



Quick reference guide for permanent residents to New Brunswick

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Post-Secondary Education, Training and Labour

The Department of Post-Secondary Education, Training and Labour is responsible for increasing immigration, improving and supporting settlement services and promoting multiculturalism, repatriating and attracting people from outside of the province.

The department is your gateway for finding help and support in New Brunswick. Some helpful programs and tools offered by the department include:

Web portal: www.gnb.ca/immigration

This website offers newcomers information about all aspects of the immigration and settlement process in New Brunswick, before and after arriving in the province. The website also details information about immigration, language training, education, health care, doing business in New Brunswick, finding employment, etc. Publications to help newcomers to New Brunswick, like an orientation guide to the province, can also be found on the website.

Business support programs

The Department of Post-Secondary Education, Training and Labour is committed to providing programs that assist newcomers in conducting business in New Brunswick. The department offers numerous resources for entrepreneurial newcomers, including:

- Three Self-Help Business Guides for Newcomers*
- Business Mentorship Programs for Immigrants and Hive/La Ruche Immigrant Business Incubators (in partnership with local business organizations) available in Fredericton, Moncton, Bathurst, Saint John and Edmundston. For more information see Section 3: Business Programs

Facilitating the opening of immigrant serving agencies

Many newcomers to New Brunswick choose Fredericton, Moncton and Saint John as their final destinations. There are, however, many immigrants who prefer to settle in other parts of the province. In order to help facilitate the integration of all newcomers within the province's various regions the department is working with community stakeholder groups and multicultural associations to establish settlement agencies in areas other than the province's three urban centers, as well as in francophone and rural areas.

The department also offers a number of immigration-specific programs such as:

- Settlement support funding and multicultural grants
- Provincial Nominee Program

Contact

For more information about the Provincial Nominee Program or settlement and integration programs, please contact the Department of Post-Secondary Education, Training and Labour.

immigration@gnb.ca
www.gnb.ca/immigration

* The three self-help guides were published in 2011. Statistical and related data in the guides was accurate as of their publication.

SECTION 1

Services available to newcomers in New Brunswick

Immigrant Serving Agencies provide a range of services that may vary based on region:

- **Orientation sessions** offer newcomers a brief introduction to life in New Brunswick, including an overview of the education system, transportation, health care, etc.
- **Information sessions** are held for newcomers about various topics important to newcomers, such as taxation, employment, etc.
- **Immigrant Settlement Program** provides general assistance with all areas of settling in New Brunswick and beginning a new life in Canada.
- **English Language Classes** are offered through English as a Second Language training, and range from entry level to Level 6 (as measured by the Canadian Language Benchmarks).
- **French Language Programs** Many Immigrant Serving Agencies offer on-site, and online French language classes, as well as French conversational groups.
- **Child Minding Programs** provide on-site childcare services for the children of language class students.
- **Conversation groups** are an opportunity for people learning English to come together in order to practice their English conversation skills.
- **Language Instruction for Newcomers to Canada (LINC) Home Study** is a program for immigrants who are unable to attend regular language classes and who, through the program, can do language training at home by using computers, books and CD's.
- **Employment counseling** services provide newcomers with assistance in resume preparation, credential recognition, and job or volunteer work searching.
- **Foreign Credential Recognition** Immigrant Serving Agencies can provide information and support to newcomers, regarding foreign credential assessment and recognition.
- **Prior Learning Assessment and Recognition (PLAR)** Immigrant Serving Agencies offer portfolio development assistance to newcomers, as part of its PLAR process.
- **Computer Access Centres** allow public access to computers and internet, free of charge.
- **Health and Well-Being for Immigrant Women** is an educational and social program for immigrant women.
- **Training and Skills Development Program for Women** provides leadership training, job and volunteer work preparation, and skill development programs for immigrant women.
- **Immigrant Parent Support Group** provides workshops for groups of immigrant parents based on the parenting program developed by Department of Social Development.
- **Newcomer Youth Group** is a social and educational group offered to newcomer youth.
- **Homework Club** is a group, lead by local volunteers, who host a weekly Homework Club, in order to help newcomer children and youth study and complete their homework.
- **Student Liaison Workers** are representatives of an Immigrant Serving Agency who go into schools to assist newcomers with school registration, navigating the educational system, etc.

