



WELCOME TO STITTSVILLE

Newcomer's Guide

New & Updated for 2026



COUNCILLOR **CONSEILLER**
GLEN GOWER
STITTSVILLE WARD QUARTIER SIX



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A message from Councillor Glen



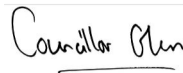
Councillor
Glen Gower

Every year we welcome hundreds of new families to our Stittsville community, from places near and far. Many are newcomers, arriving from countries around the world, and we're excited to welcome you and help you get started in Canada.

We've written this booklet to help guide you during your first few days, weeks, and months in Ottawa. There are many organizations and resources available to help, and we hope this information is useful to point you in the right direction.

My team and I are here always available to help. You can reach us by email, (glen.gower@ottawa.ca), by phone (613-580-2476), or in-person at our office in the community centre at CARDELREC-Goulbourn (1500 Shea Road). Please drop by and say hello – we look forward to meeting you soon!

Welcome to Stittsville!

A handwritten signature in black ink that reads "Councillor Glen". The signature is written in a cursive, flowing style. Below the signature is a thin horizontal line.

1 Your First Week

OHIP - Ontario Health Insurance Plan

The OHIP Card is an Ontario benefit that gives citizens and permanent residents access to the health care system. To apply for your OHIP Card, you should go to a **Service Ontario** office with the following documents:



- **An original document that proves your Canadian citizenship or OHIP- eligible immigration status.** For permanent residents, it can be your Permanent Resident Card, Confirmation of Permanent Residence (IMM 5292, 5688), Canadian Immigration Identification Card or Record of Landing (IMM 100)
- **An original, printed or digital/electronic document that proves you live in Ontario.** It can be your valid Ontario driver's licence or temporary driver's licence, utility bill, mortgage, rental or lease agreement, bank account statement, insurance policy, or phone bill.
- **An original document that confirms your identity.** This document must include your name and signature. It can be a passport, credit card, CoPR, valid Ontario driver's licence or temporary driver's licence, or student card, among others.

At the ServiceOntario office, you will receive a form to fill out and have your picture taken for your card. Children under 16 do not need to have their picture taken. To speed up the process, you can download the form at [Registration for Ontario Health Coverage \(gov.on.ca\)](https://www.ontario.ca/gov/Registration-for-Ontario-Health-Coverage). Once completed, please bring it with you to ServiceOntario.

You can book an appointment online before going to a Service Ontario centre at [Book a ServiceOntario appointment | ontario.ca](https://www.ontario.ca/gov/Book-a-ServiceOntario-appointment) or by phone at **416-326-1234 | Toll-free: 1-800-267-8097 | TTY: 416-325-3408 | Toll-free TTY: 1-800-268-7095**

Good to know!

The Service Ontario office in Stittsville is at 1626 Stittsville Main St. For more information regarding [Documents needed to get a health card | ontario.ca](https://www.ontario.ca/gov/Documents-needed-to-get-a-health-card)

Social Insurance Number / Service Canada

To work in Canada or access government programs and benefits, you need a 9-digit number known as a Social Insurance Number (SIN). ***Your SIN is private, and it is illegal for anyone else to use it.*** Service Canada is responsible for issuing SINs.

Important!

The most common uses of your SIN are:

- after being hired for documentation purposes
- when completing your income tax information
- when opening an account from which you earn interest at a bank or credit union
- when accessing government programs and benefits

How to apply?

The Social Insurance Number (SIN) is free, and you can apply through mail, online or in person. You will need your passport, which contains your visa, PR Card or CoPR, and proof of address. For more information at [Canada.ca](https://www.canada.ca)

Open a bank account

Several bank institutions in Canada offer specials or deals for newcomers. Allow yourself some time to visit the bank's website or schedule an in-person meeting with a financial advisor to learn what each institution can offer you. The Government of Canada provides an account comparison tool to find the account that best suits your needs. Find more information about the [Account Comparison Tool \(fcac-acfc.gc.ca\)](https://fcac-acfc.gc.ca).

Overall, to open a bank account in Canada, you will need to present the following documents:

- Proof of address
- Canadian phone number
- Social Insurance Number (SIN)
- Photo ID: Either a passport, PR card, or valid Driver's Licence
- Confirmation of Permanent Residence (COPR) – *only for Permanent Residents*

Utilities

Utilities are the essential services your home needs to keep it comfortable and functioning correctly. The most important ones you must consider when putting your budget together are:

Water and sewer

The City of Ottawa sends water and sewer bills every two months. They are based on meter readings, but sometimes, you might receive a bill based on an estimation. Find more information about [Water Utility Bills \(ottawa.ca\)](http://ottawa.ca)

Electricity

Electricity is billed with variable rates according to the time of use. Depending on where you live in Stittsville, your electricity provider will be Hydro Ottawa (for most homes south of Maple Grove Road) or Hydro One (for most homes north of Maple Grove Road).

Hydro Ottawa: 613-739-6400 or hydroottawa.com

Hydro One: 1-888-664-9376 or hydroone.com

Good to know!

