

Service Canada Toolkit Outreach Initiative For Reaching Newcomers

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Apprenticeship Completion Grant (ACG)

The Apprenticeship Completion Grant (ACG) is a one-time taxable cash grant of \$2,000 maximum available to registered apprentices who have successfully completed their apprenticeship training and obtained their journey person certification in a designated [Red Seal](#) trade.

Eligibility information

To be eligible for the Apprenticeship Completion Grant (ACG), you must answer YES to each statement below.

- I am a Canadian citizen, permanent resident, or protected person.
- I am not a high school student.
- I am able to show through required [supporting documents](#) that I have successfully completed an apprenticeship program as a registered apprentice in a designated Red Seal trade.
- I am within the application deadline: **June 30** of the calendar year following the date I completed my apprenticeship program. View the [application deadline calendar](#).

Application information

You can [apply for the ACG online](#) or you can [download a paper application](#).

Another option is to request an application form by calling the Apprenticeship Grants toll-free number: 1-866-742-3644 (TTY: 1-866-909-9757)

Supporting document information

To complete your Apprenticeship Completion Grant application, you are required to submit supporting documents. You will find below a list of the required supporting documents for each province and territory.

If you do not have one or both required supporting documents as indicated, please contact your [provincial or territorial apprenticeship authority](#) and submit your application on or before June 30th of the calendar year following the date you completed your apprenticeship program and became certified in your trade. Once you have received your supporting document, you must mail your documents to an [Apprenticeship Grant processing centre](#) or deliver them to a [Service Canada Centre](#) near you. Service Canada will honour the date of your online application or the postmark date on your mailed application.

To complete your ACG application, you are required to submit [supporting documents](#).

www.servicecanada.gc.ca/eng/goc/apprenticeship/completiongrant/program.shtml

Apprenticeship Incentive Grant (AIG)

Apprenticeship grants are available to individuals who are interested in learning a trade. There are many career opportunities in the trades, everything from construction and roofing to cooking and hairstyling. Visit [Skills Canada](#) to learn more about careers in the trades.

The Apprenticeship Incentive Grant is a taxable cash grant of \$1,000 per year for registered apprentices upon completion of their first or second year/level (or equivalent) of an apprenticeship in a Red Seal trade. The lifetime maximum is \$2,000 per eligible apprentice.

They can visit [Red Seal](#) for information on how to get started and more.

Eligibility information

To be eligible for the Apprenticeship Incentive Grant (AIG), you must answer YES to each statement below.

- I am a Canadian citizen, permanent resident, or protected person.
- I am not a high school student.
- I am a registered apprentice with an employer, training trust fund, union training centre, joint apprenticeship training committee, or apprenticeship authority.
- I am in a Red Seal trade program that is designated as such in the province or territory where I am registered as an apprentice.
- I am able to show through required [supporting documents](#) that I have successfully completed the first or second year/level (or equivalent) within an eligible apprenticeship program.
- I am within the application deadline: **June 30** of the calendar year following the date I completed the year/level (or equivalent) for which I am applying. View the [application deadline calendar](#).

Application information

You can [apply for the AIG online](#) or you can [download a paper application](#).

Another option is to request an application form by calling the Apprenticeship Grants toll-free number: 1-866-742-3644 (TTY: 1-866-909-9757)

www.servicecanada.gc.ca/eng/goc/apprenticeship/incentivegrant/program.shtml

Canada Apprentice Loan

The Canada Apprentice Loan is an initiative of the Government of Canada to help you complete your apprenticeship in a designated Red Seal trade.

You can apply for up to \$4,000 in interest-free loans per period of technical training. The money will be available to you to help pay for tuition, tools, equipment and living expenses, to cover forgone wages or to help support your family.

The Canada Apprentice Loan is available in all provinces and territories except Quebec, where an alternate support is available.

Eligibility

To be eligible, you must meet **all** of these criteria:

- be a Canadian Citizen, Permanent Resident, or Protected Person;
- be registered in a [Red Seal](#) Trade apprenticeship program that is designated by the province or territory where you are registered as an apprentice;
- be enrolled in [block release technical training](#) or the equivalent full-time technical training with an approved [technical training provider](#); and
- pass a [credit check](#) (required if you are applying for the first time).

