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#### Suggestions

We welcome your suggestions and comments for future editions of this guide. Our address is:

Association for New Canadians P.O. Box 2031 Station C St. John's, NL A1C 5R6



Please note: This information has been compiled by an external consultant. Although every effort has been made to ensure the accuracy, currency, and reliability of the content, the Association for New Canadians or the Department of Citizenship and Immigration Canada do not offer any guarantees in this regard.

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# **INTRODUCTION**

- HOW TO USE THE GUIDE
- THE TELEPHONE BOOK
- EMERGENCY TELEPHONE NUMBERS
  - TIME AND TIME ZONES
  - THE METRIC SYSTEM

#### How to Use the Guide

This Guide is divided into two parts. The main part is divided into 17 chapters and covers a wide range of topics. The Table of Contents provides quick access to the information you need. Just locate the topic and turn to the correct page number. In addition, there are contact addresses and telephone numbers included in each chapter. This is meant to assist you in deciding who to call if you need more information or assistance.

The second part of the Guide, Resources, is meant to give you more detailed information on important topics. It includes such things as listings of public holidays and tips for buying a used vehicle.

It is useful to keep this document near your telephone as it includes important numbers from across the province. Whether you live in Goose Bay, Labrador City, Stephenville, Gander, Harbour Grace, or St. John's, there is information in this document to assist you.

#### The Telephone Book

Telephone books can be very useful. They are divided into several sections:

- The front pages have area codes, emergency numbers, and community information
- The White Pages list the names, addresses, and telephone numbers of people and businesses
- The Blue Pages list Federal, Provincial, and Municipal government offices and contact information
- The Yellow Pages list businesses under the type of business or work, such as doctors, restaurants, or pharmacies

## **Emergency Phone Numbers**

The 911 emergency telephone number applies to St. John's and its surrounding areas, as well as Corner Brook, Labrador City, and Churchill Falls. It is maintained by the *Royal Newfoundland Constabulary* (RNC). The RNC can also be contacted anytime, day or night, at (709) 729-8000

Elsewhere in the province the main emergency number is 1-800-709-7267. It is maintained by the *Royal Canadian Mounted Police*. Any calls to either number will mean immediate assistance in case

of fire, medical emergencies or other dangerous situations.

Remember, the telephone book has all the important local emergency numbers such as local Fire Department and Hospitals listed on the **first page**. You should always have a telephone book near each phone in your house.

#### **Time and Time Zones**

The 12-hour clock is used in Canada. The letters a.m. (Latin = Before Noon, *ante meridiem*) indicate the morning hours from midnight to noon. The afternoon and evening hours are indicated by p.m. (Latin = After Noon, *post meridiem*).

There are six time zones across Canada and the United States. The island portion of the province and the eastern part of Labrador are in a different time zone which is half an hour ahead of the rest of North America. This is the Newfoundland Time Zone. The western part of Labrador is in the Atlantic Time Zone.

The following list tells you what time it is elsewhere when it is **9:30 a.m.** Newfoundland Time.

9:00 a.m. Atlantic (Nova Scotia, New Brunswick, P.E.I. and Western Labrador)

8:00 a.m. Eastern (Quebec and Ontario)

7:00 a.m. Central (Manitoba and Saskatchewan)

6:00 a.m. Mountain (Alberta)

5:00 a.m. Pacific (British Columbia)

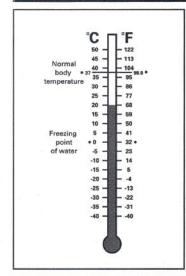
## Standard and Daylight Saving Time

Daylight saving time (DST) is the convention of advancing clocks so that afternoons have more daylight and mornings have less. Typically, clocks are adjusted forward one hour near the start of spring (Daylight Saving Time) and are adjusted backward in autumn (Standard Time). In Newfoundland and Labrador Daylight Saving Time begins one minute after midnight (12:01 a.m.) local time on the second Sunday in March. On the first Sunday in November, areas on Daylight Saving Time return to Standard Time at one minute after midnight (12:01 a.m.) local time. In March, you move the clock *ahead* an hour and in November, you move the clock *back* an hour.

### **Metric System**

Canada converted to the metric system in 1970. However, people in Canada use both the metric system and imperial measurement. All measurements on packaging are now metric. The weather temperature is given in centigrade scale (Celsius). Also, tools and distances are in the metric system.





#### Conversion °F to °C - subtract 32 - multiply by 5/9

# TEMPERATURE Conversion °C to °F - multiply by 9/5 - add 32

# 1 cubic centimetre = 0.061 cubic inch 1 cubic decimetre = 0.035 cubic foot 1 cubic metre = 1.308 cubic yards 1 cubic inch = 16.387 cubic centimetres 1 cubic foot = 28.317 cubic decimetres 1 cubic yard = 0.765 cubic metre

|     |              | MASS |
|-----|--------------|------|
| 772 | 0.035 011000 |      |

| 9.0111       |   | 0.000 00.100    |
|--------------|---|-----------------|
| 1 kilogram   | = | 2.205 pounds    |
| 1 metric ton | = | 2,204.600 pound |
|              |   |                 |

AREA

#### 1 ounce = 28.35 grams 1 pound = 453.59 grams 1 pound = 0.454 kilogram

1 ton (short) = 907.18 kilograms 1 ton (long) = 1,016.05 kilograms

| Ī |             | CAPA       | CITY          |
|---|-------------|------------|---------------|
|   | Liquid mea: | sures (U.S | S.)           |
|   | 1 pint      | =          | 0.473 litre   |
|   | 1 quart     | =          | 0.946 litre   |
|   | 1 gallon    | =          | 3.785 litres  |
|   | 1 bushel    | =          | 35.239 litres |
|   | 1 litre     | =          | 0.264 gallon  |
|   | Dry measure | es (Impe   | rial)         |
|   | 1 pint      | =          | 0.568 litre   |
|   | 1 quart     | =          | 1.137 litres  |
|   | 1 gallon    | =          | 4.546 litres  |
|   | 1 bushel    | =          | 36.369 litres |
|   | 1 litre     | =          | 0.220 gallon  |

| LENGTHS /       | AND D | STANCES              |
|-----------------|-------|----------------------|
| 1 centimetre    | =     | 0.3937 inch          |
| 1 decimetre     | =     | 0.3281 foot          |
| 1 metre         | =     | 3.2810 feet          |
| 1 metre         | =     | 39.37 Inches         |
| 1 metre         | =     | 1.0936 yards         |
| 1 kilometre     | =     | 0.6214 mile          |
| 1 kilometre     | =     | 0.5390 nautical mile |
| 1 inch          | =     | 2.5400 centimetres   |
| 1 foot          | =     | 0.3048 metre         |
| 1 yard          | =     | 0.9144 metre         |
| 1 mile          | =     | 1.6093 kilometres    |
| 1 nautical mile | =     | 1.8520 kilometres    |

| 1 square centimetre | = | 0.155 square inch  |
|---------------------|---|--------------------|
| 1 square metre      | = | 10.760 square feet |
| 1 square metre      | = | 1.196 square yard  |
| 1 hectare           | = | 2.471 acres        |
| 1 square kilometre  | = | 0.386 square mile  |

| 1 square inch | = | 6.452 square centimetres   |
|---------------|---|----------------------------|
| 1 square foot | = | 929.030 square centimetres |
| 1 square yard | = | 0.836 square metre         |
| 1 acre        | = | 0.405 hectare              |
| 1 acre        | = | 4,840 square yards         |
| 1 square mile | = | 258.999 hectares           |
| 1 square mile | = | 2.59 square kilometres     |
| 1 square mile | = | 640 acres                  |
|               |   |                            |

| DIST | ANCES  | GA              | SOLINE CONSUMP  | ION           |
|------|--------|-----------------|-----------------|---------------|
| km   | miles  | miles/imp. gal. | miles/U.S. gal. | litres/100 km |
| 10   | 6.21   | 10              | 8.3             | 28.2          |
| 20   | 12.43  | 15              | 12.5            | 18.8          |
| 30   | 18.64  | 20              | 16.7            | 14.1          |
| 40   | 24.85  | 25              | 20.8            | 11.3          |
| 50   | 31.07  | 30              | 25.0            | 9.4           |
| 60   | 37.28  | 35              | 29.1            | 8.1           |
| 70   | 43.50  | 40              | 33.3            | 7.1           |
| 80   | 49.71  | 45              | 37.5            | 6.3           |
| 90   | 55.92  | 50              | 41.6            | 5.6           |
| 100  | 62.14  | 55              | 45.8            | 5.1           |
| 500  | 310.69 | 60              | 50.0            | 4.7           |
| 1000 | 621.37 | 65              | 54.1            | 4.3           |

| TIE | RE PRESSURE        |
|-----|--------------------|
| KPa | pounds/square inch |
| 160 | 23.2               |
| 170 | 24.7               |
| 180 | 26.1               |
| 190 | 27.6               |
| 200 | 29.0               |
| 210 | 30.5               |
| 220 | 31.9               |
| 230 | 33.4               |
| 240 | 34.8               |
| 250 | 36.3               |
| 260 | 37.7               |
| 270 | 39.2               |

# **CHAPTER 1 SETTLING IN**

- IMMIGRANT SETTLEMENT AGENCIES
- THE ASSOCIATION FOR NEW CANADIANS

#### **Immigrant Settlement Agencies**

Immigrant Settlement Agencies help new immigrants and refugees. Most agencies have interpreters and counsellors. These agencies may also help with immigration problems, finding jobs, housing, or English classes.

There are also multicultural groups and volunteer organizations that work to assist newcomers. In Newfoundland and Labrador these include the Multicultural Women's Organization, the Refugee and Immigrant Advisory Council, the Friends of India Association, and the African Canadian Heritage Association, among others.

#### The Association for New Canadians

The Association for New Canadians (ANC) is an Immigrant Settlement Agency. The organization is funded by *Citizenship and Immigration Canada* (CIC) to provide programs and services to help newcomers adapt, settle and integrate into Canadian society.

The Association for New Canadians is a non-profit, community based organization that has been in existence for over 25 years. An experienced and dedicated team of employees, with the support of over one hundred volunteers, offer the following programs and services:

# A. Settlement, Orientation and Integration Programs

Resettlement Assistance Program (RAP): RAP assists Convention Refugees Abroad and Humanitarian Protected Persons Abroad who are admitted to Canada as Government Assisted Refugees. Upon arrival at the airport in St. John's, an ANC Settlement Counsellor and an Interpreter meet the Government Assisted Refugees. They provide them with temporary accommodations at the Association's Reception House where a livein coordinator welcomes newcomers and provides information and support. Over the next 4-6 weeks newcomers participate in orientation sessions that provide information about living in Canada, relevant federal and provincial programs, financial issues, laws, rights and responsibilities, healthcare, education, employment, and other related topics.

Immigrant Settlement and Adaptation Program (ISAP): ISAP assists immigrants with their settlement and integration needs. The program offers direct services such as orientation, translation and interpretation (conditions apply), referral to community resources, solution focused counselling, and employment related assistance.

Connections Women's Program: This program provides newcomer women with the opportunity to improve their English language skills while participating in educational, recreational and social activities. This initiative is based on key partnerships with community and women's groups in order to build supportive relationships and networks.



Family reunited after many anxious months of separation.

**Family Reunification Support Group:** This group provides support to individuals and families who are separated from relatives. While they are awaiting reunification, they meet regularly to provide mutual support and assistance. A parallel support group is offered for children.

**Summer Program for Children:** Each year, the Association coordinates a summer program for immigrant children. The goal of this program is to support and reinforce English language and literacy skills through educational and recreational activities.

**Special Events and Activities:** The Association coordinates a variety of special events and activities including social nights, movies, summer barbecues, holiday celebrations and observances, among others.

For more information on Settlement and Orientation programs call (709)722-9680 or email settlement@nfld.net

### **B. Host and Volunteer Programs**

Host Program: This program matches permanent residents with volunteers who help them adjust to life in Canada. Volunteers can help newcomers in a variety of ways including helping to familiarize them with their new community, practice English or French, develop work contacts, and assist with routine activities including banking, shopping and using local transit.

**One-on-One Tutoring:** This program provides support to newcomers who are learning English as a Second Language. Volunteer tutors are matched with newcomers who require one-on-one assistance in learning English. Tutoring resources are available.

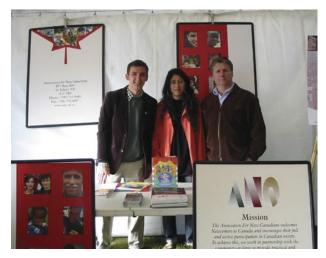
**ESL Centre Volunteer Program:** This program provides support to adult learners under the guidance of an English-as-a-Second-Language teacher in a school setting. Volunteers are matched with clients who require one-on-one assistance in addition to classroom instruction. The instructors provide direction and resources to volunteers.

Homework Club: This program provides assistance to newcomer children who are studying English as a Second Language. Homework Club volunteers provide homework assistance and reinforce language and literacy skills through educational activities. This program is offered throughout the school year.

**Teen Tutoring:** This program provides assistance to high school students who are studying English as a Second Language. Volunteer tutors provide homework assistance, reinforce language and literacy skills, and provide support for exam preparation. This program is offered throughout the school year.

**Volunteer English Classes:** This program provides newly arrived refugee claimants with basic language skills. Volunteers teach English as a Second Language to newcomer adults in a classroom setting. Class size depends on the number of refugee claimants involved and the preference of each volunteer. Teaching resources are available.

# For more information on Host and Volunteer programs call (709)722-9680 or email host@nfld.net



Many dedicated staff and community volunteers deliver the programs described on these pages.

## C. English as a Second Language Training

# Language Instruction for Newcomers to Canada (LINC) Program

LINC is federally funded English as a Second Language program delivered in accordance with nationally established standards. The aim of the program is to assist adult learners in acquiring the language skills necessary to settle and integrate into Canadian society. Computer assisted language instruction, as well as instruction in basic computer technology, are part of the program of study.

Eligibility: To be eligible for the LINC program, participants must have *Permanent Resident* status in Canada or be an individual to whom Citizenship and Immigration Canada intends to grant *Permanent Resident* status. These services are provided free of charge to Permanent Residents. Other participants may be eligible for admission with a valid *Student Authorization* from Citizenship and Immigration Canada. In addition, night classes are

available free of charge for Canadian citizens and others who may not be able to attend classes during the day. Contact the Association for New Canadians for more information on these programs.



One of the English as a second language classrooms at the ANC Language School on Smithville Crescent.

**Admission:** Enrolment is on a continuous intake basis and applicants can usually begin classes within a few days of their assessment test. Classes are held at the ESL Adult Training Centre located on Smithville Crescent in St. John's. In partnership with *Citizenship and Immigration Canada*, the Association also coordinates the delivery of language training throughout the province.

#### Canadian Language Benchmarks Assessment:

Upon registration, learners are assessed using the *Canadian Language Benchmarks Assessment* (CLBA). This nationally standardized assessment tool ensures that learners are placed at the appropriate instructional level.



Instruction takes place in a relaxed atmosphere with an appropriate student-teacher ratio for adult learners.

**Placement:** Following the assessment process, individuals are assigned to classes in one of eight benchmark levels: two foundation and levels 1-6.

#### D. Related Services

Test of English as a Foreign Language (TOEFL) and Test of English for International Communication (TOEIC) Preparation Course:

These classes are offered on a regular basis to help clients prepare for these examinations. The successful completion of one of these examinations is a pre-requisite for many post-secondary programs or for licensure in particular professions.

**Child Minding/ Day Care:** On-site child minding and day care services are available for children between the ages of one and five (*some conditions apply*). The organization offers programs to support pre-school children's integration, as well



Children playing at the ANC's International Friends Day Care Centre.

as to assist them in preparing for the Canadian school system. Programs include literacy supports, music, reading circle, partnerships with mainstream organizations as well as seminars for parents on such topics as nutrition, health and parenting.

**Transportation:** Transportation to and from school is available (*some conditions apply*).

For more information on English as a second language training call (709)726-6848 or email <a href="mailto:linc@nfld.net">linc@nfld.net</a>

### E. Employment

#### **AXIS Career Services Program**

Most settlement agencies have specialized programs and services designed to assist newcomers in finding a job. The Association for New Canadians offers employment support programs with funding from Service Canada and the provincial Department of Human Resources, Labour and Employment. Known as *Acquiring Experience: Integrating Skills (AXIS)*, this unit offers a suite of employment assistance programs and services to internationally educated professionals and trades persons.

The courses and services are designed to meet the unique needs of newcomers and include:

Career Essentials provides internationally educated skilled professionals and trades persons with current information on Canadian labour market conditions and provides comprehensive employment assistance services. Career Essentials helps match highly skilled newcomers with employers across all industry sectors to fill a wide range of positions.

Strategic Transitions and Employment Partnerships (STEP) is a career placement program connecting local businesses with job-ready international clients. In a 5-12 week volunteer placement, clients are able to demonstrate skills and talent, gain work experience in Canada, and make valuable contacts for future employment.

Career Connections Workshops are a series of workshops which provide clients with detailed information and practical tools to help them make informed decisions and to assist them in their job search. These workshops include self-assessment and skills identification, resume preparation, telephone communication skills, job interview skills, internet job searches, networking, and help on how to access the "hidden job" market.

Occupation-Specific Language Training (OSLT) provides job specific language training and communication skills to help prepare for success in the local labour market.

**Portfolio Preparation Seminars** assists clients to explore their skills, knowledge and personal attributes in order to create a profile of prior learning. This profile provides an opportunity to showcase your strengths, abilities and experience to potential employers.

**Test of English as a Foreign Language** (**TOEFL**) and Test of English for International Communications (TOEIC) Preparation classes are offered on a regular basis to assist clients in examination preparation. The successful completion of one of these examinations is a pre-requisite for many post-secondary programs or for licensure in particular professions.



AXIS Resource Centre, Smithville Crescent, St. John's.

#### Additional Services include:

- Learning Resource Centre / Computer Lab Access;
- Credential Assessment / Prior Learning Assessment Facilitation;
- University Preparedness Seminars;
- Employer Liaison; and,
- Business Development Support Services.

For information and advice on finding a job in Newfoundland and Labrador speak to a Career Counsellor with the AXIS program at the Association for New Canadians.

AXIS 10 Smithville Crescent St. John's, NL Phone: 709 579-1780

E-mail: eap@nfld.net

# F. Public Education, Research and Capacity Building

In order to support integration and build capacity for the immigrant community in Newfoundland and Labrador, the Association for New Canadians embarks on a variety of activities including:

- Diversity and Organizational Change Presentations and Workshops
- Speakers Bureau
- Cross-Cultural Awareness Information
- Research
- Coordinating Committee on Newcomer Integration, among others



The main office of the Association for New Canadians is on Military Road, St. John's.

#### **Association for New Canadians**

144 Military Road St. John's, NL

Telephone: 709 – 722 – 9680 Fax: 709 – 754 – 4407

http://www.anc-nf.cc

## **Mailing Address**

The Association for New Canadians Box 2031 Station 'C' St. John's, NL AIC 5R6 Canada

#### G. Services for Francophones

The Fédération des francophones de Terre-Neuve et du Labrador (Federation of Francophones of Newfoundland and Labrador) is a non-profit organization which defends and promotes the rights and interests of the francophone and Acadian community in Newfoundland and Labrador. The Fédération acts to assert the rights of the francophone minority. Its mission is to promote and support the development of the French-speaking community in Newfoundland and Labrador. This work is made possible through the concerted efforts of the province's francophone associations in undertaking targeted lobbying and public consultation.

Fédération des francophones de Terre-Neuve et du Labrador

Centre scolaire et communautaire des Grands-Vents

65 Ridge Road, Suite 233 St. John's NL A1B 4P5 Canada

For more information on our three francophone regions — Port au Port, Labrador, Avalon — visit the website of the French-speaking community in Newfoundland and Labrador: www.francotnl.ca

Telephone : (709) 722-0627 Toll Free : 1-800-563-9898



Centre scolaire et communautaire des Grands-Vents

# CHAPTER 2 NEWFOUNDLAND AND LABRADOR

- GEOGRAPHY AND CLIMATE
  - ITS PEOPLE
    - HISTORY
  - THE ECONOMY
  - PUBLIC HOLIDAYS
  - FESTIVALS AND EVENTS

#### **Geography and Climate**

Newfoundland and Labrador was the tenth province to join Canada. It is made up of the island of Newfoundland and the mainland portion of Labrador, which is located across the Strait of Belle Isle on the mainland of North America. The entire province was known as Newfoundland when it became part of Canada in 1949. In 2001, the province became officially known as "Newfoundland and Labrador."