Hydro Ottawa has a discount program designed for low-income residents. For more information regarding “Time-of-use rates” or “Low-Income Energy Assistance Program (LEAP)”, visit hydroottawa.com

Natural gas

Natural gas is provided by Enbridge Gas, Canada’s largest natural gas storage, transmission and distribution company based in Ontario. Find more information at enbridgegas.com | 1-877-362-7434.

Important!

There are other costs you need to consider in your budget, such as:

- Rent
- Transportation
- Phone / internet
- Groceries
- Home and auto insurance
- Leisure

Registering for school

In Ontario, children aged 6 to 18 must attend school. Many children can begin full-day kindergarten at age 4. Public and Catholic schools are free. However, parents have the right to educate their children at home or enroll them in a private school.

Schools in Ottawa are categorized by:

- English Public: Ottawa-Carleton District School Board (OCDSB). Find more information at ocdsb.ca
- English Catholic: Ottawa Catholic School Board (OCSB). Find more information at ocsb.ca
- French Public: Conseil des écoles publiques de l'Est de l'Ontario. Find more information at cepeo.on.ca
- French Catholic: Écoles catholiques Centre-Est. Find more information at ecolecatholique.ca

School boundaries

The schools are assigned based on catchment areas, meaning the school you attend is determined by your residence. It's advisable to contact your preferred school board to find out which options are available for you.



Maplewood Secondary School on Cope Drive

Good to know!

The OCDSB and OCSB offer programs to help families register children from grades 1 through 12 and integrate into the Ottawa community whether you are a new resident in Canada or English is a language your family isn't comfortable speaking.

Family Reception Centre (OCDSB): 613-239-2416 or

familyreceptioncentre@ocdsb.ca

Web: [Family Reception Centre](#)

Family Welcome Centre (OCSB): 613-233-5670 or

family.welcome@ocsb.ca

Web: [OCSB Family Welcome Center](#)

School trustees

Trustees represent the issues and concerns of their community and make decisions based on the interests of all students in the district.

- Ottawa Catholic School Board:
Scott Phelan scott.phelan@ocsb.ca
- Ottawa-Carleton Public School Board:
Currently no trustee, enquiries@ocdsb.ca
- Conseil des écoles publiques de l'Est de l'Ontario:
Jacinthe Marcil jacinthe.marcil@cepeop.on.ca
- Conseil des Ecoles Catholiques du Centre-Est:
Jolène Savoie-Day savoij@ecolecatholique.ca

Good to know! The school year runs from late-August/early-September until June. There is a two week break in December-January for Christmas and one week in March, known as March Break.

JK (Junior Kindergarten): 4 years old

SK (Senior Kindergarten): 5 years old

Elementary School: Grades 1 to 6

Middle School: Grades 7 and 8

High School or Secondary School: Grades 9 to 12

School transportation

The Ottawa Student Transportation Authority (OSTA) is responsible for school bus transportation on behalf of the Ottawa-Carleton District School Board (OCDSB) and the Ottawa Catholic School Board (OCSB). More information about ottawaschoolbus.ca

Le Consortium de transport scolaire d'Ottawa (CTSO) is responsible for the school bus transportation for the French schools. Find more information at transportscolaire.ca

Childcare

Before starting junior kindergarten, children under age 4 can be registered in a daycare centre. Most daycare centres or home daycares in Ottawa are private and require monthly fees. For some families (including low-income families), the federal and provincial governments may provide benefits to help pay for childcare expenses.

Registering for a daycare

The Ottawa Child Care Registry and Waitlist is an online application for parents looking for licensed childcare. More information: [Apply for child care | City of Ottawa \(ottawa.ca\)](http://ottawa.ca)
[City of Ottawa Child Care Registry and Waitlist \(onehsn.com\)](http://onehsn.com)



EarlyON program

This is for children from 0 to 6 years old and is a free program offered by the government of Ontario to support child development with activities with family participation.

No registration is required; admission to indoor playgroups is available on a first-come, first-served basis. For more information, visit [Ottawa EarlyOn](#) or call 613-591-3686, ext. 545.

Canada Child Benefit

The Canada Child Benefit (CCB) is administered by the Canada Revenue Agency (CRA). It is a tax-free monthly payment made to eligible families to help with the cost of raising children under 18 years.

Find more information and apply for the [Canada child benefit - Canada.ca](#)

2 Housing

Buying or renting a property as a new immigrant can be very challenging. There are several factors to consider, such as neighbourhood, type of house, documentation, credit score, etc.

The best resource for renting or buying a house is the [Realtor.ca](#) website. You may also want to enlist the services of a realtor who specializes in rental properties.

There are other websites where you can find great opportunities, too, such as Facebook Marketplace, Kijiji, and [Rentals.ca](#). However, be careful and watch for scams that are more likely on unregulated websites.

Good to know!

Types of houses

Detached: A single dwelling unit stands alone, is not attached to other buildings, and is independently owned.

Row unit / townhouse: One dwelling unit of a group of three or more attached, self-contained dwelling units of similar design and size, each unit separately owned.

