



Welcome to New Brunswick

Located on Canada's east coast along the Atlantic Ocean, New Brunswick offers a distinct way of life and exciting career opportunities. We value the experiences and skills of newcomers from all over the world. We look forward to welcoming you!

New Brunswick is proud to have over 3,500 individuals living in our province of Ukrainian descent. They have found a home in New Brunswick, and they have become an important part of the fabric of our province.

The Government of New Brunswick (GNB) is committed to supporting Ukrainians affected by the current crisis and has donated \$100,000 to the National Bank of Ukraine for humanitarian aid. We plan to continue to support Ukrainians by offering a safe haven to those who are willing to relocate.

New Brunswick is working closely with the federal government, community partners, and businesses, to ensure all Ukrainians have a safe place to work and live in our province.



Opportunities
New Brunswick 

Arrival Checklist

What to do after you arrive:

□ VISIT A NEW BRUNSWICK SETTLEMENT AGENCY (NEWCOMER CENTRES)

Settlement services for newcomers to New Brunswick are offered by community organizations that want to welcome you and help you get settled in your new home.

You may find the immigrant Newcomer Centre nearest to your area listed on page 5.

Moving to a new country brings with it a lot of changes and unknowns. It can be difficult to navigate the many day-to-day aspects in your new life. To help meet the needs of newcomers, there are professional organizations that are here to deliver services and programs. These services are available to you at no cost. The goal is to help you navigate these new day-to-day aspects of life so that you can have a successful start in New Brunswick. Each organization is a registered non-profit which is overseen by a volunteer board of directors. The types of services and programming may vary from one organization to another, but may include; Pre-Arrival services, Settlement, Language classes and Employment services. The Newcomer Centres can help you navigate all items in this checklist.

□ APPLY FOR A SOCIAL INSURANCE NUMBER (SIN)

The federal government assigns each Canadian a Social Insurance Number (SIN); you will need one to work or receive government benefits. You should keep your SIN confidential. Only the government or an employer (after you are hired) is allowed to ask you for your SIN. Your bank may also request your SIN for some financial transactions. There is no fee to apply.

In some cases, you can now submit a SIN application online.

Visit www.canada.ca/en/employment-social-development/services/sin/apply.html or contact

Social Insurance Numbers (Service Canada):

Toll-free – **1-800-206-7218**

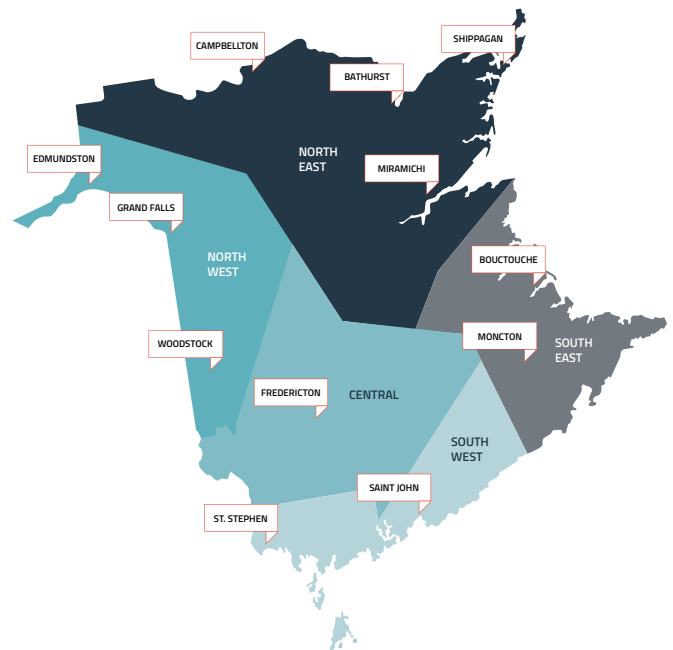
□ BECOME FAMILIAR WITH ESSENTIAL SERVICES

Find government offices and the nearest banks, grocery stores, clinics or hospital. Information about some of these services is offered throughout this guide.

