

Changes taking place as of March 31, 2025 for Ukrainian CUAET visa holders

This document is intended to serve as a tool for those supporting Ukrainians with a CUAET visa in Waterloo Region to navigate the changes taking place in 2025 with regard to status, permits and eligibility for services as announced by the federal government.

Status and permits

Immigration, Refugees and Citizenship Canada [announced](#) that Ukrainians and their family members who arrived in Canada under the Canada-Ukraine Authorization for Emergency Travel (CUAET) measures on or before March 31, 2024 and who hold valid temporary resident status, will now have until **March 31, 2026** to apply for the following, subject to standard fees:

- A new open work permit valid for up to three years
- An extension of a current open work permit
- A new study permit

CUAET holders wishing to extend their temporary resident status as visitors or students may do so via [regular IRCC channels](#), subject to standard fees.

Ukrainians in Canada should:

- keep their passports up-to-date
- submit their application to renew their status in Canada **before** their passport expires
- apply to extend their temporary status in Canada, even if their passport is expiring

Each case will be assessed individually on a case by case basis.

You can learn more about the [immigration measures and support for Ukrainians and their families](#).

Federally Funded Settlement Services Services for CUAET visa holders up to March 31, 2025

Federally-funded settlement services are available across Waterloo Region via the Kitchener-Waterloo Multicultural Centre and the YMCA of Three Rivers.

Information and Orientation, Employment-related Services, Community Connections and Support Services

According to IRCC, access to free federally-funded settlement services for all Ukrainian temporary residents and their family members in Canada will end on March 31, 2025.

CUAET holders, Ukrainian Temporary residents and their dependents in Canada:

- May receive free federally-funded settlement services up until March 31, 2025, regardless of their arrival date.
- Should be informed of or referred by IRCC funded settlement providers to non-IRCC funded service equivalents prior to March 31, 2025, as required.

Needs and Assets Assessment and Referrals Services (NAARS)

CUAET holders, Ukrainian Temporary residents and their dependents in Canada may receive Federally-funded Needs Assessment and Referral Services (NAARS) services until March 31, 2025, regardless of their arrival date.

IRCC supported settlement organizations providing NAARS programming to CUAET holders, Ukrainian Temporary residents and their dependents in Canada have been instructed to provide the following:

- Between January 1, 2025 and March 31, 2025, prioritize referrals to address urgent and immediate needs clients.
- Prior to January 31st, 2025, ensure all existing clients have updated settlement plans and that the client is informed of their service options at non-IRCC funded organizations.
- Refer clients with longer term needs to other non-IRCC funded service equivalents available, including:
 - charity organizations
 - faith-based organizations/ethno-cultural groups
 - community organizations
 - provincially-funded programs.

Case Management

CUAET holders, Ukrainian Temporary residents and their dependents in Canada may receive Federally-funded Case Management services until March 31, 2025, regardless of their arrival date.

IRCC supported settlement organizations providing Recipients providing Case Management programming to CUAET holders, Ukrainian Temporary residents and their dependents in Canada have been instructed to provide must consider the following:

- Between January 1, 2025 and March 31, 2025, Recipients should focus on settlement plans for those clients referred in that period with immediate and urgent needs. Warm referrals to non-IRCC-funded service equivalents for existing referrals for the development of a longer term settlement plan is recommended. Other organizations may include:
 - charity organizations
 - faith-based organizations/ethno-cultural groups
 - community organizations

- available provincially funded programs

Formal Exit Assessments within the Case Management Framework are not mandatory.

Language Assessments

Language assessments are required prior to placement in funded language learning programs. CUAET holders, Ukrainian Temporary residents and their dependents in Canada receive language assessment and referral services, regardless of their arrival date. The CUAET client are eligible for a free language assessment even after the March 31st 2025. If they are interested in taking English classes, the referral would go to a class eligible through the Ministry of Labour, Immigration, Training and Skills Development (MLITSD), which supports labor, immigration, training, and skills development programs in Ontario, Canada.

Assessments are valid for 2 years, therefore assessed clients would be eligible for non-IRCC-funded programming that requires a language assessment or they may become a PR during the two year validity period and be eligible for IRCC funded language programs.

IRCC-supported settlement organizations providing language assessment and referral programming to CUAET holders, Ukrainian temporary residents, and their dependents in Canada must consider the following:

- Refer clients to an IRCC funded language training course that begins prior to March 31, 2025, and ends on or before June 30, 2025.
- Prior to March 31, 2025, inform clients of other options such as self-directed online options (CanAvenue.ca) or other non-IRCC-funded language training where available.

