

# New to Waterloo



Great neighbourhoods start with you.



# How to reach us

## EMAIL AND PHONE

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☎ 519-742-8772

## NEIGHBOURHOODS WEBSITE

Check out the [neighbourhoods website](#) to find more how-to guides, find your neighbourhood and subscribe to the e-newsletter.

## ACCESSIBLE FORMATS

This material is available in alternative accessible format upon request. Please contact us a minimum of 3-5 business days before it is required.

## GUIDE VERSION

This guide was last updated November 2025.

# About this guide

Hey neighbour, welcome to Waterloo! This guide provides some helpful information about your new city: whether you are looking for details on garbage collection or recreation programs, this guide is here to help.

The guide is organized into three sections:

- Living in Waterloo
- Staying Safe
- Getting Connected

To welcome new neighbours to the community, considering dropping off a copy of this guide. If you are comfortable, include a personalized welcome note and include your contact information to encourage future communication. A 'welcome note' template is included after the resource section of this guide.



Unsure about something, or looking for a local recommendation? Connect with a neighbour! Neighbours know the community best and may have special knowledge about your new area. Asking questions is also a great way to start conversations and build lasting connections.

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## Living in Waterloo

This section outlines some important details about living in Waterloo, including information about the City and Regional governments (and their responsibilities), Waterloo neighbourhoods, property taxes, waste collection, and much more.

### WHO DOES WHAT?

The City of Waterloo is located within the Region of Waterloo. The Region is made up of Cambridge, Kitchener, Waterloo, and North Dumfries, Wellesley, Wilmot, and Woolwich townships. The City and Region work together to provide different services and programs for Waterloo residents.

Check out this brief chart, for an overview of the different responsibilities of the City and Region.

The City of Waterloo	The Region of Waterloo
<p>For more information on the topics listed below, check out the <a href="#">City of Waterloo website</a>.</p> <ul style="list-style-type: none"><li>• <a href="#">Building permits and compliance, heritage alterations</a></li><li>• <a href="#">Bylaws</a></li><li>• <a href="#">Fire and emergency services</a></li><li>• <a href="#">Marriage licenses</a></li><li>• <a href="#">Animal licenses</a></li><li>• <a href="#">Neighbourhood and affiliate support</a></li><li>• <a href="#">Parking</a></li><li>• <a href="#">Parks, trails, and city facilities</a></li><li>• <a href="#">Property taxes</a></li><li>• <a href="#">Recreation and leisure opportunities</a></li><li>• <a href="#">Senior support</a></li><li>• <a href="#">Water billing and delivery, sewers, and storm water</a></li></ul>	<p>For more information on the topics listed below, check out the <a href="#">Region of Waterloo website</a>.</p> <ul style="list-style-type: none"><li>• <a href="#">Child care and early learning</a></li><li>• <a href="#">Employment programs</a></li><li>• <a href="#">Financial support</a></li><li>• <a href="#">Garbage and recycling</a></li><li>• <a href="#">Public health and emergency services</a></li><li>• <a href="#">Public Transit (GRT and ION)</a></li><li>• <a href="#">Services for older adults</a></li><li>• <a href="#">Water and wastewater</a></li><li>• <a href="#">Waterloo Region Police Services (WRPS)</a></li><li>• <a href="#">Waterloo Regional Airport</a></li></ul>

The City and Region's responsibilities are connected in many ways. For example, both play key roles in urban planning, the promotion of arts and culture, and the delivery of community services. For more information on services offered by each level of government, we encourage you to visit their websites or reach out to a helpful neighbour!



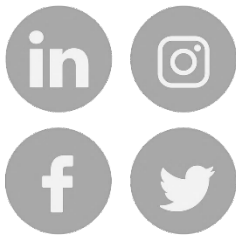
## CITY COUNCIL

The City of Waterloo Council is made up of one mayor and seven ward councillors that serve on four-year terms. City council makes important decisions that affect life in Waterloo. For more information on city council, their meetings, and to find your local councillor, check out the [City Council webpage](#). Council meetings are hosted on Monday's throughout the year and anyone is welcome to attend.