□ MAPS AND DIRECTORIES

You will need a map of your community and information about the public bus service (if your community has one). Transit maps are often available at city hall.

Regional Map of New Brunswick



□ FIND A PLACE TO LIVE

There are a number of options for living in New Brunswick. The Newcomer Centre in your area can advise you.

Before you choose your new neighbourhood, it is smart to find out if it is near to services you may need, such as schools, work, hospitals, clinics, childcare and stores. If you do not have a car, it would be wise to know where the closest bus stop is.

□ BEGIN LANGUAGE CLASSES

A number of agencies in New Brunswick offer language classes. Some are free for newcomers who qualify, and others are available for a fee.

English and French as Second Language (ESL/FSL) courses are available in the community. Often, English as a second language is offered at the local settlement service agencies free of charge.



❑ OBTAIN A NEW BRUNSWICK HEALTH CARD (MEDICARE)

To obtain health-care services, you will need to apply for a New Brunswick Medicare card as soon as you arrive. Medicare covers most medically required services. Your medicare card is also a key piece of identification.

You may choose to buy private health insurance to cover expenses such as dental care, physical therapy, drug prescriptions and eyeglasses, which are not covered by Medicare.

Ukrainian evacuees who hold a valid immigration document issued by Immigration, Refugees and Citizenship Canada (IRCC) and would like more information on how to apply for New Brunswick Medicare, call **506-457-7268** Email medicare@gnb.ca indicating "Ukraine 2022" in the subject.

You can find additional information about Health Care on page 6.

❑ OBTAIN A CANADIAN DRIVER'S LICENCE OR A GOVERNMENT PHOTO IDENTIFICATION

Visit any Service New Brunswick location to find out if you may exchange your driver's licence for a New Brunswick licence or if you need to take a driving test first. Your New Brunswick licence will be your official New Brunswick government-issued photo identification. If you do not have a driver's licence and do not wish to drive, you may arrange to have a government-issued photo identification card (ID) created instead at a Service New Brunswick office.

❑ OPEN A BANK ACCOUNT

You may open an account at the bank of your choice. You will need photo identification, a Social Insurance Number (SIN) and a home address. Canadians have the right to open bank accounts, and banks are required to provide them. You may open an account at any local branch of a chartered bank.

You will need to have proper identification to open a bank account. A list of acceptable forms of identification can be found at cba.ca/newcomers-to-canada.

Explore different banks and ask about what they offer.

❑ CONTINUE YOUR JOB SEARCH

Your job search will be one of the most important things you do as you settle in New Brunswick.

If you are looking for career or training opportunities, you can connect with a WorkingNB employment counsellor, who can help you with your job search, career decision making, and developing new skills. WorkingNB is part of government and its goal is to provide you with the resources you need to access employment. All services are free of charge. For a list of local offices and contact information, visit workingnb.ca/contact

The internet is a great resource. If you do not have Internet access at home, you may go to a public library.

www.nbjobs.ca

www.jobbank.gc.ca/findajob

ca.indeed.com

www.workopolis.com

www.monster.ca

Other websites: New Brunswick civil service jobs

www.ere.gnb.ca/competition.aspx

❑ ENROLL YOUR CHILDREN IN SCHOOL

The New Brunswick Education Act requires you to enroll your children in school. Most children go to public schools paid for by the provincial government. The Government of New Brunswick is responsible for all levels of education: primary, secondary, and post-secondary. The province has four anglophone (English) school districts and three francophone (French) districts that govern public schools from kindergarten to Grade 12 (K-12).

We recommend that you check the district website for your intended destination for information on how to enroll for school on Page 7.

❑ FIND CHILDCARE

Families are responsible for finding and obtaining a child care space for their child(ren). there is no universal entitlement to a child care space for children in New Brunswick and families are responsible for paying child care fees. New Brunswick offers financial support to eligible families under the Parent Subsidy Program and the Daycare Assistance Program.