The island of Newfoundland has a marine climate, which means the surrounding ocean influences it. Temperatures range from an average of 15 degrees Celsius (°C) in July to -5°C in January. Rainfall ranges from 30 inches in the northwest to 60 inches on the south coast. The whole island is covered by snow during the winter, with the largest snowfall in the Northeastern part. There is fog on the east and southeast coasts, especially in the spring and early summer.

Labrador is between 10 to 15 degrees colder during the winter. The average temperature is -7°C, but it is colder at night. The summer is usually short and cool. The temperatures range from an average of 10°C in July to 15°C further inland.



It gets cold during the winter in Newfoundland and Labrador, so REMEMBER TO DRESS WARMLY!

The island of Newfoundland has many cities and towns. The majority of the population lives on the island's Avalon Peninsula, on the east coast of the island, and includes the capital city, St. John's.



St. John's harbour from Signal Hill.

Corner Brook is located on the West Coast. It is the government, medical and educational centre for the western region. Gander, located in the centre of the island, has an international airport and is also the administrative and medical centre for the area.

Labrador has two major towns – Happy Valley/ Goose Bay and Labrador City. Happy Valley/Goose Bay is the administrative, medical and educational centre for Labrador. There is also a military airbase in Goose Bay.

## People

Although Canada is officially bilingual (English and French), 95% of the people in this province speak English as a first language. French speaking communities include the Port-au-Port Peninsula on the West coast of the island, among others.

Many people regard Newfoundland English as the most distinctive dialect of the English language in North America. Some Newfoundland dialects are similar to those of southeast Ireland. Others are similar to those of the West Country in England. Some are a combination of both.

Most Newfoundlanders are of English or Irish descent. In Labrador there are indigenous groups of Inuit, Innu (Montagnais-Naskapi) and Metis. The Mi'kmaq First Nation live in Conne River, in a number of other areas in the island's Central Region, and on the West Coast.

#### **History**

John Cabot was the first European since the Vikings to discover Newfoundland when he landed at Bonavista in 1497. In 1583, Sir Humphrey Gilbert claimed the province as England's first overseas colony.

Newfoundland received a colonial assembly in 1832. The new government was unstable. It was divided along religious lines between the Catholics and Protestants. After 1848, a movement for Responsible (Elected) Government began.

In 1854, Newfoundland was granted Responsible Government by the British government, but legally remained a colony until it became a self-governing Dominion in 1907. In 1934, the

Dominion encountered great financial difficulties due to the Great Depression, and debts from the First World War and the construction of a provincial railway. The Dominion gave up its self-governing status and the Commission of Government (Directed Rule) was established.

After a referendum in June 1948 was inconclusive, a second referendum was held in July of 1948. At that time, 51% voted for Confederation with Canada Newfoundland became Canada's 10<sup>th</sup> province on March 31<sup>st</sup>, 1949.



Map of Canada showing the location of Newfoundland and Labrador in orange on the right.

#### The Economy

Many people are employed in industries such as government services, education, retail and support services for the manufacturing, mining and fishing sectors. The processing of fish and the manufacture of wood products are important industries. There are large pulp and paper mills at Grand Falls and Corner Brook. Since the mid-1990's, tourism has become a large part of the economy.

Labrador is rich in mineral resources (iron, copper, gold, oil, natural gas, nickel, and cobalt), timber, and waterpower. Mining of the large iron reserves in the southwest began in the 1950s. The province provides about half of Canada's iron ore. There is a large hydroelectric project at Churchill Falls. Oil fields, discovered off the Newfoundland coast, began production in 1997.



The rich nickel deposits at Voisey's Bay, Labrador were discovered in the 1990s and are being mined by INCO.

## **Public Holidays**

There are three holidays in this province that have their roots in the Irish and English origin of the original European settlers. They are St. Patrick's Day, St. George's Day and Orangeman's Day.

There are five other public holidays in this province. These public holidays are Easter Sunday, Victoria Day, Thanksgiving Day, Remembrance Day and Boxing Day. There are also five Statutory Holidays: Christmas Day, Good Friday, New Year's Day, Memorial/ Canada Day and Labour Day. The *Shop Closing Act* applies on those days. That means most stores have to be closed. The exceptions to the law are some pharmacies (drugstores), convenience stores, gas stations, and restaurants.

# Newfoundland and Labrador Events and Festivals

There are a number of events and customs that are unique to this province. For example, the Annual Royal Regatta is held during the summer in St. John's and is considered the oldest continuous sporting event in North America. Similar boating races are held in Harbour Grace and Placentia.

The St. John's Regatta is the largest and is held on the first Wednesday in August, depending on the weather. An announcement is made in the morning as to whether the event will take place or not. If the weather is good, the city stops working and attends the races on Quidi Vidi Lake. If the weather is not good, the holiday is delayed until the next day of good weather. Up to 50, 000 people attend the day-long event.



Rowing shells used during the Regatta are tied along this wharf while rowing crews settle in prior to each race. When not in use, the boats are stored in this boathouse.

There are several festivals and events throughout the province. They celebrate everything from history to music to fishing. These festivals and events are a good opportunity for you to meet new people and to learn more about your new home.

For a detailed overview of Public Holidays and why some are unique to this province, see Resource 1 at the end of this Guide.

For an overview of some other Newfoundland and Labrador events and festivals, see Resource 2 at the end of this Guide.

# CHAPTER 3 GOVERNMENT

- LEVELS OF GOVERNMENT
- CITIZENSHIP AND IMMIGRATION CANADA
  - BECOMING A CANADIAN CITIZEN
    - SPONSORING A RELATIVE
      - MULTICULTURALISM
        - HUMAN RIGHTS
        - REVENUE CANADA

#### Government

Canada has three levels of government: federal, provincial, and municipal. All three levels of government are elected by the citizens of Canada.

# Federal Government [Government of Canada]

The federal government has responsibilities such as international policies, immigration, defence, and criminal law. Names and contact information of federal departments are available in the Blue Pages of the telephone book under "Government of Canada."



Peace Tower and the centre block, Canadian Parliament Buildings, Ottawa

# Provincial Government [Government of Newfoundland and Labrador]

Canada is divided into ten provinces and three territories. Each territory and province has its own government. The Provincial Government is responsible for such things as health, education, highways, tourism, agriculture and industry.

Names and contact information of provincial government departments are in the Blue Pages of the telephone book under "Government of Newfoundland and Labrador."



Newfoundland and Labrador's government is housed in the Confederation Building, St. John's

In Newfoundland and Labrador, the Office of Immigration and Multiculturalism was established in 2007. This office is responsible for implementing the goals outlined in the immigration strategy. For more information, please contact:

Office of Immigration and Multiculturalism
Department of Human Resources, Labour and
Employment

P.O. Box 8700 St. John's, NL A1B 4J6

Tel: 709-729-6607 Fax: 709-729-7381

#### **Municipal Government**

Municipal governments — cities, towns, and villages — are set up by the provincial governments and provide us with such services as water supply, sewage and garbage disposal, roads, sidewalks, street lighting, building codes, parks, playgrounds, and libraries.

There are roughly 282 municipal governments in the province. Municipal government contact information is in the Blue Pages of the telephone book.

For newcomers to Canada, one of the most important federal departments is Citizenship and Immigration Canada.

## Citizenship and Immigration Canada [CIC]

The Department of Citizenship and Immigration Canada (CIC) was established in 1994 to link immigration services with citizenship registration. Its responsibilities include immigration applications and levels, selection criteria, visa requirements, refugee issues, settlement, and federal-provincial relations on immigration. In 2003, the Government of Canada created the Canada Border Services Agency whose role is to facilitate legitimate cross-border traffic and support economic development while preventing people and goods that pose a risk from entering the country.

CIC carries out extensive programs throughout Canada and abroad. Some programs of interest include: Workers Strengthen Our Economy: CIC works to attract specialized temporary workers to Canada through programs for software development professionals and spouses of highly skilled workers. Bringing Families Together: The immigration program allows Canadian citizens and permanent residents to sponsor close family members, including spouses, dependent children, parents and grandparents.

**Helping Refugees**: Over the years CIC has resettled thousands of government-assisted refugees. In addition, many Canadians volunteer to assist victims of persecution and violence through the Private Sponsorship of Refugees Program. CIC also assists refugees who arrive in Canada unexpectedly.

**Settling Newcomers:** CIC works with provincial governments, other organizations and volunteers to



Settlement activities organized by the ANC includes a choir that performs at public ceremonies.

help immigrants and refugees adapt to life in their new communities. CIC programs help newcomers to become productive members of Canadian society through the following programs:

- The Immigrant Settlement and Adaptation Program funds organizations to provide services such as reception, orientation, interpretation, counselling, and job search
- The Host Program matches new arrivals with Canadian volunteers, who offer friendship and introduce them to services in their community
- The Language Instruction for Newcomers to Canada Program provides basic language instruction to adult immigrants to help them integrate successfully

They Learn, We Learn: Each year, more than 68,800 foreign students arrive in Canada to attend our schools, colleges and universities. During their stay, foreign students promote international understanding and build important cultural and trade relations between Canada and the rest of the world. CIC gives priority to processing their applications quickly.

**Managing Access to Canada:** The Canada Border Services Agency (CBSA) ensures a balance between the desire to welcome newcomers to Canada and the obligation to protect Canadian society.

**Offices in Canada:** Within Canada, CIC processes applications through mail-in services at the following centralized case processing centres:

- Vegreville, Alberta, processes in-Canada applications for permanent residence and temporary resident extensions
- Mississauga, Ontario, specializes in family class sponsorships
- Sydney, Nova Scotia, processes citizenship applications and permanent resident cards

For more complex cases, CIC has regional and local offices to handle matters of settlement, citizenship and refugee sponsorship, as well as other operational activities. National headquarters is responsible for legislation, policy and program development, management, research and corporate services.

(Information in this section was extracted from the CIC website at <a href="www.cic.gc.ca">www.cic.gc.ca</a>) Further information can be obtained by calling 1-888-242-2100.

## Becoming a Canadian Citizen

Generally, after three years in Canada, Permanent Residents may apply for Canadian citizenship. Permanent Residents who become citizens have the same rights as citizens who were born in Canada.

The Canadian government allows dual citizenship. This means that you can be a citizen of Canada and a citizen of another country. Before applying for Canadian citizenship, you are advised to find out if you can retain your present citizenship, and if this might cause problems for you or others.

## Citizenship Requirements

- You must be 18 years or older (a parent must apply for children under 18)
- You must be a permanent resident
- You must have lived in Canada for at least three of the last four years
- You must speak some English or French
- You will be tested on your knowledge of Canada's history, geography, and political system
- You must know your rights and responsibilities as a citizen of Canada
- You must have a clean record with the police and with CIC
- You must take the oath of citizenship

## **Applying for Canadian Citizenship**

To apply for Canadian citizenship, call the Citizen and Immigration Canada (CIC) Call Centre toll-free at 1-888-242-2100. (You can also go to their website: <a href="www.cic.gc.ca">www.cic.gc.ca</a>) Ask for an "Application for Citizenship" forms package. You will need an application form for every adult and child in your family. Complete the application form(s), attach all necessary documents and fees, and mail it to the Citizenship Case Processing Centre in Sydney, Nova Scotia. The address is on the forms package.

The ANC can help with information and advice when applying for Canadian citizenship.

## Rights and Responsibilities

All Canadian citizens have certain rights and responsibilities. For example, voting is both a right and a responsibility of Canadians. Here are some other rights of Canadian citizens:

- You have the right to live in any province or territory in Canada
- You have the right to apply for a Canadian passport
- You have the right to leave and return to Canada freely
- You have the right to own any type of property
- You have the right to work at any job for which you are qualified

Here are some important responsibilities of Canadians:

- You must obey the laws of Canada
- You must pay taxes
- You should respect the rights of others
- You should respect the environment



New Canadians being sworn in at a Citizenship ceremony.

## **Leaving Canada**

Permanent residents must live in Canada for three years before applying for citizenship. However, they can leave Canada for short holidays or visits. This is allowed if their home is in Canada, and they plan to return. The time spent outside Canada does not count towards those three years.

## Deportation

Sometimes the Canadian government orders permanent residents or temporary residents to leave Canada permanently. This is called "deportation." Here are some reasons why people may be deported:

- They were convicted of a serious crime before they came to Canada, and they didn't tell Citizenship and Immigration Canada about it
- They were convicted of a serious crime while in Canada
- They lied or used false documents to enter Canada
- They were involved in organized crime
- They were engaged in terrorism

What if the Canadian government decides to deport someone? That person should get information about immigration laws from a Citizenship and Immigration Call Centre toll-free at 1-888-242-

2100. There are also lawyers who specialize in immigration laws. Look in the Yellow Pages of your phone book under "Lawyers."

#### Sponsoring a Relative

If you are a permanent resident or a Canadian citizen, you may sponsor (help) your spouse, common-law partner, child, parent or another family member under the legislation to come live in Canada. To do this you must be 18 years or older. You must prove that you have enough money to take care of your relative(s) while they settle in Canada.

For more information on programs and services offered, contact the CIC Call Centre by phone, toll free, at 1-888-242-2100. You may also contact them on their website: www.cic.gc.ca

#### Canada Revenue Agency

Canada Revenue Agency is the Federal Department to which you must pay your income tax by April 30 each year. This means that you must report all the money you made during the previous year. It is important to file your income tax forms to be eligible for government programs such as Child Tax Benefits. You can get your tax forms at your local post office or on-line at <a href="www.cra-arc.gc.ca/cctb-gstc">www.cra-arc.gc.ca/cctb-gstc</a>. In addition, the Association for New Canadians, and other community organizations, may be able to provide help and support on income tax preparation.

# Canada and Newfoundland and Labrador Child Benefit

The Canada and Newfoundland and Labrador Child Tax Benefits are tax-free monthly payments made to eligible families to help them with the cost of raising children under the age of 18. To be eligible to receive the CCB and NLCB, you have to live with the child and reside in Canada. In addition, you or your spouse must be either a:

- Canadian citizen, or
- Permanent resident, or
- Convention refugee, or
- Visitor to Canada or a holder of a Temporary

Resident Permit under the Immigration Act and regulations who have lived in Canada throughout the previous 18 months and has a valid permit in the 19th month (other than one that states 'does not confer status').

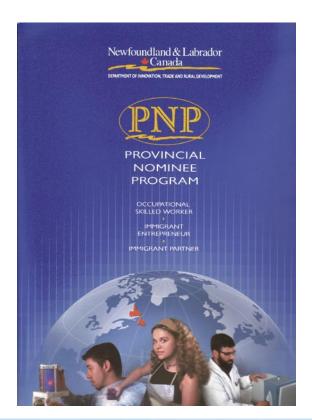
For the Newfoundland and Labrador Child Benefit, support ends when your income reaches \$22,397. It is paid along with the federal Canada Child Tax Benefit.

For more information on the Canada Child Tax Benefit, call 1-800-387-1193 or visit on-line at: <a href="https://www.cra-arc.gc.ca/cctb-gstc">www.cra-arc.gc.ca/cctb-gstc</a>

For more information on the Newfoundland and Labrador Child Benefit, call 729-3166 or visit online at: http://www.fin.gov.nl.ca/fin

#### **Provincial Nominees**

The Provincial Nominee Program allows the provinces and territories to select immigrants with specialized skills that will contribute to the local economy. Immigration regulations allow provinces and territories to nominate certain number of workers. For more information, visit the program on-line at: <a href="https://www.nlpnp.ca">www.nlpnp.ca</a>



#### Multiculturalism

As a multicultural country, Canada encourages its citizens to take pride in their language, their religion, and their culture. The Government of Canada has numerous programs that help its citizens celebrate multiculturalism. These include the Action Plan Against Racism, Canadian Multiculturalism Day (June 27), Black History Month, and Asian History Month, among others. For more information, visit the Department of Canadian Heritage on-line at: <a href="https://www.canadianheritage.gc.ca">www.canadianheritage.gc.ca</a>



Iceberg viewing organized by ANC. This is just one of the many outings arranged by this organization to help newcomers develop a feel for life in NL.

## **Human Rights**

Canada and all its provinces and territories have human rights laws that protect people from many types of discrimination. These laws are outlined in the *Canadian Human Rights Act*.

It is against the law to discriminate or harass people based on race, religion, sex, marital status, physical disability, mental disability, political opinion, colour, sexual orientation or age. If you feel you have been discriminated against, contact the Canadian Human Rights Commission, the Newfoundland and Labrador Human Rights Commission, or the Newfoundland and Labrador Human Rights Association.

## The Canadian Human Rights Commission

If your problem is with a bank, telecommunications or transportation company, or federal government department, call the Canadian Human Rights Commission. The number is 1-800-999-6899. Under the *Employment Equity Act*, it is responsible for making sure federally regulated employers provide equal opportunities to four special groups: women, Aboriginal peoples, persons with disabilities, and members of visible minorities.

#### The Canadian Human Rights Commission

5475 Spring Garden Road, Suite 504

Halifax, Nova Scotia, B3J 3T2 Telephone: (902) 426-8380 Toll Free: 1-800-999-6899 TTY: 1-888-643-3304

Fax: (902) 426-2685 http://www.chrc-ccdp.ca



At a Canadian Broadcasting Corporation (CBC) public celebration. The CBC is Canada's public telecaster, offering both radio and television programming across the country.

# CHAPTER 4 IMPORTANT DOCUMENTS

- PRIMARY AND SECONDARY DOCUMENTS
  - PHOTO IDENTIFICATION CARD (ID)
  - SOCIAL INSURANCE NUMBER (SIN)
    - MEDICAL CARE PLAN (MCP)

#### **Important Documents**

This section of the Guide provides information on getting the documents that you need in order to work, to travel, to buy things, to volunteer, to receive medical care, and to go to school. Documents such as identification cards, Social Insurance Number card, and your Medical Care Plan card are important. In order to get these cards you will need *primary* and *secondary* documents.

If any of these documents are lost or stolen, report this immediately to the government agency that issued the document. If you are not sure how to do this, talk to a counsellor at the ANC or to a trusted friend who knows what to do in such a situation.

#### Primary Documents include:

- Birth Certificate
- Passport
- Photo Driver's Licence from another jurisdiction
- Citizenship, İmmigration, Naturalization, or Canadian Permanent Resident papers



Canadian Passport

### Secondary Documents include:

- Baptismal Certificate, with church seal
- Marriage Certificate
- Social Insurance Card
- Credit Card
- School Identification Card (photograph: Newfoundland and Labrador schools only)
- GovernmentIdentificationCard(Newfoundland and Labrador)
- MCP Card

It is important that primary documents are originals and that they are in English or French. If they are not, contact the ANC about getting proper translations.

#### Photo Identification Card (ID Card)

A photo identity card is necessary if you do not have a Driver's License. The *Motor Registration Division* is responsible for issuing photo identification cards. The card is accepted when identification is needed by law, such as to buy liquor, cigarettes and other restricted or regulated products. The card is good for a 5-year period. One must be a resident of this province to qualify for a photo identification card. The type of documentation that must be shown is the same as for getting a Driver's License. (See Chapter 7)

#### **Social Insurance Number (SIN)**

The Social Insurance Number (SIN) is a nine-digit number used in various Canadian government programs.

You will need to have a SIN card to work in Canada or to receive government benefits. It is one of the most important pieces of identification in Canada.



Social Insurance Card

When you apply for a Social Insurance Number card, you must provide a primary document. You must also have a supporting document if the name you are now using is different than the name appearing on your primary document.

To apply for, or to amend, a Social Insurance Number, you must complete an application form. You can get an application from your local *Service Canada* office or print it from the government website (www.servicecanada.gc.ca).

It is also important that you get Social Insurance Numbers for your children. Remember that if you are a parent or legal guardian signing an application for a Social Insurance Number for a minor, you must also provide your own proof-of-identity documents.

# The ANC can help with information and advice when applying for a Social Insurance Number.

It is best if you apply for your Social Insurance Number in person at one of one of the *Service Canada* offices. This is faster and more convenient because you do not have to give up your valuable identity documents. You may also apply by mail.