## NEIGHBOURHOODS

A sense of belonging in the neighbourhood you live in is an important aspect of living in Waterloo. Across the city, interested neighbours, block connectors, neighbourhood groups, neighbourhood associations, and homes associations, work to create opportunities for

recreation and foster neighbourhood connections in their areas. To find out if you live in an identified neighbourhood with an established name, neighbourhood group, or association, check out this [neighbourhood map](#).



Neighbourhoods often have social media pages to share information and promote community connections. If you are interested in joining a virtual group, search for your neighbourhood on Facebook, Instagram, X, or Nextdoor. If you are having difficulty finding a group online, connect with fellow neighbours or email [neighbourhoods.ca](mailto:neighbourhoods.ca).

If a group hasn't been created, consider developing one! For more details check out the [Establishing and Managing a Neighbourhood Facebook Group guide](#) on the neighbourhoods website.

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The City of Waterloo recognizes that when neighbours feel safe, engaged, and share a sense of belonging, their neighbourhoods feel like home. Waterloo offers a variety of programs such as learning workshops, a program to recognize kind neighbours, and funding opportunities ranging from \$50-\$7,500 to support resident-led projects that promote neighbourly connections. For details on all things neighbourhoods, check out the [neighbourhoods website](#).

If you value neighbourhood connection and are interested in building relationships, consider volunteering in Waterloo neighbourhoods! Getting involved in neighbourhoods is a rewarding experience that can help you develop positive relationships. There are many ways to get involved, check out this list below for some inspiration:

- Become a [neighbourhood connector](#) and enhance neighbourhood connections by planning events, projects, and activities.
- Volunteer at an [outdoor rink](#) and help a team of neighbours maintain the ice.
- Reach out to your local neighbourhood group, association, or homes association to help deliver neighbourhood events and projects. Waterloo has many organized groups that promote neighbourly connections, recreation opportunities, and develop vibrant and engaged spaces. Visit this [interactive map](#) to check out if your space has a group established!
- Volunteer at a [community vegetable garden](#). Work with a team of volunteers to administer plots and maintain the garden space.
- Get inspired by signing up for the [Neighbourhood Summit](#), an annual networking event to meet new neighbours and learn.
- Nominate a neighbour for the [Neighbourhood Kindness program](#) to celebrate those who do kind things!

- Apply for funding opportunities ranging from \$50-\$7,500 that support resident-led projects that promote neighbourly connections.
- Consider volunteering on your own terms! If you have a great idea to improve neighbourhood cohesion, apply for a neighbourhood grant. The City of Waterloo offers three funding opportunities – mini-grants for neighbours, operating grant, and the Neighbourhood Fund.

For more information on volunteer opportunities and to apply online, visit the [neighbourhoods website](#).

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Join the party! Block parties, street concerts, neighbourhood barbeques, and other social gatherings are great spaces to meet your new neighbours and begin developing connections. Keep an eye out for invitations, posters, and other notifications with event details. If you're interested, consider taking initiative and planning your own neighbourhood event. Work independently or collaborate with fellow neighbours to organize the event and apply for neighbourhood funding.



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## Getting settled

This section outlines some important information for new residents in Waterloo.

### PAYING YOUR PROPERTY TAXES

Property owners in Waterloo are required to pay property taxes. When moving to a new property, make sure to set up your property tax account and sign up for online billing. For information on current tax rates, billing, tax relief programs, and more, check out the [City of Waterloo website](#).

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Are you interested to know where your property taxes go? Check out the [Property Tax Calculator](#). This tool illustrates what your annual taxes support across the City.

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### RENTING IN WATERLOO

If you are renting a property in Waterloo, there are many resources to help. Check out this brief list included below:

- Visit the [neighbourhoods website](#) and check out the Being a Good Tenant Guide. This guide outlines helpful tips for renting in Waterloo and reviews important details about tenant and landlord responsibilities.
- The City of Waterloo has a number of by-laws that are designed to support the well-being of tenants, including the adequate heat and rental housing by-laws. For more information on rental housing support, visit the [City of Waterloo website](#).
- Review the Region of Waterloo [Renters Guide](#) for important information about finding, securing, and living in a rental unit in the Waterloo Region.

## HANDLING ISSUES AT YOUR RENTAL

Unexpected issues at your home (repairs or pests) can be stressful and disruptive, if an issue arises, quickly report the concern to your landlord or property manager and work together to coordinate repairs and address the concern. Being cooperative can help ensure the issue is resolved in a timely manner. If the property owner fails to make necessary repairs or resolve the issue, start thinking about next steps. Check out this [helpful brochure](#) for details on landlord responsibilities and what a tenant can do if a problem isn't repaired.



