



Public Health Services

A Guide for Newcomers



Public Health
Santé publique
SUDBURY & DISTRICTS

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This report is available online at www.phsd.ca. Ce rapport est disponible en français.

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Document available in English/French

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Welcome letter

Dear new neighbour,

Welcome to the Sudbury and Manitoulin districts! Public Health Sudbury & Districts (Public Health) is excited to welcome you to your new home and community.

At Public Health, we work to keep our communities healthy by preventing illness and helping people make choices that support their well-being. It is our privilege to serve you. We are committed to offering services that are inclusive and respectful of different backgrounds, experiences, and needs. As you begin to settle in, we want to make sure you have the information you need about Public Health services and resources.

Within this Guide, you will find information about the various services we offer, ranging from home visits to young families and delivering immunizations (vaccines), to restaurant inspections and promoting healthy living. This Guide also highlights activities of our partner agencies that may be of interest to you.

We understand that moving to a new community can be both exciting and challenging, but please know you are not alone. If you have questions about what we do at Public Health, please reach out to us. Together, we can build a healthier community.

M. Mustafa Hirji

Acting Medical Officer of Health

How to use this guide

Welcome to the *Guide for Newcomers*. This guide will help you learn about the various Public Health services available to you and connect you with important resources in our community. Here's how to make the most of this guide:

Guide sections

1 Public Health overview and services

What you'll find

An introduction to Public Health, including detailed descriptions of the services we offer.

How to use it

Start here to understand what Public Health does. Use this section as a reference to know which services are available and how they can support you.

2 Essential community services and supports

What you'll find

Information on additional community resources and services that can support your well-being.

How to use it

Refer to this section to find provincial or local resources, community centers, and other supports. This will help you connect with the broader community services.

3 Frequently Asked Questions (FAQ)

What you'll find

Answers to commonly asked questions that newcomers may have about the health care system in Ontario.

How to use it

If you have a question, check here first. This section provides quick answers and directs you to the right resources.

4 Appendices

What you'll find

A summary table of Public Health services, including requirements for the services and the locations where these services are offered. You will also find maps of all our office locations.

How to use it

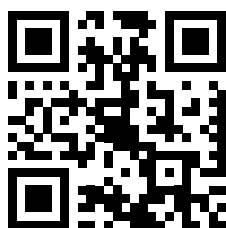
Use the summary table for a quick overview of services and their requirements. The maps will help you find the nearest Public Health office locations.

Tips for using this guide

- **Mark key sections:** pick the sections that are most relevant to you for easy reference.
- **Share with others:** share this information with anyone who might benefit from it.
- **Stay updated:** visit **our website** for the latest information and updates.

We hope this guide helps you feel informed and supported as you settle into our community.

Please visit phsd.ca/newcomers to access the online version of the *Guide for Newcomers* which includes links to helpful resources. You can also use this QR code to download a copy of the Guide.



Disclaimer: This guide is for information purposes only and provides a high-level overview of important internal and community resources. The inclusion of a service or agency in the listings does not necessarily imply approval, nor does exclusion indicate a lack of recommendation. All information provided is believed to be accurate and reliable and may be subject to change.

How to scan QR codes

1. Using your phone and with an internet connection, open your camera app.
2. Point your camera so that the QR code appears in the viewfinder.
3. Your phone will scan the QR code and a notification will appear on your screen with a link. Tap the notification to open the link and access the information provided.



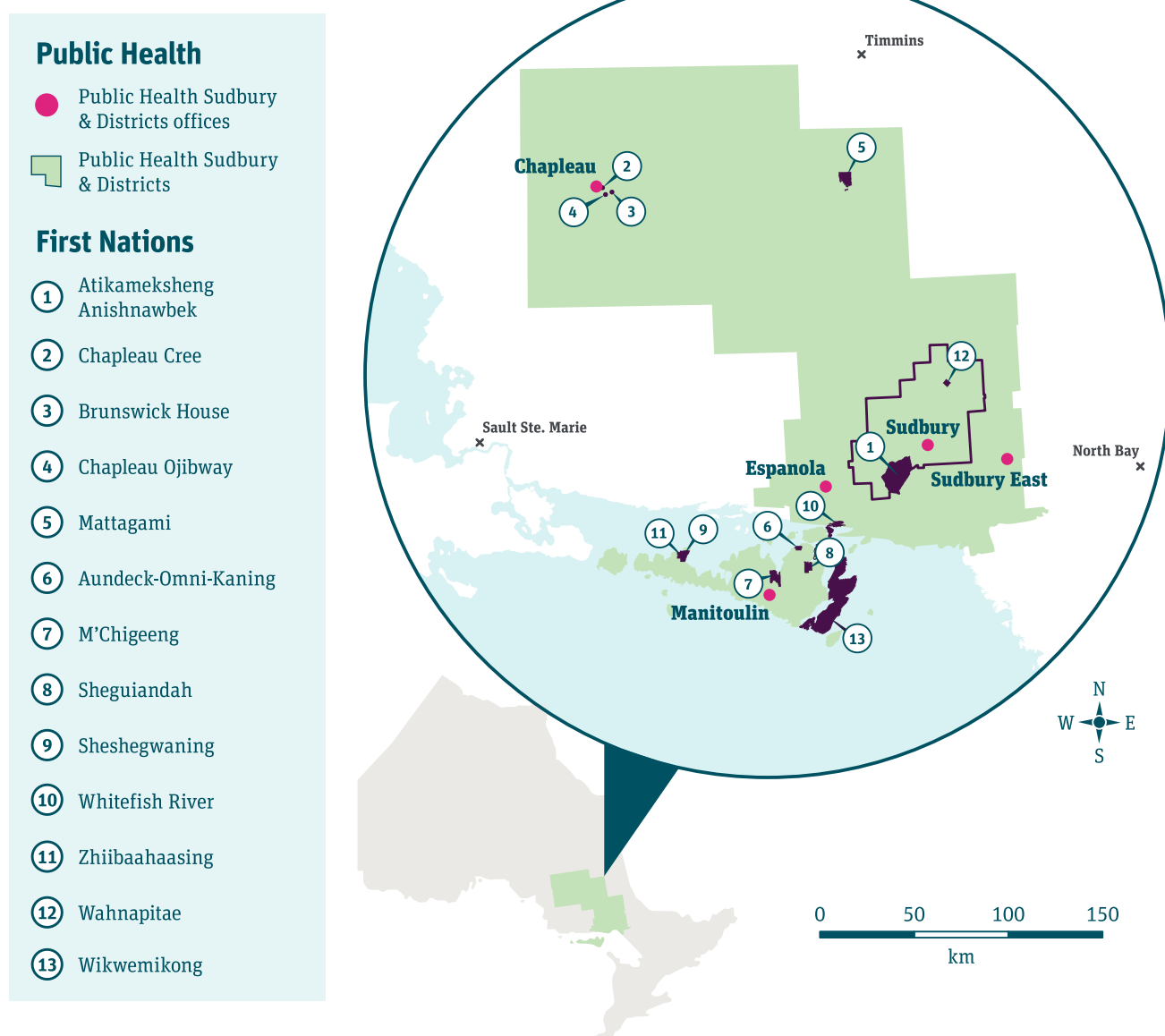
Indigenous Peoples in Canada

As you settle into your new home, it is important to understand and learn the history and culture of Indigenous Peoples who have lived here long before Canada was created. In Canada, the term Indigenous refers to First Nations, Inuit, and Métis Peoples, each with its own cultures, languages, traditions, and ways of life. These communities have and continue to play an important role in shaping Canada's culture. Understanding Indigenous history

can help you connect with your new home and respect the people who have been here since before colonization.

Territorial acknowledgements

At Public Health, we honour Indigenous People as the First Peoples of the land. One way that Canadians honour First Peoples is by acknowledging the original caretakers of the land through land or territorial



acknowledgements. These acknowledgements serve as a way to show respect for the history, culture, and contributions of Indigenous communities, as well as acknowledge the ongoing impact of colonization. They are often included at the beginning of events, meetings, or gatherings to promote awareness and reconciliation. Land acknowledgements are important because:

- they recognize Indigenous Peoples as the First Peoples of the land
- they promote awareness of the history and cultures of Indigenous Peoples
- they formally acknowledge Indigenous Peoples' ongoing connection to the land
- they remind us of the enduring presence of Indigenous Peoples both in the past and present
- they are an opportunity to gain a deeper understanding of the true shared history between Indigenous Nations and the Canadian state
- they can influence and inspire others to take actions to further reconciliation
- they can inspire discussion about Indigenous issues and reconciliation

Reconciliation

Indigenous Peoples in Canada have faced many challenges, due to colonization, including the forced loss of their land and culture, as well as racist policies like **residential schools** (National Centre for Truth and Reconciliation) and the reserve system. They have also suffered harm in the health care system, including forced medical and nutritional experimentation, sterilization without consent, and systemic neglect and abuse. Despite these challenges, Indigenous communities continue to thrive, with ongoing efforts to preserve and revitalize their cultures, languages, and traditions.

Today, there are ongoing reconciliation efforts between Indigenous peoples and non-

Sample land acknowledgement used by Public Health Sudbury & Districts

Public Health Sudbury & Districts operates within the lands of the Robinson-Huron Treaty and Treaty 9. These lands encompass strong and vibrant communities with Anishinabek, Ininiwak (Cree), and Métis Peoples. We acknowledge the original Peoples of this land. Their enduring presence and resilience is felt throughout our shared history and in the present day.

