



Programs and Services

Programs for Newcomers

IMPORTANT: Information provided is based on the current procedures and directives of our organization as of **March 6, 2026**.

Role of Service Canada

Service Canada provides one-stop access to a wide range of Government of Canada programs and services via the Internet, specialized and general call centres, and over 600 in-person points of service.



Accessing Service Canada services

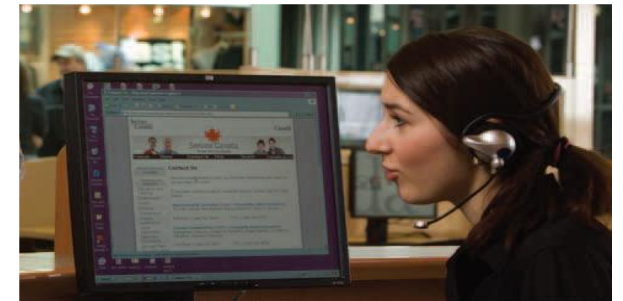
 **Click:** Canada.ca

- **Service request:** Complete a service request form at eservices.canada.ca/en/service/. A representative will contact you by telephone within 2 business days.

If your request cannot be completed over the phone, you will be offered an appointment to visit a Service Canada Centre.

 **Call:** 1 800 O-Canada (1-800-622-6232)

 **Visit:** [Find a Service Canada Office](#)



Telephone Interpretation Service

The **Telephone Interpretation Service (TIS)** helps increase awareness of and improve access to Government of Canada programs and services for individuals who do not speak one of Canada's two official languages (English or French).

This service can be accessed by Service Canada staff in order to provide the best possible service to clients using our online services or visiting a Service Canada Centre.



Video Remote Interpretation

Do you require an interpreter?

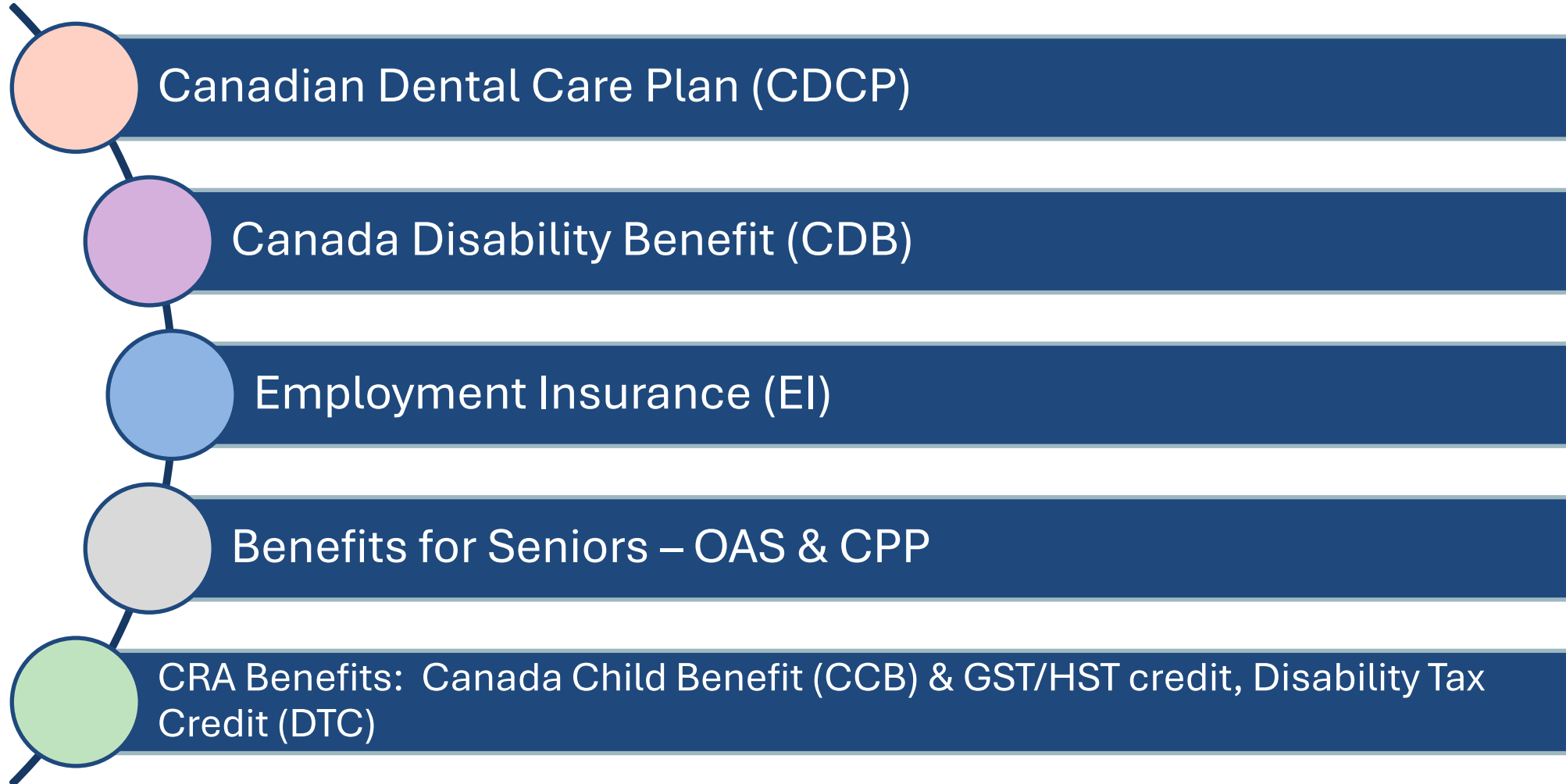
The Video Remote Interpretation (VRI) facilitates communication between Service Canada staff and clients with the assistance of qualified sign language interpreters at a distance. The service is designed to assist Service Canada staff in responding to the needs of deaf or hard of hearing clients who use sign language to communicate and who require in-person services.