The City of Waterloo's [property standards bylaw](#) outlines the minimum health, safety, and maintenance standards for the upkeep of rental properties. If your rental does not meet the property standards and your landlord is not fixing the problems, report your concern [online](#).

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## KNOW YOUR RIGHTS

The Landlord and Tenant Board (LTB) is an independent tribunal that resolves disputes between residential landlords and tenants. The LTB also provides information about the rights and responsibilities of landlords and tenants under the Residential Tenancies Act. For more information on the LTB and your rights, visit the [Being a Good Tenant guide](#).

## COLLECTING GARBAGE, RECYCLING AND OTHER WASTE

The Region of Waterloo is responsible for waste management. Waste can be divided into garbage, recycling (blue bin), compostable material (green bin), household hazardous waste, and yard waste.

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Unsure of what item goes where or how to dispose of something? Use the [Region of Waterloo's waste whiz](#) to search the item to find out needed details.



If you live in a single-family home, legal duplex, eligible townhouse unit, or a small apartment building (six units or less), household waste (excluding hazardous waste) is collected curbside. Make sure to check out the [collection calendar](#) to find out the pick-up dates for your neighbourhood.



A helpful tip – sign up for email or phone reminders on the [Region’s website](#). You can also print the collection calendar to post it in an accessible spot (like the fridge!) This will help remind you to take out the waste, and pick-up the containers after collection. To share this responsibility, assign certain dates to certain roommates.

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## OTHER SERVICES

To set-up payments for the following services, check out the helpful resources listed below:

- Hydro: Waterloo North Hydro manages the delivery, maintenance, and billing of hydro services in Waterloo. Information for new customers and details for setting up an account can be found on [their website](#).
- Natural Gas: Union Gas (Enbridge Gas Inc.) provides natural gas to homes in Waterloo. If your home uses natural gas, visit [their webpage](#) for information on setting up your account.
- Water: The City of Waterloo handles the distribution of drinking water and the collection of wastewater. For details on water rates, payment, and setting up an account, visit the [City of Waterloo water billing webpage](#).
- Internet: A number of providers offer internet in Waterloo. Research different providers, their plans, and compare pricing to select the best option for you.

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Reach out to neighbours for recommendations on internet providers and services – they may have important insight about local options available.



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## CLEARING SNOW

To support neighbour safety and mobility, it is important to clear snow from your sidewalk, driveway, and walkways in a timely manner. In the City of Waterloo, the snow removal bylaw requires that residents clear snow and ice from their sidewalks within 24 hours of a snow or icefall.



Neighbourliness spotted: neighbours across Waterloo share stories of kind neighbours that help with snow removal. We encourage neighbours to watch for residents that may need help clearing snow and ice, and offer assistance if you can.

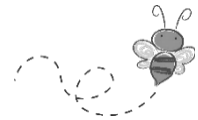
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## CARING FOR YOUR LAWN AND PROPERTY

Caring for your lawn and exterior property helps beautify Waterloo neighborhoods and promote positive relationships between neighbours. The City of Waterloo's lot maintenance bylaw regulates the basic standards for maintenance and appearance of the exterior of a property, including grass cutting, garbage, wood storage, weed control, and material disposal standards. This by-law also notes that homeowners must remove dead, decaying, or damaged trees and branches located on private property. For more information on this by-law, visit the [City of Waterloo website](#).

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Did you know – Waterloo is a Bee City! To learn more about pollinators, native plants, and how you can cultivate a pollinator garden on your property, check out the resources published on the [Bee City website](#).



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City of Waterloo's property standards bylaw defines the standards for maintaining a property. Property owners must ensure their land and dwellings are in a state of good repair. This includes stair railings, plumbing, electrical, fences, foundations, walls, windows, and roofs.

Non-compliance with the bylaw may result in the City issuing an order. If the owner does not perform work outlined in the order, the City may conduct work to gain compliance at the owner's expense. Property owners can appeal an order of non-compliance within 14 days. Visit the [City's bylaws and enforcement webpage](#) for more information.