Indigenous Canadians to acknowledge past and ongoing wrongs and build better relationships. We all have a role to play in learning the truths of Canada's shared history with Indigenous Peoples. Begin your journey by visiting this **multilingual educational video and study guide** (ISS of BC), provided in English, French, Spanish, Farsi, Arabic, Chinese, Korean and Punjabi. To better understand the First Nations in the Sudbury and Manitoulin district areas, the Anishnawbek Nation has developed a series of valuable resources titled **Ezhi-Nawending: How We Are All Related**. You can also access the **Assembly of First Nations (AFN) Toolkit**, specifically designed to enhance your understanding of key First Nation topics. Additionally, the **Culturally Appropriate Language Guide** (PDF) from the Indigenous Primary Health Care Council can also deepen your understanding of Indigenous perspectives. Visit our website to learn about Public Health's commitment to **building meaningful relationships with Indigenous communities** in our service area.



Public Health Sudbury & Districts

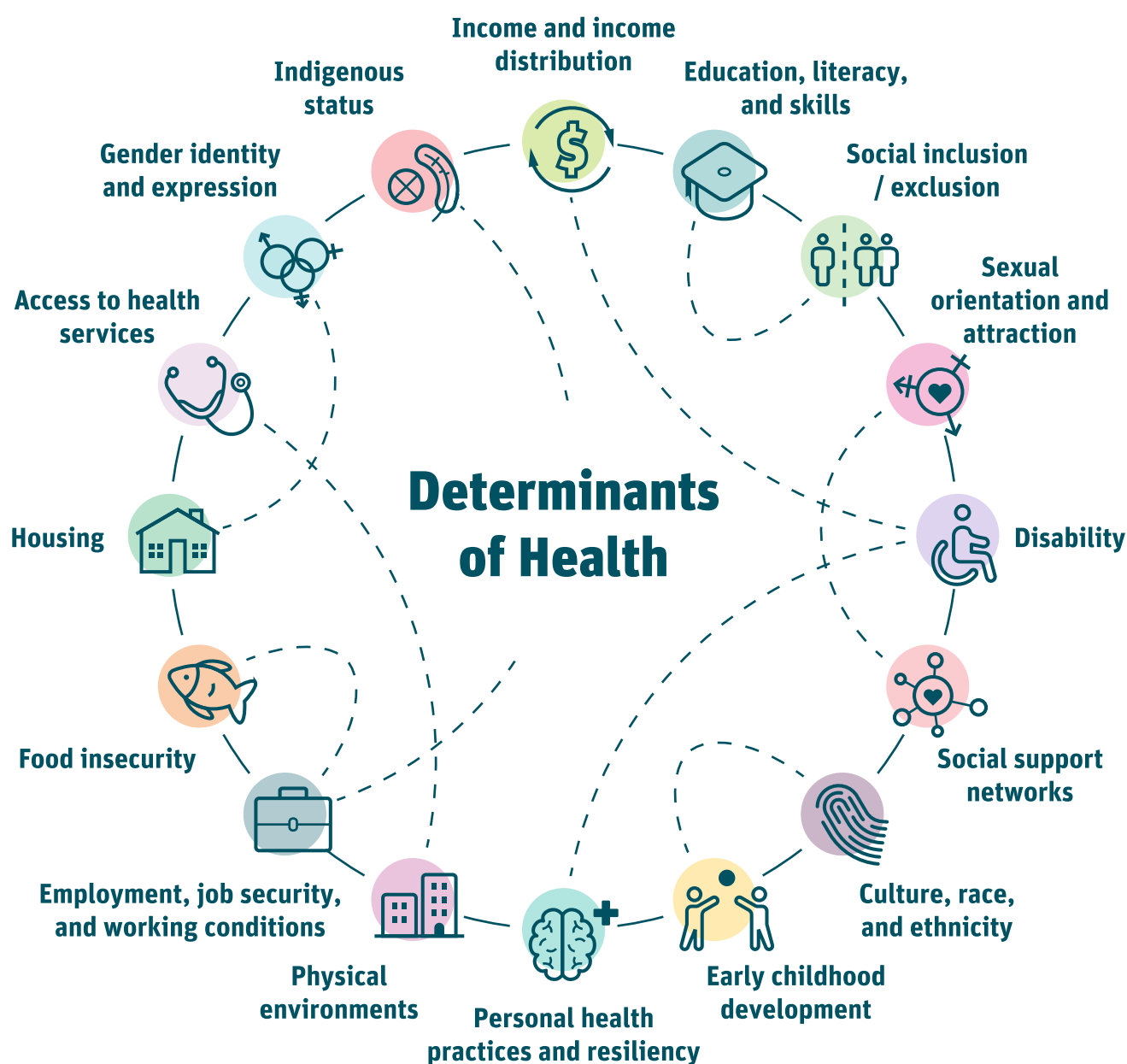
Public health is key part of the Canadian health care system. This section gives an overview of public health and highlights the services offered at Public Health Sudbury & Districts (Public Health).

The role of public health

Public health organizations play an important role in the Canadian health care system. They work to protect and improve the health of people and communities across the province. At Public Health, we know that many things can affect your health. These include where you are born, grow up, live, learn, work, play, and age.

These factors are called determinants of health. They help us understand a person or a community's overall health by looking at more than just personal habits or medical issues (illnesses).

The graphic below highlights several of these key determinants:



Public Health addresses these determinants of health by responding to community needs and advancing efforts through its programs to create healthier communities for all.

We do this by:

- › working with community members and partners to plan healthy public policy
- › preparing for current and future health challenges and emergencies
- › strengthening community action
- › improving services to meet the needs of different groups¹ (for example, provide health checks to certain communities, or change programs and messages to better suit the needs of a specific group of people)

Public Health helps people throughout our service area (Sudbury, Manitoulin, LaCloche Foothills, Sudbury East and Chapleau) by:

- › helping residents stay healthy at every age
- › preventing diseases through its vaccination program
- › supporting child development
- › promoting safety and wellness in the community

Public Health services

We offer many services including:

- › health protection (preventing the spread of disease)
- › health promotion (improving the conditions that affect health)
- › public health leadership through the Medical Officer of Health, dental hygienists, nurses, dietitians, public health inspectors, and many others who are responsible for the assessment, planning, delivery, management, and evaluation of a range of

public health programs and services

- › information and services in the community and in schools.

Examples of this in action include:

- › a public health nurse in a school who may vaccinate your child against disease
- › a dental hygienist who may check on your child's teeth (oral screening) to detect problems early

Services for newcomers

We also provide many services to newcomers including:

- › **free** parenting programs
- › health and parenting information for caregivers and those planning a pregnancy
- › infant feeding support
- › information about immunizations needed for school attendance and the recommended immunization schedule in Ontario

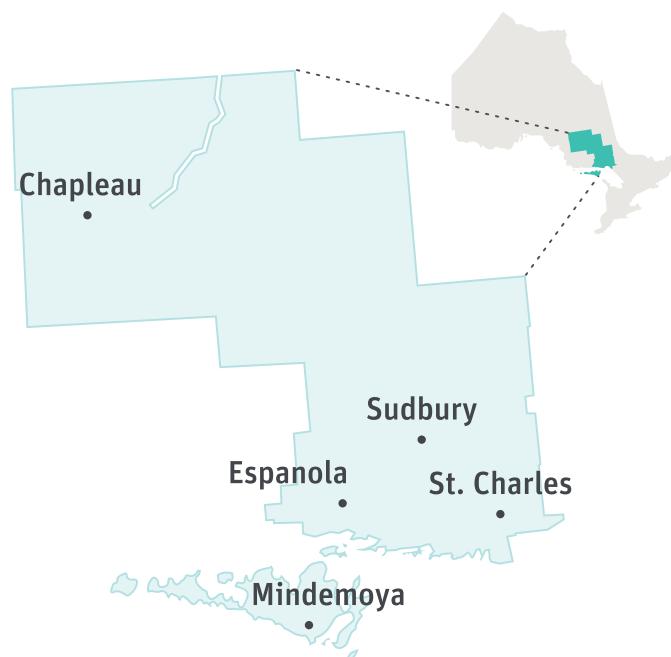
¹ Carter SM. Health promotion: an ethical analysis. Health Promote J Aust. 2014;25(1):19-24. Available from: <https://doi.org/10.1071/he13074>

Public Health Sudbury & Districts' service area

With an area of approximately 46 500 km², Public Health Sudbury & Districts has the fourth largest service area for public health agencies in Ontario.

We have offices in:

- > Greater Sudbury (main office at 1300 Paris Street, and services at Elm Place)
- > Chapleau
- > Espanola
- > Mindemoya
- > St. Charles



Our Vision, Mission, and Values

Vision

Healthier communities for all.

Mission

Working with local communities to promote and protect health and to prevent disease for everyone.

Values — Humility • Trust • Respect

Strategic Priorities for 2024–2028

Equal opportunities for health

We strive for health equity by championing equal opportunities for health.

Excellence in public health practice

We strive for ongoing excellence in local public health practice, including demonstrating accountability and monitoring the effectiveness, impact, and quality of our programs and services.

Impactful relationships

We establish relationships that lead to impactful partnerships, collaborations, and engagement.

Healthy and resilient workforce

We will invest in our public health workforce and ensure that we are well positioned to meet the needs of the communities we serve.

Positive Space

Public Health promotes diversity and inclusivity.