Application Information

Below are the steps to follow when applying for a Canada Apprentice Loan:

- Check to see if you are [eligible for a Canada Apprentice Loan](#).
- Register for a [Canada Apprentice Loan online service account](#).
- Apply Online.
 - Include your banking information to get your money faster.
 - Agree to the [Terms and Conditions](#) of applying for and receiving a Canada Apprentice Loan.

<https://www.pca-cal.ca/en/Home>

or

Call: 1-855-844-5670 (TTY: 1-855-844-5671)

Canada Benefits

The “Canada Benefits Finder” is an online tool that will assist you or your client to access information on federal and provincial/territorial programs and services customized to individual needs. For example, if the newcomers need temporary income support or skills training, Canada benefits will help connect them with appropriate programs and services.

This tool can be used by target audience or life event subjects or by answering eleven short questions on their situation.

The screenshot shows the homepage of the Canada Benefits Finder website. At the top left, there is the Government of Canada logo in both English and French. The main header features the website name "CanadaBenefits.gc.ca" with the tagline "connecting you to government benefits" and a large red maple leaf graphic. Below the header is a navigation bar with links for "Français", "Home", "Contact Us", "Help", "Search", and "canada.ca". The main content area is divided into three sections: a left sidebar with "Home" and "Related Links" (including About Us, A to Z Benefits Index, Benefits Finder, Service Canada, Find a Service Canada Centre, Publications and Reports, and Provincial and Territorial Governments); a central "Benefits FINDER" section with a map of Canada and a "Start Now!" button; and a right sidebar with "Features" including "WOMEN'S HISTORY MONTH OCTOBER", "#RememberThem", and "Prevent Drug Abuse".

For a comprehensive list of Government of Canada, provincial and territorial government programs, services and benefits, personalized to your search criteria, see the Canada Benefits site.

www.canadabenefits.gc.ca

Canada Student Loans and Grants

The Canada Student Loans Program provides financial assistance in the form of loans and grants to post-secondary students for families who demonstrate financial need and who provide confirmation of enrolment in a recognized post-secondary institution.

Students must first apply for a provincial or territorial student loan. Once an application has been approved, students are automatically assessed for both Canada Student Loans and Grants. Grants do not need to be paid back and a student may be eligible to receive more than one grant at the same time.

Eligibility

To qualify, you must:

- be a Canadian citizen, a permanent resident of Canada or designated as a protected person;
- be a permanent resident of a province or territory that issues Canada Student Loans (please note that the Northwest Territories, Nunavut and Quebec have their own student loan programs. Contact your [provincial or territorial student financial assistance office](#) for more information;
- Demonstrate financial need;
- be enrolled in at least 60 percent of a full course load (40 percent for students with permanent disabilities) if you are a full-time student;
- be enrolled in 20-59 percent of a full course load if you are a part-time student (if you are a student with permanent disabilities and you are studying between 40-59 percent of a full course load, you can choose to be considered a student in full or part-time studies);
- be enrolled in a degree, diploma or certificate program offered by a [designated post-secondary school](#) that runs for at least 12 weeks within a 15-week period;
- pass a credit check if you are 22 or older and are applying for your first Canada Student Loan;
- not have exhausted your [maximum lifetime limit](#) for financial assistance (including interest-free status).

Application Information

One form is all that you need to be assessed for loans and grants. Applications can be found:

- online through the [student financial assistance Web site of your province or territory](#);
- in paper form at your high school; and
- in paper form at your provincial or territorial student financial assistance office.

Complete and send your application form for federal and provincial student assistance to your [province or territory of permanent residence](#). You can speed up the process by submitting it online or allow 4-6 weeks by mail.

www.canlearn.ca

Foreign Credentials Referral

Working in Canada

As a newcomer to Canada, before you can work in your occupation, you may have to get your international credentials recognized. This means that experts will have to verify that the education, language skills and work experience you got outside Canada meet specific standards.

This is called foreign credential recognition, foreign qualification recognition, international credential recognition or international qualification recognition.

To begin, you need to know if your job or occupation is regulated or non-regulated in Canada and where to get your international qualifications recognized. Then, you can follow the steps to get your credentials recognized.

Follow the steps at [Get your credentials assessed](#) to get started.