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Property maintenance promotes community safety and well-being! Addressing maintenance concerns in a timely manner, helps protect you and your fellow neighbours.

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## COMPLETING HOME RENOVATIONS

If you are planning any home renovations, alterations, or considering adding a fence, hot tub, or pool, let your neighbours know! Keeping your neighbours informed about upcoming construction and possible noise, can help foster positive relationships, and prevent disagreements.

If you are considering home renovations of any kind, check out the [City of Waterloo bylaw webpage](#). This online resource outlines regulations and permits required for different types of alterations.

## LEARNING ABOUT CITY PLANNING

Urban planning is the process of deciding how spaces in our city (and neighbourhoods!) will be developed and organized. A variety of legislations, policies, and plans, make urban planning a complex process. For more information on planning in Waterloo and details for how neighbours can get involved in the process, check out the [planning and development webpage](#).

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The City of Waterloo zoning by-law controls how land is developed and used. The zoning by-law regulates things like, lot sizes, types of buildings, building height, parking requirements, and more. For more information on the zoning by-law, check out the planning guide. Different properties and spaces are zoned differently; your property may be zoned differently from your neighbour, or the lot down the street. To find out how a certain property is zoned, enter an address into this [interactive map](#).



# Staying safe

## MEDICAL SERVICES IN WATERLOO

Depending on the support you need, there are different medical services available in Waterloo. This section provides an overview of important information and key contacts.

## EMERGENCY OR URGENT NEEDS

Depending on the nature of emergency, take one of the following actions:

- Call 911 for serious or life-threatening emergencies.
- Visit the Waterloo Regional Health Network's emergency departments on [Queen's Blvd.](#) or [Midtown](#).

- If you suspect contact with poison or hazardous material, contact [Ontario Poison Centre](#) at 1-844-746-7669.

## NONE-URGENT MEDICAL SERVICES

The Region of Waterloo offers helpful information on non-urgent medical services such as visiting a walk-in clinic, finding a family doctor, vaccines and immunizations, prenatal support, sexual health services, and dental health. For details on these services, visit the [Region of Waterloo's Public Health and Emergency Services webpage](#).



For free, immediate medical advice, call [Health811](#) at 811. Do not call Health811 for medical emergencies.

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There are also a number of resources to support mental health, check out this list below:

- MindBeacon offers an online, therapist-guided program that is based in Cognitive Behavioral Therapy. Ontario residents may access this service for free. For more information or to sign up, visit [MindBeacon's website](#).
- The Canadian Mental Health Association Waterloo-Wellington (WW) provides a full care system for those with substance, mental health, or developmental needs. For more information on the services offered, visit the [CMHA WW website](#).
- HERE 24/7 provides intake, assessment, referral, waitlist, and appointment bookings. This phone service will help connect people with access to addiction, mental health and crisis services provided by local agencies. For more information, visit the [HERE 24/7 website](#).
- Lesbian Gay Bi Trans Youth Line provides access to confidential peer support and referral services that support the experiences of lesbian, gay, bisexual, transsexual, transgender, 2-spirited, queer, and questioning youth in Ontario. For information, check out the [Youth Line website](#).
- Connex Ontario provides free and confidential information about mental health services and supports in communities across Ontario. This service is offered in 130 languages. For more information, check out the [Connex Ontario website](#).
- The Region of Waterloo Mental Wellness page provides important information about ways to support your mental health and links to helpful resources. For more information, visit [the Region of Waterloo website](#).
- For information on local mental health services, help, and supports in the Waterloo Region, check out this [resource list](#).

# Safety services in Waterloo

## FIRE SERVICES

Waterloo Fire Rescue responds to fires, medical emergencies, car accidents, and chemical incidents. Learn what to do after a fire, how to book a fire inspection, and how to prevent a fire in your home on the [Fire and Emergency Services webpage](#).

## POLICE SERVICES

The Waterloo Region Police Service (WRPS) serves all of Waterloo Region. Certain non-emergencies, such as lost property and theft (under \$5000), can be reported online. To find more information and submit an online report, visit the [WRPS website](#).

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For information on volunteering with the WRPS, obtaining a police records check, car collisions, traffic complaints, and more, visit the [WRPS website](#).