The Parent Portal (www.nbed.nb.ca/parentportal/en) helps parents find licensed child care facilities in New Brunswick. This portal allows users to find licensed child care facilities by region, and provides location and contact information. Parents are required to contact facilities directly to register or place their child on the waiting list. You will find more information on Page 7.

□ GET INVOLVED

The best way to become part of your new community is to get involved. A number of community groups will welcome you.

You may find ideas throughout this guide or through your local Newcomer Centre.

UKRAINIAN COMMUNITIES

New Brunswick is home for over 3,500 Ukrainians. There are Ukrainian communities around the province that can help on your journey to New Brunswick and settlement within the province.

Ukrainians of Fredericton

Email: ukrainians.of.fredericton@gmail.com

Facebook Page: Ukrainian Community of Fredericton

Ukrainian Community of Saint John

Website: uasj.ca

Email: info@uasj.ca

Facebook Page: UA SaintJohn

Ukrainian Club of Moncton

Website: ukrclubmoncton.ca

Facebook Page: Ukr Club Moncton



IMMIGRANT SETTLEMENT AGENCIES

New Brunswick settlement agencies, listed below, have been designed to ensure a safe and seamless integration into New Brunswick.

Multicultural Association of Fredericton

Fredericton, NB:
506-454-8292

mcaf.nb.ca

Multicultural Association of the Greater Moncton Area:

Moncton, NB
506-857-9430

magma-amgm.org

Saint John Newcomers Centre:

Saint John, NB
506-642-4242

sjnewcomers.ca

PRUDE (Pride, Race, Unity, Dignity, Education):

Saint John, NB
506-634-3088

prudeinc.org

YMCA of Greater Saint John:

Saint John, NB
506-634-4860

saintjohnny.ymca.ca

Miramichi Regional Multicultural Association:

Miramichi, NB
506-773-5272

miramichimulticultural.com

Multicultural Association of Carleton County:

Woodstock, NB
506-328-4690

maccnb.ca

Multicultural Association of the Chaleur Region:

Bathurst, NB
506-547-7651

macr-amrc.ca

Charlotte County Multicultural Association

St. George, NB
506-755-9295

ccmanb.com

Comité d'accueil, d'intégration et d'établissement des nouveaux arrivants de la Péninsule acadienne (CAIENA Péninsule acadienne)

Shippagan, NB
506-336-8888

nouveauxarrivants.ca

Le Centre de ressources pour nouveaux arrivants au Nord-Ouest (CRNA-NO)

Edmundston, NB - 506-735-0604
Grand Falls, NB - 855-533-0604

crna.ca

Restigouche Multicultural Association

Campbellton, NB
506-789-7747

rma-amr.ca

Rural Settlement Network – Kedgwick and Saint Quentin

506-235-0296

rma-amr.ca

Multicultural Association for the Integration of Newcomers Inc. AMINA

Saint Quentin
506-235-1804,
506-235-0296

rma-amr.ca

Richibucto Office – Multicultural Association of the Greater Moncton Area

Richibucto, NB
506-523-1842

magma-amgm.org

Rural Settlement Network

Grand Lake Region
506-327-0103
506-476-8113

nbmc-cmnbc.ca/program/rural-settlement-network

Multicultural Association of Sussex

Sussex, NB
506-808-0154

mas-nb.ca

Village of Chipman and Area Community Integration Program

Chipman, NB
506-339-6601

newcomersettlement@gmail.com

Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick (CAFi):

506-382-7494

cafi-nb.org

New Brunswick Multicultural Council, Inc.:

506-453-1091

nbmc-cmnbc.ca

Health Care System

As a newcomer, you may be entitled to basic, universal, government-funded health care. Health care coverage, including most medically required services, is provided by the provincial government. Many employers offer additional coverage to their employees as part of their benefits package. Make sure you bring your medical records with you to share with your new doctor, dentist and other service providers.