The following are the *Service Canada* office locations, as well as the Website, where you can apply for a SIN number or card. You can get the address of your local Service Canada office by calling the numbers below or visiting them online at www.servicecanada.gc.ca

Clarenville Service Canada Centre:

466 - 8200

Corner Brook Service Canada Centre:

637 - 4201

Gander Service Canada Centre:

256 - 6500

Grand Falls-Windsor Service Canada Centre:

292 - 5204

Happy valley Service Canada Centre:

896 - 3323

Harbour Grace Service Canada Centre:

596 - 9190

Labrador City Service Canada Centre:

944 - 3655

Marystown Service Canada Centre:

279 - 5600

Placentia Service Canada Centre:

227 - 4001

Port Aux Basques Service Canada Centre:

695 - 5000

Rocky Harbour Service Canada Centre:

458 - 2307

Springdale Service Canada Centre:

673 - 5800

St. Anthony Service Canada Centre:

454 - 1017

St. John's Service Canada Centre:

772 - 2982

Stephenville Service Canada Centre:

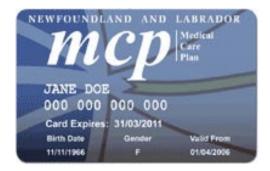
643 - 3766

If you are a Permanent Resident, the proof-ofidentity document that you must present for a SIN card is **one** of the following:

- Permanent Resident Card (Issued by Citizenship and Immigration Canada); OR
- Confirmation of Permanent Residence AND Visa counterfoil in foreign passport (Issued by Citizenship and Immigration Canada); OR
- Confirmation of Permanent Residence AND Visa counterfoil on Single Journey Document for Resettlement in Canada (Issued by Citizenship and Immigration Canada); OR
- Confirmation of Permanent Residence AND Visa counterfoil on United Nations High Commissioner for Refugees Travel Document (Issued by Citizenship and Immigration Canada); OR
- Confirmation of Permanent Residence AND Visa counterfoil on Red Cross Travel Document (Issued by Citizenship and Immigration Canada); OR
- Record of Landing (Issued by Citizenship and Immigration Canada).

# Newfoundland and Labrador Medical Care Plan [MCP]

Your MCP Card is mainly used for getting medical treatment. It is also used to get a Driver's License and other services. In Chapter 10, *Health Care*, the



The ANC can help with information and advice when applying for your MCP card.

benefits of MCP are explained. This section deals with actually getting the card.

Whether you do it on your own or with help from the ANC, you must complete an Application Form. You can get the form at a hospital, at your doctor's office, at the MCP office or by downloading it from the MCP Website at <a href="http://www.health.gov.nl.ca/mcp">http://www.health.gov.nl.ca/mcp</a>

Either send the form or deliver it yourself with the documentation listed below.

# DO NOT SEND ORIGINALS OF THESE DOCUMENTS. USE PHOTOCOPIES INSTEAD OF THE ORIGINALS.

**Canadian Citizens** must present documents that confirm their citizenship status. This can consist of:

- A Social Insurance Card or document containing your Social Insurance Number (SIN)
- A Canadian passport
- A Canadian Birth Certificate
- An official Federal Government Identity Card or Federal Government document containing the SIN and name

**Landed Immigrants** must present a Record of Landing Documents from *Citizenship and Immigration Canada*.

Canadian Citizens and Landed Immigrants may be required to provide additional information, including:

- Previous province or territory's health's care number or card
- Proof that Canadian citizenship/landed status has not been lost if returning to Canada after a lengthy stay abroad.

**Foreign Workers** must present an Employment Authorization (Work Visa). The Employment Authorization must be:

- Issued before coming to Canada
- For a named Newfoundland and Labrador employer
- For a specific job within the province

• Valid for at least 12 months, except for foreign health care workers

All foreign applicants should be prepared to present a valid foreign passport for identification purposes.

**Foreign/International Students** must present a copy of a student permit issued by CIC. The permit must be:

- Issued before coming to Canada
- Issued for an educational institution located in Newfoundland and Labrador for a period of at least 12 months

#### **MCP Contact Information**

**Toll Free Contact:** St. John's/Avalon Region:

1-866-449-4459

All other areas, including Labrador:

1-800-563-1557

Public Services Department: (709) 292-4010

Facsimile: (709) 292-4052 E-mail: Garry Jewer: <u>JewerG@gov.nl.ca</u>

Newfoundland and Labrador Medical Care Plan P.O. Box 5000, 22 High Street Grand Falls-Windsor, NL, Canada A2A 2Y4

Newfoundland and Labrador Medical Care Plan P. O. Box 8700, 57 Margaret's Place St. John's, NL, Canada A1B 4J6



Outdoors, enjoying a fine summer's day.

# CHAPTER 5 HOUSING

- WHERE TO LOOK
- FINDING A PLACE
- ELECTRICITY AND HEATING
  - TELEPHONES
    - MAIL
- GARBAGE AND RECYCLING
  - LAUNDRY

#### Housing

One of the first tasks for people moving to a new area is to find a permanent place to live. The ANC provides assistance to newcomers looking for different types of housing.

If you have a large family, renting a house might be better. Other people prefer to rent an apartment in a house or apartment building. There are many basement apartments available in most cities and towns. The advantage of those is that usually you may be able to use the back yard. A single person might prefer to rent a room in a rooming house. If you choose to rent a room, you would normally share a bathroom and kitchen.

There are many things to consider when looking for a good area to live:

- Where will you be working or studying?
- If you do not have a car, is it close to bus routes?
- How much rent can you afford?
- Are you close to day care or schools?
- Does anyone in your family need a place with special accessibility facilities?
- Are you near grocery stores?

#### Where to Look

- Review classified sections of local newspapers such as the *Western Star* or the *Telegram*
- Look for "Vacancy" or "For Rent" signs on houses and apartment buildings
- Look for ads on notice boards at grocery stores, laundromats, and community centres
- "Buy and Sell" magazine

Some properties advertised for rent contain a website or, in the case of the *Telegram*, click on <a href="https://www.keyholeproperties.com">www.keyholeproperties.com</a> and using the 5-digit code found in some of the advertisements. There may also be descriptions and pictures of the properties for rent.

Another thing to remember is the abbreviations in the advertisements. Some of the most common are -W/D = Washer and Dryer, U/I = Utilities Included, F/S = Fridge and Stove and POU = Pay Own Utilities.

#### Finding a Place to Live

When you find a place you like, you should ask these questions:

- How much is rent and when is it due?
- Are utilities included in the rent?
- Utilities are electricity, gas or oil (for heating and cooking). Sometimes the landlord includes them in the rent.
- Is a written rental agreement required?
- What kind of rental agreement is it? Is it weekly, monthly, or a term from 6 months to a year?
- How much is the damage deposit?
- The "damage deposit" is extra money (not more than 3/4 of one month's rent) that you pay when you move in. The landlord keeps this money until you move out. The money may be used to repair any damage you do. If you do no damage, and you clean the apartment before you move out, the landlord must give you back all the money, plus interest, within 15 days.

#### 033—Center City

1 bdrm. apt. suite at Pennywell Rd., \$550. month p.o.u., 2nd floor, large deck, laundry hookup, close to all amenities. Non-smoking. No pets. Adult building. 738-7863.

Samples of "For Rent" advertisements from a local newspaper.

1 bdrm. bsmt. apt. available Sept. 15. Suitable for quiet person. Fridge & stove incl. \$400 per month, pou. 728-9927.

1 bdrm. bsmt. apt. Heat, light, cable, fridge, stove incl., ldry hookup, on bus route. No pets. \$600 per month. Call 753-0407.

#### The Contract or Lease:

When agreeing to rent a house, apartment or room, the matter of a rental contract will come up. You usually have to sign a formal lease or rental agreement. It includes such things as the first month's rent and a security (damage) deposit. In Newfoundland and Labrador the Landlord and Tenancies legislation will apply. For more detailed information, go to the government Website at <a href="https://www.gs.gov.nl.ca/cca/rt">www.gs.gov.nl.ca/cca/rt</a>

Read the contract or lease carefully and, if possible, have someone who knows the local conditions review it before signing.

Landlords may ask for a deposit to hold an apartment or house until you can move in. The Landlord must provide a receipt showing that the money will be applied to the first month's rent or to the security (damage) deposit. The Landlord has the right to ask you for the following information:

- Character references
- Name of employer and income
- Credit reference
- Names of all the people who will be living in the rental unit

# Rights and Responsibilities – Tenant and Landlord

Both landlords and tenants have rights and responsibilities. One of the Landlord's responsibilities is to provide you with a copy of the *Residential Tenancies Act*. The Act defines the rights and responsibilities for both Landlord and Tenant.

For a detailed overview of the Rights and Responsibilities of Tenants and Landlords, and contact information, see Resource 3 at the end of this Guide.

# Moving In – Getting Your Telephone and Utilities Connected

What if you have to pay for utilities such as telephone and electricity? You must have the telephone connected, and the electricity transferred into your own name. The cost of this is usually included in the first month's bill.

**Electricity and Heating Oil:** To get electricity services in your name contact Newfoundland Power and/or a local oil company (if it's winter and you need heating oil you may want to discuss it with your landlord before ordering). Look in the White Pages of your phone book to find Newfoundland Power and the Yellow Pages under "Oils – Fuel" for oil delivery.

**Telephone Service:** To get your telephone connected, call Aliant at 1-866-425-4268 or look in the first pages of your phone book.

Your bill will include charges for network service, equipment and long distance calls. You will receive

a bill every month. If you have chosen a separate company for your long distance and overseas telephone service, a separate bill will come from that company.

Long distance and overseas calls are charged by the minute and can be very expensive. It may be cheaper if you make long distance and overseas calls during evenings or on the weekends. You can also buy special long distance packages that provide discounts.

You can receive long distance and overseas calls. These are free unless they are "collect calls" in which case an operator will ask you to accept the charges. You may accept or refuse the charges. If you accept, the cost of the call will be included in your next telephone bill.

You may also choose to purchase a "calling card" to make long distance calls. Using calling cards is usually cheaper than standard long distance rates. Calling cards are available at many places including drug stores, grocery stores, and convenience stores. Some people may choose to get a cellular phone instead of, or in addition to, a house phone. Cellular phones are available from a variety of companies. Each company has different rates and pay plans. Remember, making long distance calls using a cellular phone is often more expensive than using a house phone or public pay phone.

## **Pay Phones**

To make a phone call from a public pay phone, simply follow the directions on the phone. A local call will cost 25 cents for unlimited time. A long distance call is charged by the minute. You can go through the operator if you have a sufficient amount of coins to pay. You may also use a "calling card" to make long distance calls from a pay phone.



Public pay phone with slot at top (white) for coins, one at bottom (yellow) for credit card and instructions above the keypad.

#### Mail

In most cities and towns, mail is delivered to your house or apartment. If you live in an area without home delivery contact your local post office or postal outlet to get a community mail box. Their addresses can be found in the *White Pages* of the telephone book under *Canada Post*. Additional information on such things as mailing rates, shipping parcels, and change of address can be found on the Internet under <a href="https://www.canadapost.ca">www.canadapost.ca</a>.

Mail Boxes can be found throughout your community.

Call your local Post Office to confirm the location of your neighborhood mailbox.



#### **Garbage Collection and Recycling**

Each municipality in Newfoundland and Labrador has its own regulations about garbage collection. In St. John's for example, a net must cover your garbage bags. You may also use a large plastic bin. In general, garbage must be placed at the roadside in a large plastic bag. Collection is usually once a week on a specific day, and moves ahead a day if there is a holiday during the week.

If you live in an apartment building there is usually a "dumpster," a collection room or chute for your garbage. Most apartments require that the garbage also be in large plastic bags.

Recycling is becoming more common. Some municipalities require that people use coloured boxes for recyclables pick-up service. Others are still planning recycling services for the future.

For more information on garbage collection and recycling contact your local municipality.

#### Laundry

If you live somewhere without a washing machine or clothes dryer you'll want to find a nearby Laundromat to wash and dry your clothes. Laundromats are businesses where you can wash and dry your clothes for a few dollars. Most apartment buildings have "laundry rooms" for the building's tenants with coin operated washers and dryers.

For a Laundromat near you, look in the Yellow Pages of your phone book under "Laundries" or ask your neighbours.



## When Moving Out

Give Notice – When you plan to move out of your rented house or apartment, you must tell your landlord or building manager in writing. This is called "giving notice." You must give at least one month's notice before you plan on moving out. Do this by the last day of the month before you want to move out. The first day of the month is too late!

Cleaning — You must clean your rented house or apartment before moving out. You must clean the stove, fridge, bathrooms, and light fixtures. Check your tenancy agreement to see if you must clean your carpets or drapes.

Cancel Your Telephone and Utilities — Call the telephone company to have your phone disconnected. If you pay for electricity, gas, or oil, phone the companies and tell them to disconnect your service.

Change Your Address — Go to the post office and fill in a "change of address" form. The post office will send your mail from the old address to the new address. There is a fee for this service. Give your new address to your bank, employer, school, medical plan, Motor Vehicle branch, and cable television. Phone or mail them a change-of-address card. You can buy these cards at the post office. Or call them to let them know of your new address.

# CHAPTER 6 TRANSPORTATION AND TRAVEL

- PUBLIC TRANSPORTATION
  - ISLAND-WIDE TRAVEL
  - TRAVELLING BY FERRY
    - TRAVELLING BY AIR

#### **Public Transport**

**Taxis** Taxis are convenient, but can be expensive. Most large cities, small towns and rural areas have taxi services. One can order a taxi by telephone. Look in the *Yellow Pages* of the phone book under "Taxis."



Taxi waiting to pick up customers outside a store.

# Local Transport - St. John's/Mount Pearl and Corner Brook

Most people who have to get around town use regularly scheduled buses on specific routes. This applies to St. John's, Mount Pearl and Corner Brook.

St. John's/Mount Pearl: The Metrobus Transit System serves St. John's and Mount Pearl from 6:00 am until 12 pm, Monday to Saturday, and from 9 am to 10 pm on Sundays. There are special rates for Adults, Seniors and Children. Children under three years of age travel free.



Metrobus vehicle waiting for passengers at a bus stop.

If you will be using the bus as your main mode of transportation, a bus pass may be a less expensive option. For more information on costs, bus schedules, fares, lost and found and routes contact the Metrobus "Riders Guide" at 722-9400, or their website, <a href="https://www.metrobus.com">www.metrobus.com</a>

Corner Brook: Corner Brook Transit is operated by Murphy Brothers Limited. You can get bus schedule information by calling 709-639-7287 for recorded information or 709-634-3345 for charter information. The buses have five routes (with only routes 5 and 6 running in the summer months of June, July and August). They run from 7 am to 10 am, and from 3 pm to 7 pm, Monday to Friday. Regular Fare is \$2 Adult, \$1 Child (under age of 12). Ride Cards and Monthly Passes are available, with discounts for students and seniors. The main transfer terminal is at Remembrance Square in Downtown Corner Brook.

Transportation for people with disabilities: Transport services for people with disabilities are limited. There are some taxi companies that have accessible vehicles. The St. John's *Para-Transit System* (PTS) is funded by the City of St. John's and with a grant from the City of Mount Pearl. Its objective is to make sure that persons with disabilities have equal access to a transport system that will allow them to participate in all aspects of community life. Contact **Wheelway Transportation Ltd** at 753-2877 for more information.

| St. John's Metrobus Fare Options (Effective | ve January 1, 2007) |         |         |
|---|---------------------|---------|---------|
|   | Adult               | Senior  | Child   |
| Cash Fare                                   | \$2.00              | \$2.00  | \$1.50  |
| 10-Ride Card                                | \$18.00             | \$13.50 | \$13.50 |
| Monthly Pass                                | \$63.00             | \$38.00 | \$38.00 |
| Semester Pass                               | \$220.00            |         |         |

#### Island-wide Bus Services

There is a bus service to and from Port aux Basques to St. John's each day. The total cost for an adult is about \$100 each way. The bus service is operated by DRL Coachlines (709-263-2163) and it connects with the ferry service between Port aux Basques, Newfoundland and North Sydney, Nova Scotia.



DRL Coachlines offers regular bus service across Newfoundland as well as scenic tours.

In Port aux Basques the bus leaves the ferry terminal at 8:00 AM. In St. John's the bus leaves the airport (7:30 AM), the Arts building at Memorial University (7:45 AM) and the Irving service station at Donovan's Industrial Park in Mount Pearl (8:00 AM). The bus stops at many communities across the island and it arrives at its final stop of the day at about 9:30 PM. The total distance covered is approximately 900 kms (550 miles).

There is also a bus that connects St. John's with the Argentia Ferry to Nova Scotia. It is timed with its arrivals and departures. This bus service is run by Newhook's Transportation (709-426-4876). Both the bus service and Argentia Ferry operate on a seasonal schedule from mid-June until Labour Day.



Newhook's Transportation operates between St. John's and the town of Placentia and brings passengers to the Marine Atlantic Ferry at Argentia.

Some other scheduled bus services around the island include:

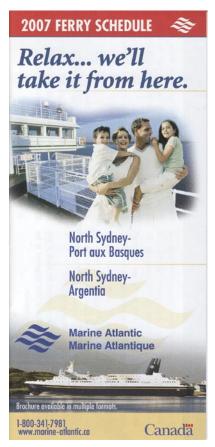
- Bailey's Bus Service (Corner Brook to Baie Verte): 709-532-4642
- Eddy's Bus Service (Stephenville to Corner Brook): 709-643-2134 / 634-7777
- Pittman's Bus Service (Corner Brook to Deer Lake & Rocky Harbour): 709-634-4710 / 458-2084
- Fleetline Buses Limited (St. John's to Carbonear): 709-722-2608
- Cheeseman's Bus Service (St. John's to Burin): 1-888-753-7022
- Stew's Bus Line (Corner Brook to Burgeo): 709-886-2955 / 634-7777
- Viking Express (Corner Brook to St. Anthony): 709-634-4710 / 688-2112 / 454-3939

For more information on province-wide bus services check in the Yellow Pages of your phone book under "Bus Lines" or "Buses, Coaches, and Minibuses – Charter and Rental."

## **Island-wide Ferry Boat Services**

There are several smaller ferry services in the province. For a detailed list and contact information look in the Blue Pages of your telephone book under "Government of Newfoundland and Labrador – Ferries."

| Marine Services (Headquarters)  |             |
|---------------------------------|-------------|
| Marine Services (Fleauquarters) |             |
| Chief Operating Officer         | 720-3278    |
| Marine Superintendent           | 729-5276    |
| Manager of Policy&Programs      | 729-3281    |
| 916-631                         |             |
| Regional Services               |             |
| Bell Island Operating/Scheduled |             |
|                                 | n895-6931   |
| Portugal Cove Terminal          |             |
| Bell Island Terminal            |             |
| St Brendan's                    |             |
| Rencontre East                  |             |
| Southeast BightFogo Islands     | 895-3541    |
| Fogo Island/Change Islands      | 627-3448    |
| Or                              | 627-3492    |
| Little Bay Islands              | 292-4327    |
| Long Island                     |             |
| Harbour Deep                    | 292-4327    |
| LaPoile/Grand Bruit             |             |
| Ramea/Grey River                | 292-4327    |
| Francois                        | 292-4327    |
| Gaultois/McCallum               | 292-4327    |
| Coastal Labrador Services       |             |
| (Toll Free Lines)               |             |
| Goose Bay-Cartwright-Lewisporte | sund is     |
| (M/V Sir Robert Bond)1 86       |             |
| St Anthony-Nain                 | Name of     |
| (M/V Northern Ranger)1 86       | 66 535-2567 |
| St Barbe-Blanc Sablon           |             |
| (M/V Apollo)1 86                | 66 535-2567 |



Marine Atlantic provides ferry service between Newfoundland and Nova Scotia. The yearly schedule for ferry crossings and fees are posted on the Marine Atlantic website and are available at tourism information kiosks.

#### Air Travel

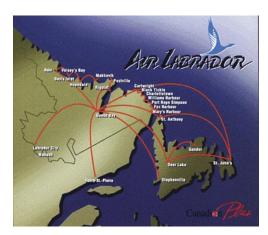
There are a number of airlines that service Newfoundland and Labrador at various locations throughout the province. Rates change because of various deals and seat sales.

For more information visit the provincial Department of Tourism website at <a href="www.newfoundlandlabrador.com">www.newfoundlandlabrador.com</a>.

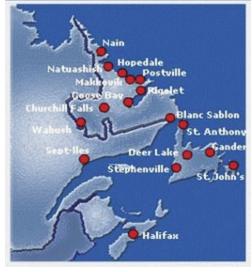
On the left side of the page is an airplane shaped icon. "Click" on it. On the page that appears go to Airport Schedules. This site provides information on airport location and flight schedules. It can also be used to check airplane arrivals and departures if someone is expecting friends and relatives coming for a visit.



Air Canada and WestJet are the main Canadian airlines providing air travel service across Canada and, to some extent, within Newfoundland and Labrador.







Both Air Labrador and Provincial Airlines provide air travel service mainly within Newfoundland and Labrador.



Small planes that can land on water are important for travel to remote locations, especially in Labrador.