- **Summer Camps** are programs that provide activities and social opportunities for children during the summer months (newcomer and local children participate in these programs).
- **Men's Group** is a social and sport group for newcomer men. The group offers weekly activities such as movies, swimming, etc.
- **Senior Drop-in Centres** have programs where senior citizens are invited to socialize, exercise, and enjoy a light lunch.
- **Volunteer Program** is a program that matches community volunteers with newcomer families to help them integrate into the community more easily.

Contact

See the appendix for the complete list of Immigrant Serving Agencies in New Brunswick.

Language training

Beyond the Immigrant Serving Agencies, many local organizations often offer language programs. These may include:

- universities
- colleges
- churches
- volunteer groups
- libraries
- ethno-cultural organizations
- YMCA

Some of these programs may be volunteer based, and others may charge tuition fees.

For more information about other language training opportunities, please contact your local Immigrant Serving Agencies (see the appendix)

Ethno-cultural organizations

Some ethno-cultural groups in New Brunswick provide **informal voluntary settlement assistance** and **social networking opportunities**.

Ethno-cultural organizations were originally formed by various groups of people with the same or similar cultural backgrounds, or who originated from the same countries. These organizations customarily organize cultural, social, recreational and sport activities for their members, or for the general public, and many also provide language training opportunities for newcomers, informal voluntary settlement assistance, and social networking opportunities.

Active ethno-cultural organizations in New Brunswick include:

- The New Brunswick African Association
- The Chinese cultural associations in Fredericton, Moncton and Saint John
- The Korean associations in Fredericton, Moncton and Saint John
- The New Brunswick Latino Association

There are also many other ethno-cultural organizations located in the various cities and towns across the province. For a complete listing of all of New Brunswick's ethno cultural organizations, and their contact information, please visit the New Brunswick Multicultural Council's website: www.nb-mc.ca, and look for information in the NBMC Members and Other Associations sections, or your contact your local Immigrant Serving Agency.

Service Canada

Service Canada provides clients with information about the various **federal** services and programs available, across Canada.

For example, Service Canada provides assistance and information about:

- Social Insurance Number (SIN),
- Employment Insurance (EI),
- Canada Child Tax Benefit (CCTB),
- Federal Student Work Experience Program (FSWEP)

Service Canada also offers **CanTalk** interpretation services, in Fredericton and Saint John. CanTalk is a third party telephone interpretation service that offers over fifty Aboriginal and foreign language interpretation services.

Contact

Website: www.servicecanada.gc.ca
Toll-Free: 1-800-O-Canada (1-800-622-6232)
TTY: 1-800-926-9105

To find a New Brunswick Service Canada Centre near you, please visit: www.servicecanada.gc.ca

Service New Brunswick (SNB)

Service New Brunswick provides clients with information about the **provincial** services and programs available in New Brunswick.

Examples of services offered by Service New Brunswick include:

- birth registration,
- marriage registration,
- drivers' licensing,
- New Brunswick Medicare assistance,
- and incorporation services.

Contact

Website: www.snb.ca



SECTION 2

New immigrants to-do list

- Obtain Permanent Resident Card
- Obtain Social Insurance Number (SIN)
- Obtain New Brunswick health care card (Medicare)
- Find a family doctor or clinics
- Find a place to live (Rental or Purchase)
- Arrange for electricity connection
- Arrange for television, telephone, and internet services
- Obtain Insurance (Car, House, and Personal)
- Set up bank accounts
- Set up credit
- Obtain New Brunswick Driver's license
- Arrange for daycare for children
- Enroll children in school or post-secondary institutions
- Find employment
- Start a new business

Permanent Resident Card

New immigrants should receive their Permanent Resident Card within one month of landing. If you do not receive the card by that time, please contact Immigration, Refugees and Citizenship Canada (IRCC) by phone.