- › Ontario is a diverse society where people strive to cooperate, learn from each other, and create a culture of openness. You will have many opportunities to get to know people who are different from you. Public Health aims to be accessible and inclusive—a place where everyone feels welcomed.
- › As part of this commitment, Public Health implemented the **Positive Space** initiative in June 2023. Please visit our website to learn more.



Contact Public Health



Web

www.phsd.ca
[www.facebook.com/
 PublicHealthSD](https://www.facebook.com/PublicHealthSD)
[@PublicHealthSD](#)



Email

www.phsd.ca/contact



Phone

705.522.9200
 Toll-free
 1.866.522.9200



Clinic hours

Monday to Friday
 8:30 a.m. to 4:30 p.m.

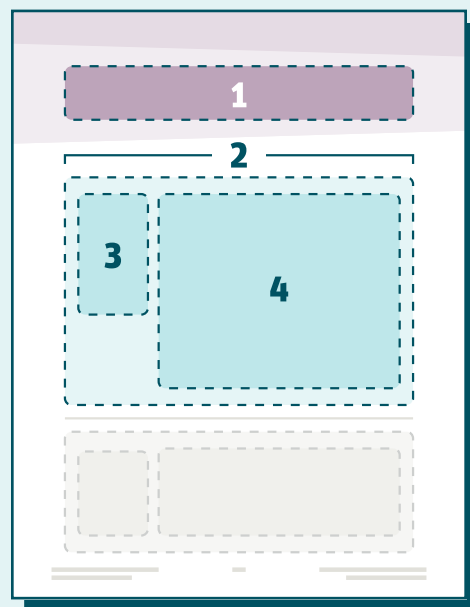


Services provided by Public Health Sudbury & Districts

Public Health offers a wide range of services and programs to help people in our community live fuller and healthier lives. The following are some of the direct client services we offer: supports for healthy families, immunization, sexual health, control of infectious and communicable diseases, the needle syringe program, and oral health.

How to use this section

1. Area of service
2. Services
3. Service overview
4. Service description, including:
 - > eligibility
 - > location
 - > registration requirements (if applicable)



Healthy families supports

Public Health offers many **free services** to individuals who are pregnant, new parents, and families with children under six years of age. These include the *Health Information Line*, parenting classes (*Online Prenatal Program*, and *Prep 4 Parenting*), the *Healthy Babies, Healthy Children program*, and the *Infant Feeding clinic*.

Service overview



No health card required



Call for more information

Health Information Line

The **Health Information Line** is **free** and confidential. Speak directly to a public health nurse, we are here to help.

Topics you can ask about include:

- > pregnancy, parenting, and post-partum supports
- > infant feeding
- > child and family health
- > healthy eating
- > injury prevention and safety
- > local community resources
- > other Public Health services that support your well-being

Call **705.522.9200** (toll-free **1.866.522.9200**) and ask about the *Health Information Line*.

For more information, visit our **service directory**.

Service overview



No health card required



Prenatal support available



Registration required

Online Prenatal Program

The web-based, **online prenatal program** is a **free**, self-paced online course for anyone who is pregnant or planning a pregnancy.

You will learn about:

- > pregnancy and healthy living
- > what to expect after birth
- > feeding your baby
- > life with a newborn
- > keeping your baby safe
- > community resources

Registration is required.

Fill out the form **online**, and you will receive a link to start the course.

Need help registering? Call **705.522.9200** (toll-free **1.866.522.9200**).

Service overview



No health card required



Prenatal support available



Registration required

Prep 4 Parenting

This **free**, self-directed online program is for:

- > parents to be
- > parents and caregivers with infants ages **0 to 6 months**

This program covers topics such as:

- > caring for a new baby
- > developing a relationship with your new baby
- > baby's brain development and early connections
- > maintaining a healthy relationship with your partner
- > postpartum mental health
- > your support networks and more

This program is available in multiple languages. To register visit:
<https://www.phsd.ca/clinics-classes-events/parenting-classes/>

Service overview



No health card required



Home visits by Public Health Nurse available



Registration required

Healthy Babies Healthy Children Program

This is a **free** and confidential program for individuals who are pregnant and parents of children under 6 years of age who need support.

A public health nurse will:

- > visit you at home or a place you feel comfortable
- > answer your pregnancy or parenting questions
- > put you in touch with community resources
- > check your child for healthy growth and development
- > offer infant feeding support

Registration is required. Call our Health Information Line at **705.522.9200** (toll-free **1.866.522.9200**) or access our **service directory**.

You can begin this program at any time.



Service overview



No health card required



Free visitor parking available



Free bus passes available



Call to book an appointment

Infant Feeding Clinic

Public Health provides infant feeding support by a professional staff member who will:

- > answer your questions
- > support you to reach your goals
- > offer one-on-one help

Locations:

- > Main office: 1300 Paris St. Greater Sudbury
- > Val Caron

Call our *Health Information Line* to set up an appointment at **705.522.9200** (toll-free **1.866.522.9200**) or access our **service directory**. There is free parking in visitors' parking and bus tickets are available.



Immunizations and vaccinations

Public Health offers a variety of publicly-funded vaccination services to the community, including **routine immunizations** to selected groups.

The *Vaccine Preventable Diseases program* provides community members and partners with information on the importance of vaccination and about the vaccines that are publicly funded for the prevention of vaccine-preventable diseases.

Public Health's *Vaccine Preventable Diseases program* includes:

- > promoting awareness of and providing education on the importance of immunization
- > providing vaccines for infants, children, and adults
- > collecting, maintaining, and ensuring that children have up-to-date vaccine records
- > monitoring vaccine safety

Vaccine services are **by appointment only**.

Parent or guardian consent is required for anyone under the age of 16.

Service overview



No health card required



Call to book an appointment

Vaccines required for school and licensed child care settings

Vaccines protect children from serious diseases. Public Health makes sure students and children's **requirements for attendance** at licensed child care centres meet the vaccines requirement under:

- > *Immunization of Schools Pupils Act R.S.O 1990 (ISPA)*
- > *Child Care and Early Years Act, 2014 (CCEYA)*

To attend schools in Ontario, students must:

- > have an up-to-date immunization record

OR

- > provide a valid statement of exemption (for medical reasons, personal, or religious beliefs)

Vaccines required for schools include:

- > diphtheria, polio, tetanus
- > measles, mumps, rubella
- > meningococcal disease
- > pertussis (whooping cough)
- > varicella (chickenpox - for children born in 2010 or later).

Students who do not have up-to-date vaccinations or records on file with Public Health could be suspended from school or may be excluded from school during disease outbreaks.

Public Health will contact parents or guardians if records are missing or incomplete.

Vaccines in licensed child care

Under the *Ontario's Child Care and Early Years Act (CCEYA)*, licensed child care centres must ensure that all children in their centres have complete immunizations appropriate to their age as outlined in the **Ontario Routine Immunization Schedule**.

Children with incomplete records may be excluded from daycare during disease outbreaks in the licensed child care centre.

Public Health will contact parents or guardians if records are missing or incomplete.

Where to get free vaccines

Most free vaccines are available at:

- > doctor's (health care provider) offices
- > community health centres
- > walk-in clinics
- > schools
- > by appointment at Public Health Sudbury & Districts' **vaccination clinics**

How to report your child's vaccines

Health care providers do not always tell Public Health when they give your child a vaccine. If your child was vaccinated somewhere other than the Public Health office or a school clinic, you must report it directly to Public Health. For more questions about vaccinations, visit the **Frequently asked questions section of this guide**.

Parents or guardians can report the vaccines their children received in many ways.

- > **Online reporting: Sudbury and districts, ICON** is a web-based service provided by the Ministry of Health that allows parents and guardians to submit their child's immunization records to Public Health.
- > **By email:** Email a picture of the immunization record to **ISPA@phsd.ca**.

**If you are sending us personal information by email, please be aware that electronic communication is not always secure and can be vulnerable to interception.*

- > **By phone: Call** Public Health at **705.522.9200** (toll-free **1.866.522.9200**) and report your immunization over the phone.



Report a vaccination



Quickly access your child's immunization records by scanning the QR code here.

- › **In person:** Bring a copy of the immunization record to any **office** during regular business hours.
- › **By mail:** Mail a copy of the immunization record to:
 - Public Health Sudbury & Districts
 - Attention: Health Promotion and Vaccine Preventable Diseases Division
 - 1300 Paris Street
 - Sudbury, ON P3E 3A3

Sexual health

Public Health offers **free** and confidential sexual health services. These include the *Sexual Health Clinic*, which helps prevent and treat sexually transmitted infections (STI), and *the Point*, which provides harm reduction supplies to people who use drugs.

Service overview



No health card required



Call to book an appointment

Sexual Health Clinic

The Sexual Health Clinic offers a welcoming space for **free, inclusive,** and confidential sexual health services to help prevent and treat sexually transmitted and bloodborne infections (STBBIs).

The clinic also helps people learn about healthy sexuality and how to make informed choices relating to sex and sexual health.

Clinic services:

- > testing for sexually transmitted infections (STIs) and bloodborne infections (BBIs)
- > free treatment for sexually transmitted infections (STIs) including HPV genital wart treatment
- > anonymous HIV testing
- > free vaccines **for those who qualify**, including:
 - > hepatitis A and B
 - > human papillomavirus (HPV)
 - > MPOX
- > low-cost birth control options
- > low-cost emergency birth control (morning-after pill)
- > insertion of intrauterine devices (IUDs)
- > free condoms
- > pregnancy tests and information about pregnancy options
- > cervical cancer screening
- > gynecology referrals
- > educational presentations available upon request

Clinic locations:

- > Main clinic: Elm Place, at 10 Elm Street, Unit 130
- > Other clinics: Chapeau, Espanola, and Manitoulin Island.