# CHAPTER 7 CARS AND DRIVING

- GETTING A DRIVER'S LICENSE
- BUYING A NEW OR USED CAR
  - REGISTERING A USED CAR
    - CAR INSURANCE
    - CAR ACCIDENTS

### **Driver's License**

Driver Examination Offices are located in various regions of the province. If you live in a remote area, visits by Driving Examiners are scheduled on a regular basis. Information on these times can be obtained from the Regional Office in the area.

For a list of Driver Examination offices, go to the end of this chapter

# Step 1: Requirements

You must be at least 16 years of age to apply for a Novice Driver's License (Level 1). A parent or guardian must give permission if you are less than 19 years of age. Two pieces of identification are needed to apply for a Driver's License. At least one must be an original primary document. (See Chapter 4 for examples of primary and secondary documents)

# Step 2: Written Test

You have to complete a written test. It consists of questions about the rules of the road, safe driving practices and how to recognize road signs. You must get a passing grade of 85%. To prepare for the written test, you must buy the *Road Users Manual* for \$2.00 plus HST. You can also download it for free from the Internet. You can make an appointment to write the test once you have studied the materials. You will also have to take an eye exam. This is done in the same building as the written test.

# Step 3: Learner's Permit – Level 1

If you have passed the written test and eye exam, you will receive a Learner's Permit. You may now drive a car under the following conditions:

- There must be a licensed driver with you;
- You must have a sign on the back window saying "Novice driver";
- You may not drive between midnight and 5 a.m.

There are some other restrictions that you can find out about on the Motor Registration Division Website.

# Step 4: The Road Test

You can apply for a road test after 12 months (8 months if you have successfully completed an approved Driver Education Program).

You must make an appointment for a test date and

time. Your vehicle will be checked for mechanical fitness on the day of your road test. You must also present the following:

- Receipt for payment of your road test. (Try not to leave payment of your road test until the day of your appointment as delays in processing your receipt may result in the cancellation of your appointment);
- Valid Class 5 or 6 Level 1 Driver's Licence;
- Valid insurance policy and vehicle registration permit for the vehicle in which you are to be road tested.

# Step 5: Learner's Permit – Level 2

Once a person has passed the road test, he or she may drive a vehicle for 12 months under the following conditions:

- Be accompanied by a licensed driver between midnight and 5 am
- Continue to show the "Novice Driver" sign

# Step 6: Regular Class 5 License

You will automatically receive your regular Class 5 Driver's License in the mail if you have completed driving for 12 months at Level 2 and if you have not had any traffic violations.



Newfoundland and Labrador driver's license

# **Experienced Drivers From Other Countries:**

You must exchange your existing driver's licence to a Newfoundland and Labrador Driver's Licence within 3 months after coming to this province. There are different rules for getting a local license.

If you are coming from another province or territory in Canada or from the United States, Germany, Austria, Switzerland or the United Kingdom can exchange their license for a Newfoundland and Labrador Driver's License without taking a written, vision or road test, if:

- You are 17 years of age or older
- Your existing licence is valid (not suspended, cancelled or revoked)
- Your licence is expired for no more than 5 years

Other licensed drivers taking up residence in the province will have their experience rated against the Newfoundland and Labrador system and will be placed in the appropriate phase. Age, driving experience and class of licence currently held will determine placement.

If you have moved from a country **other than** the United States, Germany, Austria, Switzerland, or the United Kingdom, you must apply as a new driver. There will be recognition of your driving experience if:

- You at least 16 years of age
- You have completed a written, vision and road test
- You have spent time as a licensed driver

The information on Driver's Licenses in this Guide is limited by space. It is important to visit the Motor Registration Division's offices to obtain their information packages. You can also go to their Website at <a href="http://www.gs.gov.nl.ca/gs/mr/dl.stm">http://www.gs.gov.nl.ca/gs/mr/dl.stm</a> and get more information.

Province of Newfoundland and Labrador Vehicle Permit (front and back sides).

Car owners must have a vehicle permit as well as a driver's license.

Take your vehicle permit with you whenever you drive the car.

If stopped by Police in one of their routine traffic checks, you will have to show both your driver's license and vehicle permit.





# Buying a New or Used Car from a Dealer

Car dealers sell new and used cars. The names of dealers are in the Yellow Pages of the telephone book under "Automobile Dealers – New" or "Automobile Dealers – Used." You may also look in the classified section of you local newspaper, or in the "Buy and Sell" magazine.

### **Warranties**

What happens if something goes wrong with your car? New cars have a warranty. This means that the dealer will replace or repair certain parts for free. Each warranty may cover only some things. Find out what the warranty covers and how long it lasts. Used car dealers may also provide warranties, but they are usually limited both in coverage and duration.

# Buying a Used Car from another Person

You can also buy a car directly from an owner. Check the classified ads in your local newspaper, or look at magazines such as "Buy and Sell." Look around and compare prices. Always test drive a car before you buy it. Take along a friend or relative for advice.

Is the car in good condition? Does it need any repairs? Is it easy to get parts for the car? Find out the answers to these questions before you buy a car. If possible, ask a mechanic to check the car before you buy it.

You may want to check the *Canadian Red Book* for price ranges. The *Red Book* enables car buyers to calculate the amount of tax to be paid on the sale of private vehicles. Buyers can get Red Book information by contacting their nearest library.

For a list of things to consider when buying a car, see Resource 4 at the end of this guide

# **Checking for Liens**

Sometimes the seller has the ownership papers for the vehicle, but still owes money on the car. The bank or person to whom the money is owed may have a "lien" put on the car, meaning that they must be paid the money owed if the car is sold. If you buy the car, you may be responsible for the debt. It is important to ask for a lien search to check for liens on the vehicle you want to purchase. Some Driver Services Centres do lien searches, or you can search on-line: <a href="http://www.esearches.gov.nl.ca">http://www.esearches.gov.nl.ca</a>. You will need the year, make, and serial number of the car. There is a fee for this service, including the on-line search.

# Registering a Used Vehicle

A *seller* must notify the *Motor Registration Division* within 10 days of the sale of a car by sending them a Notice of Sale. A Notice of Sale is attached to the Vehicle Permit. It also has a list of the nearest Motor Registration Division offices. Failure to submit a Notice of Sale within 10 days is an offence. It could result in a fine. If the car stays in your name, you may have to pay the traffic fines that were issued to the new owner. You could be financially responsible if there is an accident and if the new owner has not obtained insurance.

A *buyer* must transfer ownership of the car by submitting a Bill of Sale within 10 days. The Bill of Sale is on the back of the Vehicle Permit. Failure to do so is an offence. It could result in a fine. You may drive the car within this time if you have valid public liability insurance on the vehicle. The seller's vehicle registration permit, bill of sale and your Public Liability Insurance Card must be kept in the vehicle while it's in use.

| SIGNATURE OF SELLER  | PURCHASER'S SIGNATURE IN INK  |
|--|---|
| CODE DATE  | INSURANCE COMPANY (not required for recreational/utility trailers)  |
| POSTAL   | POLICY NUMBER (not required for recreational/utility trailers)  |
| PURCHASER ADDRESS OF UNICHASER   | DATE SIGNATURE OF SELLER  BELLARATION TO SE COMPLETES BY PURCHASER  I hereby certify that the information gives on this application in correct, and complete in avery respect and that there is a velid major velocities beliefly inserance policy in force with respect to the operation of the velticle described herein. |
| PURCHASER.   | PURCHASE PRICE YY MM DD   |
| COMPLETE NOTICE OF SALE BELOW AND RETURN<br>TO NEAREST MRD OFFICE. GIVE TRANSFER/B.LL<br>OF SALE APPLICATION AT RIGHT TO THE   | POSTAL OR BIRTHDATE OF BUYER  |
| effective date and in this case notice must be given in the manner prescribed.   | NAME OF<br>PURCHASER<br>ADDRESS   |
| A. Change of address within 10 days of effective date. I<br>B. Change of name within 10 days of effective date. I<br>C. A sale or other transfer within 10 days of the | THIS IS TO CERTIFY THAT THE VEHICLE DESCRIBED ON THE FACE OF THIS PERMIT HAS BEEN SOLD TO   |
| IMPORTANT INFORMATION The Highway Traffic Act provides a penalty for I failing to report the following to the Registrat of Motor Vehicles.                             | Contilisate of Impaction required for tars and tracks with mass<br>equal to or less than 4500kg; Donnaide gits exempt) and \$25,00<br>transfer less Send chaege or money arder made payable to<br>NEMFOUNDLAND EXCHEQUER ACCOUNT.   |
|  | BILL OF SALE  Complete and return with applicable PST on purchase price, Valid  |

A "Bill of Sale" form can be found on the reverse side of the Vehicle Registration document. This must be filled out and sent to the address given when you sell your car so you will not be liable for that car in future.

To transfer ownership of a vehicle you need:

- The seller's vehicle registration permit
- A bill of sale and/or a sworn affidavit
- A completed and signed insurance declaration on the reverse of the seller's vehicle registration permit
- A motor vehicle safety inspection certificate

At the time that you transfer and register your vehicle, you will have to pay the following:

- Transfer fee
- Provincial Sales Tax on the purchase price or the Red Book value of vehicle
- All outstanding fines appearing on your record.

### Insurance

More than 50 private companies offer various types of auto insurance in Newfoundland and Labrador. According to law, everyone who wants to drive a car in this province must buy a minimum amount of auto insurance. If a person is involved in an accident, their insurance companies can protect them financially. For example, when drivers who buy accident benefits get hurt insurers help them while they recover from injuries and support them if they are unable to work.

Different types of auto insurance include:

- Third Party Liability insurance covers property damage or bodily injury to another as a result of your vehicle. All drivers in Newfoundland and Labrador must have this type of insurance
- Accident insurance will cover personal injury or death to you or your passengers regardless of which driver is at fault. This usually includes medical expenses, loss of income, or death benefits
- Collision insurance covers damages to your vehicle as a result of a collision with another vehicle or object

For more information on different types of auto insurance and costs, look in the Yellow Pages under "Insurance-Agents and Brokers."

### **Car Accidents**

What should you do if you have an accident?

- Find out if anyone is hurt
- Exchange insurance information with the other
- Write down the other driver's name, address, phone number, driver's license number, and car license plate number
- Get the name, address and phone number of anyone who saw the accident

# Reporting to the Police

Report the accident to police if:

- Someone has been hurt or killed
- There is significant vehicle damage
- The other driver broke the law. For example, if the driver was drunk or drove through a red
- Another driver hit your car and drove away ("hit and run").

If you need the police to come, dial the emergency number in your area. If it is not an emergency, go to the police station within 24 hours of the accident.

For more information on what to do in case of a car accident, see Resource 5 at the end of this guide.



These are examples of police vehicles.

A Royal Newfoundland Constabulary (RNC) car is pictured above and a Royal Canadian Mounted Police (RCMP) vehicle is shown below.



### CONTACT INFORMATION

### **Driver Examination Offices:**

Driver Examination Offices are located in various regions of the province. The following is a list of Regional and Sub-Regional Offices. Visits by Driving Examiners to Sub-Regional Offices are scheduled on a regular basis and information on those times can be obtained from the Regional Office in the area:

# Regional Offices

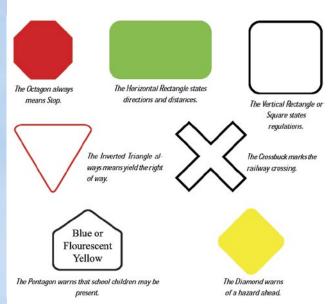
| Sub-Regional Offices  |                      |
|---|----------------------|
| <b>St. John's/Avalon Region</b><br>Mount Pearl<br>Harbour Grace | 729-2519<br>945-3014 |
| Eastern Region  |                      |
| Clarenville   | 466-2063             |
| Bonavista   | 468-7747             |
| Marystown   | 279-8030             |
| Central Region  |                      |
| Grand Falls-Windsor   | 292-4353             |
| Milltown  | 882-2029             |
| Gander  | 256-1014             |
| Springdale  | 673-4273             |
| Lewisporte  | 535-6909             |
| Western Region  |                      |
| Corner Brook  | 637-2213             |
| Deer Lake   | 635-2901             |
| Flower's Cove   | 456-2820             |
| St. Anthony   | 454-8580             |
| C 1 •11   | (10 0/05             |

# Stephenville 643-8635 Forteau 931-2014 Port aux Basques 695-7283

| Labrador Region   |          |
|-------------------|----------|
| Labrador City     | 944-5859 |
| Goose Bay         | 896-5437 |
| Hopedale          | 933-3899 |
| Port Hope Simpson | 960-0383 |
| Black Tickle      | 471-8898 |
| Cartwright        | 949-0268 |

# **Traffic and Road Signs**

All traffic signs are designed to help the motorist follow safe driving practices. The meanings of the signs do not change. Watch for them in several different places. They may be overhead, mounted on signs above the highway, on poles next to the roadway, or painted on the pavement itself.



# **Some Typical Regulatory Signs**



· indicates the legal speed limit



pedestrians are not permitted on this highway



trucks may use this highway



indicates where you may park during certain time periods



warns motorists not to enter this street



road surface is slippery when wet



stop sign ahead - Be prepared to stop.



 two-way traffic ahead — Drivers travelling in opposite directions must share the highway.



 this sign is placed on multi-lane highways to advise motorists to keep to the right lane except to pass



one-way street



two-way left turns (both lanes turn left)



you must not make a left turn at this intersection



this sign indicates this parking space is reserved for impaired mobility drivers with a special permit





The **stop sign**, a red octagon with white lettering, means come to a full stop and be sure the way is clear before you drive on.

- you must stop at the stop line or crosswalk, if present
- · no other sign has this shape



The **yield sign**, a white triangle with a wide red border, means slow down and be ready to stop if necessary.

Yield right of way to oncoming traffic.

- · no other sign has this shape
- may also be yellow/black lettering



The **school ahead sign** is a blue pentagon with a white figure of a schoolboy and schoolgirl. It means you are entering a school zone. Slow down and drive with extra caution. Watch out for children.



- no other sign has this shape. Some signs may also indicate the maximum speed which is safe.
- · may be flourescent yellow in colour.



This sign indicates where children cross the street regularly to go to school.



This sign informs the motorist that there is a police station ahead.

# CHAPTER 8 EDUCATION

- PRIMARY, ELEMENTARY AND SECONDARY SCHOOLS
  - REGISTERING A CHILD FOR SCHOOL
    - SPECIAL NEEDS
    - POST SECONDARY EDUCATION
  - ENGLISH AS A SECOND LANGUAGE (ESL)
    - LIBRARIES

# Primary, Elementary and Secondary Schools

All children in Newfoundland and Labrador between the ages of 5 and 16 must go to school. Public school is free. Children begin school when they are about 5 years old. Most students finish high school by age 18, but some stay longer.

The first year of school is called kindergarten and children attend only half-days. Primary Schools (Grades 1 to 3), Elementary Schools (Grades 4 to 6), Junior High Schools (Grades 7 to 9) and High Schools (Grades 10 to 12) normally start between 8:30 and 9:00 am and end between 2:30 and 3:00 pm.



Prince of Wales Collegiate in St. John's is typical of many high schools found throughout the province.

There are five school districts in the province: Labrador, Western, Central, Eastern, and the French language system called Conseil Scolaire Francophone provincial de Terra-Neuve et Labrador. The District Boards manage the day to day operations of schools in their area.

In addition to the five major districts there are also seven private and religious schools in the province.

To find our more about these schools, including the private schools, go to <a href="www.ed.gov.nl.ca/edu/k12/schools.htm">www.ed.gov.nl.ca/edu/k12/schools.htm</a>

If you want more information about a particular school you may choose to search the site <a href="www.ed.gov.nl.ca/edu/dir/school/districts.htm">www.ed.gov.nl.ca/edu/dir/school/districts.htm</a>.

This site will give you the names and addresses of schools, as well as their e-mails and the names of the principals. You can also get the names of the staff of the School Boards. This is important if you want to know about programs for children with special needs, disabilities or other learning problems.



Crescent Collegiate, an all-grade (K-12) school located in Blaketown, Trinity Bay, Newfoundland.

# Registering a Child for Public School

To register a child for public school, contact your local School Board office or ask at the school nearest your home. In this province, children usually go to the school closest to their home. If you are not sure where to go, contact an ANC counsellor.

For a list of the School Board Offices, go to the end of this chapter.

# English as a Second Language (ESL) K to 12

English as a Second Language in the Kindergarten to 12 system is administered by the School Districts. Each District has teachers trained in English as a Second Language (ESL). When a child requiring ESL support is enrolled in a school, the Principal will ask for this support. If there is only one child, or very few children, then it will take time to assign the teacher support.

It is recommended that you discuss choosing a school with a counsellor from the ANC. If this is not possible, then you should do this with a guidance counsellor from a nearby school. Together, you

can select an appropriate school that has experience with ESL.

The ANC can provide you with information and advice when looking for schools with ESL instructors.

# **Post-Secondary Education**

There is only one university and one publicly-funded community college in Newfoundland and Labrador – Memorial University and The College of the North Atlantic.

Both institutions have a network of campuses around the province. There are also many private colleges. In general, most institutions require "Proof of English Proficiency" for admission into their programs. This normally means a minimum score on a Test of English as a Foreign Language (TOEFL). Other equivalents such as IELTS or CAEL may be acceptable. It is best to find out the details from the Admission's Office of the institution where you want to apply.

The AXIS Career Services office of the ANC can provide you with information and advice on post-secondary education and requirements.

**Memorial University** is the largest university in Atlantic Canada. It is made up of the following: St. John's campus; the Fisheries and Marine Institute in St. John's; Sir Wilfred Grenfell College in Corner Brook; a residential campus in Harlow, England; the Institut Frecker in St. Pierre; and the Labrador Institute.

http://www.mun.ca/



Memorial University Student Centre, St. John's

Sir Wilfred Grenfell College offers the first year in all programs offered by Memorial University (except music), the first one or two years of most professional and non-professional university degree programs, and the entire four years for the Bachelor of Fine Arts (Visual Arts), Bachelor of Fine Arts (Theatre) degrees, Bachelor of Arts, and Bachelor of Science.

http://www.swgc.mun.ca/



Sir Wilfred Grenfell College, Corner Brook

The Institute of Fisheries and Marine Technology provides programs in the areas of fisheries, marine science and technology.

http://www.mi.mun.ca/

College of the North Atlantic offers more than 100 full-time certificate, diploma and advanced diploma programs and over 300 part-time courses in academics, applied arts, business, information technology, engineering technology, industrial trades, health sciences, tourism and natural resources. These programs and courses are offered at 17 campus locations in the province.



College of the North Atlantic, Corner Brook

The College also conducts a number of community outreach programs and initiatives. All campuses, for example, offer some level of Adult Basic Education (ABE). In addition, a Comprehensive Arts and Science (CAS) College Transition program is designed for high school and Adult Basic Education graduates who would like to improve their general employability skills or who are lacking either the academic courses or required grades for admission into their chosen post-secondary program. For more information on campus locations, classes and programs offered visit the website at <a href="http://www.cna.nl.ca/">http://www.cna.nl.ca/</a>.

# **Post-Secondary Student Financial Aid**

Post Secondary education is expensive. However, there is a system of financial support available. The Canada-Newfoundland and Labrador Student Loans program provides financial assistance in the form of loans and grants. Financial support depends on two things – your income and if you are a resident.

You are considered to be a resident of Newfoundland and Labrador if you:

- Are a dependent student, and your parent(s), guardian(s), or sponsor(s) have most recently resided or maintained the family home here for a period of at least 12 consecutive months; or,
- Are a dependent student, your parents are separated or divorced, and the parent with whom you live or who provides the principal financial support is a resident of the Province; or,
- Are a dependent student, your parents moved away from the Province, but you remain in Newfoundland and Labrador to begin or continue post-secondary education within 12 months of your parents moving; or,
- Are a dependent student, your parent(s) are residing outside Canada, but last lived or maintained the family home here, for at least 12 consecutive months, before leaving Canada; or,
- Are an independent student, a single parent, married or living common-law and you have lived in the Province for 12 consecutive months

   excluding time spent as a full-time student at a post-secondary institution.

For student financial assistance purposes, you will be considered a dependent student if you:

 Have never been married or in a common-law relationship; and,

- Have never been a single parent with legal custody and financial responsibility for supporting child (ren); and,
- Are pursuing post-secondary education within four years of leaving high school; or
- Have not been in the labour force full-time for two years (the two years need not be consecutive; however, each year must be a period of twelve consecutive months).

To be considered living common-law, you must have lived with your partner for a period of at least one year. If you were previously in a commonlaw relationship or married but that relationship has ended, you will be considered as either an independent student or a single parent (if you have one or more children).