Toll-free, 1-888-242-2100,
Monday to Friday, 8 a.m. - 4 p.m.
(in Canada only)

- The Permanent Resident card expires every five years (in order to retain your status as a permanent resident, you must live in Canada for at least two years within a five-year period).
- To learn more about the Permanent Resident card, or to learn how to apply for the card, please visit:

<http://www.cic.gc.ca>

Social Insurance Number (SIN)

You must have a Social Insurance Number (SIN) to work in Canada. You should apply for this as soon as you arrive. You may **apply in person** at a **Service Canada** office. See **Section 1** for contact information and address.

Service Canada has **CanTalk** interpretation services in Fredericton and Saint John, which will help newcomers understand the information better in their language of choice. Please ask the officers at the centre for this service.

In New Brunswick, you may **also apply for a Social Insurance Number (SIN) over the telephone:**

Toll-free, 1-888-428-0888,

Monday to Friday, 8:30 a.m. - 5 p.m.

For more information please visit:
www.servicecanada.gc.ca

New Brunswick health care card (Medicare)

New Brunswick permanent residents are eligible to apply for New Brunswick Medicare. All new applicants should visit the nearest **Service New Brunswick** (SNB) centre, to apply for coverage.

See **Section 1** for contact information of Service New Brunswick centres.

You may also contact Medicare directly at:

1-506-684-7901 (outside North America)
or toll-free, 1-888-762-8600
(SNB Tele-services)
Website: www.gnb.ca
E-mail: medicare@gnb.ca

Family doctor and clinics

Family doctors are your first stop for health care in Canada, so it is important to start looking for one right away, and not waiting until you have become sick.

Individuals covered by New Brunswick Medicare can access family doctors and hospitals, and do not have to pay for regular visits.

You may ask friends, neighbors, and immigrant settlement agencies to recommend a family doctor, or you may go to your local hospital and ask if there are any doctors taking new patients. Newcomers can also look in the Yellow Pages of the Phone Book, under "Physicians and Surgeons" to see a complete listing of local physicians, or call toll-free, 1-866-554-5959 to have your name added to the list of people looking for a doctor.

While you are waiting to be accepted as a patient by a family doctor, there are a number of walk-in or after-hours clinics you can go to for care.

Keep in mind that walk-in clinics do not take appointments – you arrive, register with the receptionist and wait. After-hours clinics may allow you to make an appointment.

To view a complete list of local health-care clinics please refer to the New Brunswick Medical Society website at www.nbms.nb.ca/patients-2/after-hours-clinics-or-walk-in-clinics/.

Places to live (Rental and Purchase)

Rent

To find an apartment, room or house for rent:

- Look in the local newspaper classified sections, under "apartments for rent",
- Visit www.canadaeast.com classified listings,
- Visit www.kijiji.ca - a popular website that often lists accommodations for lease or share, and
- Search "Apartment" in the Yellow Pages of the Phone Book.

Keep in mind that leases may be yearly or monthly, and may require a security deposit. Rental rules about pets, smoking and apartment use may apply and some landlords may need advance notice before you move out.

Purchase

If you are interested in buying a house and need to find a realtor, look in the Yellow Pages of the Phone Book, under "Real Estate".

You may also do an independent search of various cities for homes or condominiums for sale at:

- www.realtor.ca
- www.kijiji.ca

Electricity

To have your electricity connected, contact NB Power: toll-free, 1-800-663-6272

Television, telephone, and internet

There are two major cable television and internet service providers in New Brunswick:

- Rogers, toll-free, 1-855-381-7834; 1-416-935-5555 (international) 1-888-764-3772 (US) 1-800-787-7953 (Cantonese/Mandarin)
- Bell Aliant, toll-free, 1-888-214-7896
- For a full list of providers for cellular/wireless telephones and services, consult the Yellow Pages”.

Call one of these companies to arrange telephone service. You may be charged a connection fee on your first bill. After that, you will be billed once a month according to your agreement with the company.

You may obtain wireless (cell phone) service from one of the two major companies; however there are a number of other wireless service providers also available in the province.

Insurance (car, house, and personal)

In New Brunswick, residents are required to have car insurance and house insurance is required for most mortgages but not required by law. If you are renting a house or apartment, you may want to have rental insurance, although this is not required by law.