Free parking in visitors' parking or through validated tickets at these clinic locations.



Services are available by appointment or during drop-in clinic days. Evening clinics are offered once a month. To book an appointment or for more information, call our Sexual Health Information Line at **705.522.9200 ext 482** (toll-free **1.866.522.9200**) or access our **service directory**.

Service overview



No health card required

Control of Infectious and Communicable Diseases

Public Health works to lessen the spread and impact of important infectious diseases by:

- > investigating confirmed and suspected cases of infectious and communicable diseases in the community
- > monitoring schools, licensed daycares, hospitals, long-term care homes, and retirement homes for outbreaks
- > reporting cases to the Ministry of Health and Public Health Ontario for on-going surveillance and identification of outbreaks
- > inspecting institutions, premises, and facilities where cases or disease transmission may be happening

Visit the **Communicable Diseases** section of our website to learn how Public Health supports other local health care providers.

Service overview



No health card required



Free visitor parking available

Needle Syringe Program: The Point

The Point is a **free** and confidential program that provides harm-reduction supplies and services to people who use drugs. It aims to reduce the risks of getting or passing on infectious diseases, like HIV and Hepatitis C, and reduce the risks associated with using drugs.

Public Health is committed to offering our clients services with respect and without judgment. This program provides:

- > sterile needles, injection, and inhalation supplies
- > disposal containers for used needles and sharps
- > condoms and lube
- > naloxone
- > information about safer drug use and safe sex
- > referrals to community services

Locations:

- > Sudbury (Elm Place), Espanola, and Manitoulin Island

Onsite pick-up of supplies is available, no appointment or health card needed.

Free parking is available.

Oral health

Good oral health is important at every age. To support families and individuals in our community, Public Health offers a range of **free** dental programs for eligible children, youth, and seniors. These programs help make sure everyone can get the care they need, whether it is a quick screening, preventive care, or urgent dental treatment.

Service overview



Health card required



Dental screening clinics

Public Health offers **free** dental screenings by a registered dental hygienist. These screenings help spot urgent dental needs in children 17 and under.

Please note: Dental screenings are not full checkups and are NOT meant to replace regular visits to your family dentist!

Program offerings:

- > free, preventive program for children and youth 17 and under
- > screening is done by a dental hygienist
- > parental or guardian consent is required
- > screenings take place at the main office at 1300 Paris St. in Greater Sudbury

Contact Public Health to find out if your child qualifies for a dental screening and to schedule an appointment.

Service overview



No health card required



Call to book an appointment

Healthy Smiles Ontario

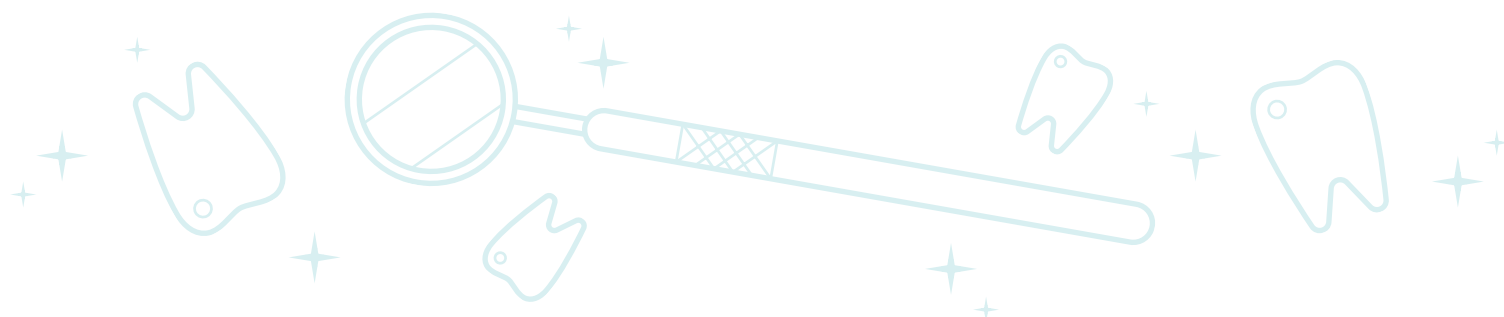
Healthy Smiles Ontario offers two kinds of free dental services for children 17 and under:

- > **Emergency and essential services stream:** Your child must be clinically eligible for urgent or emergency dental care and you must meet the income eligibility.
- > **Preventive dental services only stream:** This care is provided at **Public Health clinic locations only**. The family must be in receipt of Ontario Child Tax benefit to qualify.



Healthy Smiles Ontario services

	Emergency and essential stream	Preventive dental service only stream
Eligibility criteria	For children 17 and under.	Children 17 and under and whose family does not have access to any form of dental coverage.
To qualify	Clients must be enrolled in the Healthy Smiles Program prior to seeing their dental provider and having dental treatment provided.	Person must be a resident of Ontario and a member of a household that meets the income eligibility requirements. Family must be in receipt of the Ontario Child Benefit.
Associated cost	The client is responsible for reviewing treatment plans and potential costs with the dental provider.	Free service is provided by registered dental hygienists.
Location	Dental provider that accepts the Healthy Smiles Ontario Program. *The client must verify with the dental provier.	Available at the main office at 1300 Paris St. in Greater Sudbury. Families can call to make an appointment for a screening.



Service overview



No health card required



Free visitor parking available



Call to book an appointment

Seniors Dental Care Program

This program provides **free** dental care for seniors 65 years or older who do not have access to any form of dental coverage.

To qualify, you must be:

- > 65 or older
- > live in Ontario
- > must meet the income eligibility to qualify, have no other form of dental benefits (private insurance or other government program)

Dentures may have a small fee.

Ontario Seniors Dental Care Program will only pay for dental treatment for seniors who are enrolled in the program before treatment is started.

Location:

- > Elm Place Office in Greater Sudbury

Free parking is available.

How to apply to the Senior Dental Program

- > Apply online at ontario.ca/SeniorsDental or get a paper application from any Public Health Sudbury & Districts office.
- > Our staff can help ensure you have properly completed the form and have all the supporting documents needed to apply.

What happens if the application is approved?

- > If approved, a welcome package and dental card will be mailed to you.
- > Call the senior's dental clinic to book an appointment (due to high demand, there may be a waitlist).
- > Dental card must be presented at the time of appointment.
- > Each year, you will receive notification via mail if you are eligible to continue in the program or about how to re-apply.

Other supports

In addition to health programs and services that help keep people healthy, our goal is also to reduce your risk of illness or infection. We offer a variety of services to protect our community. Other supports that Public Health offers include the following.

Service overview



No health card
required

Food Handler Training Referral

Public Health does not offer in-person food handler training or proctoring. However, we do refer individuals and food service workers to approved online training programs, which are designed to educate individuals working in food service on proper food safety practices to prevent foodborne illnesses.

For more information about approved training and certification providers, please visit the [Ontario Ministry of Health's website](#).

Service overview



No health card
required

Environmental Health Services

Public health inspectors respond to some housing inquiries and complaints involving health hazards and will work in collaboration with the appropriate service providers or refer clients to the most appropriate agency.

For more information, please call the *Health Information Line* at **705.522.9200** (toll-free **1.866.522.9200**).

Service overview



No health card
required

Check Before You Go

Online access to **health inspection reports** across the Public Health Sudbury & Districts service area. You can see the results of inspections for:

- > food premises (such as restaurants, grocery stores, school food programs)
- > personal services settings (like hair salons, tattoo studios and spas)
- > child care settings (such as daycares and early learning centres)
- > pools, spas, splash pads
- > drinking water systems
- > recreational camps

You can also find information about:

- › complaints (received by Public Health)
- › convictions (when a business has broken a health law)
- › orders and advisories (legal actions or warnings given to protect the public)

Language Notice: All content and inspection reports are available in English only.

For more information on other public health services, including the community drug strategy, local inspections, vaping, and more, visit phsd.ca/features-services.



Essential community services

Under this section, you will find an overview of various essential and useful resources and services available within Sudbury and Manitoulin districts.

Disclaimer: This guide is for information purposes only and provides a high-level overview of important internal and community resources. The inclusion of an agency does not imply endorsement or recommendation, nor does exclusion indicate a lack of endorsement. All information provided is believed to be accurate and reliable and may be subject to change.

Service Ontario

Service Ontario is a provincial government agency for Ontario residents that provides a wide range of services, including Ontario Health Insurance Plan (OHIP), driver's licenses, and other vital records (birth, marriage, death certificates) to residents of Ontario.

Service Canada

Service Canada is a federal government agency for Canadian residents that provides federal services, including Social Insurance Numbers (SIN), Employment Insurance (EI), passports, and Canadian Pension Plan (CPP) benefits.

811 Health Link

811 Health Link provides free, confidential health information and advice available 24 hours a day, 7 days a week (24/7), connecting residents with registered nurses who can provide guidance on medical concerns and health resources.

Refugee HealthLine is part of Health811's service. It offers **free**, multilingual support to refugees and newcomers, connecting them to health care providers that can provide transitional care and related services. Call **811** (toll-free **1.866.797.0007**), 24 hours a day, 7 days a week. An Ontario Health Insurance Plan (OHIP) card is not required.

311 Services

311 City of Greater Sudbury provides residents with access to non-emergency municipal services and information including reporting issues (road repairs), requesting services (garbage collection), and obtaining general City information (property taxes). It is available Mondays to Fridays from 7:30 a.m. to 6 p.m.

