

# Services and Support Available For Temporary Foreign Workers In Prince Edward Island



## Legal Information and Services



### Community Legal Information Association (CLIA)

This organization is the place to go if you need **information** about the **law**. They like to help and they can refer you to other services. They have information about many subjects: **women's rights, employment law, renting, abuse, trespassing**, and more. Information is on their website.

They do not have a translator, and if you cannot speak English or French they will use internet translation services to communicate. They will help you **even if you do not have status in Canada**. They are **confidential**, so no one will know that you contacted them, and you can email them, visit their office in Charlottetown, or call their toll-free phone line.

**Phone (Free):** 1 (800) 240-9798  
**Email:** [clia@cliapei.ca](mailto:clia@cliapei.ca)  
**Website:** [www.cliapei.ca](http://www.cliapei.ca)  
**Office:** 1st floor, Sullivan Building, Fitzroy Street, Charlottetown, PEI



### PEI Human Rights Commission

The PEI Human Rights Commission is an organization that accepts complaints about **unfair treatment**. If you are being treated unfairly, you can issue a complaint to them and start a legal process. On their website they have information on **your rights** in Canada, and how to file a complaint. They also have information booklets on your **rights as a worker**.

**Phone:** (902) 368 -4180  
**Toll Free:** 1 (800) 237-5031  
**Email:** [lbuell@peihumanrights.ca](mailto:lbuell@peihumanrights.ca)  
**Website:** [www.peihumanrights.ca](http://www.peihumanrights.ca) (address?)



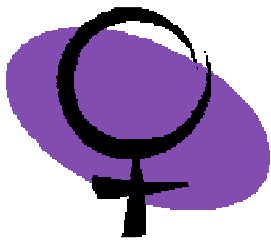
### Employment Standards Branch

This is a branch of the **PEI Government** that manages the **Laws that employers must follow**. To get information about the *Employment Standards Act* you can call them or visit their website. **Many sections of this Act do not apply to farm workers**. You can contact them to ask questions about PEI's laws concerning work conditions and your pay. You can call their office, or you can arrange for a representative to meet with you at one of the government offices around PEI. Their services are confidential, so no one will know that you talked to them. If your employer is breaking the rules of this Act, you can decide to file a **formal complaint**. If a hearing is held, they can arrange for a translator to be present.

**Phone (Free):** [1 \(800\) 333-4362](tel:18003334362)  
**Website:** [www.gov.pe.ca/labour/](http://www.gov.pe.ca/labour/) (click on "Employment Standards")

## Health Services:

### Health PEI



#### Health PEI Website

Health PEI is responsible for all of the **public health services** on PEI. Their website has information about health services. If you want to visit a doctor, you can find the closest **walk-in clinics** and **hospitals** (click on the links on the right hand side of the page). You must have a valid health card to see a doctor for free.

Web: <http://www.healthpei.ca/>

#### Women's Clinic

The Women's Clinic is a part-time service for **gynecological problems**, but you must have a valid health card. The doctor can also give you a referral for an **abortion**, or a prescription for **birth control**. You must call to make an appointment, and it might take some time before you can see the doctor. On the phone you must tell them exactly why you are calling. You must be able to speak English, or bring a translator. This service is confidential.

Phone: (902) 367-3285  
Address: 24 Linden Ave, Charlottetown. PEI

## Employment Services, Information, and Other Support:



#### Career Development Services

This organization helps people find jobs. They have some services that could help TFWs. They have **employment resource centres** in different areas of the province. They have computers that you can use to **find jobs** and the staff can help you work on your resume and cover letter. They can also help you make these corrections by email. **This service is confidential** so no one will know you visited them. **The staff does not know how to help you get a work permit for a new job.**

**Bloomfield:** Bloomfield Mall • Phone: 859-2776 • Email: [oleary@careerservicespe.com](mailto:oleary@careerservicespe.com)  
**Charlottetown:** 160 Belvedere • Phone: 626-2014 • Email: [chtown@careerservicespe.com](mailto:chtown@careerservicespe.com)  
**Montague:** 500 Main Street Phone • 838-5453 • Email: [montague@careerservicespe.com](mailto:montague@careerservicespe.com)  
**Souris:** 175 Main Street • Phone: 687-1526 • Email: [lynorr@careerservicespe.com](mailto:lynorr@careerservicespe.com)  
**Summerside:** 674 Water St. E. • Phone: 436-0706 • Email: [sside@careerservicespe.com](mailto:sside@careerservicespe.com)  
**Wellington:** Place du Village • Phone: 854-4156 •



#### Cooper Institute

This organization is a small, PEI, non-governmental organization. They work for social justice locally and globally. This includes the **rights of Temporary Foreign Workers (TFWs)** in PEI. If you contact Cooper Institute, your identity will be **confidential**, so no one will know. You can call if you have a problem, or you have a friend in a bad situation in PEI. If your job or the place you live is abusive or unsafe, they might be able to issue a complaint to the government, and your name will not be used. One of the staff people is **Spanish** speaking. They also help Canadians learn more about helping temporary foreign workers who live in their community. Even if you do not have a problem, they would be happy to hear from you. The office of Cooper Institute is open Monday-Friday, 8am-5pm. If you call on the weekend or in the evening, **leave a message and let them know how and when to contact you.**