If interested, you also may purchase personal insurance including life, health and travel

insurance. If you are looking for insurance information or providers, please check the “Insurance” section of the Phone Book.

Bank accounts

You may open an account at any bank of your choice, although you will require a **government issued photo ID, and home address**, in order to do so.

Banks available in NB include:

- TD Canada Trust
- Scotiabank
- Bank of Montreal
- CIBC
- HSBC
- Royal Bank
- National Bank
- UNI Coopération financière
- Credit Unions

Many banks in Canada offer **multiple language services**, either by telephone or online, and some banks also offer information for **Newcomers** or **New Canadians** on their websites.

Credit

Credit is very important in Canada, and although you may already have credit in your home country, it is a good idea to work on establishing good credit here.

There are many ways to establish credit in Canada. For example, credit can be established through the use of credit cards, lines of credit, and loans.

Some banks may require new applicants to apply for a **Secured Credit Card**, which is a credit card linked to a savings account. The funds contained in the account may be claimed by the company issuing the card, in the event that the holder fails to make the necessary payments.

For more information about establishing credit in Canada, speak with one of the financial institutions listed above.

New Brunswick Driver's license

Visit any **Service New Brunswick** location to learn about the requirements for obtaining a New Brunswick License. If you need translation support with the driving tests, please contact Service New Brunswick for more information. See **Section 1** for contact information and address.

If you are interested in attending driver training, you can find driving schools listed in the "Driving Instruction" section of the Phone Book.

Daycare for children

Lists of approved day cares and community day care homes are available from the Department of Education and Early Childhood Development:

- Online at <http://www2.gnb.ca/content/gnb/en/departments/education.html>
- or, in the Yellow Pages under Child Care Services

Schools and post-secondary institutions

In New Brunswick, there are English and French school districts. Please contact the local school districts to obtain information about enrolling children in school. A complete list of New Brunswick school districts can be found at: www.gnb.ca

Please also note that all public schools in New Brunswick offer the same quality of education. All students are encouraged to attend schools near their home.

Post-secondary institutions in New Brunswick include English and French universities, faith-based universities, community colleges, private occupational training, and apprenticeship and certification programs. For a complete list of the post-secondary institutions in New Brunswick, please visit www.gnb.ca

Employment

Newcomers are encouraged to meet with employment counselors at local Immigrant Serving Agencies (for a full listing please see the appendix), or at the Department of Post-Secondary Education, Training and Labour. Employment counselors will be able to tell newcomers how to effectively look for jobs in New Brunswick.

Job seekers can also visit job listing websites, such as a website used by many employers: www.NBjobs.ca.

New business

Enterprise and economic development agencies such as Chambers of Commerce are often the first destination for people who are interested in starting a business in New Brunswick. These agencies provide advice and networking opportunities. The province also provides programs and services for immigrant entrepreneurs.

For more information please read Section 3 – Business Services or contact the Department of Post-Secondary Education, Training and Labour:

immigration@gnb.ca

SECTION 3

Business services

Business and Industry Canada

The Business and Industry Canada website provides business information and resources for entrepreneurs interested in starting or purchasing a business in Canada.

Contact

Website: www.canadabusiness.ca

Economic development agencies

Economic Development Agencies offer business services to newcomers, including **business consultation** (free), **business sessions** and **networking opportunities**. Some economic development agencies may also have investment-specific information on their website, which details costs of doing business, business climate, industries, real estate information, etc.

For more information, please visit:
www.ignitefredericton.ca
www.3plus.ca
www.enterprisesj.com

Chamber of Commerce/ Board of Trade

The Chamber of Commerce and Board of Trade provide clients with various business networking opportunities, and also host many seminars and workshops. To find the Chamber of Commerce or Board of Trade in your area, check the Atlantic Chamber of Commerce website.

Contact

Website: <http://www.atlanticchamber.ca>

Community Business Development Corporations

The Community Business Development Corporation (CBDC) provides business counseling, advice, entrepreneurship development and training, and technical and financial assistance to clients.