This service is only offered by the City of Greater Sudbury. For those living in areas outside of Greater Sudbury, please visit your local municipal website for information specific to your area.

211 Services

211 Services offers 24 hours a day assistance 7 days a week (24/7) by connecting individuals with community and social services in their area (such as housing support, shelter, food assistance, and newcomer and immigration services).

ConnexOntario

ConnexOntario is a helpline that provides free and confidential support 24 hours a day, 7 days a week (24/7) for those seeking mental health, addiction, or gambling problem services or information. The helpline is available in over **170 languages** using translation services.

Ontario 511

Ontario 511 is a travel information service that offers real-time updates on road conditions, traffic, and transportation services to help plan and navigate trips across the province.

988 Suicide Crisis Helpline

988 Suicide Crisis Helpline provides suicide prevention and mental health crisis supports and are available via phone or text 24 hours a day, 7 days a week (24/7). Callers will receive bilingual (English and French), trauma-informed, and culturally appropriate support from trained responders.

911

Emergency number for ambulance (medical assistance), fire, and police. Call to report emergencies only!

Make the right call!



811

Health (24/7 nurse advice).



311

City of Greater Sudbury municipal services, bylaw, garbage, streets, and parks.



211

Non-emergency community and social services.



511

Provincial highways and weather conditions.



988

Suicide and crisis helpline.



911

Emergency number for ambulance, fire, and police.



Helpful services for newcomers

Under this section, you will find a comprehensive overview of various essential and useful resources and services available to newcomers within the community.

Disclaimer: This guide is meant to give general information about important community resources. Including an agency in this guide doesn't mean we are recommending it, and not listing one doesn't mean we don't support it. We do our best to keep the information accurate, but it may change over time.

YMCA

The **YMCA of Northeastern Ontario** offers a range of programs and services to support health, wellness, and community programs for people of all ages. They also assist newcomers in building a personalized settlement plan, offer information and orientation sessions, English practice groups, school support, and make referrals to community agencies as needed.

Collège Boréal

Collège Boréal's immigration and integration services offers support to newcomers, including language skill assessment centers, language courses in English and French, training programs and, immigration services to Francophone newcomers.

In addition, Collège Boréal offers free dental services (dental exam, cleaning, and x-rays) through its on-campus **Dental Hygiene Clinic**.

Cambrian College

Cambrian College offers **International Student Support** to its students including settlement sessions and immigration advising. The college also offers free dental services (dental exam, cleaning, and x-rays) through its on-campus **Dental Hygiene Clinic**.

Sudbury Multicultural & Folk Art Association

Sudbury Multicultural & Folk Art Association (SMFAA) provides multicultural and newcomer settlement services in the City of Greater Sudbury. They welcome newcomers to the community and provide support to cultural groups.

Centre de santé communautaire du Grand Sudbury

Centre de santé communautaire du Grand Sudbury offers several services for Francophone newcomers that facilitate their integration into the Sudbury community (health, education, housing, employment, as well as intercultural activities and training).

Invest Sudbury

Invest Sudbury focuses on economic development and investment, providing support for businesses to grow, innovate, and expand in Greater Sudbury. It aims to enhance the service area's economic vitality through strategic partnerships and initiatives.

Northern Ontario Black Economic Empowerment Program (NOBEEP)

The **Northern Ontario Black Economic Empowerment Program (NOBEEP)** supports Black entrepreneurs in Northern Ontario with culturally relevant services, business guidance, and immigration support. The Business Settlement Service also helps attract Black business owners from outside the region.

Settlement.Org

Settlement.Org is a helpful website for newcomers to Ontario. It lists many services to newcomers, including settlement assistance, language training, and job search to help newcomers integrate smoothly into their new communities. The service includes:

- **A guide to your first weeks in Ontario:** Learn what to do when you first arrive and find support for your first days in Ontario.
- **Finding services near me:** Find community services close to where you live, such as community health centres, legal clinics, housing assistance, employment services, and more.

Immigration, Refugees and Citizenship Canada (IRCC)

IRCC is the federal government department responsible for immigration and refugees. They help newcomers come to Canada and settle into their new communities.

IRCC offers helpful information and services. You may find these two especially useful:

- **Settling in Canada:** Learn what to expect and how to get started.
- **Find newcomer services near you:** Get help in your area with things like finding a job or learning English or French.

AccessOAP

Access OAP is the organization that helps families and individuals register for the Ontario Autism Programs (OAP). AccessOAP has support staff (care coordinators) who can explain the different services children, youth, and their families can access in their community.

Learn more about **Autism Spectrum Disorder (ASD)**.

Language Instruction for Newcomers to Canada

LINC Sudbury offers free English language classes (training and assessment) in Greater Sudbury for Permanent Residents, Landed Immigrants, Convention Refugees or Government Sponsored Refugees who are 18 years and older. Transportation and Care for Newcomer Children (CNC) assistance is provided for registered eligible students. A home study program may be available for students who cannot attend regular LINC classes.

Canada Dental Care Plan

The **Canada Dental Care Plan (CDCP)** is a federal program that covers a range of oral health care procedures for uninsured Canadian residents. The program aims to prevent and treat oral diseases and their related complications. Coverage is determined on an individual basis, taking into account factors such as the person's oral health status, medical conditions, Canadian residency, tax assessment, and lack of access to other dental insurance.

District considerations (this includes Chapleau, LaCloche Foothills, Manitoulin Island and Sudbury East communities)

Newcomers can reach out to local churches, mosques, local community or cultural centres, libraries, or municipal service management organizations such as the **Manitoulin-Sudbury District Services Board (DSB)** who are responsible for Ontario Works, community housing, paramedic services (land ambulance), and early learning and child care services. There are also volunteers in these local communities who help and support newcomers to settle in.

Search online

You can use the internet to look for work, find housing, find new or used items, translate simple sentences, find “how-to” information, or meet new people.

Many coffee shops also have Wi-fi for customers, but if you don’t have a computer, tablet, smartphone, or internet connection, your local library is a great resource. You can use a public computer at your local library for free, and libraries can also help you access information or connect with municipal services.

The links provided in this guide help to connect you to relevant organizations or government institutions in your community.



Frequently asked questions

Here are answers to questions frequently asked by newcomers. Under this section, you will find information about the health care system in Ontario, as well as immunizations and vaccinations.

Health care system in Ontario

? What is OHIP?

OHIP stands for the Ontario Health Insurance Plan (OHIP). It helps pay for most basic and emergency health services for residents of Ontario.

Visit **OHIP Eligibility and Coverage** to learn more about who qualifies, what's covered, and how to apply.

? How can I find a family doctor?

You can call Health Care Connect (**1.800.445.1822**). They will help you find a doctor, nurse practitioner, or other health care providers. For more information, visit **Health Care Connect**.

? Does Public Health provide medications or prescriptions?

Yes, in some cases. Public Health organizations may provide medications or prescriptions when appropriate.

- > **Public Health Nurses (PHNs)** in the sexual health clinic may prescribe certain medications under authorized medical directives.
- > **Nurse Practitioners (NPs)** who work within public health settings can prescribe medications as part of their scope of practice.

While the broader focus of public health remains on health promotion, disease prevention, and community wellness, these health care professionals can provide direct medical treatment when needed.

? I am a refugee. What is the Interim Federal Health Program?

The Interim Federal Health Program (IFHP) covers the cost of most medical

Other things to know!

- > Public Health does not provide:
 - > physiotherapy services
 - > psychological services
 - > chiropractic treatments
 - > optometry
 - > emergency services
- > These services are generally offered by specialized health care providers and clinics rather than Public Health, which focuses on health promotion, disease prevention, and community health initiatives.
- > Some employers provide health-benefit plans that cover some of the costs for the services that OHIP does not cover (for example, dental care). This coverage varies by employer. You can also buy private insurance to cover health care expenses not covered by OHIP.
- > If you do not have OHIP coverage, you may be able to access a community health center for limited services.

care until you're eligible for provincial or territorial health coverage. This coverage can vary depending on your immigration status (refugee or protected person in Canada).

To learn more, visit the **Interim Federal Health Program** (Government of Canada).

? What is a newcomer?

A newcomer is someone who has just arrived from another country to live, work, study, or join their family.

Newcomers may be:

- > immigrants
- > refugees
- > international students
- > temporary foreign workers

? Where can I find a walk-in clinic?

You can find a walk-in clinic near you by:

- > calling Health811 (dial **811**)
- > visiting ontario.ca/page/walk-clinics

Many clinics are open late and on weekends.

- > You do not need an appointment.
- > You will need a health card.
- > Confirm the clinic's open hours before you go.

? How do I get medical help as an international student?

International students are not eligible for OHIP (Ontario Health Insurance Plan). Instead, your school will provide a special health insurance plan for you:

- > most public universities use the University Health Insurance Plan (UHIP)
- > colleges and private schools may use different health plans

These health insurance plans are **not** free. The cost is added to your tuition and student fees.

You might not need to join the school's plan if you already have approved health insurance from another source. Ask your school if you qualify for an exemption.

? How can I report mould or talk to a public health inspector?

If you see mould in your home or building and are worried about your health, you can contact our Health Protection Division. You can:

- > report a complaint or concern
- > ask a question

You can **submit your concern** or talk to a public health inspector for more help and advice at **705.522.9200** (toll-free **1.866.522.9200**).

Immunizations and vaccinations

? Why are vaccines important?