VRI service is intended to assist communication for deaf or hard of hearing clients who communicate using:

- American Sign Language (ASL), or
- Langue des signes québécoise (LSQ)



Benefits



Social Insurance Number (SIN)

SIN is required for:

- Employment
- Taxes
- Most government programs and benefits, including:
 - GST rebate
 - Canada Child Benefit
 - Disability Tax Credit

Apply for a SIN:

- Online
- In-person
- Mail

SIN Confirmation Page 1 of 1

Service Canada **Canada**

Date: 01 JAN / JANV. 2022 PROTECTED B / PROTÉGÉ B

Social Insurance Number (SIN) / Numéro d'assurance sociale (NAS):
280 - 858 - 800

Names on the SIN record / Noms au dossier de NAS

First Name / Prénom:	John
Middle Name(s) / Second(s) prénom(s):	Kenneth
First Name / Prénom:	John
Middle Name(s) / Second(s) prénom(s):	Kenneth

Service Canada



Canadian Dental Care Plan

Did you know? In 2023-2024, one in four Canadians aged 12 years and older reported avoiding visiting an oral health provider due to cost.

The Canadian Dental Care Plan (CDCP) will help to **reduce cost barriers** to access oral health services.

Eligibility has been extended to all uninsured individuals, effective January 2025.

Eligibility Criteria	Department(s) Responsible
<ul style="list-style-type: none">• Do not have access to dental insurance• Have an adjusted family net income of less than \$90,000• Must be a Canadian resident for tax purposes• Have filed tax return in the previous year	Health Canada, ESDC/Service Canada

Canada Disability Benefit

The Canada Disability Benefit (CDB) aims to reduce poverty and provide financial stability to persons with disabilities by providing a maximum benefit amount of \$2,400 per year to low-income persons with disabilities between the age of 18 to 64.





Employment Insurance

Types of EI benefits:

- Regular and Work-Sharing benefits
- Special benefits:
 - Sickness benefits
 - Maternity and parental benefits
 - Compassionate care benefits
 - Family Caregiver Benefits (Adults & Children)

EI – Consent to Communicate

What's required?

- Letter of authorization ***OR***
- *Consent to Disclosure and/or Use of Personal Information* (INS3124)

What information can be shared?

- Start date of claim
- Number of weeks paid/eligible
- Benefit rate

What information can be modified?

- Adding medical note/certificate

Old Age Security

The Old Age Security (OAS) program is comprised of:

- **Old Age Security Pension (OAS):** paid to eligible seniors aged 65 years and older;
- **Guaranteed Income Supplement (GIS):** paid to low-income OAS recipients;
- **Allowance:** paid to low-income individuals aged 60 to 64 who are the spouse or common-law partner of a GIS or OAS recipient; and
- **Allowance for the Survivor:** paid to low-income widowed persons aged 60 to 64.