Funding for organizations

The Government of Canada provides funding and support to governments and organizations to make sure that foreign credential recognition is fair and timely for everyone.

- [Funding through the Foreign Credential Recognition Program](#): offers funding to provincial and territorial governments and other organizations to help with the foreign credential recognition process.

Other resources

- [Pan-Canadian Framework](#): learn about the plan to improve foreign credential recognition all across Canada.
- [Success stories](#): see how Canada's Foreign Credential Recognition Program has changed people's lives.

Learn about [getting a job in a different province or territory](#) in Canada.

http://www.esdc.gc.ca/en/foreign_credential_recognition/index.page

Job Bank

The Job Bank is the Government of Canada's leading source for jobs and labour market information. It offers users free occupational and career information such as job opportunities, educational requirements, main duties, wage rates and salaries, current employment trends and outlooks.

Employers can also advertise jobs for free and it also offers many services and tools, including:

- **Job Match:** allows Canadians to get matched to jobs based on skills and knowledge
- **Job Search:** allows Canadians to search for work opportunities using search criteria, such as job titles and/or town/city
- **Job Alerts:** allows Canadians to receive job posting notifications by email twice a day
- **Career Navigator:** offers quizzes to job seekers so that they can analyse their work abilities, learning styles and work values.
- **Résumé builder:** allows users to create and save up to five personalized résumés.

The screenshot displays the Job Bank website interface with the following sections:

- JOB SEARCH:** Features a search bar for "Job and/or Location", a "Search" button, and sorting options: "Best Match" (selected) and "Date Posted". A "Last 30 days" filter is also present. Below the search bar are four service tiles: "Job Match" (with a "New" badge), "Job Alerts", "Top Advertised Jobs", and "Job Search Safety Tips". A red banner at the top of this section indicates "91,468 job postings".
- EXPLORE CAREERS:** Contains six tiles for "Occupation", "Education Program", "Wages", "Outlooks", and "Skills & Knowledge".
- EMPLOYERS:** Includes "Post your Job" and "Resources" tiles.
- JOB MARKET TRENDS:** Displays four key metrics:
 - Unemployment Rate: 7.1% (up arrow)
 - Employment: 17,986,800 (down arrow)
 - Average Weekly Earning: \$955.08 (up arrow)
 - Job Vacancies: 399,900 (up arrow, with a "New" badge)
- CAREER TOOL:** A "New" badge is present. The text states: "The Career Tool can help you learn about what fields of study are in demand."
- WELCOME REFUGEES:** A banner featuring a photo of a family and the hashtag "#WelcomeRefugees". The text asks, "As a refugee in Canada, what steps should you follow to find a job?" and includes a "Start Here" button.
- Navigation:** A vertical list on the right side shows four items: "1 WELCOME TO JOB BANK", "2 WELCOME REFUGEES" (highlighted), "3 JOIN THE RESERVE FORCE", and "4 CYBER SAFETY TIPS". Below this list are navigation arrows and a "PLAY" button.

New Horizons for Seniors

The New Horizons for Seniors Program is a federal grants and contributions program that provides support for projects that are led or inspired by seniors and have a positive impact on the lives of other people and their communities seeking to achieve at least one or more of the objectives.

The Program supports the social participation and inclusion of seniors through five objectives:

1. promoting volunteerism among seniors and other generations;
2. engaging seniors in the community through the mentoring of others;
3. expanding awareness of elder abuse, including financial abuse;
4. supporting the social participation and inclusion of seniors; and
5. providing capital assistance for new and existing community projects and/or programs for seniors.

Calls for proposals are aligned with these objectives, and projects need to meet one or more of these objectives.

Community-based projects may be funded up to \$25,000 per year, per organization. Pan-Canadian projects that help to reduce social isolation among seniors may be funded between \$150,000 and \$750,000, for up to a maximum of three years.

Eligibility

Eligible recipients include:

- Not-for-profit organizations, community-based coalitions, networks, and committees;
- For-profit organizations, provided that the nature and intent of the activity are non-commercial, do not generate profit, and fit within the program objectives;
- Municipal governments, band/tribal councils, and other Aboriginal organizations, as well as public health and social services institutions; and
- Research and educational institutions, including school boards, school districts, universities, colleges, and CEGEPs.