Vaccines help protect you from specific diseases that can make you very sick.

Vaccines:

- > make your immune system stronger
- > prevent serious illness
- > help stop the spread of disease in your community
- > protect the vulnerable in our populations.

? Are vaccines required to enter Canada?

Vaccines are **not** required to enter Canada.

However,

- > individuals may have been instructed by their home country to receive vaccinations before their departure.
- > you may need an Immigration Medical Examination (IME) before applying for permanent residence or for certain temporary stays (visitors, students, workers).

To learn more, visit **Medical Exams - Immigration**.

? I have been given a Medical Surveillance Undertaking form. What do I do?

If Immigration, Refugees and Citizenship Canada (IRCC) gave you a Medical Surveillance Undertaking form, you must visit your local public health office:

- > **within 30 days** after entering Canada if you have inactive pulmonary tuberculosis
- > **within 7 days** for complex non-infectious inactive pulmonary tuberculosis.

? Why is it important to have an immunization record?

Immunization records:

- > prove you have had your vaccines
- > help health providers know which shots you still need
- > are needed for school and daycare attendance, and may also be required for post-secondary training, employment, and international travel.

Keep a copy of your family's records in a safe place.

? Do my children need to get vaccinated again if they already had their shots in another country?

No, if you have valid immunization records for your children, they do not need to start over. A public health nurse will:

- > review and verify their records
- > advise if they need additional vaccines that are due according to **Ontario's immunization schedule**

? How do I send my child's immunization records to Public Health Sudbury & Districts?

If your child got vaccines from a:

- > family doctor or a walk-in clinic, you must report it to Public Health
- > Public Health office or through a school clinic, it does not need to be reported, as Public Health will already have it on record.

Please visit the **immunization record and reporting** page for more information about reporting vaccines.

? **How to access free publicly funded vaccines?**

Public Health offers vaccines for free to people who qualify.

Vaccines are also available at:

- > doctor's offices
- > pharmacies
- > community health centres
- > walk-in clinics

Visit our **immunization clinic page** for more information.

? **What is the HPV vaccine, and should I get it?**

The Human Papillomavirus (HPV) vaccine helps protect you from a virus called HPV. This virus can cause health problems like genital warts and some types of cancer later in life. The vaccine works best if you get it before you are exposed to the virus.

Who should get it?

- > women between 9 and 45 years old
- > men between 9 and 26 years old

To learn more, visit our **HPV website**.

? **I am not sure which vaccines I need. How can I find out?**

If you're not sure which vaccines you need, you can:

- > talk to your doctor
- > speak with a public health nurse
- > check your records

In Ontario, there is a routine immunization schedule that shows which vaccines are recommended for different age groups.

You can find this schedule on the **Government of Ontario website**.

Appendix A

Overview of health care providers in Ontario

Table 1. Health Care Professionals and the Services They Offer

This table highlights some of the different types of health care professionals you might see in Ontario. These are just a sample. There are many other health care professionals who also play important roles and are not listed here.

Health Care Professionals in Ontario	Types of Services Offered
Medical Doctors (MD) / General Practitioners	Medical doctors, also called family doctors or general practitioners. They are usually the first doctors you see when you need medical help. They give primary care, which means they help with the most common health problems. Family doctors can check your symptoms and find out which illness you may have (diagnose), treat many types of sickness (health problems), order tests (blood work or x-rays), and prescribe medications. If you need special or more advanced care, they can refer you to a specialist who knows more about certain health issues.
Specialists	Doctors with advanced training, who treat specific areas like: > skin conditions (dermatology) > heart disease (cardiology) > cancer (oncology) > pregnancy (obstetrics) > young children (pediatrics), or > older adults (geriatrics). Appointments to see a specialist may take longer due to wait lists and high demand.
Physician Assistants	Physician Assistants work under a doctor's supervision. They take your health history, do physical check-ups (exams), order and review tests like blood work, and give advice on staying healthy.

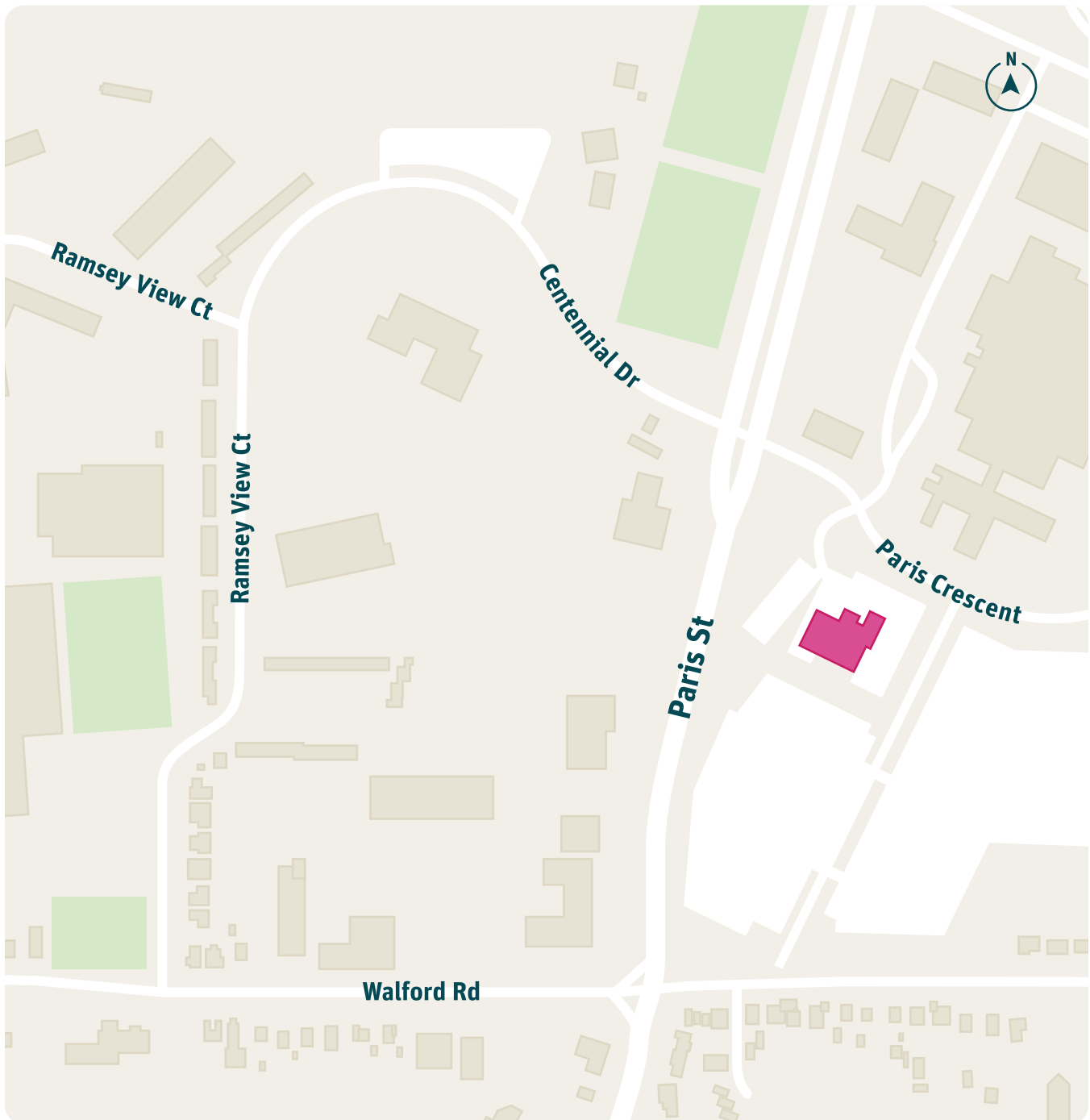
Health Care Professionals in Ontario	Types of Services Offered
Nurse Practitioners (NP)	Nurse Practitioners (NP) are registered nurses with advanced training and education. They can order and read medical tests, find and treat health problems (diagnose health issues, suggest treatments) and prescribe medication. They work in hospitals, family health teams, and NP-led clinics. In some places, you may see an NP instead of a family doctor for your care.
Public Health Nurses	Public Health Nurses focus on keeping the community healthy by teaching people (through education) about health and screening for disease. They provide direct health care services through public health vaccinations, healthy babies programing, and breastfeeding advice through prenatal and postnatal appointments.
Registered Nurses (RN)	Registered Nurses provide direct patient care in hospitals, clinics, and other health care settings. They assist with check-ups, treatments, and work closely with doctors and other health professionals.
Paramedics	Paramedics provide care during emergencies such as accidents. They give first aid, CPR, and medicine before you reach the hospital. They travel in ambulances and use special tools to keep you safe on the way to the hospital.
Pharmacists	Pharmacists fill drug prescriptions from doctors or nurse practitioners. They explain how to take your medicine and what side effects to watch for. They can give vaccines like the flu shot and help people who want to quit smoking or manage their health conditions like diabetes.
Dietitians	Dietitians give advice about healthy eating and nutrition. They help plan meals or special diets for health conditions like diabetes or heart disease.
Dentists	Dentists treat issues related to the teeth, gums, and mouth. They fix cavities, pull teeth and treat other dental problems.
Physiotherapists	Physiotherapists help with pain, balance and mobility issues due to illness, or injury. They help older adults who have weak bones (osteoporosis) or balance problems like dizziness (vertigo).
Audiologists	Audiologists work with people who have trouble hearing. They do hearing tests, fit hearing aids, and treat ear-related issues.