Referral Tool: Services and Supports for CUAET visa holders April 1 2025 and Beyond

English Language Learning

ESL Programs

- CUAET holders continue to be eligible for provincially funded ESL programs if they have a valid language assessment (completed in the last 2 years).
- St Louis provides ESL programs in Waterloo Region. All students admitted to an ESL program must have had an assessment from an Assessment Centre in the last 2 years.

- The Ministry of Labour, Immigration, Training and Skills Development, who funds the ESL program, mandates that Canadian citizens and Refugee Claimants are prioritized for placement in ESL classes and waitlists.
- Currently, many of ESL classes in Waterloo Region have significant waitlists.
- Classes are offered in-person and online:
 - Mornings - 8:45 am - 11:45 am
 - Afternoons - 12:30 pm - 3:00 pm
 - Evenings - 6:30 pm - 8:30 pm (Tuesdays and Wednesdays)

Language Assessment

After March 31st, 2025, CUAET holders will be eligible for a free Language Assessment.

CUAET holders with a valid language assessment (any assessment completed in the last 2 years is considered valid) can contact the YMCA after March 31, 2025, and ask to be added to the waitlist for ESL classes.

Contact the YMCA Language Assessment by phone (519-579-9622) or email intake@ytr.ymca.ca.

Canadian Language Benchmark Online Self-Assessment

The Centre for Canadian Language Benchmark offers an online English language self-assessment tool. These results are unofficial and only for your own information. But, this can be a good way to understand your own English level.

The online self-assessment can be accessed here: <https://www.clb-osa.ca/home>.

English Conversation Circles

English conversation circles offer an informal way for people to practice their conversational English and take place across Waterloo Region. They are usually drop-in, although some require registration. They are notable for not having eligibility requirements or waitlists. Listings of the programs available can be found here:

- Kitchener Public Library calendar: [English Conversation Circles at KPL](#)
 - The Kitchener Public Library has also created a "Conversation circles in the community (PDF)" that can be found on this page: [English as a Second Language - Kitchener Public Library](#)
- Waterloo Public Library calendar: [English Conversation Circles at WPL](#)
- Cambridge Public Library calendar: [Practice Your English at CPL](#)
- Kitchener-Waterloo Multicultural Centre: <https://kwmulticultural.ca/english/>
- [YMCA ConversationCircles](#): Online options available

ESL for Visitors and Work Permit Holders (Paid Online Course)

COSTI offers an online, 6-week ESL course for visitor and work permit holders. The cost is \$200. The fee covers registration, assessment, and lessons for the 6-week course. Classes cover speaking, listening, reading, and writing.

Anyone over the age of 18 and staying in Canada with a visitor or work permit is eligible. Access to a computer is mandatory for participation.

You can find more information on their website: [ESL for Visitors and Work Permit](#)

Contact COSTI by phone (416-534-7400) or email edu@costi.org.

CanAvenue

CanAvenue is an independent language learning website for newcomers to Canada, offering English practice, citizenship test preparation, a listening library, and more.

Go to the website to create an account and enroll in courses: <https://canavenue.ca/>

Mauril

This is a free tool to learn English and/or French. The audio and video content found on Mauril has been sourced from CBC and Radio-Canada's vast content libraries. This includes recent TV series, documentaries, news reports and podcasts, all of which are tailored for difficulty and learning level. <https://mauril.ca/>

Library Resources and Events

The libraries have many physical and online resources for newcomers. Usually these resources require a library card, which is free and can be applied for at any of the libraries. Services include Road to IELTS program, Gale course, LinkedIn Learning and more.

- Kitchener Public Library: [Newcomers to Canada - Kitchener Public Library](#)
- Waterloo Public Library: [Newcomers to Canada | Waterloo Public Library](#)
- Cambridge Public Library: [For Newcomers | Idea Exchange](#)

Libraries host many programs and events including tech help, resume support, family movies, and lots more for the entire family.

Please check their websites for a listing of events:

- Kitchener Public Library Events: [Program and Events Registrations | Kitchener Public Library](#)
- Waterloo Public Library Events: [Events - Waterloo Public Library](#)

- Cambridge Public Library Events: [Events - Idea Exchange](#)

Settlement & Orientation Services

The Kitchener-Waterloo Multicultural Centre and YMCA Immigrant Services offer provincially funded settlement services across Waterloo Region, which CUAET visa holders can access. Funding for these services is very limited and wait times may be long. For a list of providers across Ontario look [here](#).