Semi-detached: One of a pair of self-contained dwelling units, often of mirror image design, attached by a common wall but detached from other buildings, separately owned from one another.

Apartment: One unit of a complex of self-contained units lying within a low, mid or high-rise building, offering common areas such as hallways, parking lots, stairwells, etc.

Stacked: One unit in a complex containing individual residences stacked on top of each other like apartments, but all contained in a single structure resembling traditional row houses. Units are often multi-level. Each unit has a separate entrance and is separately titled.

Buying a house is an important step in anyone's life! But buying a house as a new immigrant makes this milestone even more special! Consider finding a realtor and mortgage broker that you trust to help you navigate through this critical moment in your life.

TYPES OF HOUSES IN CANADA



Important!

According to Canada Mortgage and Housing Corporation (CMHC), your monthly housing costs should be at most about 39% of your gross (before deductions) monthly income. These costs should include your mortgage payments, property taxes and heat costs. Your monthly debt load should be at most 44% of your gross monthly income. This includes your mortgage payments and other debts, such as car loans or credit card payments.

You can find more information at: [Buying a home in Canada - Canada.ca](#) and [First-Time Home Buyer Incentive - cmhc-schl.gc.ca](#)

3 Employment

Finding a job in a new country is always a great challenge and one of the most crucial steps in the settlement process for an immigrant. There are many resources and service providers available to help newcomers learn about Canadian culture, how to prepare a resume, the importance of a cover letter in job hunting, as well as networking.

Here are some links that can help you in searching for your first job opportunity in Canada:

- Canada's Job Bank: [jobbank.gc.ca](#)
- Prepare to work in Canada: [Look for jobs in Canada - Canada.ca](#)
- How to build your resume, cover letter and prepare for a job interview: [World Skills Employment Centre - \(ottawa-worldskills.org\)](#)
- Get to know the Canadian workplace culture: [Workplace Culture \(settlement.org\)](#)
- Language training: [OSLT – Occupation-specific Language Training | Colleges Ontario \(co-oslt.org\)](#)
- Job Fairs: [Ottawa Job Fair](#)
- Community Employment Resource Centre: [cercottawa.ca](#)

The YMCA offers support with finding and preparing for employment, such as resume writing, connecting to local employers, and support with determining certification needs for certain jobs. Find out more: ymcaottawa-eac.ca

Employers may request the following information after you receive a job offer:

- Social Insurance Number (SIN)
- Police Record Checks: ottawapolice.ca

Find and learn more about your National Occupation Category (NOC), used to identify and categorize jobs (occupations) based on training, education, experience, and responsibilities. It is always important to check if your profession is regulated in Canada. If it is, you will probably need to validate your diploma if you wish to practise it here. [Find out if your occupation is regulated or not \(cicic.ca\)](http://cicic.ca)

Work as a volunteer to build your resume, get Canadian work experience, develop your network of contacts, make friends, and practice your English or French. Here you can find out more about working as a volunteer: [Volunteer Canada](http://VolunteerCanada) | [Volunteering | City of Ottawa](http://VolunteeringCityofOttawa)

Councillor Glen created the Stittsville Volunteer Connection to help volunteers connect with other residents and organizations who need assistance. For more information: glengower.ca/volunteers/

4 Transportation

OC Transpo is the public transit provider for the City of Ottawa. It provides transit service across Ottawa and into Gatineau. You can learn more about OC Transpo, fares and services at [octranspo.com](https://www.octranspo.com)

To buy tickets for the bus and O-Train you have three options:

- **Presto Card:** [prestocard.ca](https://www.prestocard.ca)
- **Ticket machines:** Available at O-Train stations and Ottawa airport. More information: [octranspo.com](https://www.octranspo.com)
- **Cash on the bus:** You can also pay in cash, but it needs to be the exact amount.
- **O-Payment:** Pay your fare by tapping with Interac® Debit card, Visa, Mastercard, or Google Pay or Apple Pay mobile wallets at fare readers on buses and fare gates at O-Train stations.

ParaTranspo

ParaTranspo is a shared-ride, book-in-advance, public transit service open to eligible customers who are unable to take conventional transit (buses and O-Train) some or all of the time due to a disability. For more information: [octranspo.com/para-transpo](https://www.octranspo.com/para-transpo)

Good to know!

You can plan your trip in advance through the [Travel Planner \(octranspo.com\)](https://www.octranspo.com) or download the Transit App for iOS or Android.

Driving in Ontario

When you move to Ontario, you can use a valid licence from another province, state or country for 60 days. After 60 days, you need to switch to an Ontario driver's licence. Whether or not you can exchange your original licence for a full one will depend on where you got your initial licence from and how long you've been driving. Find more information about [Exchange an out-of-province driver's licence | ontario.ca](https://www.ontario.ca)

How to apply?

You'll need to apply in person at a Drive Test centre. Make sure to have your out-of-province driver's licence in hand, as well as documents that show proof of driving experience and that verify your identity. Here are the requirements:

- Visitors to Ontario who want to drive while here must be at least 16 years old and have a valid driver's licence from your own province, state or country.
- If you are visiting Ontario for more than three months, you will need an International Driver's Permit from your own country.
- If you become a permanent resident of Ontario, you must get an Ontario driver's licence.

