



Temporary/Short-Term Accommodation for New Arrivals Ethiopian Association KW

We have received several calls regarding Ethiopians arriving in Canada and needing a place to stay. As most of you know, more and more individuals/families are coming into Canada from African nations seeking refugee and facing the challenge of finding a safe and secure home.

We are looking for ways to support these individuals as a community providing information and helping where possible. Below is a summary of the information we have received to help navigate the system.

- Call **211** to learn more about community programs and services available. Different programs including agencies that provide temporary accommodations and a rental listing. They also provide interpretations so they can ask for a tele interpreter service if language is an issue.
- If refugee claimant families, they should call the Housing Helpline at 519-749-2450. They will likely be referred to the YWCA, which shares space with Reception House Waterloo Region temporary accommodation.
- If government-assisted refugees arrived within the last year, they would have go directly from the airport to Reception House Waterloo Region. The only exception to this is if they went destined to another location and then moved to Waterloo Region. If this is the case, they can go to the Reception House Waterloo Region office at 52 and 56 Regina Street, Waterloo, from Monday to Friday between 9:00 am and 4:30 pm. Temporary accommodations at Reception House Waterloo Region are exclusively funded to support government-assisted refugees.
- The YMCA immigrant services will be able to offer some housing support for people with a student visa or work permit, as well as [Lutherwood Housing Services](#). However, their services are geared toward the homeless population.
- If the newcomers are homeless, they can contact the Regions Housing Helpline at 519-575-4400 and be placed in a hotel managed by the YWCA.

Also, as a community, let us be welcoming and supportive as they settle, start their new life, and get to know their new community.

If you want to support newcomers, please let us know, and we will add you to our resettlement support committee list and contact you when needed. Please let Sara know by calling **519-781-8288, Monday to Thursday 8 am to 4 pm** or email events.ethiokw@gmail.com.

Resources:

- [Resettlement Assistance | Reception House Waterloo Region](#)
- [Lutherwood Housing Services](#)
- [Homelessness & Housing | YW Kitchener Waterloo \(ykwk.ca\)](#)
- [Emergency Shelters and Transitional Housing - Region of Waterloo](#)
- [Settlement Services | YMCA of Three Rivers \(ymcathreerivers.ca\)](#)
- [Settlement Services — Kitchener-Waterloo Multicultural Centre \(kwmulticultural.ca\)](#)
- [Settle and Belong - Immigration Waterloo Region](#)