The AXIS Career Services office of the ANC can also provide you with information and advice on post-secondary student financial aid.

# **Private Career Colleges**

There are about 27 private career colleges in Newfoundland and Labrador. Over 175 programs are offered ranging from Welding to Computer Studies. Programs are approved by the Department of Education and recognized by the relevant regulating bodies, ensuring the students receive a recognized diploma.

Private colleges are more expensive than the courses offered at the *College of the North Atlantic*. The decision to go to college is an important one. Therefore, it is recommended that you talk to the career counsellors at the ANC.

For a list of Private Career Colleges in this province, go to the end of this chapter.

### **Adult Basic Education**

The General Educational Development (GED) test gives you the opportunity to earn a high school diploma. This is recognized as key to further education and employment opportunities. These tests are designed to measure general knowledge, ideas and thinking skills.

You are able to take the GED tests if you:

• Are at least 19 years of age or older

- Are not currently enrolled in a high school program
- Have not graduated from high school
- Are a Newfoundland and Labrador resident of not less than six months

The GED is a test only. It is not a program of study. You may want to enrol in the Adult Basic Education Program if you feel the test may be too challenging for you. If you are interested in taking the GED test contact an ANC career counsellor for more information.

Adult Basic Education: Residents who have not completed their High School can get a diploma through the Adult Basic Education program. It is offered at various College of the North Atlantic (CONA) campuses (http://www.cna.nl.ca) and through a number of non-profit community based centres (http://www.ed.gov.nl.ca/edu/adult/nonprofit.htm).

If you are interested in this program contact an ANC career counsellor for more information.

# **English as a Second Language (Adults)**

Most settlement agencies have specialized programs and services designed to assist newcomers in acquiring language proficiency.

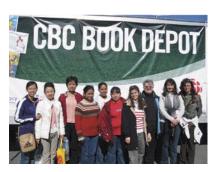
The Association for New Canadians offers English as a Second Language programs with funding from the Department of Citizenship and Immigration Canada at its Smithville Crescent location in St. John's. Additionally, the Association provides ESL training across the province on an as needed basis through its Outreach Tutor Program. **These programs are free for permanent residents.** Detailed descriptions of ANC's ESL programs and services are outlined below.

# Language Instruction for Newcomers to Canada (LINC) Program

LINC is a federally-funded English as a Second Language program delivered in accordance with nationally established standards.

The aim of the program is to assist adult learners

in acquiring the language skills necessary to settle and integrate into Canadian society. Computer assisted language instruction is a key component of the curriculum. Advanced interactive language software is available, as well as instruction in basic computer technology.



Language learning is supported by field trips organized by the ANC.

**Eligibility:** To be eligible for the LINC program, participants must have *Permanent Resident* status in Canada or be an individual to whom *Citizenship and Immigration Canada* intends to grant *Permanent Resident* status.

These services are provided free of charge to Permanent Residents. Other participants may be eligible for admission with a valid *Student Authorization* from Citizenship and Immigration Canada.

In addition, night classes are available free of charge for Canadian citizens and others who may not be able to attend classes during the day. Contact the Association for New Canadians for more information and advice on these programs.

**Admission:** Enrolment is on a continuous intake basis and applicants can usually begin classes within a few days of their assessment test. Classes are held at the ESL Adult Training Centre located on Smithville Crescent in St. John's. In partnership with *Citizenship and Immigration Canada*, the Association also coordinates the delivery of language training throughout the province.

# Canadian Language Benchmarks Assessment

Upon registration, learners are assessed using the *Canadian Language Benchmarks Assessment* (CLBA). This nationally standardized assessment tool ensures that learners are placed at the appropriate instructional level.

**Placement:** Following the assessment process, individuals are assigned to classes in one of eight benchmark levels: two foundation and levels 1-7.

Occupation-Specific Language Training (OSLT) provides job specific language training and communication skills to help prepare for success in the local labour market.

# Test of English as a Foreign Language (TOEFL) and Test of English for International Communication (TOEIC) Preparation Course:

These classes are offered on a regular basis to help clients prepare for these examinations. The successful completion of one of these examinations is a pre-requisite for many post-secondary programs or for licensure in particular professions.



The ANC operates this English as a Second Language School in St. John's where the LINC Program is delivered.

Please call or visit the Association for New Canadians for more information on these programs.

Association for New Canadians ESL Adult Training Centre Smithville Crescent St. John's, NL Telephone: 709-726-6848

Fax: 709-726-6841 http://www.anc-nf.cc e-mail: LINC@nfld.net **Memorial University** offers a 12-week intensive English Program 3 times per year and a 5-week English Language Summer School each July. In addition, English for Special Purposes and custom-designed courses are offered for groups. A fee is associated with this program. Contact Memorial University for information on program costs.

English as a Second Language Programs Memorial University of Newfoundland St. John's, NL Canada, A1B 3X9 Phone (709) 737-8740 Fax (709) 737-8282

e-mail: esl@mun.ca



College of the North Atlantic, Prince Philip Drive Campus, St. John's

College of the North Atlantic offers English as a Second Language program in St. John's (Prince Philip Drive Campus) and Corner Brook to address language training for a variety of academic, personal and social goals. ESL courses in listening, speaking, reading and writing are offered at five levels: Beginner, Intermediate I and Intermediate II, Advanced I and Advanced II. Students enrolled at the Advanced Levels are offered the opportunity to enrol in College credit courses as part of their ESL study. A fee is associated with this program. Contact the College of the North Atlantic for information on program costs.

College of the North Atlantic P.O. Box 1693 St. John's, NL A1C 5P7

Telephone: 709-758-7284

Fax: 709-758-7304 http://www.cna.nl.ca

### Libraries

The Provincial Information and Library Resources Board provides public library services in Newfoundland and Labrador. It is an independent board established by the Provincial Government and operates 96 public libraries throughout the province.



Most communities have public libraries. Shown here is the Frank G. Best Public Library in the community of Placentia, located on Newfoundland's south coast.

These libraries are divided into four divisions:

- West Newfoundland and Labrador Division (31 libraries)
- Central Division (33 libraries)
- Eastern Division (29 libraries)
- St. John's City Libraries (3 libraries)

One priority of the provincial libraries is free public access to the Internet in all 96 public libraries. In addition to their own video collections, libraries distribute National Film Board of Canada videos and the School Collection, which supports the K-12 curriculum.

Shown at right is the public library in the small, historic town of Brigus, Conception Bay, Newfoundland.



To find the nearest library look in the *Yellow Pages* under "Libraries – Public." Another way to find the library closest to you is to go to <a href="http://www.nlpubliclibraries.ca">http://www.nlpubliclibraries.ca</a>.

### **CONTACT INFORMATION**

### **Labrador School District**

District Office P.O. Box 1810, Stn. B 16 Strathcona Street Happy Valley-Goose Bay, NL A0P 1E0

Tel: (709) 896-4097 Fax: (709) 896-9638 Homepage: www.lsb.ca

### Labrador Regional Office

669 Tamarack Drive Labrador City, NL A2V 2V2

Tel: (709) 944-7628 Fax: (709) 944-3480

### **Western School District**

#### **District Office**

P.O. Box 368 10 Wellington Street Corner Brook, NL A2H 6G9 Tel: (709) 637-4000

Fax: (709) 634-1828 Homepage: www.wnlsd.ca

### Stephenville Regional Office

P.O. Box 5600 Stephenville, NL A2N 3P5

Tel: (709) 643-9525 Fax: (709) 643-9235

### Lower Cove Regional Office

P.O. Box 82 Lower Cove, NL A0K 2V0 Tel: (709) 475-2232

Fax: (709) 475-2809

### **Nova Central School District**

#### District Office

203 Elizabeth Drive Gander, NL A1V 1H6 Tel: (709) 256-2547 Fax: (709) 651-3044 Homepage: www.ncsd.ca

### **Grand Falls-Windsor Regional Office**

P.O. Box 70 Grand Falls-Windsor, NL A2A 2J3 Tel: (709) 489-2168

Fax: (709) 489-6585

### **Eastern School District**

**District Office** 

Suite 601, Atlantic Place Box 64-66 215 Water Street St. John's, NL

A1C 6C9

Tel: (709) 758-2372 Fax: (709) 758-2706 Homepage: www.esdnl.ca

### Spaniard's Bay Regional Office

P.O. Box 500 Bay Robert's, NL A0A 1G0

Tel: (709) 786-7182 Fax: (709) 782-7040

### Burin Peninsula Regional Office

P.O. Box 4000 Marystown, NL A0E 2M0

Tel: (709) 891-6100 Fax: (709) 891-6106

### Clarenville Regional Office

356 Memorial Drive Clarenville, NL A5A 1P4 Tel: (709) 466-3401

Fax: (709) 466-1823

# Conseil scolaire francophone provincial de Terre-Neuve-et-Labrador

65, chemin Ridge Saint-Jean (Terre-Ne

Saint-Jean (Terre-Neuve-et-Labrador)

A1B 4P5

Headquarters

46

Sans frais: 1-888-794-6324
Téléphone: (709) 722-6324
Télécopieur: (709) 722-6325
Site Web: www.csfp.nl.ca
Courriel: conseil@csfp.nl.ca
This district covers the entire province

# Provincial campuses of the College of the North Atlantic

| neadquarters:                 | 043-/928 |
|-------------------------------|----------|
|                               |          |
| Campuses:                     |          |
| Bay St. George Campus         | 643-7730 |
| Baie Verte Campus             | 532-8066 |
| Bonavista Campus              | 468-1700 |
| Burin Campus                  | 891-5600 |
| Carbonear Campus              | 596-6139 |
| Clarenville Campus            | 466-6900 |
| Corner Brook Campus           | 637-8530 |
| Gander Campus                 | 651-4800 |
| Grand Falls-Windsor Campus    | 292-5600 |
| Happy Valley-Goose Bay Campus | 896-6300 |
| Labrador West Campus          | 944-7210 |
| Placentia Campus              | 227-2037 |
|                               |          |

| Port Aux Basques Campus    | 695-3343 |
|----------------------------|----------|
| Prince Philip Drive Campus | 758-7284 |
| Ridge Road Campus          | 758-7000 |
| Seal Cove Campus           | 744-2047 |
| St. Anthony Campus         | 454-3559 |

# **Private Career Colleges in the Province**

The following are some of the institutions in the province:

#### **Academy Canada**

P.O. Box 366

Corner Brook NL A2H 6E3 Canada

#### **Canadian Training Institute**

P.O. Box 479

Bay Roberts NL A0A 1G0 Canada

### Centrac College of Business, Trades and Technology

P.O. Box 160 Creston NL A0E 1K0 Canada

### **Central Training Academy**

6 Third Avenue, P.O. Box 400 Badger NL A0H 1A0 Canada

### CompuCollege School of Business

St. John's Campus 275 Duckworth Street, P.O. Box 6325 St. John's NL A1C 6J9 Canada

#### Corona College

P.O. Box 819

Grand Falls-Windsor NL A2A 2P7 Canada

### **Graduate Centre of Applied Technology**

P.O. Box 6325, 275 Duckworth Street St. John's NL A1C 6J9 Canada

### Highland College of Trades and Technology

P.O. Box 21323

St. John's NL A1A 5G6 Canada

### Keyin College

81 LeMarchant Street,

Carbonear NL A1Y 1A9 Canada

### Lawrence College Inc.

120 LeMarchant Road

St. John's NL A1C 2H2 Canada

### Victorian Order of Nurses (VON)

Corner Brook District 29 Wellington Street

Corner Brook NL A2H 5H5 Canada

6/13 7028

# CHAPTER 9 CHILDCARE

- TYPES OF CHILDCARE
- FINDING CHILDCARE
- CHILDCARE COSTS
  - SPECIAL NEEDS
- SUMMER CHILDCARE

# **Types of Childcare**

Parents who work or go to school may need someone to take care of their children. If you do not have a friend or family member to take care of your children, several different types of childcare are available.

Sometimes a caregiver may take care of children in the family's own home. This person may take care of your child all day or for a shorter time.

A family childcare home takes care of babies and children. This kind of care is in the providers' home. You can take your children there everyday.

A licensed childcare centre is often located in a school, church, or community centre. The workers have special training. Childcare centres take care of children and babies. They are open all day.

A pre-school program provides learning activities and games for children for three hours a day or less. These programs are usually for children three to five years old.

Out of school care is a program for school-age children at or near the school. It is before and after school and on school holidays. These programs are usually for children between the ages of five and twelve years old.



Daycare facilities for young children should be clean and bright, with lots of activities appropriate for the age of the children attending. Shown above is the International Friends Daycare, ANC, St. John's

# **Finding Childcare**

When looking for a person or place to take care of your children, ask the staff at the ANC for information and advice. They can help you find the right type of childcare for your child.

Look in the *Yellow Pages* of the telephone book under "Child Care Services" and "Schools-Academic-



Nursery and Kindergarten." Another source of information is the *government list of approved centres* found on the Internet at: <a href="http://www.health.gov.nl.ca/health/childcare/facilities.htm">http://www.health.gov.nl.ca/health/childcare/facilities.htm</a>, or look in the *Yellow Pages* under "Children's Services and Activities Information."

### **Childcare Costs**

Child Care can be expensive. There is financial help available for people who need support. This assistance depends on your income. The allowance is paid directly to the parent who hires a person to take care of their children. It can cover any of the first three types of day care services. For more details talk to an ANC counsellor or the people at the childcare centre.

# **Special Needs**

Some children may need special care so they can attend childcare. They may have a learning problem or a physical disability. Talk to the ANC to find out which daycare facilities can give your child extra support.

# **Summer Childcare**

There are different childcare programs in the summer months. Municipal governments run some of these. They are advertised in the newspapers or one can find out by calling the town council or city government. The ANC, Memorial University, YMCA, and other community organizations run various summer programs. Talk to other parents and teachers about these programs. Visit the community organizations or their websites. The ANC can also give you information and advice on summer childcare programs.

# CHAPTER 10 HEALTH CARE

- PROVINCIAL MEDICAL CARE PLAN (MCP)
  - INTERIM FEDERAL HEALTH PROGRAM
    - FINDING A DOCTOR
    - PRESCRIPTION DRUGS
    - MEDICAL EMERGENCIES

# The Provincial Medical Care Plan (MCP)

Each province in Canada is responsible for covering health care costs. The *Newfoundland and Labrador Medical Care Plan* (MCP) is a medical insurance plan which covers the cost of doctor visits to all residents of the province.

Eligible residents fall into four groups:

- Canadian Citizens
- Landed Immigrants
- Foreign Workers
- International Students

In general, MCP covers the following types of medical services:

- Visits to a doctor's office or hospital (in some cases, it might include home visits)
- Operations and related treatment, including anaesthesia
- Treatments before and after operations
- Maternity care
- X-ray services
- Some dental operations that have to be done in a hospital by a dentist or dental surgeon

All residents of the province of Newfoundland and Labrador must have an MCP card.

# **MCP Coverage for International Students**

In 2007, the provincial government extended health coverage to international students undertaking post-secondary studies in the province. The program applies to any foreign individual student issued an official study permit by CIC before entering the country. The student must be attending an educational institution for a period of at least 12 months. Dependents of students will also be covered.

For full details on applying for an MCP card, see Chapter 4: Important Documents, visit the website at <a href="https://www.health.gov.nl.ca/mcp">www.health.gov.nl.ca/mcp</a>, or call:

St. John's/Avalon Region: 1-866-449-4459 All other areas: 1-800-563-1557

# **Interim Federal Health Program**

The IFH Program provides temporary medical coverage for certain immigrants, such as refugees, who may need assistance prior to their qualification for provincial health care coverage.

The IFH Program provides the following:

- Essential and emergency health services for the treatment and prevention of serious medical conditions and the treatment of emergency dental conditions
- Contraception, prenatal and obstetrical care
- Essential prescription medications
- Costs related to the Immigration Medical Examination by a Designated Medical Practitioner

For more information on this program contact the ANC or check with the CIC Call Centre. (See Chapter 3)

# **Finding a Family Doctor**

How can you find a family doctor?

- Ask your friends, neighbours, or other people in your community
- Talk to a counsellor at the ANC
- Look in the Yellow Pages of the telephone book under "Physicians and Surgeons"
- Call Health and Community Services (729-4984).
   This is a province-wide automated service which lists doctors taking new patients



Medical Practices such as the one above involve several physicians working together and are often situated close to pharmacies and other medical support services

Try to find a doctor or clinic near your home and call for an appointment. The receptionist can tell you if they are taking new patients. It is important to take your MCP card. Without it, you must pay for the services.

# **Prescription Drugs**

Once a doctor has been selected, try to find a pharmacy (drugstore) near his or her office.

You must have a doctor's prescription (written permission) to buy prescription drugs (medicine) at a pharmacy.



Pharmacies, also known as drug stores, have pharmacists who can fill prescriptions. Pharmacies are sometimes located within grocery stores for convenience.

Pharmacies or drug stores usually charge the same amounts for prescription drugs. If you have to get a prescription filled and pay for it, then ask the pharmacist to give the generic drug. These drugs are cheaper than "brand-name" drugs and are just as good. Discuss this with the pharmacist.



When a doctor gives you a prescription, take it to a pharmacist. The prescribed medication will be ready for pick-up in about 15 minutes.

If you are covered by the IFH program, some prescription medications may be covered. Ask a counsellor at the ANC for more information.

Pharmacies also sell non-prescription or "over-the-counter" drugs. These are usually for less serious problems like a headache or a cold. If you have any questions about over-the-counter drugs, ask your pharmacist.



Adult Emergency Entrance at the Health Science Center in St. John's.

# **Medical Emergencies**

If you have a medical emergency, you should go to the Emergency department of a hospital. Many of these are open 24 hours a day. If you need an interpreter, it may be a good idea to bring along a friend or family member who can speak English.

### **Ambulance Service**

If you need an ambulance, call 911 or the emergency phone number in your area. This number is usually at the front of the phone book. Ask for an ambulance. The ambulance will take you to the Emergency Department.



Ambulances operate in most areas of the province

MCP does not pay for ambulance service. If you go in an ambulance, you will have to pay for it but you don't have to pay right away.

### Walk-In-Clinics

If a person does not have a family doctor or if the medical condition happens during the day or on the weekend, then it might be better to go to a walk-in-clinic. These clinics do not have your medical files and are limited in the treatment that they can give. Contact the ANC for further information and locations of walk-in clinics in your area.



Walk-in-clinic on Blackmarsh Road, St. John's. This one is located next to a large grocery store.

# **Health Help Line**

If you need advice on a medical issue/concern, call the Newfoundland and Labrador Health Line at 1-888-709-2929. A Registered Nurse will help assess the situation and help decide what should be done. The nurses speak English and French. In cases where someone does not speak these languages very well, ask an interpreter to help.



### **Public Health Services**

Public Health, including programs related to the health of mothers and children, is generally administered through the Regional Health Boards. This means that there will be some variations in services. All Boards provide the following:

- Education and Support for Pregnancy, Birth and Early Parenting
- Healthy Beginnings Program (support for newborns, children & their families)
- Breastfeeding Support
- Child Health Clinics
- School Health
- Child and adult immunization
- Child and Youth Development
- Sexual/Reproductive Health
- HIV Counselling and Testing
- Healthy Aging
- Child, Youth and Family Services
- Child Care and Intervention Services

The range of professionals who carry out these many tasks is broad. They include nurses, social workers, psychologists, dieticians and many others with varied backgrounds.

# CHAPTER 11 GETTING ASSISTANCE

- HOW TO FIND ASSISTANCE
- ASSISTANCE FOR FAMILIES
- ASSISTANCE FOR YOUNG PEOPLE
- ASSISTANCE FOR GAYS AND LESBIANS
- MENTAL HEALTH, ALCOHOL, AND DRUG PROBLEMS
  - ABUSE AND ASSAULT

### **How to Find Assistance**

Private organizations and government offices in Newfoundland and Labrador can help in many ways. You can call an information or referral agency in your community to find a private, non-profit or government organization that can help you. Look in the "Community Services" section on the first page of your phone book for contact information.

If you have a question about a federal government department or service, you can call Service Canada at 1-800-622-6232.

In addition, the Association for New Canadians has a social worker on staff to provide you with advice, information and referrals when needed.

# **Assistance for Families**

In Canada, parents are legally responsible for their children up to the age of 19. The government has social workers to help families with problems. Look in the Government of Newfoundland and Labrador section of the Blue Pages under "Child, Youth, and Family Programs." The ANC also has a social worker on staff to provide help.

# **Assistance for Young People**

Many communities have agencies with special counsellors to help young people. They can help and give advice about pregnancy, drugs, sexual diseases, and other problems. Contact the nearest Health and Community Services office. The number is on the front page of your phone book under "Community Services."