Phone Number: (902) 894-4573  
Toll Free: 1 (877) 894-4573  
Email: [cooperinstitute@eastlink.ca](mailto:cooperinstitute@eastlink.ca)  
Website: [www.cooperinstitute.ca](http://www.cooperinstitute.ca)  
Office: 81 Prince Street, Charlottetown, PEI



## PEI Association for Newcomers to Canada (PEI ANC)

There are a few helpful services this Association offers, although most of the services are only for permanent residents, not for temporary foreign workers. PEI ANC holds **social events** in a few different areas of the province, which can help you feel less isolated. They also have a **Women's Support Group that any woman can join** that meets in Charlottetown. Their website is translated into **seven (7) languages** and they have an **Online Guide for Newcomers to Canada** with information about every aspect of life in PEI and Canada. Their settlement **staff know about applying for a new work permit**, and helping a new employer to hire you. **Everything is confidential.** If your children are with you in Canada, they can help your children with school registration and other free programs.

**Phone:** (902) 628-6009  
**Work Permits:** (902) 368-3070 ext. 222  
**Email:** [info@peianc.com](mailto:info@peianc.com)  
**Website:** [www.peianc.com](http://www.peianc.com)  
**Address:** 25 University Ave., Suite 400, Charlottetown, PEI



## Public Libraries

Many towns and villages in PEI have a public library. They are open at different days and times. To find out the phone number, location, and hours of the library in your area, go to their provincial website, or call their main office.

The services of the Provincial Library are free, but you need to be a **member**. On their website, you can read the **membership guide which is translated into several languages including Mandarin and Spanish**. As a temporary resident, you can get a **library card**, as long as you have a mailing address in PEI. The staff will ask you to provide "proof of address." This means they need to see a piece of mail that was sent to you at your address in PEI.

Once you have a library card you can **use the internet on their computers and borrow books, CDs, or DVDs**. There are some materials available in other languages. If you reserve material, they can bring it to the library you use for you to pick it up. Borrowing materials is free, but make sure to return them on time, or renew them online, or you will pay a fine for each day they are late. Some libraries also have **Rosetta Stone**, a computer program for learning English, and English-as-an-Additional-Language courses.

If you do not want to become a member of the library, you can still sign up as a guest and use the computer for up to 14 days.

**Main Office Phone Number:** (902) 961-7320  
**Email:** [plshq@gov.pe.ca](mailto:plshq@gov.pe.ca)  
**Website:** [library.pe.ca](http://library.pe.ca)

### PEI towns with Public Libraries:

Abrams Village	Alberton	Borden-Carleton	Breadalbane
Charlottetown	Cornwall	Crapaud	Georgetown
Hunter River	Kensington	Kinkora	Montague
Morell	Mount Stewart	Murray Harbour	Murray River
O'Leary	Souris	St. Peters	Stratford
Summerside	Tignish	Tyne Valley	

## Services for Victims of Abuse:



### PEI Family Violence Prevention Services/ Anderson House (a shelter for women and children)

This organization has services for women and children who are in danger, or are being abused. All of their services are **confidential**, so no one will know that you have contacted them. They will help you even if you do not have **status in Canada**. They have offices in four locations across PEI, so you can call or visit them. These offices can also get help with translation, if you cannot speak English.

They offer **information, support, and referrals** to other services like **health and counselling**. They can also give you a **safe place to stay in emergency situations**. **All of their services are confidential**, so no one will know if you contact them.

There are four offices across the province:

**East Prince – Summerside Phone:** (902) 436-0517  
**Eastern PEI – Montague Phone:** (902) 838-0795  
**Queen’s – Charlottetown:** (902) 566-1480, ext 224  
**West Prince – O’Leary:** (902) 859-8849  
**Free crisis line available 24 hour/day:** [1 \(800\) 240-9894](tel:18002409894)  
**Email:** [admin@fvps.ca](mailto:admin@fvps.ca)  
**Website:** [www.fvps.ca](http://www.fvps.ca)



Prince Edward Island  
rape and sexual assault  
CENTRE

### PEI Rape and Sexual Assault Centre

This organization provides services to men and women who have been sexually abused or raped. **They offer therapy, support, and information. Their services are confidential.** If you need therapy, you can leave a message on their therapy line and they will call you back. They also have helpful information on their website. **Translation can be arranged for counselling sessions.**

They have services in **Summerside, Alberton, and Charlottetown.**

Their offices are open 8:30am-4:30pm Monday-Friday.

**Office Phone (Free):** 1 (866) 566-1864  
**Counselling Phone (Free):** 1 (888) 368-8055  
**Email:** [admin@peirsac.org](mailto:admin@peirsac.org)  
**Website:** [www.peirsac.org/](http://www.peirsac.org/)



**These resources have been compiled by Cooper Institute to inform Temporary Foreign Workers of the free public services that are available to them. For more information about the work of Cooper Institute, or just to say hello, contact us:**

**Cooper Institute**  
**81 Prince Street, Charlottetown**  
**cooperinstitute@eastlink.ca**  
**(902) 894-4573 or 1 (877) 894-4573**