You may be required to:

- take a vision test
- bring originals of your accepted identity documents and driving qualifications
- pay the applicable fees
- fill out an application form (where you will state how long you have been driving)

The test is composed of three steps:

- **Knowledge test:** Available without an appointment. It takes approximately 20-30 minutes to complete and has questions about road signs, rules of the road, etc. You must earn a total score of at least 80% to pass the test. If you are unsuccessful, you can pay the fee and try again. To study for the Knowledge test, download [The Official Ministry of Transportation \(MTO\) Driver's Handbook \(ontario.ca\)](#)
- **Vision test:** Completed at Drive Test centres.
- **Road test:** A "hands-on" test on the road, evaluated by a driving examiner. You must book this test in advance: [drivetest.ca](#)

Road safety tips

- Vehicles drive on the right side of the road, and speed limits are posted in kilometres per hour.
- Seatbelts are mandatory for drivers and all passengers. Children must use age- and size-appropriate car seats or booster seats.
- Obey speed limits and adjust for conditions, like rain or snow.
- Pedestrians have the right of way at crosswalks and school crossings. Cyclists are common on city roads—always give them plenty of space.
- If a school bus has its red lights flashing and stop arm extended, traffic in both directions must stop (unless separated by a median).
- Ontario winters bring snow and ice. Use winter tires if possible, increase following distance, brake gently, and clear snow and ice from your vehicle before driving.
- You may turn right on a red light only after coming to a complete stop, unless a sign says otherwise. Always yield to pedestrians and cyclists.
- Ontario has strict laws against drunk driving, drug-impaired driving, and using handheld devices (such as phones) while driving.
- Helmets are mandatory for cyclists under 18, but strongly encouraged for all ages to reduce the risk of serious head injury.
- In Ontario, bicycles are considered vehicles. You must obey traffic lights, stop signs, and lane markings, just like cars.

5 Healthcare

Our healthcare system is publicly funded and managed by the Province of Ontario. Under this system, all Canadian residents have access to medically necessary hospital and physician services without paying a fee.

If you are experiencing a medical emergency, please call 9-1-1 for assistance. Please see Chapter 14 at the end of this booklet for additional emergency health phone numbers.

Hospitals:

For Stittsville residents, the **Queensway Carleton Hospital** is the closest one in case of an emergency: 3045 Baseline Road / 613-721-2000 – website: qch.on.ca

Children 18 years of age or younger can go to the **Children's Hospital of Eastern Ontario (CHEO)** - 401 Smyth Road / 613-737-7600 – website: cheo.on.ca

Other area hospitals include:

- The Ottawa Hospital: 613-722-7000
ottawahospital.on.ca
 - General Campus: 501 Smyth Road
 - Civic Campus: 1053 Carling Avenue
 - Riverside Campus: 1967 Riverside Drive
- Carleton Place Hospital: 613-257-2200 - 211 Lake Ave E, Carleton Place carletonplacehospital.ca
- Almonte Hospital 613-256-2500 - 75 Spring St, Almonte
almontegeneral.com

Family health care

Family doctors are usually the primary health care provider in a non-emergency situation. They address medical needs for you and your family and will also be the ones to provide a referral if you need to see a specialist. Finding a family doctor accepting new patients is challenging but extremely important, especially if you are a newcomer.

How to get a family doctor?

The first step is to register for Health Care Connect, and a nurse will search for a doctor or nurse practitioner who is accepting new patients in your community.

You can find more information here: [Find a doctor or nurse practitioner | ontario.ca](#)

The second step is to search for physicians and ask if they accept new patients. Being proactive when searching for a family doctor is a must. Expand your search to other neighborhoods or communities.

Currently there is a shortage of doctors and family health care in our area. It may be a long wait before you are able to find a family doctor.

Drop-in clinics

Walk-in clinics provide medical care for people who do not have a family doctor or have one and are unable to reach them. You can see a nurse or doctor, often without an appointment at a walk-in clinic, and get advice, assessment and treatment for minor illnesses and injuries such as cuts, bruises, minor infections, sprains and skin complaints.

Good to know!

We've set up a web page with a list of local clinics and resources for people searching for a walk-in clinic or family doctor on our website at [glengower.ca](#), or you can find more information at [Walk-in clinics | ontario.ca](#)

Ottawa Public Health (OPH)

Ottawa Public Health (OPH) provides public health programs and services to individuals and communities while advocating for public policies that make our city and its residents healthier.

“Are you new to Canada?” is an activity guide to help newcomers navigate through the challenges and excitements of moving to a new country: [Newcomers and Diverse Populations \(ottawapublichealth.ca\)](#)

The OPH also offers a program developed to raise awareness about the importance of mental health in all areas of our lives called **“have *THAT* talk”**. This program has a dedicated space for newcomers and diverse populations. [have *THAT* talk \(ottawapublichealth.ca\)](#).