## BYLAW SERVICES

Municipal by-law officers respond to non-life threatening and non-emergency issues, such as noise complaints, parking violations, snow and ice on sidewalks, and property standards. For more information on bylaw enforcement, visit the [City of Waterloo website](#).

Residents are able to file by-law complaints through an [online portal](#) for a variety of concerns, including:

- Snow and ice on sidewalks,
- Graffiti on private property,
- Property standards and lot maintenance issues, and
- Proper licensing for a rental unit.

# Getting connected

Building connections and having fun can make your new city and neighbourhood feel like home! This section provides information to help you begin developing connections with your community and neighbours.

## BE NEIGHBOURLY

Being neighbourly is about the little things: it is about greeting your neighbours, sharing resources, and reaching out to those in need. Simple acts of kindness can help develop

positive relationships with your neighbours. Not sure where to start? Get inspired from this list of ways to be neighbourly!

- Wave and say hello to neighbours you meet.
- Once settled in your new space, consider reaching out to neighbours by writing a quick card or note. Introduce yourself and consider providing your contact details. A possible welcome note template is included after the resource section.
- Participate in neighbourhood projects or events.
- Maintain your property, lawn, and gardens.
- Share resources and tools with fellow neighbours and offer to help when you can.
- Help fellow neighbours and refer them to community supports that are available.

For more inspiration on ways to be a great neighbour, check out the Being Neighbourly guide on the [neighbourhoods website](#).

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Neighbours are an important source of day-to-day help and community connection. Saying hello, helping with snow shoveling, or welcoming new neighbours, demonstrates care for each other. Be neighbourly and recognize your neighbours by nominating them for the Neighbourhood Kindness Program. Nominations are accepted year-round and every nominee receives a thank you package.



To recognize your neighbours, submit a [quick and easy nomination](#) that describes your kind neighbour's contributions. For more information on this program, check out the [neighbourhoods website](#).

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## USING PUBLIC TRANSIT

Public transit and active transportation options keep the City of Waterloo connected. There are a number of public transit options to help neighbours travel within the city and beyond. A brief list of the available services is included below:

- Bus: There are a number of bus routes to help neighbours connect with different parts of the City. For more information on bus schedules, fares, and planning your trip, visit [the Grand River Transit website](#).
- ION: The ION light rail travels between Conestoga Mall in Waterloo and Fairway Mall in Kitchener. This form of rapid transit makes it easy to travel across the city. For more information on the ION light rail, visit [the Grand River Transit website](#).
- GO Transit: GO Busses and Trains connect Waterloo residents with places in the Greater Toronto and Hamilton Area. For more information about GO transit, fares, schedules, and the different destinations, visit [their website](#).

- Region of Waterloo Airport: Waterloo is home to a regional airport that provides air travel to a variety of different destinations. For more information on flights, destinations, and fares, check out the [airport's website](#).

## HEAD OUTSIDE

The City of Waterloo has many great trails, parks, and natural spaces to enjoy. Whether you are interested in a park picnic, or a hike, check out these resources to find a great space to get outside:

- For details on park spaces across Waterloo, check out the [parks directory](#).
- Trails and other forms of active transportation are developed and managed by the City of Waterloo. Waterloo has over 150 km of off-road and multi-use trails to explore. For a list of trails and a helpful map, visit the [City of Waterloo website](#).
- In addition to city-managed outdoor spaces, the Grand River Conservation Authority (GRCA) manages the Laurel Creek Conservations and other natural areas in nearby municipalities. For more information on these spaces, check out the [GRCA website](#).



Check out the [Gathering Spaces Asset Map](#) for details on indoor and outdoor spaces to meet and connect with neighbours across the city. Whether you are looking to host a large social event, or find a small meeting room, the map has a variety of different spaces to check out.

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## GET ACTIVE

The City of Waterloo offers opportunities for recreation and leisure including fitness and wellness classes, pickle ball, dance classes, swimming, and more! Check out [Active Waterloo](#) and the [PickupHub](#) for details on activities, drop-in programs, and to register.

In the winter months, Waterloo has many outdoor rinks for neighbours to enjoy free of charge. For a list of all outdoor rinks, visit the [City of Waterloo website](#).

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Community rinks are maintained by neighbourhood volunteers. If you are interested in volunteering at a local rink, reach out to [waterloorinks@waterloo.ca](mailto:waterloorinks@waterloo.ca) for more details.