Kitchener-Waterloo Multicultural Centre https://kwmulticultural.ca/	(519) 745-2531 home@kwmulticultural.ca
YMCA Immigrant Services [Includes Kitchener-Waterloo, Cambridge, Stratford, St.Mary's Listowel & other areas in Perth County]	(519) 621-1621 newcomers@ytr.ymca.ca

The Waterloo Region Grassroot Response (WRGR) harnesses local resources, knowledge, and networks to provide targeted and effective support to Ukrainian newcomers.

Waterloo Region Grassroot Response https://www.wrgrassrootsresponse.ca/	519-242-8524 wrgrassrootsresponse@gmail.com
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Legal Support Services

Refugee Law Office Toronto	https://www.legalaid.on.ca/more/corporate/contact-legal-aid-ontario/refugee-law-office/ Phone Number: (416) 977-8111
Legal Aid Ontario	Toronto: 416-979-1446, Toll free: 1-800-668-8258
Waterloo Region Community Legal Service	www.wrcls.ca Phone Number: 519-743-0254
Refugee Law Office Hamilton	https://www.legalaid.on.ca/more/corporate/contact-legal-aid-ontario/refugee-law-office/ Phone Number: (905) 528-0134
Ontario Legal Information Centre	https://centreinfojuridique.ca/en/

ACTO Advocacy Centre for Tenants Rights	https://www.acto.ca/
Pro Bono Ontario	https://www.probonoontario.org/hotline/canadian-legal-support-for-ukrainians/
Refugee 613	https://www.refugee613.ca/pages/about-refugee-613
SHAPE	https://shapeyourworkplace.ca/
Department of Justice	https://www.canada.ca/en/department-justice/news/2024/02/providing-access-to-free-legal-services-for-ukrainian-nationals.html
211 Ontario	https://211ontario.ca/service/80077316/pro-bono-ontario-canadian-legal-support-for-ukrainians/
Mosaic Legal Advocacy Program	https://mosaicbc.org/our-programs/legal-help-for-immigrants-and-refugees/
LINU for US	https://linforukraine.org/other-resources/
Immigration. ca	https://immigration.ca/ukrainians-in-canada-getting-legal-help-through-trilingual-hotline/
Canadian Immigration Lawyers Association	https://cila.co/canadian-immigration-lawyers-available-to-assist-ukrainians/
Dentons	https://www.dentons.com/en/about-dentons/an-entrepreneurial-approach-to-pro-bono-and-social-responsibility/pro-bono-in-canada
CLEO Canadian Legal Education Ontario	https://cleoconnect.ca/resource/yourlegalrights/ukrainians-in-canada-special-immigration-measures-and-supports-for-temporary-residents-2/

Health Care Services

Woolwich Community Health Centre (WCHC) will provide healthcare services to CUAET holders, aiming to support those in the community who face barriers to care and accessing resources. CUAET holders residing within the area are welcome to request to roster for care at the centre. Once rostered, they will have access to a wide range of health services, including primary care, allied health services such as physiotherapy and chiropody, and potential use of the compassionate fund to cover expenses like medication. A health card is not required to become a patient or access services at the Woolwich Community Health Centre.

Regardless of whether CUAET holders are rostered patients, they can access the following services:

1. Primary Care Access Clinic – This clinic offers support for individuals and families without a primary care provider, providing non-urgent care (**flyer provided below**).

2. Community Services – These include mental health support, dietitian services, and system navigation (**flyer provided below**).
3. Health Promotion Workshops – Workshops are available to enhance the health and well-being of community members.

In addition to these services, Woolwich Community Health Centre collaborates closely with several local agencies that provide additional support and services addressing social determinants of health. If appropriate, these agencies can be accessed through the centre's system navigation services, where the team will work with individuals and families to assess their unique needs and connect them to the most relevant support services at that time.