More health information

- **Vaccines:** [Vaccines and immunization \(ontario.ca\)](#)
- **Prescriptions:** [Ontario Public Drug Programs | ontario.ca](#)
- **Health and Well-being programs for seniors:**
[Health and well-being \(ontario.ca\)](#)

6

Garbage, Recycling, and Waste Collection

Garbage, recycling, and waste collection happen once per week. **Green bins** (containing organic material such as food waste) are collected every week. **Blue bins** (plastics, cans, glass, etc.) and **black bins** (cardboard and paper) are picked up on alternating weeks (black bin one week, blue bin the next). **Garbage bins** are picked up every two weeks.

Good to know!

- Leaf and yard waste is collected weekly with your green bin, but must be set out separately.
- You can check the collection calendar online at ottawa.ca or download the **Ottawa Collection Calendar** app for your phone – it is available for Android and iOS platforms. There you can find more information on how to correctly separate your garbage.

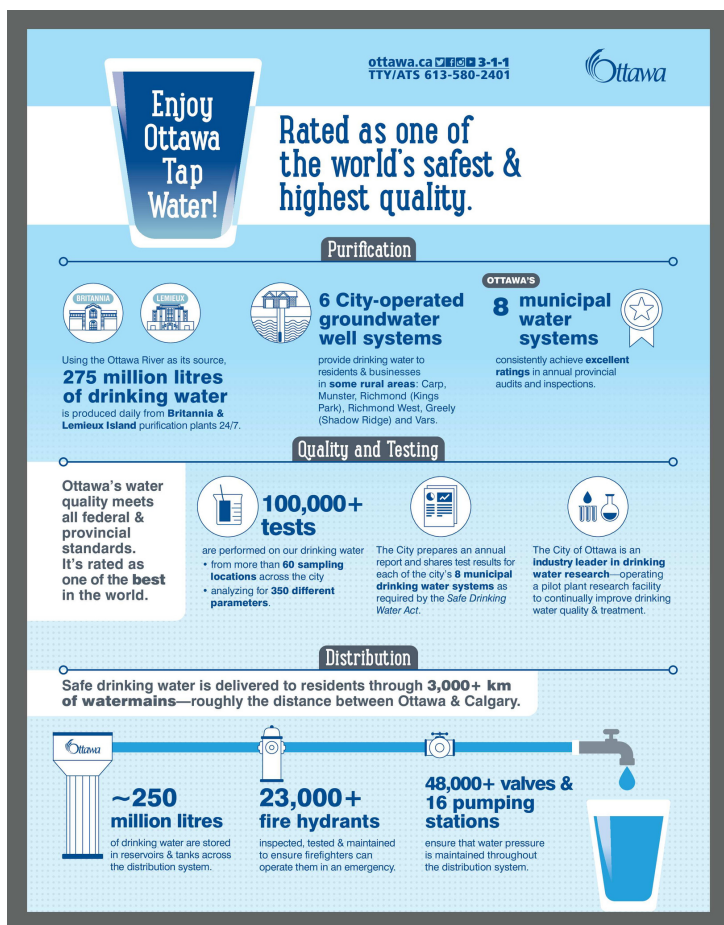


7 Drinking Water

Did you know you don't need to filter or boil tap water?

Ottawa's drinking water quality is one of the best in the world, and consistently meets all Federal and Provincial standards. The city of Ottawa produces approximately 275 million litres of safe, clean drinking water each day!

You can find more information here: [Drinking water, stormwater and wastewater \(ottawa.ca\)](https://ottawa.ca)



8 Personal Finance

Banking systems are different all around the globe. It is essential to understand how the Canadian system works and start to adapt to it. The first step, outlined in Chapter 1, is to open a bank account. Then, you should learn about the different types of taxes, how to fill income tax forms, transfer money between countries, and start building your credit score.

What is a Credit Score?

A credit score rates a consumer's credit-worthiness and ranges from 300 to 900. The higher the score, the better a borrower looks to potential lenders. A credit score is based on credit history: number of open accounts, total debt levels, repayment history, and other factors. Lenders use credit scores to evaluate the probability that an individual will repay loans promptly.

Factors that positively impact your Credit Score:

- Make your payments on time
- Don't use more than 30% of the limit of your credit card
- Avoid creating debts
- Diversify your credit
- Space out your credit card and loan applications

Consult the financial advisor of your bank institution for more information on how to build a better credit score: [Getting your credit report and credit score - Canada.ca](#)



Taxes in Canada

The collection of taxes varies according to each province, and these amounts are invested in services like education, health, infrastructure, transportation and more.

- **HST:** 13% tax charged on most goods and services that you purchase, with revenue to the provincial and federal governments.
- **Property Tax:** If you own a home, the City will mail you a tax bill for your property. If you rent a home, the property tax is included in your rent. More information: [Taxes \(Ottawa.ca\)](#)
- **Income tax:** Each year, you will need to complete a tax return with the Canada Revenue Agency (CRA), online or by mail. Deadline is April 30. There are volunteers and professionals available to help you complete your tax return. Find out more about [Free tax clinics - Canada.ca](#) and [Personal Income Tax \(Canada.ca\)](#).