## ATTEND EVENTS AND FESTIVALS

Events and festivals take place all year long across Waterloo and the Waterloo Region. For details on events hosted by the City of Waterloo, check out [this calendar](#). For details on other events in the city, check out the following pages:

- [Uptown Waterloo BIA Events](#)
- [Explore Waterloo Region Festivals and Events](#)

Neighbourhood and community groups also throw fun events throughout the year, such as street closure events, barbeques, and events in local parks. Follow your neighbourhood group or association on social media to stay in the loop. Attend these events to have fun and form positive connections with your neighbours!



Neighbourhood events are great places to develop relationships with your neighbours. Say hello, strike up a conversation, and get to know one another. Strong neighbourly connections promote mental, physical, and emotional wellbeing – when connected we feel safer, more engaged, and happier!

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## CHECK OUT A MUSEUM OR GALLERY

The City of Waterloo Museum is a heritage portal where visitors can learn more about the City and its fascinating history. Connect with the museum on Facebook or Instagram to stay informed on special events, exhibits, and programs being offered.

There are also a number of galleries to explore in Waterloo, like the Clay and Glass Gallery and University of Waterloo Art Gallery. For a full list of museums and galleries across the Waterloo Region, visit [Explore Waterloo Region](#).

## VISIT A LIBRARY

The Waterloo Public Library (WPL) has four branches located across the City. The WPL offers programs (for adults and children), special events, books, digital resources, workshops, and learning opportunities.

Membership at the WPL is free for people who live or own property in Waterloo. To register for a library card, visit a [WPL location](#) or sign up [online](#).

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The Waterloo Public Library offers unique programs and events for different ages. To stay in the loop, follow the [@waterloopubliclibrary](#) on Instagram.



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## ENJOY DELICIOUS FOOD

The Waterloo area has many great spots to enjoy delicious and diverse foods. For a list of restaurants in Waterloo Region, check out this [helpful website](#).

If you are looking for something fun to do, visiting a local farmer's market or stand can be a great outing. Check out these resources for information on farmer's stands and markets in Waterloo:

- St. Jacob's Market is Canada's largest year-round farmers' market and flea market, with hundreds of local vendors. For more details, check out their [website](#).
- Many farmers in the area participate in Community Supported Agriculture (CSA). In the spring, residents can subscribe to a share of the organic produce. Upon harvesting, shares are distributed. For a list of farmers that provide CSA subscriptions, visit [CSA's in the Waterloo Region](#).
- View a [list of farm gates in the Region](#). Farm gates are stands and stalls located in different areas that showcase fresh and local produce, meat, and other products.



Ask your new neighbours about the best local restaurants and shops in your area. Not only will you find a great place to eat, but it will also help start a conversation and promote neighbourly connections.

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## Helpful resources

This section compiles a list of helpful resources for new residents in Waterloo. If you have a resource to add to this list, please email [neighbourhoods@waterloo.ca](mailto:neighbourhoods@waterloo.ca).

### MOVING

If you are moving from another Canadian address, redirect your mail delivery through Canada Post. For information on how to redirect mail, visit [Canada Post's website](#).

It is important to update or obtain important documents, like passports and health cards, with your new address. For information on these documents, check out websites below:

- [Canadian Passport](#)
- [Ontario Driver's Licence and Vehicle Permit](#)
- [Ontario Health Card](#)
- [Outdoor Card for Hunting and Fishing](#)

## RENTING

- The Region of Waterloo has created a [renter's guide](#) to help residents navigate renting in the region. Check out this guide for details on how to prepare for your housing search, leases, tenants insurance, and more.
- Visit the [Landlord and Tenant Board \(LTB\) website](#) for information on rules and regulations that govern renting in Ontario.
- The City of Waterloo has a number of by-laws that are designed to support the well-being of tenants, including the adequate heat and rental housing by-laws. For more information on rental housing support, visit the [City of Waterloo website](#).
- Starling Community Services housing advisors help families, couples and individuals find and maintain affordable housing in the Region of Waterloo. For details on Housing Support Drop-In Services, visit [Starling's website](#).
- The Working Centre can help connect you with safe, affordable housing and immediate shelter in Waterloo Region. Visit the [Working Centre's website](#) for more information on services available.
- Kitchener-Waterloo (KW) AccessAbility provides a list of local organizations that can help individuals secure housing and in-home attendant services. Check out the list of community resources on the [KW AccessAbility Housing website](#).
- Immigration Waterloo Region provides a list of helpful resources for new Canadians that are looking to rent. Check out this list by visiting [their website](#).