Application information

- Applications are only accepted through a call for proposals process. (usually in the spring)
- Application forms and guidelines will be available online, only during call for proposal periods.
- Completed application forms for community-based projects must be mailed to the Program's regional office in the applicant's province or territory of residence.

Opportunities Fund for Persons with Disabilities (OF)

The Opportunity Fund for Persons with Disabilities assists persons with disabilities in finding a job or starting a business. Through funding for organizations, the Opportunities Fund for Persons with Disabilities (OF) program helps people with disabilities prepare for, obtain and maintain employment or self-employment.

Eligibility

Eligible applicants include:

- not-for-profit organizations;
- municipal governments;
- aboriginal organizations (including band councils, tribal councils and self-government entities);
- for-profit organizations; and,
- provincial and territorial governments, institutions, agencies and Crown Corporations.

Participants are recruited by the contribution recipients. To participate in the Opportunities Fund, individuals must:

- self-identify as having a permanent physical or mental disability that restricts his or her ability to perform daily activities;
- be legally entitled to work according to the relevant provincial and federal legislation and regulations;
- be a Canadian citizen, permanent resident, or person who has been granted refugee status in Canada;
- not be eligible for assistance under Employment Insurance (EI) employment benefits or any similar programs that are the subject of agreements with provinces, territories, or organizations entered into pursuant to Section 63 of the EI Act (unless approved by a departmental official); and,
- require assistance to prepare for, obtain and keep employment or self-employment.

Application information

Employment and Social Development Canada (ESDC)/Service Canada accepts Opportunities Fund applications for local and regional projects on an ongoing basis. Applications for funding for national projects are currently not being accepted at this time.

ESDC encourages applicants to submit their application on its new online system, Grants and Contributions Online Services (GCOS). The online application process is quick and easy and, if approved for funding, provides for a convenient method of managing project documents. A confirmation number that confirms successful receipt will be generated once the online application is submitted. Registration for GCOS can take up to two (2) weeks, therefore we invite you to register as soon as possible using this link, if you are not already registered: [Register for GCOS](#).

Employers and organizations may also submit their completed Funding applications (available on our [eforms](#) site) in-person or by mail. Please consult the listing below to find out where to submit an application in your area.

<http://www.servicecanada.gc.ca/eng/of/index.shtml>

Social Insurance Number

A Social Insurance Number is a nine-digit number that **is required** in order to work in Canada or to have access to certain government programs and benefits. There is **no fee** to apply for a Social Insurance Number (SIN). Required for employment, taxes and to receive certain benefits/services

Authorized uses:

- Employers
- Canada and Quebec income tax and pension plans
- Financial institutions
- Other federal and provincial/territorial government organizations for the administration of programs and services (i.e. Canada Student Loans, social assistance benefits, etc.)

Information/Documents needed to apply

You need to provide a primary document to apply for a SIN, obtain a confirmation of your SIN, or amend your SIN record (e.g. a name change).

A primary document is an official document that proves your identity and status in Canada. We need to see an **original** of your primary document. If the name on this document is different from the name you currently use, you will also need to provide a [supporting document](#).

You must provide **one** of the following primary documents:

- [Permanent Resident card](#) issued by Citizenship and Immigration Canada (CIC).
- **Confirmation of Permanent Residence** issued by CIC, accompanied by either a travel document (for example, a foreign passport) or an alternate photo identification issued by a provincial/territorial authority (for example, a driver's licence). **Note:** The Confirmation of Permanent Residence is acceptable if used within one year of the date you became a permanent resident. The Permanent Resident card is required after this period.
- If the name on the primary document is different from the name currently used, a supporting document is also required (marriage certificate, legal document with name change, etc.).

Application information

Service Canada requires individuals to apply in-person. By doing so, if your application is in order, you can obtain your SIN in less than 15 minutes and do not need to part with your original proof of identity documents.

To apply for your SIN, please visit a [Service Canada Centre](#) with your **original** proof of identity documents.

<http://www.servicecanada.gc.ca/eng/sc/sin/index.shtml>

Targeted Initiative for Older Workers

The Targeted Initiative for Older Workers (TIOW) helps unemployed workers, typically aged 55 to 64, return to work.