Contact

Website: www.cbdc.ca

Business Development Bank of Canada

The Business Development Bank of Canada (BDC) promotes entrepreneurship by providing highly tailored financing, venture capital and consulting services to entrepreneurs.

As a complementary lender, BDC offers loans and investments that supplement services available from commercial financial institutions.

Contact

Website: www.bdc.ca

Opportunities New Brunswick

Opportunities New Brunswick is a single point of contact for companies and site selection professionals exploring business location and expansion opportunities in New Brunswick. Newcomers can discuss their plans with Invest New Brunswick and receive advice and information.

For more information about locating or expanding your business in New Brunswick, contact them.

Contact

Place 2000
250 King S, Suite 850
Fredericton, New Brunswick
E3B 9M9

Tel: 1-506-453-5471
Toll free: 1-855-746-4662
Fax: 1-506-444-4277
E-mail: investNB@gnb.ca
Website: <http://www.onbcanada.ca/>

Business Immigrant Mentorship Programs

The Business Immigrant Mentorship Program matches immigrant entrepreneurs with local business people, in order to offer opportunities for newcomers to learn from their mentors, and also provides networking opportunities. The Business Immigrant Mentorship Program is being offered in **Fredericton, Moncton, Saint John, Bathurst** and **Edmundston**. Fees for participation may vary depending on location.

Contact

Fredericton Chamber of Commerce

364 York Street, Unit #200
Fredericton, NB E3B 3N8

Tel: 1-506-458-8006 / Fax: 1-506-451-1119
Email: fchamber@frederictonchamber.ca
Website: www.frederictonchamber.ca

3Plus

22 Church Street, 4th floor
Moncton E1C 4Z3

Tel : 1-506-858-9550 or toll free 1-888-577-0000
Fax: 1-506-857-9209
Email: info@3plus.ca
Website: www.3plus.ca

Saint John BIMP/Hive Program

1 Germain Street, Suite 300
Saint John NB E2L 4V1

Tel: 1-506-694-3020
Email: info@bimpsj.ca
Website: <https://www.bimpsj.ca>

Greater Bathurst Chamber of Commerce

270 Douglas Avenue
Keystone Building, Suite 500
Bathurst NB E2A 1M9

Tel: 1-506-548-8000
Email: mentor@bathurstchamber.ca
Website: <http://www.bathurstchamber.ca/program.php>

Edmundston Region Chamber of Commerce

1, Chemin Canada
Edmundston NB E3V 1T6

Tel: 1-506-737-1866 / Fax: 1-506-737-1862
Email: info@ccedmundston.com
Website: <http://ccedmundston.com/en/programs/thehive>

Business Incubator Programs – HIVE / LaRuche

“This program was created as a next step to the Business Immigrant Mentorship Programs to assist immigrant entrepreneurs by offering support in developing their business plans from infancy to a successful and productive business. These programs currently operate in **Moncton, Saint John, Bathurst and Edmundston**, providing entrepreneurs office facilities, access to BIMPs and business trainings, administrative support and networking opportunities. This program offers a physical working space for startups at a low cost.

Contact

3Plus
22 Church Street, 4th floor
Moncton E1C 4Z3

Tel: 1-506-858-9550 or toll free 1-888-577-0000
Email: info@3plus.ca
Website: <https://3plus.ca/>

Fredericton Chamber of Commerce
PO Box 275-270 Rookwood Avenue,
Fredericton E3B 4Y9

Tel: 1-506-458-8006
Fax: 1-506-451-1119

Email: fchamber@frederictonchamber.ca
Website: <https://www.frederictonchamber.ca/>

Business English Language Class

A Business English Class for Newcomers program is periodically offered by some Immigrant Serving Agencies. The program assists immigrant entrepreneurs to obtain better language skills, cultural awareness, and information necessary to commence and successfully manage a business in New Brunswick. In the near future, the program will expand to other regions of the province. For more information, please contact the Department of Post-Secondary Education, Training and Labour immigration@gnb.ca or your local Immigrant-Serving Agency (see Appendix, p.12).