## OTHER COMMUNITY RESOURCES

- The City of Waterloo has a variety of how-to guides with helpful information. For a full list of helpful guides, check out the [neighbourhood's website](#). Guides available include:
  - Creating Connections in Multi-Unit Buildings
  - Being Neighbourly
  - Being a Good Tenant
  - Understanding Waterloo Bylaws, and many more!
- Parents for Children's Mental Health has prepared a comprehensive list of community resources related to children and youth mental health. For information on counselling service, help lines, and more, check out [this list](#).
- Family and Children Services maintains a [list of Indigenous community resources](#), their contact information, and services offered.
- The Waterloo Region Crime Prevention Council aims to generate a greater public understanding of the root causes of crime, and in turn create a deeper community commitment to prevention. Check out [their website](#) for more information on their research and learning opportunities available.

- Women's Crisis Services of Waterloo Region supports women and children who are experiencing domestic violence. This organization operates two emergency shelters and runs a comprehensive outreach program available to women in Waterloo Region. Visit [their website](#) for information on supports available.
- The Family Outreach Program, offered by the House of Friendship, is a neighbourhood-based program that works with families with children aged 17 and under to prevent and reduce the effects of poverty. Through this program, Family Outreach Workers work with families to help them meet basic needs, problem-solve solutions together, connect them with services in their community, and provide direct support when necessary. For more information about this program and detail on how to apply, visit the [House of Friendship website](#).
- OK2BME is a set of supportive services for Two-Spirit, lesbian, gay, bisexual, trans, queer, intersex, asexual (2SLGBTQIA+) and questioning kids, teens, adults, and their families in Waterloo Region. For more information on supports offered, visit [OK2BME's website](#).
- SPECTRUM is Waterloo Region's first 2SLGBTQIA+/Rainbow space! SPECTRUM also offers programming, resources, social groups, special projects, research, and events. For more information, check out [their website](#).
- Muslim Social Services Waterloo Region has compiled a list of helpful community resources, to provide information and support. For more information, check out the full list on [their website](#).

## RESOURCES FOR NEW CANADIANS IN WATERLOO

- Immigration Waterloo Region provides a variety of helpful resources for new Canadians. For helpful resource lists, support for learning English, settlement support, an arrival checklist, and important details on working, studying and living in Canada, check out [their website](#).
- Camino supports newcomers to Canada with outreach programs, group counselling for refugees, and educational workshops to enhance community capacity. Visit [their website](#) for more details on services and programs available to support the health and wellbeing of newcomers.
- The Kitchener-Waterloo (KW) Multicultural Centre offers settlement and refugee services to help newcomers settle and integrate into the Waterloo Region community. The KW Multicultural Centre also offers translation and interpretation services, workshops, meetings with settlement counsellors, and more. For more details on services available, check out [their website](#).
- YMCA of Three Rivers provides online and in-person settlement support for immigrants in the Waterloo Region. Specifically, they provide settlement services, language assistance, mentorship, support for newcomer women, assistance forming community connections, and programs for immigrants. For more information on the available services, visit the [YMCA website](#).

# Tool 1: Welcome Note (to new neighbour)

Welcome to the neighbourhood! My name is \_\_\_\_\_ and I live \_\_\_\_\_.

A little about me: (provide a brief description of you – how long you've lived here, children, pets, favourite thing to do, hobbies, etc.)

A little bit about your new neighbourhood: (provide details on the space, favourite restaurants, trails, history, etc.)

If you ever have any questions, feel free to connect (provide phone or email).

- (sign off)

# Tool 2: Welcome Note (from new neighbour)

Hi neighbours! My name is \_\_\_\_\_ and I just moved to the neighbourhood.

A little bit about me: (provide a brief description of you – where did you move from, children, pets, favourite thing to do, hobbies, if you are available to help with anything, etc.)

I am looking forward to getting to know the neighbourhood and developing connections. Feel free to reach out to (contact information) to connect.

- (sign off)