Banks located in Stittsville

- Scotiabank - [scotiabank.ca](#)
1271 Stittsville Main St · (613) 831-311
- TD Bank - [TD.com](#)
1270 Stittsville Main St #900 - (613) 831-8700
5679 Hazeldean Rd - (613) 836-2006
- BMO - [BMO.com](#)
5673 Hazeldean Rd - (613) 836-0861
- National Bank - [NBC.ca](#)
5557 Hazeldean Rd - (613) 836-1919
- RBC - [RBC.com](#)
6085 Hazeldean Rd - (613) 836-4044
- CIBC - [CIBC.com](#)
5527 Hazeldean Rd - (613) 831-1694
5349 Fernbank Rd - (613) 595-0797

If you are in financial need, you can apply for financial assistance through Ontario Works. Here is the link to this program: [Ontario Works | ontario.ca](#)

9 Resources for New Canadians

Newcomers

Important organizations that assist newcomers

- YMCA: [Newcomer Information Centre \(ymcaottawa.ca\)](#)
- OCISO: [Ottawa Community Immigrant Services Organization - ociso.org](#)
- WorldSkills: [ottawa-worldskills.org](#)
- Western Ottawa Community Resource Centre: [wocrc.ca](#)
- Government of Canada: [Newcomer services - Canada.ca](#)
- Free programs for Newcomers: If you are looking for a job or to register for a language class or language assessment, and more, visit: [Find free newcomer services near you \(cic.gc.ca\)](#)
- Immigrant Women Services Ottawa offers settlement support, translation services, crisis intervention, and more [immigrantwomenservices.com](#)
- Find a food bank or agency serving food near you [ottawafoodbank.ca/get-help/](#)

Refugee claimants

Programs and services available for Refugee Claimants

Healthcare (refugee claimants)

- The Interim Federal Health Program (IFHP) provides limited and temporary coverage of basic health-care for certain people who do not have provincial or private healthcare benefits. For example, refugee claimants who do not have access to OHIP yet. More information about this program: [Interim Federal Health Program - Canada.ca](#)

Legal resources

- The My Refugee Claim resource is available to help refugee claimants get informed, connected, and prepared throughout their refugee claim journey: myrefugeeclaim.ca
- Legal Aid Ontario offers legal help for financially eligible people in Ontario, including help with refugee and immigration law: legalaid.on.ca

Housing supplies

- Matthew House operates a furniture bank to help eligible newcomers with furnishing their new home. Here is the link to this resource, including the steps to register: [Need Furniture — Matthew House Ottawa \(matthewhouseottawa.org\)](https://matthewhouseottawa.org)

Housing and support

- Carty House offers accommodations, supports, and referrals for women in Ottawa who are Refugees. Here is the link to explore their programs: [Programs and Supports – Carty House \(cartyhouse.org\)](https://cartyhouse.org)

LGBTQ

- Capital Rainbow Refuge offers a variety of services and programs for LGBTQ refugees and newcomers in Ottawa: capitalrainbow.ca

10 Community Resources

Ottawa Public Library – Stittsville Branch

1637 Stittsville Main 613-580 2940

bibliootawalibrary.ca

Stittsville Food Bank

613-831-0451

stittsvillefoodbank@gmail.com, stittsvillefoodbank.ca

Sadaqa Food Bank – Halal

174 Colonnade Road Unit 34 613-225-0909

sadaqafoodbankottawa.com

CARDELREC-Goulbourn Recreation Complex

CARDELREC is a hub for the community and a great source of information on sports and other recreational activities.

CARDELREC is often the emergency centre during a time of crisis.

For more information:

CARDELREC | City of Ottawa 1500 Shea Road

613-580-2532 | crcg@ottawa.ca

Community Groups

- Stittsville Legion: [Stittsville Legion Home \(rcl618.ca\)](http://Stittsville Legion Home (rcl618.ca))
- Stittsville Rotary Club: [Rotary Club of Stittsville \(Ottawa\) \(clubrunner.ca\)](http://Rotary Club of Stittsville (Ottawa) (clubrunner.ca))
- Stittsville-Kanata Kiwanis Club: Kiwanis Club of Kanata-Stittsville
- Stittsville Lions Club: [Stittsville District Lions Club \(stittvillelions.com\)](http://Stittsville District Lions Club (stittvillelions.com))
- Stittsville Village Association: stittsvilleva.com

Churches and religious organizations

- Stittsville United Church: stittsvilleunitedchurch.com
- Holy Spirit Catholic Parish: holyspiritparish.ca
- Community Bible Church: cbcstittsville.com
- Thomas Anglican Church: stthomasstittsville.ca
- St. Andrew's Presbyterian: standrews-stittsville.ca
- Stittsville Muslim Association: stittvillemuslims.ca
- Chapel Hill Free Methodist: chapelridge.ca
- Wat Ratanak Pratib Buddhist Temple: ohcba.ca