HEALTH CARE REGIONS

Our province is divided into two health care regions Vitalité Health Network and Horizon Health Network. Your region of service will be determined by where you settle.

MEDICARE CARD

To obtain health-care services, you will need to apply for a New Brunswick Medicare card as soon as you arrive. Medicare covers most medically required services. Your medicare card is also a key piece of identification.

Ukrainian evacuees who hold a valid immigration document issued by Immigration, Refugees and Citizenship Canada (IRCC) and would like more information on how to apply for New Brunswick Medicare, call **(506) 457-7268** Email medicare@gnb.ca indicating "Ukraine 2022" in the subject.

MEDICAL CARE

Patient Connect NB is the provincially managed, bilingual patient registry for New Brunswickers without a primary health-care provider. Anyone who is eligible for a New Brunswick Medicare card is eligible to register with Patient Connect NB.

People currently living outside the province but planning to move to New Brunswick can register for Patient Connect NB but must have a valid Medicare card from another Canadian province to register.

People can register online or by calling Tele-Care **811**.

Until you have been accepted as a patient by a family doctor, there are a number of walk-in or after-hours clinics where you can go for care.

TELE-CARE 811

Tele-Care is a free, confidential, health advice and information line and a Medicare card is not required. Dial **811** for access to bilingual, registered nurses, 24 hours a day, seven days a week. You will speak to a registered nurse when you call Tele-Care about health symptoms, injuries or illnesses. The nurse will assess your situation and provide information and advice to help you decide what to do. In an emergency, call **911** or visit the local emergency department.

Tele-Care (24 hours):

Toll-free, **8-1-1**

MEDICAL CLINICS

In New Brunswick, you have access to care at local, walk-in medical clinics. Walk-in clinics do not take appointments. After-hours medical clinics may allow you to make an appointment. You can look for your nearest medical clinic in the telephone directory or by calling Tele-Care, or even by contacting local immigrant serving agencies for a list of clinics.

If there is no clinic in your community, care is available from the outpatient department at your nearest hospital.

IMMUNIZATION

Immunization is a safe and effective way to help protect your child and yourself against diseases caused by some viruses and bacteria.

To help protect you and your family, Public Health can review immunization records to see if you all have the Government of New Brunswick Routine Immunization Schedule.

These vaccines are all Government Funded, and you do not need to wait for your Medicare Card to receive them.

Location	Address	Telephone
Moncton (Zone 1)	81 rue Albert / Street Bureau / Suite 300 Moncton, NB E1C 1B3	(506) 856-2401
Saint John (Zone 2)	55 Union Street Saint John, NB E2L 5B7	(506) 658-2454
Fredericton (Zone 3)	P.O. Box 500, 300 St. Mary's Street, Room 1200 Fredericton, NB E3B 5H1	(506) 453-5200
Edmundston (Zone 4)	121, rue de l'Église, Bureau 330 Edmundston, NB E3V 1J9	(506) 735-2065
Campbellton (Zone 5)	19 Aberdeen Street Campbellton, NB E3N 2J6	(506) 789-2266
Bathurst (Zone 6)	165 St. Andrew Street Bathurst, NB 1C1	(506) 547-2062
Miramichi (Zone 7)	1780 Water Street, Suite 300 Miramichi, NB E1N 1B6	(506) 778-6102

EMERGENCY SERVICES 911

You can reach any emergency service in New Brunswick by dialing **911** on your telephone. The 911 operator will help identify what service you will need: fire, police, medical, or poison control.

Education

EARLY CHILDHOOD PROGRAM AND SERVICES

Families are responsible for finding and obtaining a child care space for their child(ren). Families are responsible for paying child care fees. New Brunswick offers financial support to eligible families under the Parent Subsidy Program and the Daycare Assistance Program.