# **Assistance for Gays and Lesbians**

Newfoundland and Labrador has several gay and lesbian services and supports to assist people of diverse sexual orientation. If you are seeking information concerning local social events, adoption rights for gay and lesbian couples, or any other questions regarding sexual orientation, gender identity, or the issues that LBGTQ people face, newcomers can contact:

Gay Urban Youth Zone Project www.acnl.net/guyz/default.asp chris@acnl.net

LBGT –MUN, 6th floor University Centre 737-7619

PFLAG (Parents and Friends of Lesbians and Gays) stjohnsnl@pflagcanada.ca

# **Child Abuse and Neglect**

Sometimes parents do not take proper care of their children, for example, when they hit or leave young children at home alone. This type of behaviour is not acceptable and there are laws in Canada to protect children against these situations. If you think a child needs help, call Children's Protection Services at 752-4619. This number is a provincewide, toll free number.

The government may send a social worker to check on a child. If the social worker thinks that the child is in danger, they can take the child out of the home to a safe place. If this happens, the parent should get legal help immediately. (See the chapter on the "Legal System" in this guide for more information on finding legal help)

### Wife or Husband Abuse

Wife or husband abuse is illegal in Canada. There are many ways someone can abuse their spouse (wife or husband). For example, hitting the person, not letting the person leave the house, or saying they will take the children away are considered to be abuse.

It is important to note that if a person is a permanent resident, that person will not be deported if they leave an abusive wife or husband.

What can you do if you need help or advice for spousal abuse? *Call a crisis centre or emergency shelter*. See the first page of your phone book for the number of a centre in your area.

# For a contact list of emergency shelters and crisis centres, go to the end of this chapter.

Contact Victims Services: Victim Services is a dedicated justice service for victims which began in 1992. There are ten (10) professionally staffed regional offices throughout the province. The program is based on the principles that victims

should be treated with courtesy, compassion and respect, that victims should suffer the minimum of necessary inconvenience from their involvement with the criminal justice system.

For a provincial contact list of Victims Services, go to the end of this chapter.

# Mental Health, Alcohol and Drug Problems

For help with mental health, drug or alcohol problems, contact "Health and Community Services." The number can be found on the first page of your phone book.

The following services are available in the area of addictions treatment:

**Detoxification Services:** The Recovery Centre, located in St. John's, is open to men and women who are dealing with alcohol, drug or other addictions, or who need respite from a gambling problem. Detoxification may also be accomplished at home under a doctor's guidance or in a hospital for those with severe withdrawal symptoms and needing supervised detoxification.

Recovery Centre Building 532, Pleasantville P.O. Box 13122, Stn. A St. John's, NL A1B 4A4 Telephone: 752-4980

Facsimile: 752-4985

**Treatment Services:** The treatment services of Addictions Services are available to anyone in the community. A doctor's referral should be made to a local Addictions Services office for an assessment of the client's problems and needs. This includes a complete medical and psychosocial assessment.

**Outpatient Services:** Addictions Services administers a broad outpatient counselling service for individuals and family members. Individual treatment programs are established for those who are experiencing alcohol and other drug dependency. Treatment is offered in individual, family, and group settings.

Inpatient Services: Humberwood Centre, located in Corner Brook, provides a three week inpatient treatment service for men and women, ages 18 years and older, who have a chemical dependency and/or a gambling problem. An Addiction Services outpatient counsellor must refer them. The treatment program focuses on the physical effects of alcohol and other drug dependencies and / or problem gambling, emotional and personal issues, and the effect of dependency on relationships. An extensive follow-up program is also provided through the Addictions Services outpatient offices upon completion of inpatient treatment.

**Referral Procedure:** Please contact a local Addictions Services office to arrange an initial interview. Professional counsellors will complete a psychosocial assessment to determine the type of treatment recommended for the individual.

### **Assault**

It is against the law for someone to assault you. If someone hits or hurts you, that is assault. If someone says they will hit you or hurt you, that is assault. Call the police if this happens to you.

What if you have been sexually assaulted? Call a sexual assault centre. People at these centres give information and advice. The telephone numbers of these centres are on the first page of your phone book under "Community Services." You may also want to call the police.

# Transition Houses and Emergency Shelters in Newfoundland and Labrador:

**Iris Kirby House:** (709) 753-1492 Waterford Bridge Road, St. John's NL

A1E 1E2

Email: gailtobin@iriskirbyhouse.nf.net

### **Cara Transition House:**

Toll Free: 1-877-800-2272 PO Box 305, Gander NL

A1V 1W7

Email: carahouse@nfld.net

### **Corner Brook Transition House:**

(709) 634-4199 Toll Free 1-866-634-4198 PO Box 152, Corner Brook NL A2H 6C9

Email: kjason@transitionhouse.ca

### **Grace Sparkes House:**

(709) 279-3562 (or) 279-3560 PO Box 327, Marystown NL

A0E 2M0

Email: gsh@personainternet.com

### Libra House Inc.

(709) 896-3014

Toll Free: 1-877-896-3014 PO Box 449, Station.B Happy Valley, Goose Bay, NL

A0P 1E0

Email: <u>librahouse@nf.aibn.com</u>

# Hope Haven:

(709) 944-1200

350 Booth Ave, Labrador City, NL

A2V 2K1

Email: hopehaven@crrstv.net

### Nain Transition Inc.

(709) 922-1230

Toll Free 1-866-922-1230 PO Box 447, Nain, NL

A0P 1L0

Email: nainsafehouse@nf.aibn.com

# **Hopedale Safe House:**

(709) 933-3420 Hopedale, NL

A0P 1G0

Email: lihchope@hvgb.net

### **Nukum Munik Shelter:**

(709) 497-8869 (or) 497-8868 Box 160 Sheshatshui, NL A0P 1M0

### Naomi Centre:

(709) 579-8641 (or) 579-8432 4 Patrick St., St. John's, NL A1E 2S6

Email: info@naomicentre.nf.net

### The Shanawdithit Shelter

(709) 726-5970 716 Water Street St. John's, NL A1E 1C1

Email: general@friendshipcentre.nf.net

# **Victim Services Provincial Office**

Victim Services, 315 Duckworth Street, P.O. Box 8700,

St. John's, NL A1B 4J6, Telephone: (709) 729-0900 Facsimile: (709) 729-0053

### Gander:

Telephone: (709) 256-1028\256-1070

Facsimile: (709) 256-1024

### **Corner Brook:**

Telephone: (709) 637-2614 Facsimile: (709) 637-2530

# Happy-Valley - Goose Bay:

Telephone: (709) 896-0446 Facsimile: (709) 896-2230

### Carbonear:

Telephone: (709) 945-3019 /945-3046

Facsimile: (709) 945-3018

# St. John's:

Telephone: (709) 729-0322 /0890 /1188 /0352

Facsimile: (709) 729-0053

## Stephenville:

Telephone: (709) 643-6588 Facsimile: (709) 643-9231

### **Grand Falls-Windsor:**

Telephone: (709) 292-4544/292-4548

Facsimile: (709) 292-4565

### **Port Saunders:**

Telephone: (709) 861-2147 Facsimile: (709) 861-3302

### Clarenville:

Telephone: (709) 466-5808 Facsimile: (709) 466-1113

### Nain:

Telephone: (709) 922-2360 Facsimile: (709) 922-2238

# CHAPTER 12 THE LEGAL SYSTEM

- THE POLICE
- CONTACTING THE POLICE
- COMPLAINTS AGAINST POLICE
  - ARRESTS
  - COURTS AND LAWS
  - FINDING A LAWYER
    - LEGAL AID

### The Police

Newfoundland and Labrador has two main police forces, *The Royal Newfoundland Constabulary* (RNC) and *The Royal Canadian Mounted Police* (RCMP).

The Royal Newfoundland Constabulary is responsible for providing policing services to three areas of Newfoundland and Labrador: St. John's, Mount Pearl and the surrounding communities which comprise the North East Avalon; Corner Brook; and Labrador West. The main headquarters of the RNC is located in Fort Townshend in the centre of the city of St. John's. The RNC has detachment offices in all areas it serves.



RNC Headquarters on Parade Street, St. John's

The Royal Canadian Mounted Police, under contract with the provincial government, provides police services in all other areas of the province not included in the Royal Newfoundland Constabulary's jurisdiction. The RCMP has several detachment offices throughout the province.



RCMP Headquarters in the White Hills, St. John's

For a list of RNC and RCMP detachments and contacts, go to the end of this chapter.

### The Role of Police in Canada

In Canada, the police are separate from the government and the army. The police are part of the community. Their role is to serve and protect the people in the community. The police in Canada have to enforce the law, but they also have to follow the law. If they are going to stop you or interfere in your activities, then they must have "just cause." This means that they must have a good reason to stop or detain you.

# Calling the Police

Some areas have two telephone numbers for the police. One is an emergency number and the other in for non-emergencies. Call the emergency number if you or someone else is hurt or in danger, or if you see a crime happening.

The 911 emergency telephone number applies to St. John's and its surrounding areas, Corner Brook, Labrador City, and Churchill Falls. It is maintained by the *Royal Newfoundland Constabulary* (RNC). The RNC can also be contacted anytime, day or night, at (709) 729-8000.

Elsewhere in the province the main emergency number is 1-800-709-7267. It is maintained by the *Royal Canadian Mounted Police*.



Signs such as the one at left are posted beside roads and highways to indicate the location of the nearest police detachment - in this example, the RCMP.

Any calls to either number will mean immediate assistance in case of fire, medical emergencies or other dangerous situations.

If no one is hurt or in danger call the non-emergency number in the front cover of the telephone book. If you are not sure if it is an emergency, call the emergency number. Tell the police what is happening and they will decide what to do. You may call the police at any time, day or night.

# **Complaints Against the Police**

Royal Newfoundland Constabulary Public Complaints Commission: If a member of the public feels that the police have unjustly treated them, then they have the right to bring a complaint to the *Royal Newfoundland Constabulary Public Complaints Commission*. It is independent of both the police and of government.

Any member of the public, who believes that the conduct of a police officer was unjust, may lodge a complaint within three (3) months of the date of the alleged misconduct. It must be made in writing to the office of the Commissioner or any *Royal Newfoundland Constabulary* Detachment office. You can get the forms there for bringing a complaint. They will also be sent by mail if you ask for them by letter or telephone.

For the address of the Public Complaints Commission, go to the end of this chapter.

The Commission for Public Complaints Against the RCMP receives complaints from the public about the conduct of RCMP members, holds reviews when people are not satisfied with the RCMP's handling of their complaints, conducts public hearings, investigations, and makes recommendations.

Anyone who has a concern about the conduct of an RCMP member can make a complaint. Even noncitizens can make a complaint. You do not have to be directly involved in the incident, you can make a complaint on behalf of someone else, or if you witnessed the incident leading to the complaint.

For the address and contact numbers for the Commission for Public Complaints against the RCMP, go to the end of this chapter.

# **Police Arrests**

What if you are arrested by the police? Police officers must identify themselves and show you their identification document or badge. They must explain why they are arresting you, and tell you what your rights are.

The officer must let you call a lawyer right away. They have to let you talk to your lawyer alone. If you do not know a lawyer or cannot afford one, and the police are asking you questions about a crime, ask the police officer for a Legal Aid phone number. The officer must give you the number and let you call them.

When the police officer asks, you should give your name and address. You do not have to say anything more until you speak with a lawyer.

# **Going to Court**

In Canada, the government makes the law. The courts keep the law, but they are separate from the government. Everyone must obey Canada's laws. Members of the police, the army, and the government must obey the law.

There are different types of courts in Canada for different types of problems. Examples are Traffic Court, Family Court, Criminal Court, and Civil Court.

# **Different Types of Laws**

### Criminal Law

Criminal laws make it illegal for someone to hurt or kill other people or to steal from them. People who are accused of breaking the criminal law are taken to court by the government. The federal government makes criminal law, which is the same all across Canada.

### Civil Law

Problems between two people are civil law problems. Often people settle legal problems by negotiation, mediation, and arbitration. These are ways for people to discuss the legal problems and solve them without going to court. If they fail to agree, then the matter can go to civil court.

# **Family Law**

Families may separate. A husband and wife may divorce. If there are children, then where will they live? Family Law deals with issues between family members. Family Law courts try to resolve problems through mediation. Only if this cannot be achieved will these matters go to court.

# Finding a Lawyer

If you have legal problems, you may need to hire a lawyer. Sometimes a lawyer can solve a legal problem before you go to court. For help finding a lawyer you could ask your friends, talk to a counsellor at the ANC, or look in the Yellow Pages of the phone book under "Lawyers."



# Legal Aid

The Legal Aid Commission ensures that persons who do not have much money can get a lawyer. It provides legal representation to all financially eligible persons as follows:

- **Criminal:** Legal representation is provided to adults charged with offences under federal legislation if the conviction will result in a jail term or loss of means of earning a livelihood. Limited coverage is provided for provincial offences;
- **Civil:** In civil matters such as motor vehicle negligence, property actions, damage actions, landlord tenant disputes, worker's compensation, wrongful dismissal, personal injury, social assistance, unemployment insurance claims and civil suits brought by the defendant. A decision about granting legal aid takes into account the possibility of success, the cost of proceeding compared to the anticipated loss or recovery, and the likelihood of enforcing judgment. Refugee matters are covered;
- **Family:** Family matters such as divorce, custody, access, child protection, wife assault and custody are covered. Others types of cases may also be covered, contact Legal Aid for further information.
- **Youth:** Youth are covered for all federal offences. Appeals on youth matters are covered if the case has merit or if the Crown requests one.

# **CONTACT INFORMATION**

# **Legal Aid Commission**

2 Steer's Cove Cormack Building P.O. Box 399, Station C St. John's, NL A1C 5J9 Inquiries:

Telephone: (709) 753-7860 Facsimile: (709) 753-

6226

Toll-free: 1-800-563-9911

### Offices:

St. John's
(709) 753-7860
Carbonear
(709) 596-7835
Clarenville
(709) 466-7138
Marystown
(709) 279-3068
Gander
(709) 256-3991
Grand Falls-Windsor
(709) 489-9081
Corner Brook

(709) 639-9226 Stephenville (709) 643-5200 Happy Valley-Goose Bay (709) 896-5323

# Public Legal Information Association of Newfoundland

The Public Legal Information Association provides the public with information about legal issues. They can assist you with general legal information and help you find a lawyer.

# Public Legal Information Association of Newfoundland

31 Peet Street, Suite 227 St. John's, NL A1B 3W8 Canada

Tel: (709) 722-2643 or 1 (888) 660-7788

Fax: (709) 722-0054

E-mail: info@publiclegalinfo.com

www.publiclegalinfo.com



# **Royal Newfoundland Constabulary**

# **RNC Headquarters**

Royal Newfoundland Constabulary 1 Fort Townshend St. John's, NL Canada A1C 2G2

### **Corner Brook Detachment**

Royal Newfoundland Constabulary P.O. Box 39 University Drive Corner Brook, NL A2H 6C3

### General:

Complaints/Inquiries (24 hours a day) 729-8000

Telecommunications Device for the hearing & speech impaired 1-800-363-4334

http://www.justice.gov.nl.ca/rnc/index.htm

# St. John's:

| Officer-In-Charge  | 729-8010 |
|--------------------|----------|
| On-Duty Supervisor | 729-8015 |
| East District      | 729-8703 |
| Torbay Office      | 437-6782 |
| Central District   | 729-8616 |
| West District      | 729-8622 |
| CBS Office         | 834-6137 |
| 1 10 10 10 1       |          |

www.cbsparadisepolicing.ca

### **Corner Brook:**

| Main Number    | 637-4100 |
|----------------|----------|
| Labrador West: |          |

Labrador City 944-7602 Churchill Falls 925-3524



# **Royal Canadian Mounted Police**

# **RCMP Headquarters**

100 East White Hills Rd P.O. Box 9700

St. John's, NL A1A 3T5 Telephone: 709-772-5400

http://www.rcmp-grc.gc.ca/nl/detachments\_e.htm

| ittp://www.iemp-gre.ge.ea/ | m/ detacimients c.iitii |
|----------------------------|-------------------------|
| Baie Verte                 | 709-532-4221            |
| PO Box 69, Baie Verte, NL  | A0K 1B0                 |
| Barachois Brook            | 709-646-2692            |
| 40 Oregon Dr, Stephenville | e, NL A2N 3M3           |
| Bay d'Espoir               | 709-882-2230            |
| PO Box 99, Milltown, NL    | A0H 1W0                 |
| Bay Roberts                | 709-786-2118            |
| PO Box 550, Harbour Grad   | ce, NL A0A 2M0          |
| Bell Island                | 709-488-3312            |
| PO Box 1179, Bell Island,  | NL A0A 4H0              |
| Bonavista                  | 709-468-7333            |
| PO Box 850, Bonavista, NI  | L A0C 1B0               |
| Botwood                    | 709-257-2312            |
| PO Box 420, Grand Falls-V  | Windsor, NL A2A 2J8     |
| Buchans                    | 709-672-3944            |
| PO Box 420, Grand Falls-V  | Windsor, NL A2A 2J8     |
| Burgeo                     | 709-886-2241            |
| 2 Church Rd, Burgeo, NL    | A0M 1A0                 |
| Burin                      | 709-891-2569            |
| General Delivery, Burin, N | L A0E 1E0               |
| Carmanville                | 709-534-2686            |
| PO Box 190, Carmanville,   | NL A0G 1N0              |
| Cartwright                 | 709-938-7218            |
| General Delivery, Cartwrig | ht, NL A0K 1V0          |
| Channel Port aux Basques   | 709-695-2149            |
| PO Box 820, Channel P.A.   | B, NL A0M 1C0           |
| Clarenville                | 709-466-3211            |
| PO Box 400, Clarenville, N | •                       |
| Corner Brook               | 709-637-4433            |

PO Box 130, Flowers Cove, NL A0K 2N0

PO Box 70, Ferryland, NL A0A 2H0

78 Mount Bernard Ave, Corner Brook, NL A2H 5E9

41 Old Bonne Bay Rd, Deer Lake, NL A8A 1X7

709-635-2173

709-432-2440

709-456-2500

Deer Lake

**Ferryland** 

Flowers Cove

| P 71 1                       | 700 266 2251                          |
|------------------------------|---------------------------------------|
| Fogo Island                  | 709-266-2251                          |
| PO Box 208, Fogo, NL A00     |                                       |
| Forteau                      | 709-931-2790                          |
| PO Box 10, Forteau, NL A     |                                       |
| Gander                       | 709-256-6841                          |
| 301 James Blvd, Gander, N    |                                       |
| Glovertown                   | 709-533-2828                          |
| PO Box 269, Glovertown, N    |                                       |
| Grand Bank                   | 709-832-2677                          |
| PO Box 1240, Marystown,      |                                       |
| Grand Falls-Windsor          |                                       |
| PO Box 420, Grand Falls-W    | •                                     |
| Happy Valley-Goose Bay       |                                       |
| Stn B, PO Box 1480, HV-Go    | •                                     |
| Harbour Breton               | 709-885-2320                          |
| PO Box 119, Harbour Breto    |                                       |
| Harbour Grace                | 709-596-5014                          |
| PO Box 550, Harbour Grac     |                                       |
| Holyrood                     | 709-229-3892                          |
| PO Box 119, Holyrood, NI     |                                       |
| Hopedale                     | 709-933-3820                          |
| PO Box 106, Hopedale, NI     | . A0P 1G0                             |
| Lewisporte                   | 709-535-8637                          |
| PO Box 310, Lewisporte, N    | L A0G 3A0                             |
| Makkovik                     | 709-923-2405                          |
| PO Box 131, Makkovik, NI     | L A0P 1J0                             |
|                              | 709-921-6229                          |
| PO Box 128, Mary's Harbo     | ur, NL A0K 3P0                        |
| Marystown                    | 709-279-3001                          |
| PO Box 1240, Marystown,      | NL A0E 2M0                            |
| Nain                         | 709-922-2862                          |
| PO Box 448, Nain, NL A0I     | P 1L0                                 |
| Natuashish                   | 709-478-8900                          |
| PO Box 181, Natuashish, N    | TL A0P 1A0                            |
| New-Wes Valley               | 709-536-2419                          |
| PO Box 129, New-Wes Val      | ley, NL A0G 4R0                       |
| Piccadilly                   | 709-642-5316                          |
| 40 Oregon Dr, Stephenville   | , NL A2N 3M3                          |
| Placentia                    | 709-227-2000                          |
| PO Box 160, Placentia, NL    | A0B 2Y0                               |
| Port Saunders                | 709-861-3555                          |
| PO Box 99, Port Saunders,    | NL A0K 4H0                            |
| Rigolet                      | 709-947-3400                          |
| General Delivery, Rigolet, N | IL A0P 1P0                            |
| Rocky Harbour                | 709-458-2222                          |
| PO Box 70, Rocky Harbour     |                                       |
| Roddickton                   | 709-457-2468                          |
| PO Box 159, Roddickton, N    | · · · · · · · · · · · · · · · · · · · |
| Sheshatshiu                  | 709-497-8700                          |
| C. D. DO D. 1/00 LIV/C       | D NI AOD 1EO                          |

Stn B, PO Box 1480, HV-Goose Bay, NL A0P 1E0

Springdale 709-673-3864 PO Box 190, Springdale, NL A0J 1T0 Stephenville 709-643-2118 40 Oregon Dr, Stephenville, NL A2N 3M3 St. Anthony 709-454-3543 PO Box 117, St. Anthony, NL A0K 4S0 Trepassey 709-438-2700 PO Box 29, Trepassey, NL A0A 4B0 **Twillingate** 709-884-2811 PO Box 400, Twillingate, NL A0G 4M0 Whitbourne 709-759-2801 PO Box 160, Placentia, NL A0B 2Y0

### Public Complaints Commission (RNC),

Suite E-160, Bally Rou Place 280 Torbay Rd. St. John's, NL A1A 3W8 Telephone: (709) 729-0950 Fax: (709) 729-1302

# Email: lorraineroche@mail.gov.nl.ca

Commission for Public Complaints (RCMP)
P.O. Box 3423,

Station D, Ottawa, ON, K1P 6L4

If you wish to make a complaint via the Internet, please complete the complaint form available on the CPC's website.

complaints@cpc-cpp.gc.ca (for complaints) org@cpc-cpp.gc.ca (for general inquiries) From anywhere in Canada: 1 800 665-6878

TTY: (604) 501-4084

Fax: (613) 952-8045 (Ottawa)



Making new friends in a new land.