11 Local Media

Stittsville Central: Local news, events and information
stittvillecentral.ca

Stittsville Community Voice: Community newspaper
ottawavoice.ca

CTV News: Ottawa television news | ottawa.ctvnews.ca

Ottawa Citizen: Ottawa newspaper | ottawacitizen.com

CBC Ottawa News: Ottawa radio and television news
cbc.ca/ottawa

CFRA 580 AM: Ottawa radio news cfra.com



12 Government Services

Canada is a constitutional monarchy. In this system, the King of Canada is the head of state, while the Prime Minister is the head of government. The three primary levels of government are **federal, provincial or territorial, and municipal.**

Federal

This level creates laws and manages programs and services that affect the country. The seat of the federal government is in Ottawa, the nation's Capital. It is responsible for the following:

- federal taxes
- national defense
- foreign affairs
- employment insurance
- money and banking
- mail/post office
- railways
- telephones
- pipelines
- aboriginal lands and rights
- copyright law
- criminal law
- citizenships | immigration

The federal government is made up of Members of Parliament (MPs) from every province and territory in Canada. The political party that elects the most MPs forms the federal government, and its leader becomes the Prime Minister.

The MP for Carleton constituency, which comprises Stittsville south of Hazeldean Rd., is Bruce Fanjoy.

Bruce Fanjoy, M.P.

Email: bruce.fanjoy@parl.gc.ca | Website: [ourcommons.ca/members/en/bruce-fanjoy\(122850\)](http://ourcommons.ca/members/en/bruce-fanjoy(122850))

The MP for Kanata-Carleton constituency, which comprises Stittsville north of Hazeldean Rd., is Jenna Sudds.

Hon. Jenna Sudds, M.P.

T: 613-592-3469

Email: jenna.sudds@parl.gc.ca | Website: jennasuddsmp.ca

Provincial

This level of government is responsible for issues that affect the province or territory. These are matters such as:

- | | |
|-----------------------------|---------------------|
| ■ provincial taxes | ■ prisons |
| ■ hospitals | ■ marriage |
| ■ education | ■ rules of the road |
| ■ property and civil rights | |

The provincial government is made up of the Members of the Legislative Assembly (MLAs). MLAs may also be called Members of the Provincial Parliament or MPPs (Ontario).

MPP for the Carleton constituency is **George Darouze**.

George Darouze, M.P.P.

T: 613-838-4425

Email: george.darouze@pc.ola.org

Website: georgedarouzempp.ca

MPP for the Kanata-Carleton constituency is **Karen McCrimmon**.

Karen McCrimmon, M.P.P.

T: 613-599-3000

Email: KMcCrimmon.mpp.co@liberal.ola.org

Website: mppkarenmccrimmon.ca

Municipal

The municipal government operates under the provincial government to administer community services, such as:

- city parks
- public transportation (OC Transpo)
- collection of garbage and recycling
- water and sewer services
- fire prevention
- city roads and sidewalks
- licensing and control of pets

Your municipal representative is **City Councillor Glen Gower**, who represents Stittsville (Ward 6) on the Ottawa City Council. Stittsville is one of 24 wards located in the City of Ottawa. The Mayor of Ottawa is **Mark Sutcliffe**.

There is a municipal election in October 2026, so your municipal representatives may change.

13 Contact Us

Councillor Glen Gower and his team are always ready to help you. Contact us if you need assistance with any local issue: 613-580-2476 or glen.gower@ottawa.ca

Note: Please call **3-1-1** at any time of the day or week with urgent inquiries, for example, snow removal, parking infractions, garbage pick-up, by-law requests, or any other city services.

Our offices are located at:

City Hall: 110 Laurier Avenue West

Ward Office: CARDELREC – Goulbourn, 1500 Shea Road

Web site: glengower.ca

Subscribe to Councillor Glen's weekly email newsletter:

glengower.ca/subscribe

Social media:

Facebook: facebook.com/councillorglen

Instagram: [@councillorglen](https://instagram.com/councillorglen)

Youtube: youtube.com/@councillorglen

14 Emergency Numbers

- **Call 9-1-1** for a crime in progress or life-threatening situation, including fires.
- **Call 3-1-1** or place an online request at ottawa.ca/311. The call centre is staffed 24/7 to report a pothole, broken street light, missed garbage pick-up, vandalism, animal control, or any other city concern.
- **Call 2-1-1** to connect to community programs and resources across Eastern Ontario, such as newcomer and immigrant services, housing, food banks, seniors services, disability supports, and more. Helpline service is available in over 150 languages. Service is free and confidential.
- **Call 8-1-1** to connect with a registered nurse for free, secure, and confidential health advice.
- **Call 9-8-8** for the Suicide Crisis Helpline. If you or someone you know is thinking about suicide, call or text 9-8-8. Help is available 24 hours a day, 7 days a week.

Important numbers:

- **Telehealth:** 1-866-797-0000, TTY: 1-866-797-0007
A free, confidential telephone service you can call to get health advice or general health information from a Registered Nurse.
- **Poison Information Centre:** 613-737-1100
- **The Distress Centre:** Call 613-238-3311, text 343-306-5550, or chat online at dcottawa.on.ca. Available 24/7 with crisis line specialists providing confidential, bilingual support.