Early childhood programs and services are available in French and in English across New Brunswick. A variety of programs and services are offered such as:

- Early childhood intervention to support the healthy development of children aged 0 to 8
- Early Learning and Childcare services for children aged 0 to 12
- Financial support services to help parents cover the cost of early learning and childcare

These are example of programs and services you can access through school districts and the Department of Education and Early Childhood Development.

KINDERGARTEN TO GRADE 12

Education from kindergarten to Grade 12 is free for all residents of New Brunswick. All children in New Brunswick are required to attend public schools, private schools or home schools. Children must stay in school until they are 18 years old or graduate.

New Brunswick's public education system is organized and administered on the principle of linguistic duality which recognizes the existence of two distinct education sectors for the purpose of promoting and preserving each official linguistic community. Admission to an English or French school is based on linguistic proficiency. The student who is proficient in both official languages; or who is not proficient in neither official language shall be admitted to either education sector.

We recommend that you call or check the district website for your intended destination for information on how to enroll for school:

Anglophone School District Information

Anglophone South (Saint-John and surroundings)

Telephone: (506) 658-5300

web1.nbed.nb.ca/sites/ASD-S/ParentResource/Pages/EALNewcomer.aspx

Anglophone West (Fredericton and surroundings)

Telephone: (506) 453-5454

web1.nbed.nb.ca/sites/ASD-W/newcomers/Pages/default.aspx

Anglophone East (Moncton and surroundings)

Telephone: (506) 856-3222

asdeast.nbed.ca/english-additional-language

Anglophone North (Miramichi and surroundings)

Telephone: (506) 856-3222

asd-n.nbed.nb.ca/other/newcomer-and-international-students

Francophone School District Information

District scolaire francophone Nord-Est (Acadian Peninsula, Chaleur and Restigouche regions)

Telephone: (506) 394-3400

dsfne.ca/accueil/parents

District scolaire francophone Nord-Ouest (Saint-Quentin, Grand-Sault and Edmundston)

Telephone: (506) 737-4567

dsfno.nbed.ca/inscription-a-lecole-m-12

District scolaire francophone Sud (Saint-John, Fredericton and Moncton region)

Telephone: (506) 856-3333

francophonesud.nbed.nb.ca/inscription-a-l-ecole/elevs-internationaux

POST-SECONDARY EDUCATION

If students want to pursue a career after high school, there are many post-secondary institutions in New Brunswick. However, they are not free. You must pay for tuition, books and application fees. For more information, visit the Department of Post Secondary Education, Training and Labour: **1 (506) 453-2597**

Post-Secondary Education, Training and Labour - New Brunswick (gnb.ca)

New Brunswick has three major English universities and one French university.

- The University of New Brunswick
- St. Thomas University
- Mount Allison University
- Université de Moncton

Three faith-based universities:

- Crandall University Moncton
- Kingswood University Sussex
- St. Stephen's University

The province has two community college systems and a College of Craft and Design:

- The New Brunswick Community College (NBCC)
- Collège du Nouveau-Brunswick (CCNB)
- New Brunswick College of Craft and Design (NBCCD)

TRANSPORTATION

Public transportation is available in Moncton, Saint John and Fredericton. Bus schedules are often available at city hall. You may call your local transit commission to ask about where you may find schedules in your neighbourhood. Buses work on regular schedules. They stop only at specific marked locations.

Codiac Transit (Moncton city buses):

(506) 857-2008

Fredericton Transit (Fredericton city buses):

(506) 460-2200

Saint John Transit Commission (Saint John city buses):

(506) 658-4700

Maritime Bus provides a reliable service throughout our three Maritime Provinces of Nova Scotia, New Brunswick and Prince Edward Island. As well, Maritime Bus connects to Quebec and points in Ontario.

The main city-to-city bus line in New Brunswick is Maritime Bus.

Maritime Bus

Customer Service: **1-800-575-1807**

Website: maritimebus.com

Saint John: **(506) 672-2055**

Fredericton: **(506) 455-2049**

Moncton: **(506) 854-2023**

SOCIAL ASSISTANCE PROGRAM

Social Assistance provides people in financial need with assistance to meet their basic needs such as food, rent, utilities and clothing. The program may also help you with other needs such as childcare, transportation, prescription drugs and more.