The initiative is cost-shared with the provinces and territories. It provides employment assistance services, such as résumé writing and counselling, and improves participants' employability through activities such as skills upgrading and work experience.

The provinces and territories design and deliver projects that target unemployed older workers in communities with a population of 250,000 or less that are experiencing:

- high unemployment;
- significant downsizing or closures;
- unfulfilled employer demand; or
- skills mismatches.

Eligibility

To be eligible, participants must:

- be aged 55 to 64; (in some circumstances, unemployed workers aged 50 to 54 or 65 and over may also participate);
- be unemployed;
- be legally entitled to work in Canada;
- require new or enhanced skills to successfully transition into new employment; and
- live in an eligible community.

Application information

For more information on specific TIOW projects, enquiries should be directed to provincial or territorial governments:

- [Alberta: Ministry of Human Services](#)
- [British Columbia: Ministry of Jobs, Tourism and Skills Training and Responsible for Labour](#)
- [Manitoba: Ministry of Entrepreneurship, Training and Trade, Employment](#)
- [New Brunswick: Ministry of Post-Secondary Education, Training and Labour](#)
- [Newfoundland and Labrador: Department of Advanced Education and Skills](#)
- [Northwest Territories: Department of Education, Culture and Employment](#)
- [Nova Scotia: Department of Labour and Advanced Education](#)
- [Ontario: Ministry of Training, Colleges and Universities](#)
- [Prince Edward Island: Department of Innovation and Advanced Learning](#)
- [Quebec: Ministry of Employment and Social Solidarity](#)
- [Yukon: Department of Education](#)

http://www.esdc.gc.ca/eng/jobs/training_agreements/older_workers/index.shtml

YES – Canada Summer Jobs

Canada Summer Jobs provides funding to help employers create summer job opportunities for students. It is designed to focus on local priorities, while helping both students and their communities.

Eligibility

Eligible employers are:

- not-for-profit organizations;
- public sector employers; and
- small businesses with 50 or fewer employees.

Eligible Participants:

To be eligible, students must:

- be between 15 and 30 years of age at the start of the employment;
- have been registered as full-time students in the previous academic year and intend to return to school on a full-time basis in the next academic year;
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the *Immigration and Refugee Protection Act*³; and,
- be legally entitled to work in Canada in accordance with relevant provincial/territorial legislation and regulations.

Application information

The application period will be from January 4, 2016 to March 11, 2016.

<http://www.servicecanada.gc.ca/eng/epb/yi/yep/newprog/summer.shtml>

or

Call: 1-800-935-5555 (TTY: 1-800-926-9105)

YES – Career Focus

[Career Focus](#) provides funding for employers and organizations to design and deliver a range of activities that enable youth make more informed career decisions and develop their skills. Career Focus aims to:

- increase the supply of highly qualified workers;
- facilitate the transition of highly-skilled young people to a rapidly changing labour market;
- promote the benefits of advanced studies; and,
- demonstrate federal leadership by investing in the skills required to meet the needs of the knowledge economy.

The Program is part of the [Youth Employment Strategy](#), a horizontal initiative involving [eleven federal departments and agencies](#).

Eligible applicants

- not-for-profit organizations;
- municipal governments;
- Aboriginal organizations (including band councils, tribal councils and self-government entities);
- for-profit organizations; and,
- provincial and territorial governments, institutions, agencies and Crown Corporations.

Eligible Participants

- between the ages of 15 and 30 (inclusive) at the time of intake/selection;
- Canadian citizens, permanent residents, or persons who have been granted refugee status in Canada;
- legally entitled to work according to the relevant provincial/territorial legislation and regulations;
- not in receipt of Employment Insurance (EI) benefits

Application information

It is recommended that you submit your application **well ahead** of the projected start date. If you require information or clarification that is not provided in the Applicant Guide, please contact 1-800-935-5555 (TTY: 1-800-926-9105).

Online: The online application process is quick and easy. A confirmation number that confirms successful receipt will be generated once the online application is submitted.

By mail:

Employers and organizations may submit their completed Funding application (available on our [eforms](#) site) in-person or by mail. Please consult the listing on the website to find out where to submit an application in your area.