For more and latest information on business programs and services, please contact the Department of Post-Secondary Education, Training and Labour immigration@gnb.ca



APPENDIX

Immigrant Serving Agencies

Provincial Organization

New Brunswick Multicultural Council (NBMC)
494 Queen Street, Suite 200
Fredericton NB E3B 1B6

Tel: 1-506-453-1091
Email: nbmc@nb-mc.ca
Website: www.nb-mc.ca

Carleton County

Multicultural Association of Carleton County
(MACC)
645/647 Main Street
Woodstock, NB E7M 2C7

Tel: 1-506-392-6011
Email: admin@maccnb.ca
Website: www.maccnb.ca

Charlotte County

Multicultural Association of Charlotte County
(CCMA)
19 Main Street,
St. George NB E5C 3H9

Tel: 1-506-755-9295
Fax: 1-506-755-7713
Email: info@ccmanb.com
Website: www.ccmanb.com

Gloucester County

Multicultural Association of the Chaleur Region
325 Main Street
Bathurst, NB E2A 1B1

Tel: 1-506-547-7651; Fax: 1-506-547-2576
Email: info@macr-amrc.ca
Website: www.macr-amrc.ca

Madawaska County

Centre de ressources pour nouveaux arrivants au
Nord-Ouest Inc.
167 Boulevard Hébert
Edmundston, NB E3V 4H2

Tel: 1-506-735-0604
Fax: 1-506-735-0878
Website: www.crna.ca
Email: info@crna.ca

Northumberland County

Miramichi Regional Multicultural Association
(MRMA)
1808 Water Street
P.O. Box 254
Miramichi, NB E1N 3A6

Tel: 1-506-773-5272
Fax: 1-506-773-0812
Email: info@mrma.ca
Website: www.mrma.ca

Péninsule acadienne

Centre d'accueil des nouveaux arrivants
de la Péninsule acadienne (CAIENA-PA)
22, boul. St-Pierre Est
Caraquet, NB E1W 1B6

Tel: 1-506-727-0185
Fax: 1-506-727-0181
Email: coor.caiena-pa@bellaliant.com
Website: www.nouveauxarrivants.ca

Restigouche County

Association Multiculturelle du Restigouche
16A Aberdeen Street
Campbellton, NB E3N 2J7

Tel: 1-506-789 7747

Fax: 1-506-789 4933

Email: info.amr-rma@nb.aibn.com

Website: www.rma-amr.ca

St. John County

Saint John Newcomers Centre (SJNC)
165 Union Street, 4th floor,
Saint John E2L 5C7
P.O. Box 20100, 39 King Street,
Saint John E2L 5B2

Tel: 1-506-642-4242

Fax: 1-506-634-6080

Email: info@sjmnr.ca

Website: www.sjmnr.ca

YM -YWCA - Saint John
191 Churchill Blvd
Saint John, NB E2K 3E2

Tel: 1-506-634-4860

Fax: 1-506-634-0783

Email: newcomerconnections@saintjohnny.com

Website: www.saintjohnny.com/programs/newcomerconnections/

PRUDE (Pride, Race, Unity, Dignity, Education),
165 Union Street, Suite 301,
Saint John E2L 2C7

Tel: 1-506-634-3088

Fax: 1-506-634-6080

Email: info@prudeinc.org

Website: <http://www.nb-mc.ca/team/pride-of-race-unity-dignity-through-education-inc/>

Westmorland County

Multicultural Association of the Greater Moncton Area (MAGMA)
22 Church Street, Suite C170
Moncton, NB E1C 0P7

Tel: 1-506-858-9659

Fax: 1-506-857-9430

Website: www.magma-amgm.org

Email: info@magma-amgm.org

Le Centre d'accueil et d'accompagnement francophone des immigrants du Sud-Est du Nouveau-Brunswick (Le CAFI)
236 St. George Street
Moncton NB E1C 1W1

Tel: 1-506-382-7494

Email: info@cafi-nb.org

Website: www.cafi-nb.org

York County

Multicultural Association of Fredericton Inc. (MCAF)
28 Saunders Street,
Fredericton E3B 1N1

Tel: 1-506-454-8292

Fax: 1-506-450-9033

Email: mcaf@mcaf.nb.ca

Website: www.mcaf.nb.ca