Health Care Professionals in Ontario	Types of Services Offered
Optometrists	Optometrists check eyesight for vision problems. They can detect eye diseases, treat small eye injuries and prescribe corrective glasses or contact lenses.
Ear, Nose, and Throat (ENT) Doctors	ENT Doctors are specialists who treat problems related to the ears (hearing loss), nose (sinus infections), throat (sleep apnea), and head or neck (thyroid).
Midwives	Midwives provide care during pregnancy, birth, and after the baby is born. They support natural birth practices, for example, birthing at home.
Gynecologists	Gynecologists are doctors who specialize in women's health, including reproductive and sexual health, as well as menstrual concerns and menopause.
Personal Support Workers	Personal Support Workers help people with everyday tasks such as bathing, dressing, eating, and moving around (mobility). They support older adults, people with disabilities, or those who are ill in hospitals, long-term care facilities, or home care settings.
Naturopathic Doctors	Naturopathic Doctors use natural therapies like herbs, nutrition, and acupuncture to treat issues like stress, allergies, and long-term (chronic) pain.
Psychologists	Psychologists are mental health professionals who help people understand their thoughts, feelings, and behaviours. They do <u>not</u> prescribe medication.
Psychiatrists	Psychiatrists are medical doctor who treats mental health conditions (diagnose problems like depression, anxiety, or schizophrenia). They can prescribe medication.
Social Workers	Social Workers help people deal with life challenges, offering counselling and guidance. They connect people with services and support.

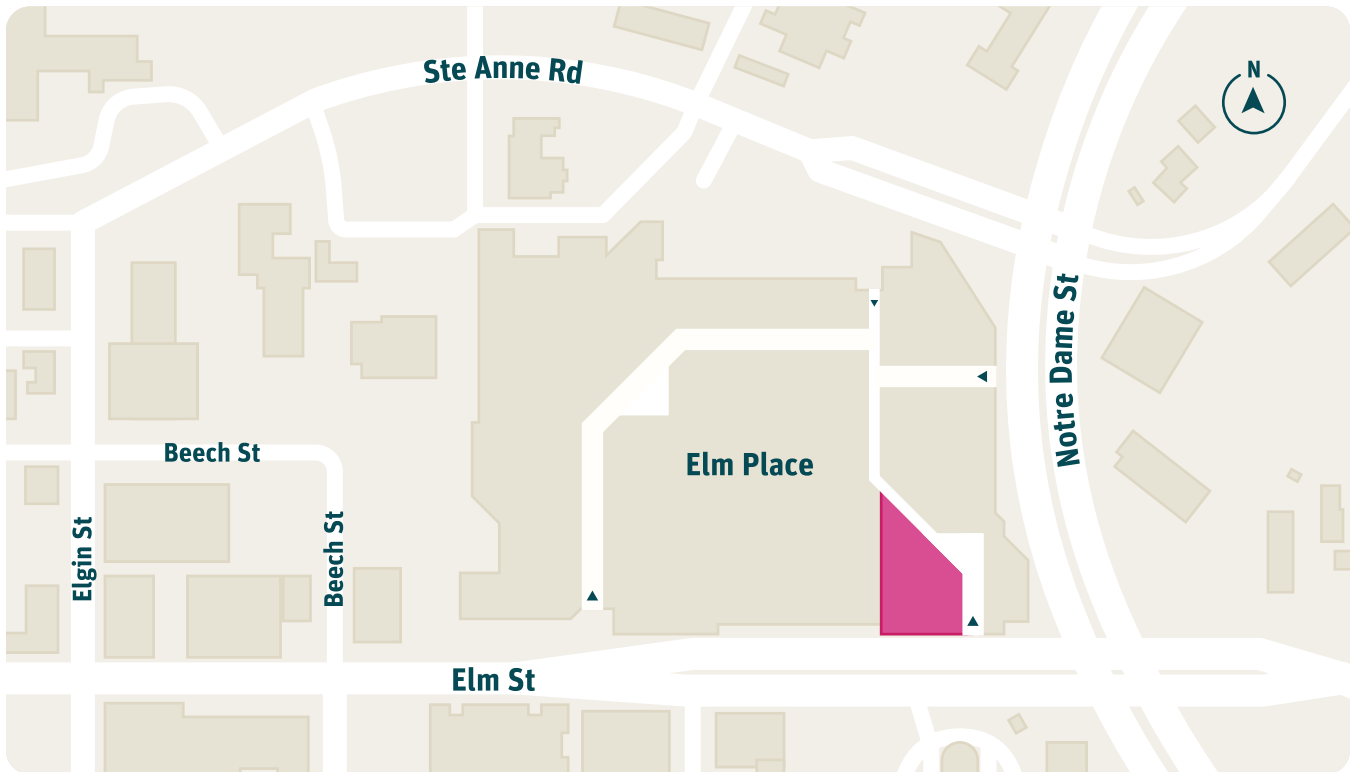
Appendix B

Public Health Sudbury & Districts' office locations

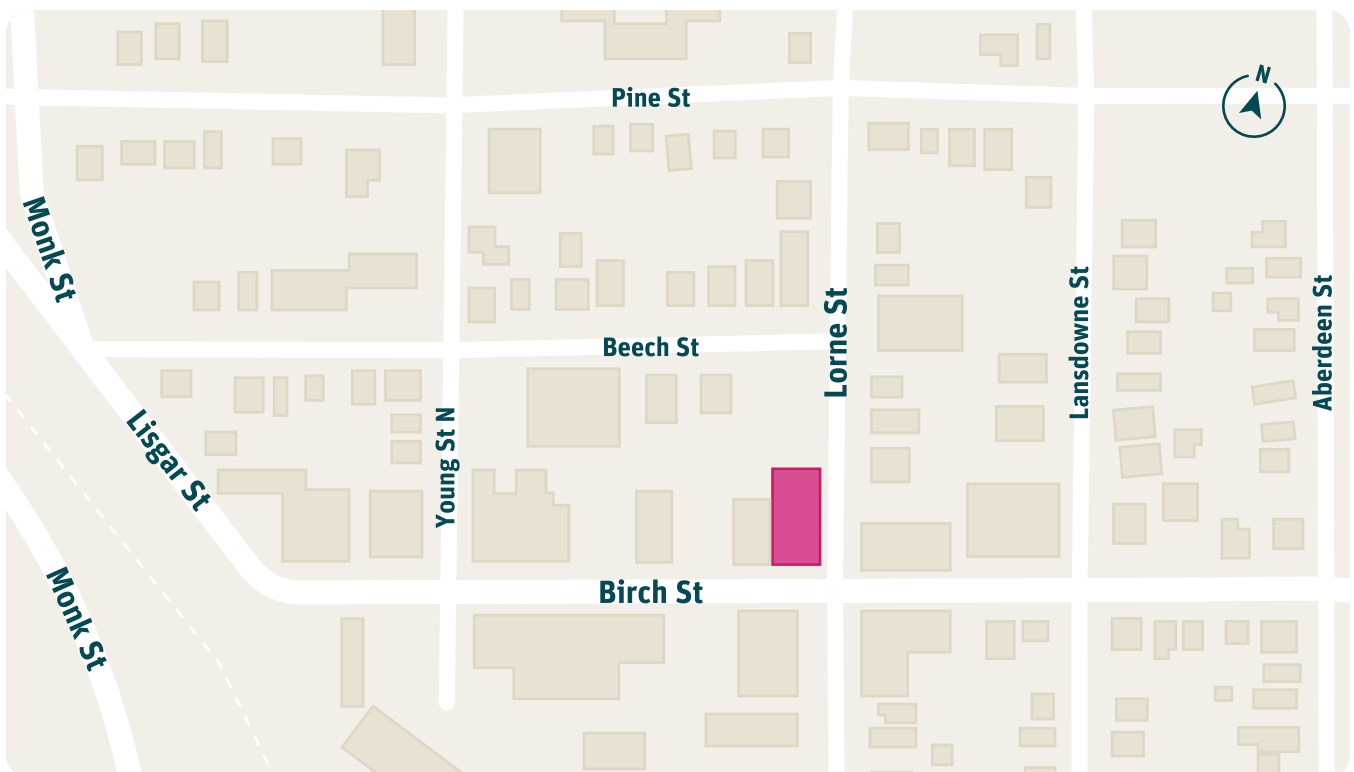
Main office, 1300 Paris Street, Sudbury ON