<div style="text-align: center; background-color: #4CAF50; color: white; padding: 5px; margin-bottom: 10px;">Primary Care Access Clinic</div> <p style="text-align: center; color: #4CAF50;">Woolwich Community Health Centre - Wellesley Site</p> <p style="text-align: center;">If you do not have a doctor or nurse practitioner and need:</p> <ul style="list-style-type: none"> • Well baby/child appointments <ul style="list-style-type: none"> • Vaccinations • Preventative Health Care and Screening <ul style="list-style-type: none"> • Pregnancy Support • Sexual Health • Help to quit smoking • Support of non-urgent or chronic health conditions • Acute illnesses may be able to be seen depending on availability (such as ear infection, sore throat, cough, urinary tract infection) <div style="text-align: center; margin: 10px 0;">  </div> <div style="background-color: #e8f5e9; padding: 5px; text-align: center; margin: 10px 0;"> <p>To book a non-urgent appointment with a nurse practitioner please call 519-656-9025 extension 424</p> </div> <p style="font-size: small; text-align: center;">*If your concern is urgent please go to your nearest walk in clinic or emergency department</p> <div style="text-align: center; margin-top: 10px;">  </div>	<div style="text-align: center; background-color: #4CAF50; color: white; padding: 5px; margin-bottom: 10px;">Community Health Services</div> <p style="text-align: center; color: #4CAF50;">At the Woolwich Community Health Centre</p> <p style="text-align: center;">Are you looking to connect with or learn more about...</p> <ul style="list-style-type: none"> Mental health support Music Therapy Dietitian services Social connection <p style="text-align: center; font-size: small;">-System navigation (access to a range of supports and social services in the community and Waterloo Region)</p> <p style="text-align: center; font-size: small;">These services may be available to you, at no charge through WCHC</p> <div style="text-align: center; margin: 10px 0;">  </div> <div style="background-color: #e8f5e9; padding: 5px; text-align: center; margin: 10px 0;"> <p>To learn more about these services call 519-664-3794 extension 237</p> <p>Please leave a detailed non-urgent message</p> <p>We will connect with you about accessing the right support</p> <p>*If you are experiencing a mental health crisis please call Here 247 1-844-437-3247 or go to your nearest emergency department *</p> </div> <table style="width: 100%; font-size: x-small; margin-top: 10px;"> <tr> <td style="width: 33%;"> <p>Woolwich Site: 10 Parkside drive St. Jacobs ON</p> </td> <td style="width: 33%; text-align: center;">  </td> <td style="width: 33%; text-align: right;"> <p>Wellesley Site: 1401 Queens Bush road Wellesley ON</p> </td> </tr> </table>	<p>Woolwich Site: 10 Parkside drive St. Jacobs ON</p>		<p>Wellesley Site: 1401 Queens Bush road Wellesley ON</p>
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Langs offers a **Community Health Centre (CHC)** at their main site on Concession Rd in Cambridge, as well as at their North Dumfries Satellite Site in Ayr. Primary Health Care at Langs and North Dumfries focuses on addressing a person's physical, mental, and social needs throughout their entire lifespan. This may include support for illness prevention, treatments, and the promotion of healthy practices. It also takes into account contributing factors and barriers that may impact a person's overall health and well-being. As a patient, individuals have access to primary health care from a multidisciplinary team that includes doctors, nurse practitioners, nurses, registered dietitians, social workers, and community health workers.

CUAET holders residing within Cambridge and North Dumfries are welcome to request rostering for care. Once rostered to a healthcare team, patients gain access to a range of additional services and supports as part of the community hub model.

Services and programs offered include diabetes education, chiropody, early prenatal care, youth mental health, and recreational programs for all ages. For more information, please visit their website at www.langs.org.

Community Healthcaring Kitchener-Waterloo dedicated to supporting the health and wellness of individuals and collaborates with partners to provide integrated and compassionate services. They offer evidence-informed, innovative healthcaring to individuals facing barriers to health services, including newcomers, refugees, individuals experiencing homelessness or precarious housing, and those affected by other social determinants of health in the Kitchener-Waterloo area.

Eligibility Criteria:

- **Immigration Status:** Health services are available to individuals with OHIP (Ontario Health Insurance Plan) or IFH (Interim Federal Health Program).

OHIP is a government-run health insurance program providing coverage for medically necessary health services to residents of Ontario. It includes doctor visits, hospital stays, surgeries, and some medical tests.

IFH is a temporary health insurance program for individuals who are not yet eligible for provincial or territorial health coverage (such as OHIP). Typically, this applies to refugees, refugee claimants, and other protected persons. IFH covers essential healthcare services, including medical care, hospital services, and medications, while individuals wait for full coverage under provincial health systems like OHIP.