<http://www.servicecanada.gc.ca/eng/epb/yi/yep/newprog/career.shtml>

or

Call 1-800-935-5555 (TTY 1-800-926-9105)

YES – Skills Link

Skills Link is a program that provides funding for employers and organizations to offer eligible activities to youth facing barriers to employment. The program is part of the [Youth Employment Strategy](#), a horizontal initiative involving [eleven federal departments and agencies](#).

Eligibility

- not-for-profit organizations;
- municipal governments;
- Aboriginal organizations (including band councils, tribal councils and self-government entities);
- for-profit organizations; and,
- provincial and territorial governments, institutions, agencies and Crown Corporations.

Applicants can be either employers/organizations or community coordinators.

Eligible participants:

Participants are recruited by the funding recipients. To participate in Skills Link, youth must be:

- between the ages of 15 and 30 (inclusive) at the time of intake/selection;
- Canadian citizens, permanent residents, or persons who have been granted refugee status in Canada;
- legally entitled to work according to the relevant provincial/territorial legislation and regulations;
- not in receipt of Employment Insurance (EI) benefits; and,
- in need of assistance to overcome employment barriers.

Application information

It is recommended that you submit your application **well ahead** of the projected start date. If you require information or clarification that is not provided in the Applicant Guide, please contact 1-800-935-5555 (TTY: 1-800-926-9105).

Online: The online application process is quick and easy. A confirmation number that confirms successful receipt will be generated once the online application is submitted.

By mail:

Employers and organizations may submit their completed Funding application (available on our [eforms](#) site) in-person or by mail. Please consult the listing on the website to find out where to submit an application in your area.

<http://www.servicecanada.gc.ca/eng/epb/yi/yep/newprog/skillslink.shtml>

or

Call 1-800-935-5555 (TTY 1-800-926-9105)

Youth Employment Strategy (YES)

The Youth Employment Strategy is the Government of Canada's commitment to help young people, particularly those facing barriers to employment, get the information and gain the skills, work experience and abilities they need to make a successful transition into the labour market.

- The Youth Employment Strategy is a horizontal initiative involving [eleven federal departments and agencies](#).
- The initiative is comprised of three program streams: Skills Link, Career Focus, and Canada Summer Jobs (Summer Work Experience).
- Employers and organizations can apply for funding to offer employment opportunities to young people under these three program streams.

It is targeted to people between the ages of 15-30.

<http://www.youth.gc.ca/eng/common/yes.shtml>

or

Call: 1-800-935-5555 (TTY: 1-800-926-9105)

Websites List

Canada Benefits - www.canadabenefits.gc.ca

Service Canada – www.servicecanada.gc.ca

Social Insurance Number - <http://www.servicecanada.gc.ca/eng/sc/sin/index.shtml>

Financial Support:

Canada Revenue Agency - www.cra.gc.ca

Universal Child Care Benefit - http://www.servicecanada.gc.ca/eng/goc/universal_child_care.shtml

Educational Support:

Apprenticeship Completion Grant –

www.servicecanada.gc.ca/eng/goc/apprenticeship/completiongrant/program.shtml

Apprenticeship Incentive Grant –

www.servicecanada.gc.ca/eng/goc/apprenticeship/incentivegrant/program.shtml

Canada Apprentice Loan – www.canlearn.ca

Canada Student Loans and Grants – www.canlearn.ca

Employment Support:

Foreign Credentials Referral - http://www.esdc.gc.ca/en/foreign_credential_recognition/index.page

Job Bank – www.jobbank.gc.ca

Targeted Initiative for Older Workers –

http://www.esdc.gc.ca/eng/jobs/training_agreements/older_workers/index.shtml

Youth – www.youth.gc.ca

Support for Employers and Organizations

New Horizons for Seniors Program – www.seniors.gc.ca

Opportunities Fund for Persons with Disabilities –

<http://www.servicecanada.gc.ca/eng/of/index.shtml>

(YES) Canada Summer Jobs -

<http://www.servicecanada.gc.ca/eng/epb/yi/yep/newprog/summer.shtml>

(YES) Career Focus – <http://www.servicecanada.gc.ca/eng/epb/gcos/login.shtml>

(YES) Skills Link - <http://www.servicecanada.gc.ca/eng/epb/yi/yep/newprog/skillslink.shtml>

Youth Employment Strategy (YES) - [Youth Employment Strategy](#)