# **CHAPTER 13 FIRE PROTECTION**

- PROVINCIAL FIRE DEPARTMENTS
  - FIRE PREVENTION

# **Fire Departments**

There are about 300 fire departments in this province. Some fire departments in larger centres have both full-time employees and volunteers. Fire departments have other functions besides fire fighting. These additional duties include:

- Inspection of buildings for fire safety
- Medical emergencies
- Fire Prevention Education
- Hazardous materials collection/disposal
- Specialized types of services

If there is a fire or other emergency, the fire department nearest you can be reached by calling 911 (St. John's and surrounding areas, Corner Brook, Labrador City, and Churchill Falls) or 1-800-709-7267 (all other areas of the province).



Emergency response vehicle and fire truck undergoing routine maintenance outside the Fire Station in Placentia.

### **Fire Prevention**

Most new residents understand fire safety. However, it is important to remember some basic guidelines such as the following:

- Make sure where you live has a fire extinguisher
- Make sure you have a smoke alarm in your home and make sure that it is working
- If you smell smoke or see flames, get everyone out of the building immediately
- Feel all doors before opening them; if a door is hot, do not open it
- During a fire the air is cleaner near the floor; get down on your knees and crawl to an exit

- Close doors to slow the spread of smoke and flame
- Make sure that the family has an "emergency" evacuation plan and that everyone knows where the emergency exits and stairs are
- Agree on a meeting place, go there and "take attendance" to be sure that no one is left inside the building

Call the Fire Department immediately and make sure that:

- You give the complete address of the fire
- No one goes back inside the building for any reason
- You tell the Fire Department if anyone is trapped inside the building



Fire truck outside Central Fire Station, St. John's Regional Fire Department, Parade Street, St. John's.



Fire hydrants are situated at intervals along streets.

Because fire trucks need ready access to them, it is illegal to park your car in front of a fire hydrant.

# CHAPTER 14 EMPLOYMENT

- AXIS CAREER CENTRE
- WHERE TO LOOK FOR A JOB
- RESUMES AND COVER LETTERS
  - JOB INTERVIEWS
- LABOUR STANDARDS, RULES, AND REGULATIONS
- WORKPLACE HEALTH, SAFETY, AND COMPENSATION

Most settlement agencies have specialized programs and services designed to assist newcomers in finding a job. The Association for New Canadians offers employment support programs with funding from Service Canada and the provincial Department of Human Resources, Labour and Employment known as *Acquiring Experience: Integrating Skills* (AXIS). This unit offers a suite of employment assistance programs and services to internationally educated professionals and trades persons.



Acquiring Experience; Integrating Skills.

# The Association for New Canadians

The courses and services are designed to meet the unique needs of newcomers and include:

Career Essentials provides internationally educated skilled professionals and trades persons with current information on Canadian labour market conditions and provides comprehensive employment assistance services. Career Essentials helps match highly skilled newcomers with employers across all industry sectors to fill a wide range of positions.

Strategic Transitions and Employment Partnerships (STEP) is a career placement program connecting local businesses with job-ready international clients. In a 5-12 week volunteer placement, clients are able to demonstrate skills and talent, gain work experience in Canada, and make valuable contacts for future employment.

Career Connections Workshops are a series of workshops which provide clients with detailed information and practical tools to help them make informed decisions and to assist them in their job search. These workshops include self-assessment and skills identification, resume preparation, telephone communication skills, job interview skills, internet job searches, networking, and help on how to access the "hidden job" market.

Occupation-Specific Language Training (OSLT) provides job specific language training and communication skills to help prepare for success in the local labour market.

**Portfolio Preparation Seminars** assists clients to explore their skills, knowledge and personal attributes in order to create a profile of prior learning. This profile provides an opportunity to showcase your strengths, abilities and experience to potential employers.

# Test of English as a Foreign Language (TOEFL) and Test of English for International Communications (TOEIC)

Preparation classes are offered on a regular basis to assist clients in examination preparation. The successful completion of one of these examinations is a pre-requisite for many post-secondary programs or for licensure in particular professions.

### Additional Services include:

- Learning Resource Centre / Computer Lab Access;
- Credential Assessment / Prior Learning Assessment Facilitation;
- University Preparedness Seminars;
- Employer Liaison; and,
- Business Development Support Services.

For information and advice on finding a job in Newfoundland and Labrador speak to a Career Counsellor with the AXIS program at the ANC.

#### **AXIS**

10 Smithville Crescent St. John's, NL

Phone: 709 579-1780 E-mail: <u>eap@nfld.net</u>

### Where to Look for a Job

There are many ways to look for a job. Your first resource should be the Association for New Canadians. They can provide you with the support and assistance needed to locate possible job openings.

You can also go to the local Service Canada Centre

to look at the computerized job listings. Talk to the people who work there. (For *Services Canada* Centres, see Chapter 4: Important Documents)

The Career section or classified ads in newspapers are also an important resource. You can also let people know that you are looking for a job. Friends, relatives, teachers, neighbours, or an ANC worker may know about a job opening.

Many businesses may simply use a "Help Wanted" sign in their window – this is most common for restaurants or convenience stores.



You can also check notice boards in your community for job advertisements or apply

at the Personnel Department of hospitals, hotels, and large companies. Finally, you can phone or visit a business. Some companies have jobs, but may not advertise them. Use the Yellow Pages of the phone book to find where to go. For example, if you are a car mechanic, look under "Automobile Repairing and Service"

# Preparation and the Resume

**Application Forms:** Many companies have application forms. You can usually take the application home to complete or fill it out in the office if you have all the information needed to complete it.

**The Resume:** There are various ways of writing a resume. You can look up sample resumes in books or on-line. A resume is a written summary of your work experience and education. You should also include any volunteer work you have completed. Once a full list has been prepared, talk to a career counsellor at the ANC or a local Service Canada centre outside St. John's.

**Cover Letter:** Some companies will ask for a cover letter. A cover letter is simply a review of your most relevant experience and is written to match specific job requirements. When applying for a job, each

letter should include the name of the person hiring and the name of the company. If you do not know who is hiring, then you should just address it to the company.

# Supporting Documentation and Credentials:

You should ensure that your diplomas, certificates, degrees, as well as any letters of reference are professionally translated. Additionally, many credentials from other countries are acceptable in Canada, however some are not. Before your look for a job or pursue post secondary education, your certificates should be translated and evaluated. The procedures for evaluating and recognizing qualifications earned outside Canada will depend on whether you wish to **enter an occupation** or **pursue further studies**, whether your chosen occupation is **regulated** or **non-regulated**, and the **province/territory** in which you have settled.

It is important to discuss this with an ANC career counsellor. If you live outside the city, you can contact an ANC career counsellor for advice by email at <a href="mailto:eap@nfld.net">eap@nfld.net</a> or by telephone at 709 579-1780 (long-distance charges may apply).

## Job Interviews

At a job interview, the employer will ask questions about your education, skills, and work experience. Often employers ask questions such as:

Why do you want to work here? Why are you the best person for the job? Tell me about yourself.

Employers want you to explain your skills. They expect you to show interest in their business. Practice answering questions before the interview. You may also ask questions about the job.

### **Certificate of Conduct**

A Certificate of Conduct is a statement by the police that that you do not have a criminal record or that you are not under investigation for a crime. Some jobs may require that you get a certificate. In the case of people living in the Northeast Avalon, Corner Brook and Labrador City, contact the

Royal Newfoundland Constabulary. People living elsewhere have to get in touch with their local Royal Canadian Mounted Police detachment.

For addresses and contact telephone numbers of the various police detachments, see the addresses/contacts at the end of Chapter 12.

## **Labour Standards**

In Newfoundland and Labrador, there are various laws to protect workers. The most important is called the *Labour Standards Act*. The Labour Standards Regulations are available in English, French, Mandarin and Spanish.

If your employer is not following these laws, talk to them. If you belong to a union, talk to the Shop Steward. If you still have a problem, call the *Labour Relations Division*. To contact their offices go to the end of this chapter for further information.

# Minimum Wage

The current minimum wage in Newfoundland and Labrador is \$7.00 per hour. This is the minimum amount an employer can pay you per hour. It will increase to \$7.50 in October, 2007 and to \$8.00 in April, 2008.

## **Hours of Work**

The present standard in Newfoundland and Labrador is a 40-hour work week. Time beyond 40 hours per week must be paid for at the minimum overtime rate of not less than \$10.50 per hour based on 1.5 times the minimum wage of \$7.00 per hour.

# Day of Rest

Employees must be granted 24 consecutive hours off work in each week of employment. There are exceptions in the case of employees covered by collective agreements, employees employed in remote areas and crewmembers of ferryboats and people engaged in emergency work.

### Meal Break

Non-unionised workers are entitled to a onehour rest period immediately following each five consecutive working hours. Unionized workers are covered by collective agreements or written contracts of service.

### **Deductions**

Employers must deduct money from your pay cheque to pay for the following:

Canada Pension Plan (CPP) – You pay money into this plan each month that you work. When you retire, you may receive a pension from the government.

Employment Insurance (EI) – You pay money into this plan each month that you work. If you lose your job, you may receive money from the government while you look for a new job.

*Income tax* – This money helps to pay the costs of both provincial and federal governments' expenses.

Taxable benefits – Your employer may provide some benefits (for example, group life insurance plan, medical premiums, dental plan or pension plan), which are considered taxable benefits. The value of these benefits is deducted from your pay cheque.

*Union dues* – If you are in a union, and the union has an agreement with your employer, some money will be deducted to pay for the union dues.

Voluntary deductions – Your employer may deduct additional amounts for things that you have given your permission to deduct. For example, you may have chosen to make charitable donations, or to buy Canada Savings Bonds through deductions from your pay cheque.

# Joining a Union

A union is a group of employees who join together to talk about wages and working conditions with the employer. In some jobs, all employees must join the union. However, it is also the case that some new workers must wait a period before being eligible to join a union.

### **Vacations**

If you have been employed for at least one year, you may be eligible for a minimum of a two-week paid vacation. If you leave your job before you take your vacation, however, your employer must pay you the money put aside for your vacation.

### **Public Holidays**

If an employee works on a paid public holiday, they are entitled to receive wages at twice the regular rate for the hours worked on the holiday or an additional day off with pay within 30 days or an additional vacation day.

If an employee is required to work less hours on the holiday than they would normally work, the employer must pay the employee at their regular rate of pay for the actual hours worked plus a regular day's pay.

For more information on Public Holidays, go to Chapter 3

### **Losing Your Job**

If you are laid off, and you have worked for at least three months, your employer must pay you one week's pay, or give you a week's notice of the layoff. If you have worked for a year, your employer must pay you two weeks pay, or give you two weeks notice of the layoff.

If your employer dismissed you for just cause (such as serious worker misconduct or other breaches of duties), the employer does not have to pay or give you notice. If you feel that your employer has dismissed you unfairly, you can file a complaint with the local Labour Standards Division. When you leave a job, your employer must give you a Record of Employment. You need this document to apply for Employment Insurance. You may not be able to get Employment Insurance (EI) if you have been fired, quit your job, or have not worked long enough to qualify.

### **Pregnancy Leave**

A pregnant employee who has been employed by the same employer for at least 20 consecutive weeks is entitled to up to 17 weeks of unpaid Pregnancy Leave. She must give at least two weeks written notice. As well, the employee must provide the employer with a certificate from a medical practitioner stating the estimated birth date. Additionally, you should, upon your return to work, be placed in the same or similar position with the same duties, benefits and wages that you had prior to taking pregnancy leave.

#### **Parental Leave**

An employee who has been employed by the same employer for at least 20 consecutive weeks before becoming the parent of a child or before having a child come into the employee's care and custody for the first time is entitled to 35 weeks of unpaid leave. Parental Leave must begin within 35 weeks of the birth of the child or when the child comes into the care and custody of the parent for the first time. If you intend to take parental leave, you must inform your employer with a written notice at least two weeks before you plan on leaving, and at least four weeks prior to the date you intend to return to work. Additionally, you should, upon your return to work, be placed in the same or similar position with the same duties, benefits and wages that you had prior to taking pregnancy leave.

### **Bereavement Leave**

An employee who has been employed with the same employer for a continuous period of at least 30 days shall be given 3 days Bereavement Leave consisting of 1 day paid leave and 2 days unpaid leave. Bereavement leave must be provided in the event of the death of the spouse, a child, a grandchild, the mother or father, a brother or sister, a grandparent or a mother-in-law, father-in-law, sister-in-law or brother-in-law, son-in-law or daughter-in-law, of the employee. If an employee has been employed for less than 30 days, then the employee is entitled to two days of unpaid leave.

### Sick/Family Responsibility Leave

An employee is entitled to 7 days unpaid sick leave a year if they are continuously employed for at least 30 days. You must provide a note to the employer signed by a qualified medical doctor if on sick leave for three consecutive days or more. In the case of family responsibility, an employee must provide a written explanation of the nature of the family responsibility leave if the employee is absent from work for 3 consecutive days or more.

### **Employment of Children**

The Labour Standards Act places certain restrictions on the employment of children under the age of 16. An employer is prohibited from employing a child who is under 16 in employment that is likely to be unwholesome or harmful to the child's health or normal development, or if it is going to hamper the child's attendance at school. Before employing a person under the age of 16, an employer must obtain the written consent of the parent or guardian. This consent must be kept as part of the record of employment and the age shall be specified in the written consent. There are other restrictions. For more details contact the Labour Standards Division.

For contact information for the Labour Standards Division, go to the end of this chapter.



# Workplace Health, Safety and Compensation Commission (WHSCC)

The Workplace Health, Safety and Compensation Commission is an employer-funded no fault insurance system that promotes safe and healthy workplaces, provides return-to-work programs and fair compensation to injured workers and their dependants. This means that if you are injured on the job and unable to return to work, the WHSCC will pay you part of your original salary and help prepare to return to the workplace.

WHSCC offices contact information is listed in the adjacent column.

### **CONTACT INFORMATION**

**Labour Relations Agency:** Both the *Labour Relations Division* and the *Labour Standards Division* work out of the same offices. They can be contacted at:

#### **Labour Relations Division**

3rd Floor, Beothuck Building 20 Crosbie Place P.O. Box 8700 St. John's, NL, A1B 4J6 Telephone: (709) 729-2711 Fax: (709) 729-5738

Labour@gov.nl.ca

### Labour Standards Division

Telephone: (709) 729-2743 / 729-2742

Toll free: (877) 563 -1063 Fax: (709) 729-3528

LabourStandards@gov.nl.ca

### Workplace Health, Safety and Compensation Commission (WHSCC)

### St. John's

146-148 Forest Rd.
P.O. Box 9000
St. John's, NL, A1A 3B8
Tel: (709) 778-1000
Fax: (709) 738-1714
Toll Free: 1-800-563-9000

#### **Grand Falls-Windsor**

26 High Street P.O. Box 850 Grand Falls-Windsor, NL, A2A 2P7

Tel: (709) 489-1600 Fax: (709) 489-1616 Toll Free: 1-800-563-3448

#### Corner Brook

Suite 201 Fortis Towers, 4 Herald Avenue P.O. Box 474 Corner Brook, NL, A2H 6E6

Tel: (709) 637-2700 Fax: (709) 639-1018 Toll Free: 1-800-563-2772

# CHAPTER 15 MONEY AND BANKING

- BANKS, TRUST COMPANIES, AND CREDIT UNIONS
  - TYPES OF BANK ACCOUNTS
  - PAYING BY CHEQUE, CREDIT, AND DEBIT
    - BANK MACHINES
    - BANKING BY PHONE AND INTERNET
      - SENDING MONEY
      - MORTGAGES AND LOANS

### **Currency:**

Canada has money in the following denominations:

• 1 cent = penny

• 5 cents = nickel



• 10 cents = dime



• 25 cents = quarter



• 100 cents = dollar, also known as a *loony*. The name comes from the Loon pictured on the coin.



• 200 cents = two dollars, also known as a *toony*. The name comes from combing the word "two" with "loony".



Paper money, or bills, comes in denominations of \$5, \$10, \$20, \$50, \$100, \$500 and \$1000.







View of both sides of the more commonly used denominations of Canadian paper money

# Banks, Trust Companies and Credit Unions

It is safer to keep money in a bank, trust company, or credit union than to carry it or leave it in your house or apartment. Many employers require you to have a bank account in order to directly deposit your pay. Ask for help in setting up an account. Be sure to take two pieces of identification with you.



Banks offer Personal Banking (or Teller) Service on a first-come-first-served basis for depositing or withdrawing money from your account. If you need advice about other things, such as loans, mortgages or investments, Financial Advisor Service is available by appointment at your bank branch.

A simple "chequing account" will allow you to write cheques. A "saving account" pays higher interest rates but may limit cheque withdrawals. Other services banks offer include credit cards, loans and mortgages, and safety deposit boxes.

There are separate listings in the *Yellow Pages* for banks, trust companies and credit unions.

### Paying by Cash, Cheque, Credit Card, or Debit Card

Cash is money – coins and bills.

Cheques are often used instead of cash. When you write a cheque, you are telling the bank to pay the money out of your bank account. You must show some identification when paying by cheque.

Credit cards let you buy things now and pay for them later. You can get credit cards from retail stores and gas companies. You can also get bank credit cards such as Visa and Mastercard. If you don't pay the full amount owed on the bill every month, then you are charged interest. It can be very expensive.

Debit cards can be used instead of a cheque or credit card in most stores. You get these cards from your bank or credit union. When you buy things with these cards, the money comes straight out of your account. There is usually a fee each time you use your debit card.

### **Bank Machines**

Banks, credit unions, and some trust companies have bank machines. Stores and other convenient places also have bank machines. You can take money out of your accounts or put money into them. You can also pay bills or transfer money to another account. Bank machines are available any time – day or night. Sometimes banks and credit unions charge a fee for using the bank machine.

To use the machine, you need a debit card from your bank, trust company, or credit union. You will get a secret number (Personal Identification Number or PIN) so that only you can use the card. Be careful. Do not give this number to anyone else.



Most banks, trust companies and credit unions provide bank machines, also called automated teller machines (ATMs). Once your financial institution gives you access to your account through an ATM, you will be able to deposit or withdraw money and pay bills using these machines. ATMs operate 24-hours every day, except when they are being serviced. Be sure you understand transaction fees that apply when using ATMs.

### **Banking by Phone and Internet**

Your bank may offer some services by touch tone telephone, or by using the Internet. For example, transferring money between accounts and paying your monthly bills.



Web Banking is available through the internet. You must set up an internet (web) account to use this service.

Ask your bank branch to help you get started. All the major banks provide this service.

Contact your bank for more information about telephone and Internet banking services.