- **Catchment Area:** Clients must reside within the Kitchener-Waterloo region.
- **Intake Capacity:** Potential applicants must apply for intake, which is processed based on capacity.
- **CUAET Holders:** Individuals holding CUAET status are welcome to register for Health and Wellness programs.

For more information, please visit: <https://healthcaringkw.org/>

Employment Services

Below is a list of organizations supported by Employment Ontario that offer assistance with employment services.

Organization	Location	Address	Phone	Email/Website
Region of Waterloo	Kitchener	20 Weber Street East, Kitchener.	(519) 588-4367	employmentontario@regionofwaterloo.ca
YMCA Employment Services	Cambridge	150 Main Street, Cambridge.	(519) 621-1621 ext. 6203	Employment Services YMCA Canada
YMCA Employment	Kitchener	333 Weber Street North, Kitchener.	(519) 749-9622 ext. 244	Employment Services YMCA Canada

Services				
John Howard Society of Waterloo-Wellington	Kitchener	310 Charles Street East, Kitchener.	519) 743-607	https://johnhoward.on.ca/find-services/programs-services-lookup/
Starling Community Services	Cambridge	35 Dickson Street, Cambridge.	(519) 623-9380	https://starlingcs.ca/contact-us/employment-service-locations
Starling Community Services	Kitchener	165 King Street East, Kitchener,	(519) 743-2460	https://starlingcs.ca/contact-us/employment-service-locations
Agilec Employment Services	Kitchener	385 Fairway Road South, Unit 205, Kitchener.	(519) 576-3033	https://agilec.ca/employment-services/
Conestoga College Career Centre	Waterloo	2nd Floor, 332 Marsland Drive, Waterloo	(519) 885-0300 ext. 5226	https://www.conestogac.on.ca/career-centre
Conestoga College Career Centre	Kitchener	299 Doon Valley Drive, Kitchener.	519) 748-5220 ext. 3756	https://www.conestogac.on.ca/career-centre
K-W Habilitation Services	Kitchener	99 Ottawa Street South, Kitchener.	(519) 744-6307 ext. 1213	https://kwhab.ca/services/employment/



OPERATION UKRAINIAN SAFE HAVEN

OPÉRATION HAVRE DE PAIX POUR LES UKRAINIENS

TEMPORARY MEASURES AVAILABLE FOR CUAET HOLDERS IN CANADA

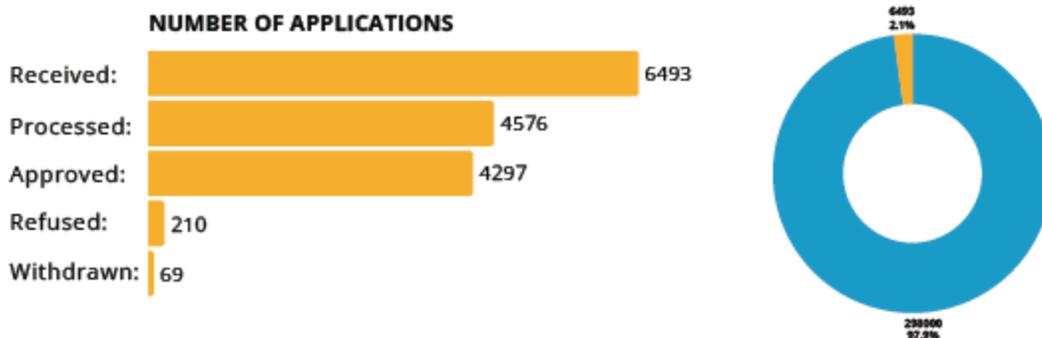
Although CUAET special measures expired on March 31, 2024, Ukrainians who meet the following criteria are **eligible to apply** for an open work permit or a study permit to extend their status in Canada:

- Those who had their CUAET application approved before February 4, 2024 and;
- Those who arrived in Canada on or before March 31, 2024.

Applications must be submitted before March 31, 2025. Those wishing to apply for an extension of their study permit, or an extension of their stay as a visitor, must do so 30 days before their current status expires.

IN NUMBERS

While there are **over 298,000** overseas CUAET Visa holders in Canada as of March 31, 2024, between April 1 and October 31, 2024, IRCC only received **6,493** in-Canada temporary resident extension applications.



LEARN MORE

Ukrainians and their families wishing to learn more about their options can find details at: <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/ukraine-measures.html>.