The Mental Health Crisis Line: 613-722-6914

A bilingual service and answers calls for people ages 16 or older, 24/7

Kids Help Phone: 1-800-668-6868

Provides confidential phone and web counselling for children ages 20 and under, 24/7.

Youth Services Bureau: Provides youth and family counselling, crisis support, a 24/7 crisis line at 613-260-2360, walk-in counselling and an online crisis chat service for youth. More information at chat.ysb.ca

Ottawa Rape Crisis Centre: 613-562-2333

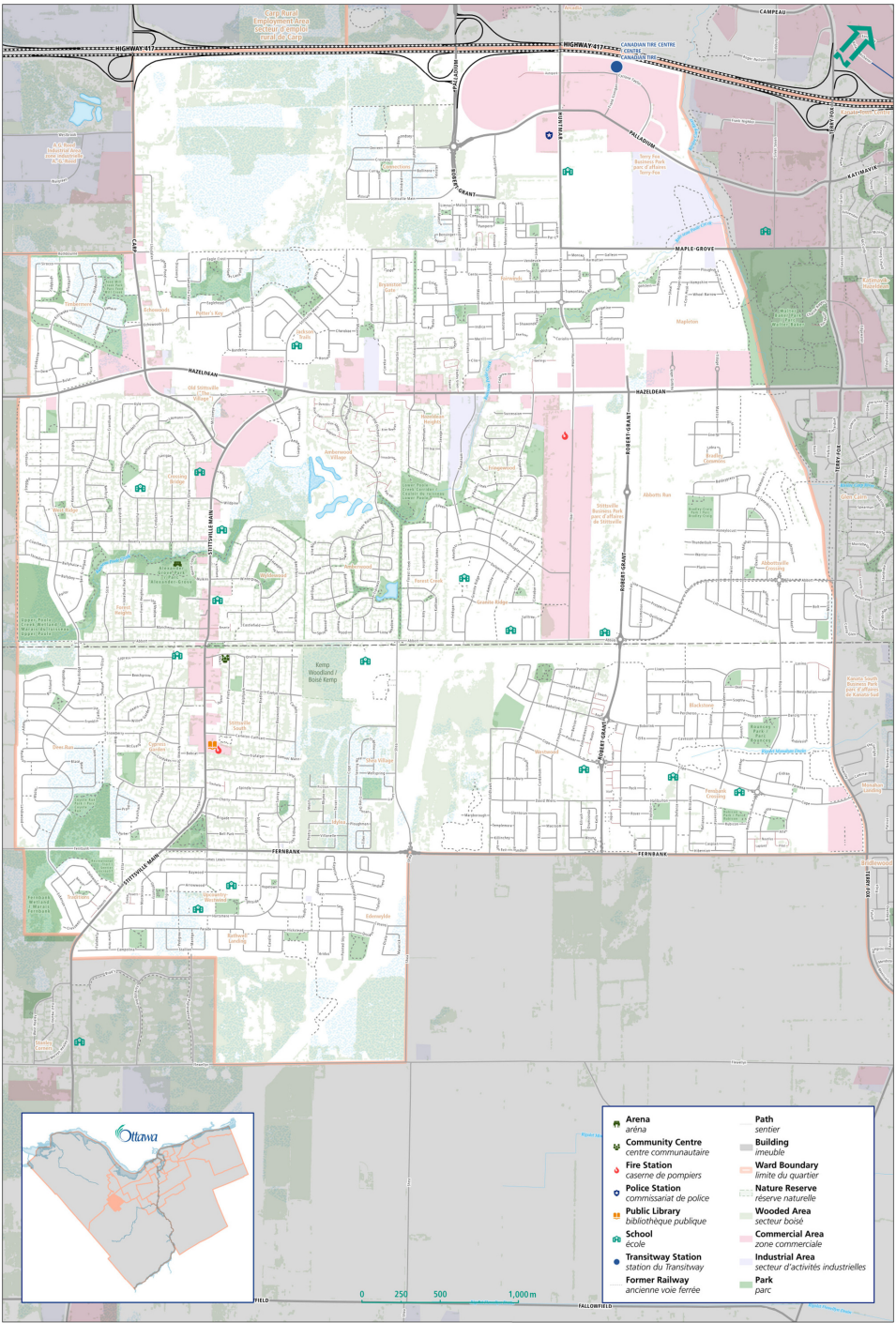
The ORCC supports and empowers trans and cis women, trans men, two-spirit, gender-fluid, and non-binary survivors. The crisis line provides service 7 days a week to survivors of sexual violence, supporters, family and friends of survivors. Accompaniment can be arranged through the Crisis Line to the hospital and police. More information at orcc.net

The National Overdose Response Service (NORS):

1-888-688-NORS (6677) A national phone-based overdose prevention service to support Canadians and Indigenous communities. Callers are connected to a virtual overdose supervisor who will monitor them for 15-30 min after they use. During the call, if there is a concern of overdose, such as the client becoming non-responsive, the supervisor will connect with local 9-1-1 dispatch services.

Notes

Notes



Ward 6 | Stittsville



Quartier 6 | Stittsville