Individuals receiving Social Assistance may also benefit from a wide range of programs and services designed to help you manage learning, work and transitional case plans.

Department of Social Development:

1-833-733-7835

IMMIGRATION AND PERMANENT RESIDENCY

Population Growth Team, Settlement and Multiculturalism Branch:

(506) 453-3981

Immigration@gnb.ca

welcomenb.ca

Immigration, Refugees and Citizenship Canada:

Toll-free: **1-888-242-2100**

canada.ca/en/immigration-refugees-citizenship.html



ESSENTIAL PHONE NUMBERS

Call 9-1-1

In an emergency, call **911** immediately. An emergency is any situation that requires **immediate** assistance from the police, fire department or paramedics. Examples include:

- A fire
- A crime, especially if in progress
- A car crash, especially if someone is injured
- A medical emergency, such as someone who is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention.

Call 2-1-1

211 is the information and referral service that connects New Brunswickers to critical human, social, community and government support. It helps New Brunswickers navigate the complex network of government and community programs and services quickly to find what they need for their unique situation. It is 100% free and confidential.

nb.211.ca

By dialing **211**, residents of New Brunswick can obtain information on a wide variety of community programs and services. Key features of 211:

- Available 24 hours a day, seven days a week by phone or online
- Offers multilingual phone services
- Available to people who are deaf, defended or hard of hearing via TTY
- Non-emergency police number 2-1-1 can provide information on:
 - Food banks
 - Walk in clinics
 - Alzheimer support
 - Mental health help
 - Meals on Wheels
 - Emergency shelters for homeless
 - Services for domestic violence victims
 - Public Health
 - Crisis services
 - Provincial and local helpline phone numbers
 - Settlement help for newcomers
 - Housing help centers
 - Youth drop in programs
 - Child, youth and family counselling
 - Emergency utility assistance
 - Understanding which government service might help or assist
 - Disability support programs
 - Parenting Programs

Power outages (24 hours):

Toll-free, **1-800-663-6272**

Directory assistance (to find a telephone number):

4-1-1 or **1 (506) 555-1212** (for numbers within New Brunswick)
1 + (area code) + 555-1212 (for numbers in elsewhere in Canada or in the United States)

WHAT IF I AM A SURVIVOR OF SEXUAL VIOLENCE?

If you are not in immediate danger but have experienced sexual violence, you may want to seek medical attention from your local hospital, clinic or family doctor. Some hospitals have Sexual Assault Nurse Examiners (SANE) who are specially trained to respond to victims of sexual violence. You can ask to speak to the SANE when you arrive at the Emergency Department at the hospital. It's not your fault. Support and safety are available. There are people who believe you and are ready to support you. Talk to someone you trust. Keep asking for help until you get what you need. **You are not alone.** Please call one of the support lines listed to find out more information about sexual violence services.

Sexual Assault Resources:

Sexual Violence New Brunswick – 5pm-8am / 7 days a week -
(506) 454-0437

L'éclipse (Edmundston) – **(506) 739-7729**

Greater Saint John Sexual Assault Response Team – **(506) 634-8295**
ext. 214

Beauséjour Family Crisis Resource Centre – **(506) 533-9100**

Libère Toi (Support line) (Acadian Peninsula) – **(506) 395-3555**

South East Sexual Assault Centre (Moncton) – 24-hour support line –
1-844 853-0811

Boréal Child and Youth Expertise Centre – **(506) 383-8300**

Kit's Place – Family Plus **(506) 634-8295** Toll Free **1-800-360-3327**

Other Resources

CHIMO Helpline Inc. (24-hour crisis hotline):

Chimo is a provincial crisis phone line focused on mental health, accessible 24 hours a day, 365 days a year to all residents of New Brunswick.

Toll-free: **1-800-667-5005**