### **Sending Money to Other Countries**

Canadian banks and foreign exchange companies can send money to banks in most countries. You can also mail a money order. You can get money orders at a bank, a foreign exchange company, or more cheaply at the post office. Check first that the money order can be cashed in the other country.



### **Mortgages and Loans**

A mortgage is money you borrow to buy a house. A loan is money that you borrow for other reasons, such as buying a car.

You must pay back some of the loan every month and also pay interest. To get a loan or a mortgage, you must be earning enough money to easily repay the borrowed money. Talk to someone at you bank, credit union, or trust company for more information on mortgages and loans.



All banks and many other financial institutions offer loan and mortgage services.

Before borrowing money, it is a good idea to talk to several financial institutions to find out which one offers a service that best meets your needs.

### **Owing Money**

Sometimes people owe money and cannot afford to repay it. They should phone or write to the people they owe money. Sometime it is possible to pay a smaller amount every month. What if this doesn't help? Contact the **Credit Counselling Service of Newfoundland and Labrador** at 709-753-5812. They provide free credit counselling, money management assistance, bill payment programs, and alternatives to personal bankruptcy.



There is a type of store that will provide loans against your next paycheck. The sign pictured above is only one example of the titles these types of stores use.

The use of such services should be avoided. While their loans are easy to get, the interest charged to repay the loan is extremely high.

# **CHAPTER 16 SHOPPING**

- SHOPPING FOR FOOD
- SHOPPING FOR CLOTHES
- FURNITURE AND HOUSEHOLD ITEMS
  - SECOND-HAND STORES

### **Shopping for Food**

Supermarkets are convenient and provide one-stop shopping for food and other items. Prices vary little between the different stores. One must be prepared to compare prices.

The large supermarkets have their own brand names. These are usually the same quality as other brand names but usually less expensive.



Fruits and vegetables section in a supermarket.

Many supermarkets have their own bakeries and stock their shelves daily with fresh items. Day-old products are reduced in price and are available on a separate shelf or display stand.

Most people receive coupons through the mail or enclosed in newspapers and sale flyers. Savings can be substantial if you keep the coupons and use them.

Some Department Stores also carry food items. Prices are about the same as supermarkets, but the selection is limited. For example, you cannot buy fresh fruit or vegetables at Department Stores.

### Shopping for Bulk Food

Wheat and cereals, breakfast foods, candies, flours, spices and similar products are expensive mostly

because of the brand names and the packaging. It may be better to buy these items in bulk stores.



These are stores where items are purchased by weight, without packaging. Some areas of the province may have bulk stores. Check in the Yellow Pages of the phone book under "Bulk Food-Retail" for a store in your area.

### **Shopping for Ethnic Foods**

Ethnic specialty items can be found at the following stores:

- Supermarkets These have sections with special foods and spices, though the choice is limited.
   Some supermarkets will bring in special food and spices if people ask for them
- Bulk Stores These often have a much bigger range of choices and the prices are usually lower
- Speciality Stores There are a limited number of stores that specialize in products such as food or spices that do not have a large market demand

#### **Convenience Stores**

There are many small stores in every city, town or village throughout the province. The choice of food products is limited and prices are higher than in larger stores. Convenience stores sell mostly snack foods, and items such as cigarettes and beer.

#### Farmer's Market

There are a number of small Farmers' Markets in the province, usually located in or near the larger urban centres. They are only open in the summer and fall. Produce is fresh and prices are usually cheaper than in regular stores



A Farmer's Market is a place where local farmers gather to sell their fresh produce.



Many people enjoy growing their own vegetables, either on their own land or in communal gardens.

The ANC is sometimes able to arrange for access to a communal garden plot for use by clients.

# Shopping for Clothing, Furniture, and Household Items

There are several places to look when trying to find clothing, furniture, and household items. Department stores, specialty stores, and second-hand stores are good places to start.

### **Department Stores**

If you are on a budget, a good place to shop may be department stores. Department stores offer a wide range of products including clothes, kitchen and bathroom supplies, electronics, and some furniture items. For the nearest locations see "Department Stores" in the *Yellow Pages*.

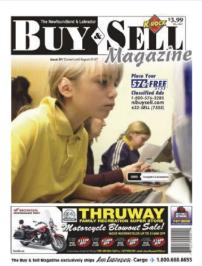
### **Specialty Stores**

There are clothing stores that specialize in clothes, furniture stores that specialize in furniture and appliances stores that specialize in appliances. The best way to find these places is to look in the **Yellow Pages** under headings such as "Clothes," "Furniture" or "Appliances." It is important to remember that these places can be expensive.

#### **Second Hand Stores**

Buying items used is a less expensive way to purchase things such as appliances, furniture, and clothing.

If you are looking for used appliances or furniture, look in the clasified section of your local newspaer, or a "Buy and Sell" magazine.



The Buy and Sell magazine is available at most news stands. A wide variety of items are listed for sale in this publication, often at very reasonable prices

Try used furniture and appliance stores in your area. These can be found in the Yellow Pages of your phone book under "Appliances – Used – Sales and Service" and "Furniture – Used." Most areas have used clothing stores. These stores are listed in the Yellow Pages under "Discount Stores" and "Second Hand Stores." Another place is the Family Thrift Shops found in the White Pages under "Salvation Army Thrift Stores."



Salvation Army Thrift Stores can be found in many communities throughout the province.

### Harmonized Sales Tax (HST)

You should be aware that most consumer goods and services have an additional 13% tax, the HST, added to their price when they are purchased. Some items, for example, most groceries and medical services, are exempt from this tax. If you want to be sure whether an item is taxed or not, you must ask before you purchase. The HST is usually not included in the listed price.

### **RESOURCES**

- 1. PUBLIC HOLIDAYS
- 2. SOME UNIQUELY NEWFOUNDLAND AND LABRADOR EVENTS
  - 3. EVENTS AND FESTIVALS
  - 4. THINGS TO CONSIDER WHEN BUYING A USED CAR
    - 5. REPORTING AN ACCIDENT

### **Resource 1: Public Holidays**

### Non-Statutory Provincial Holidays

There are three holidays in this province that have their roots in the Irish and English origin of the original European settlers. Generally, these holidays are no longer observed widely in the province.

### St. Patrick's Day

This provincial holiday celebrates St. Patrick, the Patron Saint of Ireland. Many of the original immigrants to Newfoundland and Labrador came from Ireland. It is celebrated on March 17th.

### St. George's Day

April 23rd is celebrated as St. George's Day. He is the Patron Saint of England and is usually shown as slaying a dragon.

### Orangeman Day

Orangeman Day is celebrated on July 12th. The day commemorates a battle in 1690 when Protestant forces under the command of the King William of Orange defeated the Catholic forces on the banks of the River Boyne in Ireland.

### **Public Holidays**

There are five other public holidays that make up part of the cultural identity of the province. Unlike the first three, they are more widely observed because the *Shop Closing Act* applies on these days. That means that most stores have to be closed. The exceptions to the law are some pharmacies (drugstores), convenience stores, gas stations, and restaurants.

### Easter Sunday

Although this is a Christian celebration, it is also a public holiday in this province. Since it falls on a Sunday, most people have it or the following Monday off.

### Victoria Day

Officially, this is the day to celebrate our respect for the Monarchy and the Queen's birthday. Most people refer to this day as the "May 24th weekend".

Informally, it is the start of summer and people who have cabins (in Newfoundland and Labrador, people use the word "cabin" to refer to cottages) go out to open them up for the summer. Most cabins have been closed for the winter. It is also the time to go camping.

Often people keep their camping trailers all summer in the park. Others park their trailers in gravel pits along the highway or near fishing ponds or streams. It is also a weekend of busy highways full of cars travelling out of the towns and coming back when the weekend is over.

### Thanksgiving Day

This day is celebrated in October in Canada, more than a month earlier that the American Thanksgiving. It celebrates the harvests that have been gathered from the fields, forests and seas. It is the first holiday of the fall and winter seasons.

### Armistice or Remembrance Day

The First World War ended on the 11th hour, on the 11th day of the 11th month. On November 11th all stores are closed. The federal and provincial civil servants have the day off; the same applies to most businesses. Leading up to this day, people wear red poppies on their coats. Veterans all over the province sell these poppies. It is also a day of ceremonies at the War Memorials throughout the province.

### Boxing Day

Boxing Day is the day after Christmas. In other parts of the country, stores are open for shopping. In Newfoundland, most stores remain closed until December 27th.

### **Statutory Holidays**

There are five Statutory Holidays. The *Shop Closing Act* applies on these days. That means that most stores have to be closed. The exceptions to the law are some pharmacies (drugstores), convenience stores, gas stations, and restaurants.

### Christmas

This holiday, like Easter Sunday, is a Christian celebration. However, because it is not always on a Sunday, it is protected by statutory regulations. That means that everything is closed.

### Good Friday

This holiday, a religious commemoration, is closely related to Easter Sunday. Government and all businesses are closed.

### New Year's Day

January 1st is a day when all government offices and businesses are closed.

### Memorial Day/Canada Day

July 1st is Canada Day. It is a time of celebrating all that is positive about this country. However, Newfoundland and Labrador is in a unique position.

The Dominion of Newfoundland participated as one of the allies in the First World War. On July 1st, 1916, 733 of the 801 soldiers of the 1st Newfoundland Regiment were killed or wounded in less than half an hour at the battle of Beaumont-Hamel in France.

In this province, the morning of July 1st is a sombre commemoration of the war. Remembrance ceremonies are held throughout the province at the local War Memorials. The afternoon is dedicated to the Canada Day celebrations. The ANC usually participates in the celebration by holding special events and festivities.

### Labour Day

This holiday, the first Monday in September, celebrates the contribtion of workers to the developmen of this country and its economy.

# Resource 2: Some Uniquely Newfoundland and Labrador Events and Festivals

Pancake Night: Pancake Night, or Shrove Tuesday, is a Newfoundland custom celebrated in February or March. It is the start of Lent. Lent is the forty-day period leading up to Easter Sunday. Shrove Tuesday (named for the religious practice of confessing one's sins and being forgiven or "shriven" or "shrove" by the priest immediately before Lent) was a time to use up as many as possible of the foods banned during Lent. This included meat products and butter and eggs. Pancakes were a simple way to use these foods and entertain the family

Garden Parties: It is a custom throughout the province for churches to hold Garden Parties to raise funds for the parish or for special projects. Usually on a Sunday, a daylong party is held outdoors, if the weather is fine, or in the church hall, if not. With wheels of fortune and other games of chance in the afternoon, meals are served at suppertime, and sometimes a dance is held at night. In recent years, the organization of such community-wide parties has frequently been taken over by town councils.

Christmas Season: The modern celebration of Christmas starts fairly early in December. Many businesses and employers organize Christmas parties for their workers. Clubs and organizations do the same thing for their members. Also, people start to decorate their houses with many different coloured lights. As it gets closer to December 25th, people set up Christmas Trees in their homes.

*Old Christmas:* The season of Christmas is traditionally considered to last twelve days. It ends on "Old Christmas Day," January 6th, the Feast of the Epiphany. For many people in this province Christmas celebrations go on for twelve days. However, this is changing. Nevertheless, there are still customs based on the idea of Old Christmas. For example, many people will not get rid of their Christmas tree until January 7th.

**Mummering:** Mummering is the practice of disguising yourself and visiting different houses in the community. It is carried on through the Christmas season. It usually does not start until St Stephen's Day (Boxing Day), though one can find mummers out visiting even on Christmas Day.

Mummering was very common at one time in this province. It is rarely practiced today, except in some rural communities.

Guy Fawkes Day: One fairly unique event commemorated on November 5th is Guy Fawkes Day. Guy Fawkes was a Catholic revolutionary who was convicted and executed in 1605 for being part of a plot to blow up the British Parliament Building. In commemoration, bonfires are lit to burn his effigy. This event is rarely practiced today.

# Some Newfoundland and Labrador Festivals

There are festivals throughout the province. They celebrate everything from history to music to fishing. It is a good opportunity to meet new people and to learn more about this province. The following are but a few of those festivals and events:

- Corner Brook Winter Festival February/June
- Cape St. Mary's Performance Series June to September
- Grand Bank Theatre Festival June to September
- Gross Morne Theatre festival June to September
- Rising Tide Theatre New Founde Lande Trinity Pageant – Late June to September
- Stephenville Theatre Festival: June to September to July
- St. John's: Festival 500: Sharing the Voices
   Beginning July
- Festival 500 Sharing the Voices Early July
- Exploits Valley Salmon Festival: Grand Falls Windsor: Mid July
- Mid Summer Viking Festival, L'Anse aux

- Meadows National Historic Site: Mid July
- Exploits Valley Salmon Festival Mid July
- Labrador West Regatta Late July
- Mid Summer Viking Festival, L'Anse aux Meadows – Mid July
- Gander Festival of Flight: Mid Summer
- Shamrock Festival, Ferryland late July
- Twillinggate Theatre July to Mid August
- Twillinggate/ New World Island Fish, Fun and Folk Festival – Late July
- St. John's: Shakespeare by the Sea Festival: July/August
- St. John's Jazz Festival: Early August
- St. John's: George Street Festival: Early August
- St. John's: Newfoundland and Labrador Folk Festival: Early August
- A St. John's Time, Various Festivals Late July to Mid August
- Bakeapple Folk Festival Early August
- Brigus Blueberry Festival Early August
- Downtown Buskers Festival Early August
- Gander Festival Of Flight Early August
- Heritage Folk Festival, Terra Nova National Park – Mid August
- Mary's Harbour Crab festival Early August
- Royal St. John's Regatta Early August
- Doors Open St. John's Early September
- Humber Valley Agricultural, Home and Handicraft Exhibition: Mid September –
- St. John's Storytelling Festival Early November

### Resource 3: Rights and Responsibilities – Tenant and Landlord

A tenant has the right to live in the new residence and to enjoy it in peace and contentment. However, a tenant also has certain responsibilities. A tenant must:

- Pay the rent on time;
- Ask for a receipt for all rent and any security deposit paid;
- Keep the rental unit clean at all times;
- Take care not to damage the premises, and if damage does occur, repair the damage properly within a reasonable period of time;
- Not interfere with the "peaceful enjoyment" of others in the rental property or in any neighbouring properties. This means that one cannot play loud music or have people make too much noise when they come to visit late at night;
- Obey the landlord's rules and regulations;
- Notify the landlord in writing of necessary repairs;
- Redecorate the rental unit only with the consent of the landlord.

The Landlord also has responsibilities. The landlord must:

- Collect the first month's rent and security (damage) deposit before providing keys to the rental unit;
- Provide a copy of the Residential Tenancies Act;
- Provide the tenant with a copy of the rental agreement within 10 days after signing;
- Provide a written notice of the landlord's name, telephone number and address; and if he/she has an agent or caretaker then he/she must provide that person's name, telephone number and address;
- Keep the rental unit in good condition according to all health, safety or housing laws;

- Complete a written incoming inspection with the tenant at the beginning of the tenancy. This helps protect the tenant if there are damages to the rental property before moving in;
- Collect up to 3/4 of the first month's rent as a security deposit and the first month's rent;
- Provide a written receipt for the rent and security deposit paid. The receipt should show the amount of rent received and for what period, the date it is received, and the address of the rental unit;
- Keep records of rent and security deposits received from tenants;
- Investigate complaints from the tenants of disturbances or repairs as soon as possible and try to resolve the problem.

#### A landlord must:

- Make the rental unit available on the date agreed upon;
- Do repairs and keep the rental unit in good condition;
- Ensure the supply of essential services such as heat and water;
- Investigate complaints and try to resolve as soon as possible;
- Provide and maintain doors and locks to make a unit reasonably secure;
- Not enter the rental unit without proper 24-hour notice of entry, unless it's an emergency.

# Resource 4: Things To Consider When Buying A Used Car

Once you have found a car that you are interested in, take a good look at it, focusing on:

#### The Outside

- Cracks in the frame, rusting or welding. Check the condition of the muffler, tailpipe and exhaust system. Look for signs of fluids leaking from the car, including oil, brake or transmission fluid;
- Over-sprayed or new paint, which might indicate the car has been repaired after an accident;
- Shock absorbers by pushing down on the corners of the car. If the car bounces up and down several times, the shocks are worn;
- Signs of an accident, such as dents or new paint or chrome. Make sure the hood closes properly. Check the body for rust or fill;
- Signs of fluid leaks on the ground around the car;
- The condition of the tires;
- The trunk. Check for a jack and the condition of the spare tire. Check for rust under the mats. Look at the tires closely for any signs of uneven wear.

#### The Inside

- Battery to see if it is cracked;
- Dimmer switch, headlights and windshield washer;
- Dipstick to see the oil level and whether it's dirty;
- Doors open and close easily, and the handles and locks work well;
- The 17-digit Serial (VIN) numbers on the dashboard and doors should match (otherwise the car could be stolen);
- Engine to check the condition of the belts and hoses;

- Fluid levels of the radiator, windshield wiper, oil, brakes and transmission.
- Odometer. It is against the law to change the odometer;
- Parts and accessories, such as lights, horn, mirrors, seatbelts, radio, heater and windows.
   Make sure they all work. Have a friend check the outside lights for you;
- Signs of flooding, such as water lines on the engine, new carpeting or upholstery, rusting under the seats

Asking the seller a few basic questions can give you a lot of information:

- Are there any needed repairs that you are aware of?
- Has the car been in any accidents?
- Has the car ever been flooded or declared a loss by an insurance company?
- How many kilometres are on it?
- How many people have owned the car?
- What type of gas have they used?
- Where has the car been driven most- in the city or on the highway?
- Why are you selling the car?
- If you are buying a car from a dealer, who was the last owner?

If possible, test-drive the car on different types of roads. Make sure the engine starts right away and there are no unusual noises or vibrations. Be alert to shaky steering. It could mean front-end trouble. Test the brakes for signs of pulling. A brake pedal that looks worn out should not be found in a car with low mileage. If the car has a manual transmission, push the clutch through various gears to see how it performs.

If the car has manual steering, remember city driving and parallel parking can be difficult, so try and test-drive the car under many conditions.

Always check the serial (VIN), plate, and registration sticker numbers on the Vehicle Registration card.

Make sure they are the same as on the car. Make sure the person who is selling the car actually owns it, and is not trying to sell a leased or someone else's vehicle.

Ask the seller to show you the maintenance records, which can tell you how carefully and frequently the previous owners did routine maintenance such as oil changes. Maintenance records can often reveal accident repairs and mechanical problems.

It is important to have an independent mechanic inspect the vehicle for defects before buying it. Be sure to get a written inspection report from the mechanic, with a cost estimate for any necessary repairs.

If you decide to buy, you can make an offer in writing, or verbally. If there are conditions to your offer, write them down. For example, if you want your mechanic to inspect the car before the sale is final (and you have not already had the car checked out), make the mechanic's approval a condition of the sale.

The seller may ask for a deposit. Make sure you state in your offer that the deposit will be refunded if the mechanic does not approve the car, or if you do not get the financing.

Many people buy a used car by simply writing a cheque and getting the seller to sign the registration transfer form. Be sure you get a bill of sale when you buy a used car. It can help protect you in case anything is disputed later. The bill of sale should contain the date of the sale, the name and address of the buyer and the seller and the make, model, serial number and year of the car, the number of kilometres on the car, the purchase price and method of payment.

Any important promises or statements about the car should also be included. For example, if the seller says the car has a new engine, put it on the bill of sale. Also, be sure to get any warranties in writing, and make sure the car warranty can be transferred. Get any warranties relating to the muffler, transmission or rust proofing from the seller.

### Resource 5: Reporting An Accident

Once you have made sure that everyone is safe after an accident, you must do the following:

- Write down details about the accident, including how it happened, the time, date and location, the speed of all cars and the road conditions;
- Get the contact information (names, addresses, phone numbers) of the registered owners of all cars involved, other passengers and other witnesses;
- Get insurance information from all drivers involved in the accident, including the driver's licence and plate numbers, and the names of their insurance companies and brokers;
- If possible, make a sketch of the accident scene noting the position and direction of the cars.

If you have been involved in a collision that may result in a claim, contact your insurance representative as soon as possible. You must notify your insurer as soon as possible (some policies specify within seven days) about any accident involving the automobile:

- That must, by law, be reported to police; or
- For which you intend to make a claim under the policy.

If you are making a claim against another driver, you should notify him or her as quickly as possible. It's also a good idea to notify the other driver's insurance company of the claim yourself; don't assume that the other driver has done so.

### **NOTES**

### **NOTES**

### **NOTES**

### **ADDRESSES**

| Name | Address  | Phone |
|------|----------|-------|
|      | 71001000 | THORE |
|      |          |       |
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### Back cover photo:

Houses in the community of Harbour Main, Conception Bay, Newfoundland.

