Reception House provides a temporary home for Government Assisted Refugees who are resettled in the Waterloo Region.

We serve approximately 280 newly arrived refugees and 100 secondary migrants every year from over 10 different countries.

OUR GOALS & VISION

- To provide a welcoming and home-like environment for new arrivals
- To guide, support and motivate families and individuals to successfully settle in Canada
- To reduce isolation, improve health, and leave the client with a sense of direction and well-being
- To work and partner with community service providers and agencies that can meet peoples' needs

A warm welcome is the best beginning!

Reception House supports people through its different programs:

RESETTLEMENT ASSISTANCE PROGRAM (RAP)

- Provides orientation sessions about life in Canada and the K-W community
- Helps people find their permanent accommodation
- Assists people in applying for essential documents

LIFE SKILLS PROGRAM

- Helps clients who have been living in refugee camps adjust to an urban environment
- Life skill workers educate people about health and safety in their own homes
- Orients people to public transport and essential city services
- Helps with school registration for children

NEWCOMER INTEGRATION PROGRAM (NIP)

- Caseworkers provide case management support to all new arrivals
- Assists with interpretation, and accompany people to appointments
- Refugee Health clinic provides initial health care services
- Referrals to appropriate social and settlement services
- Outreach and advocacy activities
- Special projects

WHO IS A REFUGEE?

A refugee is someone who has fled their homeland out of fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion and is outside the country of their nationality. Refugees must move to save their lives as well as preserve their freedom .

To learn more about refugees visit:

UN Refugee Agency **www.unhcr.org**

Citizenship & Immigration Canada **www.cic.gc.ca**

Our dedicated and compassionate staff members have valuable front-line experience dealing with various settlement challenges.

Staff speak more than 15 languages.

YOU CAN HELP US

Volunteers also play a significant role at Reception House and enhance the lives of current residents by providing over 1, 200 hours of service every year.

If you would like to volunteer your time and experience or to make a donation, please contact us.

Reception House by Ivana Perija, December '97

There is a home for all nations of the world.
There is a new life and sweet beginnings
for every heart.
Step into it and you will be rich, unique
and full of various spirits.
Here you have the chance to leave the past
behind you forever.
You can be anyone you want to be.
Warm hands and a friendly smile will
offer you peace and security.
All the bags you shoulder will become
light as a feather.
All your fears will burn in love just found.
This is your home now, and you are welcomed.
"I am fortunate. I can start once more. I have a
chance to love and hope for a better tomorrow."
As you sink into a new life, your paths will be
stretching to different places, hands and words.
No matter where you go there is one place
you can never forget.
The RECEPTION of your dreams that
came true.
The HOUSE where you felt loved.
The RECEPTION HOUSE.

101 David St.
Kitchener, ON, N2G 1Y1
Tel: (519) 743-2113; 743-0445
Fax: (519)576-8570
www.kwrcentre.ca

Office hours:
Monday-Friday
9.00—5.00

RECEPTION HOUSE

Waterloo Region

Welcoming & Supporting Government Assisted Refugees in the Waterloo Region

Funded by Citizenship and Immigration Canada