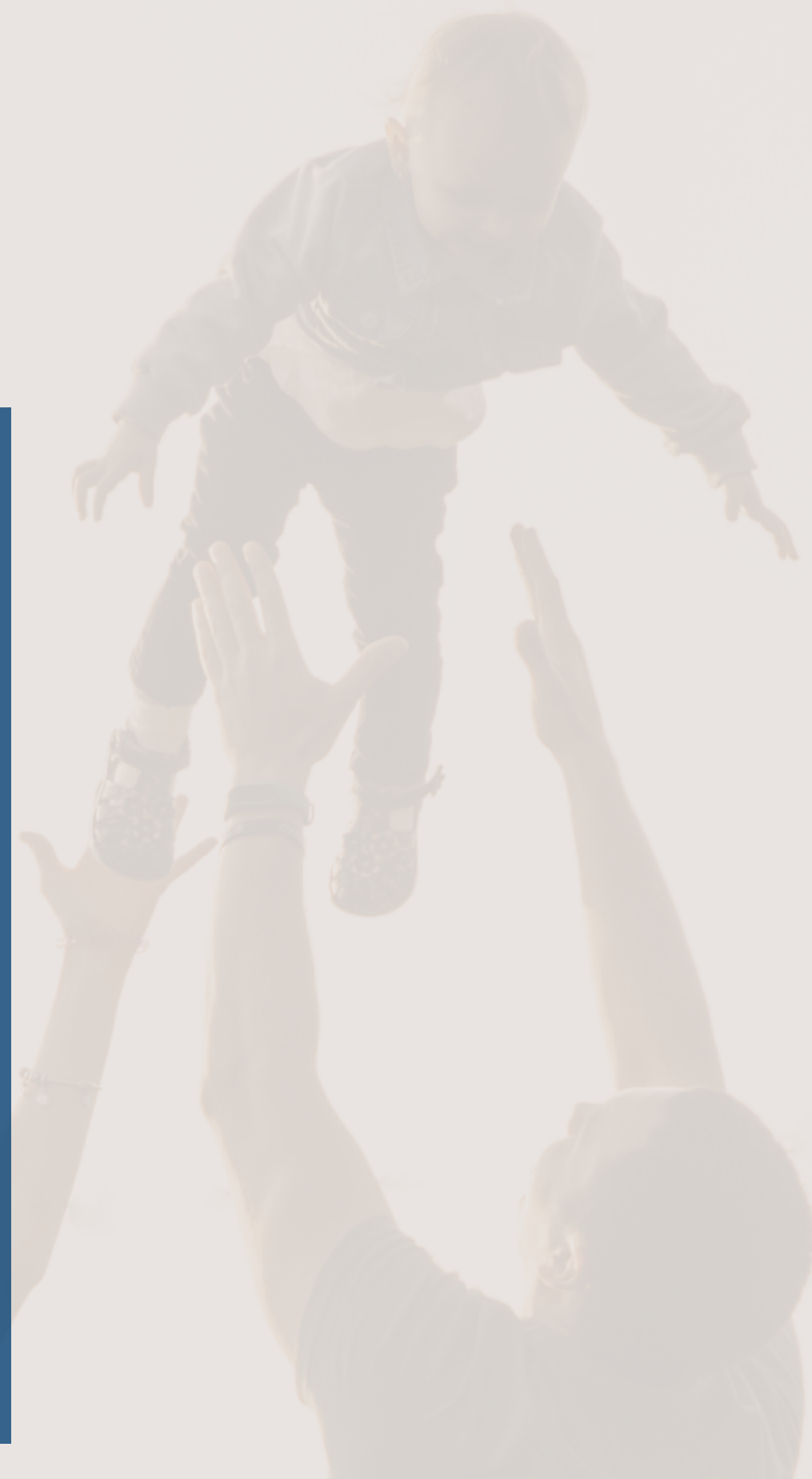
## A child can be taken from a home if they are at risk of harm.

### If You Are Experiencing Family Violence:

- You have the right to end your rental agreement early.
- Apply to the Director of Residential Tenancies
- You must give 30 days' notice.

### You also have the right to:

- Ask for an interpreter
- Speak to a lawyer
- Bring a support person to legal appointments
- Have translated documents notarized by a lawyer





# YOUR RIGHTS & RESPONSIBILITIES WHEN RENTING

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## **As a Renter, You Must:**

Pay your rent on time

Keep your unit clean and repair any damage you cause

Not change locks or disconnect heat, water, or electricity

Notify your landlord in writing if you plan to move out

Follow the terms in your rental agreement related to moving out

Respect building rules and live peacefully with neighbours

## **Your Landlord Can:**

Not enter your unit without notice, except in an emergency

Provide at least 24 hours' written notice before entering

Not raise your rent without proper written notice

Not increase rent during a fixed-term lease

Not shut off heat, water, or electricity

Return your security deposit within 10 days after your lease ends

Charge a late fee if rent is overdue

Evict you if rent is unpaid for:

- 3 days (weekly lease)

- 5 days (monthly or fixed-term lease)

**You have the right to bring a support person or translator to help you understand and review your rental agreement before signing.**





**GET IN TOUCH**

**Yuliia Fedonenko**

**Immigration Settlement Coordinator**

**WE WANT TO UNDERSTAND YOUR NEEDS AND PROVIDE  
THE RIGHT SUPPORT AS YOU SETTLE IN!**

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