Qualifying for an Old Age Security Pension

To qualify for a full OAS Pension:

- You must have resided in Canada for at least 40 years after age 18 and before your application is approved.
- If you have not resided in Canada for 40 years after age 18, you may qualify for a full pension under other residence rules.

To qualify for a partial OAS Pension:

- You must have 10 years of residency in Canada after the age of 18 (can be met through an International Social Security Agreement with another country).
- You must have one full year of residency in Canada at the time of pension approval (partial and full).



Canada Pension Plan

- Retirement pension
- Post-Retirement benefit
- Disability benefit
 - Disability Children's benefit
- Survivor benefits which also include:
 - Death benefit
 - Survivor's pension
 - Children's benefit

International Security Agreements

Co-ordinate the pension programs of two countries for contributors who lived and/or worked in both countries. This way, contributors may qualify for:

- CPP benefits (Disability, Death and Survivor Pensions) if they lived and/or worked in Canada;
- OAS benefits (OAS, GIS, Allowance, Allowance for the Survivor) if they lived and/or worked in Canada; or
- Foreign benefits if they lived and/or worked abroad.

OAS & CPP – Consent to Communicate

What's required?

- Letter of authorization ***OR***
- *Consent to Communicate Information to an Authorized Person* (ISP 1603)

Consent can also be granted through client's My Service Canada Account!

What information can be shared?

- OAS/ CPP payments
- Canadian residence information
- Foreign Benefits
- Contributions details (CPP)
- OAS/ CPP Tax slips

What information can be modified?

- Client's address (excluding address where benefit is mailed)
- Client's phone number



Benefits through the CRA

As newcomers arriving outside of the income tax period, you should apply for all benefit programs, including the Canada Child Benefit (CCB), and the goods and services tax/harmonized sales tax (GST/HST) credit.

A complete list of federal and provincial benefits can be found at:
[Child and family benefits - Canada.ca](https://www.canada.ca/en/social-development/child-family-benefits)

For more details, including information on how to apply for benefits,
**Visit [Canada Revenue Agency – Canada.ca](https://www.cra-arc.gc.ca) or
Call 1-800-387-1193**

Disability Tax Credit (DTC)

What is the Disability Tax Credit?

- Non-refundable tax credit to help people with disabilities, or their family members offset some of the costs related to their disability
- Reduces the amount of income they may have to pay
 - **NOT a monthly payment**
- For those with a severe and prolonged impairment

How to apply?

- Two-part application
 - Part A – Completed by the person with an impairment (or their legal representative)
 - Part B – Completed by a medical practitioner

Assistance in Preparing Tax Returns

Community organizations host free tax clinics to prepare returns for **eligible** taxpayers. Eligibility is based on family income levels and tax situation.

To find a tax clinic, select the “Find a Clinic” button on the Canada Revenue Agency (CRA) Website or call our Individual Income Tax Enquiries line at: **1-800-959-8281**

Immigration, Refugees and Citizenship Canada (IRCC)

- For a comprehensive list of programs, services and benefits, specifically designed for newcomers and temporary foreign workers, visit the Immigration and Citizenship section of the [Canada.ca](https://www.canada.ca) website.
- Apply for online services.
- If you register online, you can update your email address, manage your correspondence with IRCC and pay any fees related to the processing of your applications online.

Benefits Finder



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of Canada

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Benefits Finder

Find government support for major life events. Answer some questions to get personalized results in 2 to 5 minutes.

[Get started](#)

[Browse benefits by topic](#)



About the Benefits Finder

The Benefits Finder can help you discover programs and services that could provide you with support during major life events like finding a home, starting a family, getting injured, planning for retirement or changing jobs.

Help us improve

Our survey is currently closed. Please check back for more opportunities.

Manage your benefits

[Payment dates](#)

Find payment dates for recurring Government of Canada benefit payments.

[Direct deposit](#)

Sign up for direct deposit to get your benefit payments safely and easily. You can also update your banking info if needed.

Job Bank for newcomers



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[Job Bank](#)

Are you outside of Canada?

Newcomers

Find a job in Canada as a newcomer

KEYWORDS:

Job title, employer

LOCATION:

City, province or territory

Advanced

Browse

Search

Only show jobs from employers who support newcomers

Sort by: Best match Date posted Last 30 days

Outreach Services

Does your organization:

- engage with your community?
- provide support services for clients facing barriers to accessing services?
- want to discuss potential needs and opportunities for outreach services?

Request a Service Canada outreach activity, please complete the request form, available on the [Community Outreach and Liaison Service](#) page on Canada.ca

Questions?