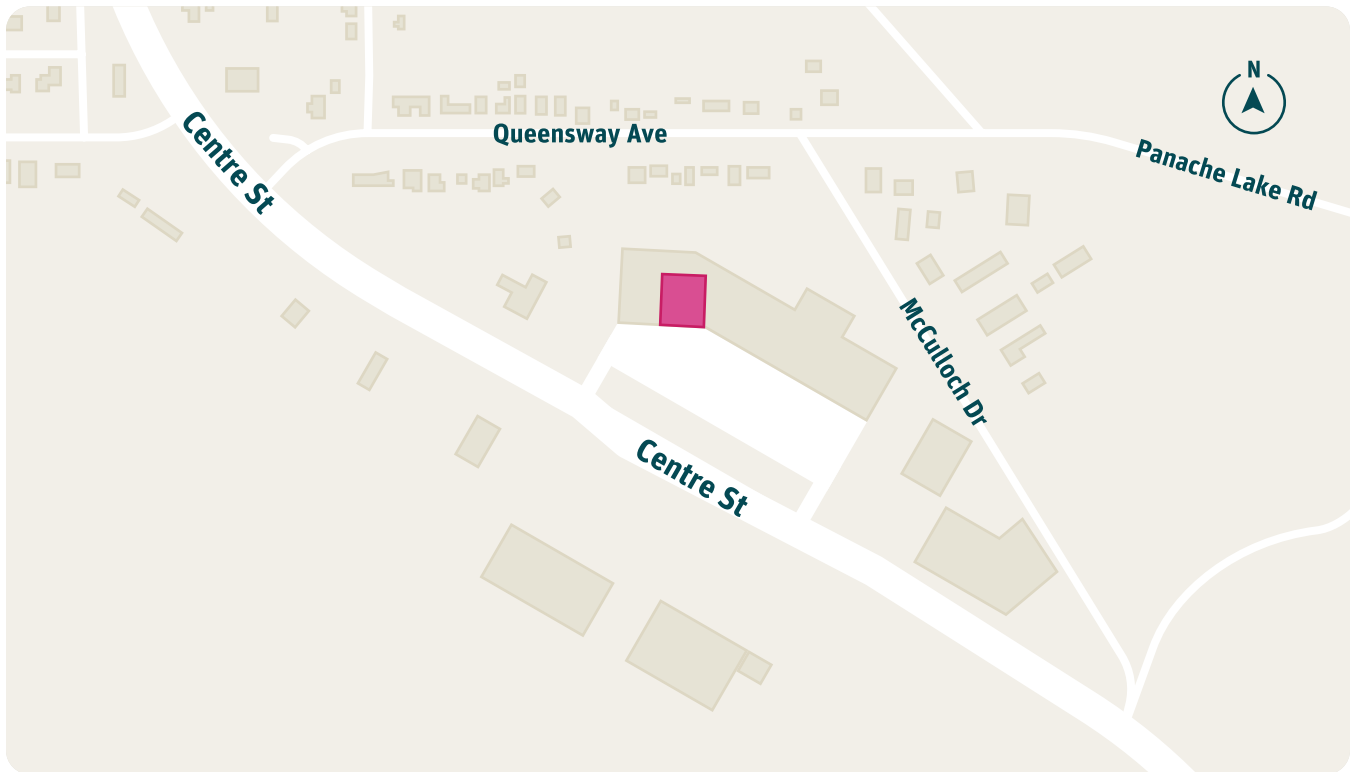
Elm Place office, 10 Elm Street, Unit 130, Sudbury ON



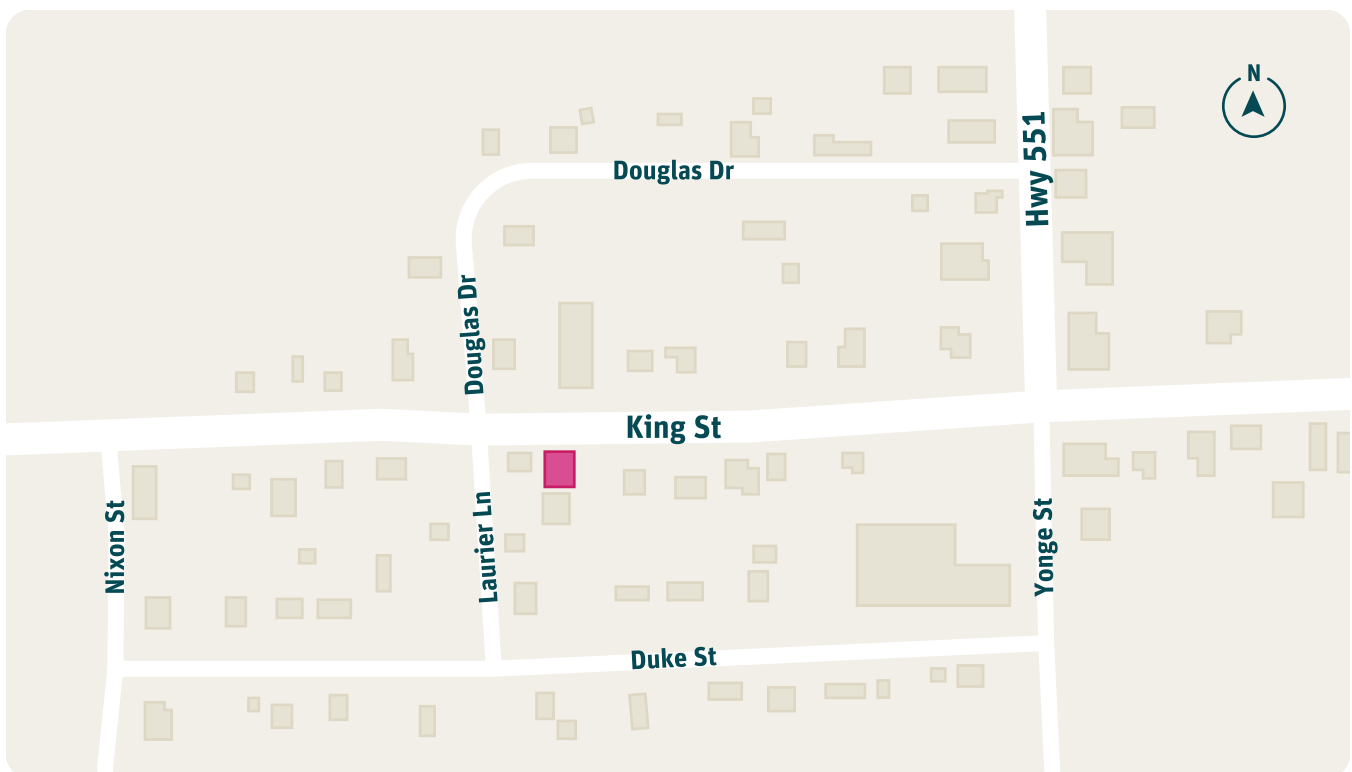
Chapleau office, 34 Birch Street, Chapleau ON



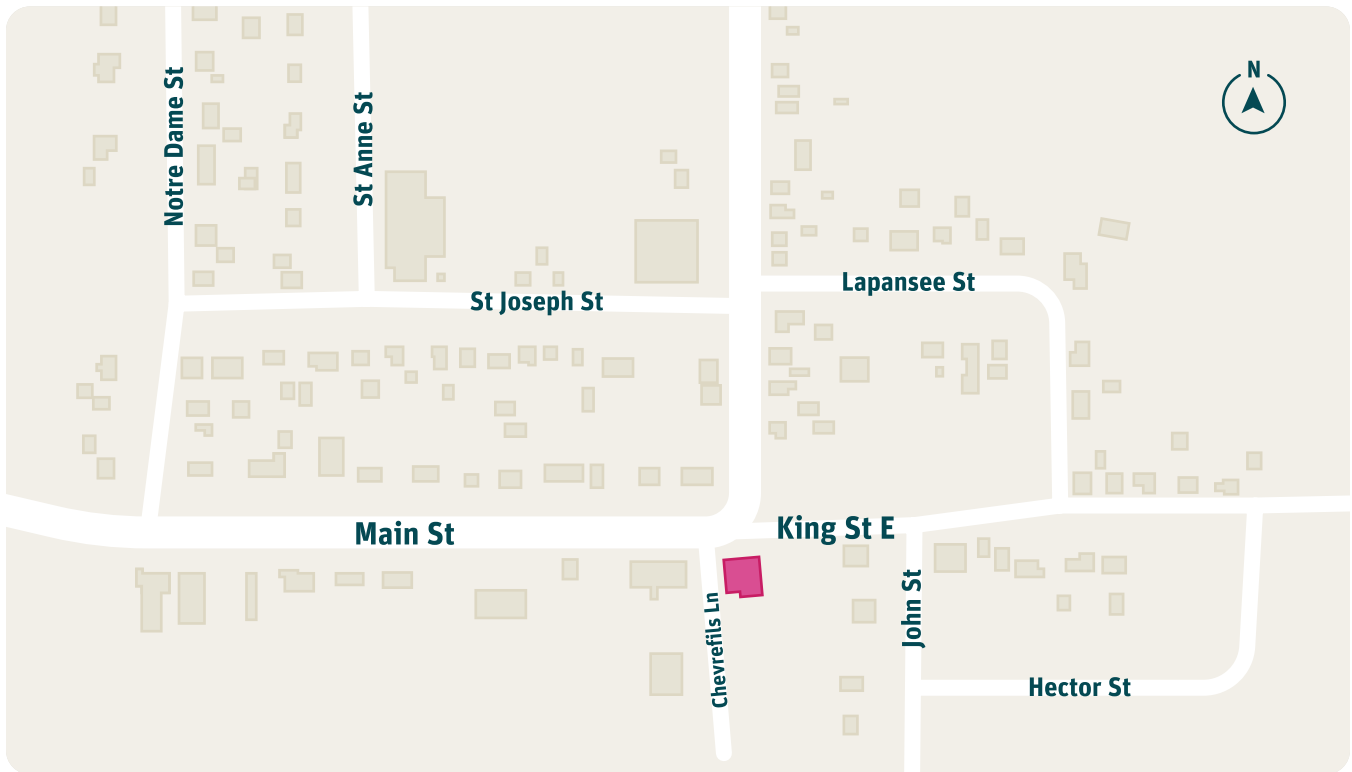
Espanola office, Espanola Mall, 800 Centre Street, Unit 100 C, Espanola ON



Manitoulin Island office, 6163 Highway 542, Mindemoya ON



Sudbury East office, 1 King Street, St. Charles ON



Val Caron site, 1679 Main Street, Val Caron ON

