

MOVING TO WATERLOO

A CITY WHERE TECHNOLOGY THRIVES



INTRODUCTION

Welcome to Waterloo! In this e-guide to moving to Waterloo, Ontario, you will find the information you need to get yourself acquainted with the new surroundings and begin the next stage of life in a prosperous area.

As you become more accustomed to your new locale, you will find Waterloo to be a community-based environment, where neighbourhood associations thrive and a large population of volunteers reside. While that can make you feel more at home after your arrival, it is the ample job market that will draw you in. Canada's Technology Triangle is enticing new businesses and consumers to the area. Additionally, Waterloo University is educating and training a strong workforce for the future, with a student body topping 30,000.

Waterloo was the winner of the 2007 World's Top Intelligent Community award and is known for its forward thinking in technology and innovation. This, then is the reason that Waterloo University boasts the largest engineering faculty in Canada.

Located in Southern Ontario, the Region of Waterloo is composed of three adjacent cities including Cambridge, Kitchener, and Waterloo. The three are sometimes referred to as the "Golden Triangle" and together they provide an endless supply of housing options, entertainment venues, emergency services, and anything else you may need as you relocate. A sixty minute drive to Toronto (the 4th largest city in North America), Waterloo is close to big city features while still retaining its small town feel.

As you make your move to this beautiful area, there will be many things to consider, which can make the process overwhelming. In order to counteract some of those anxieties, the following is a list of services that you may require as you proceed. This manual will cover, in more detail, each of these areas of everyday life, so that you are able to settle in Waterloo quickly and conveniently.

- Real Estate and Property Tax
- Utilities
- Road Licensing and Registration
- Health Services
- Emergency Services
- Child Care
- Places of Worship
- Social Services
- Transportation



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REAL ESTATE AND PROPERTY TAX



Before you can do anything else in the Waterloo Region, you will have to find a place to call your own. There are many fine living options for people relocating to Waterloo, ON. Whether you are looking to buy or rent, you will find a wide array of choices, so you are sure to locate something that falls within your budget.

Find an Apartment

There are a vast number of websites dedicated to renters in Canada today, so you will not be lacking when it comes to potential resources. Sites like the following can help you secure a great place to live at a reasonable price.

Got To Rent
44 Frid Street
Hamilton, ON L8N 3G3
Telephone: 1.888.440.2099

Hours of Operation:
Monday – Friday 9 am to 5 pm
Online 24/7

**Don't forget to establish a renter's insurance policy to protect your belongings*

Buy a Home

If you are hoping to buy, rather than leasing a space, then you will likely need to speak with a real estate professional in the Waterloo area. There are a number of superb firms prepared to assist in your hunt for the perfect home. In the meantime, consider websites like the following to begin narrowing the possibilities.

Realtor.ca

This site can help you locate available residential properties, commercial properties, land, and even a realtor that can assist you in your hunt for a home.

The Real Estate Book (Waterloo)

If you're looking for a new home in Waterloo, ON, The Real Estate Book has a wide variety of properties for sale to fit your every need, lifestyle and budget.

**Don't forget to establish a home owner's insurance policy to protect your belongings*

Learn More about Property Tax

There are three divisions to the property tax paid in Waterloo. Fifty-one percent will be paid to the region, 31 percent are municipal taxes, and the final 18 percent goes to the school districts. There is an [online calculator](#) that can assist you in determining the approximate amount of taxes to be paid on your property.

Revenue Services
City of Waterloo

100 Regina St. South
PO Box 337

Waterloo,
ON N2J4A8

UTILITIES

After purchasing or renting a property, you will have to ensure that the utilities are turned on and transferred to your name. This might include:

- Fuel Delivery (Union Gas)
- Electricity (Waterloo North Hydro)
- Water (City of Waterloo)
- Sewer (City of Waterloo)
- Trash Pick Up (Region of Waterloo Waste Management)
- Phone Service (Bell Services)
- Cable Service (Bell Services)
- Internet Service (Bell Services)
- Mobile Service (Rogers Communications)



Union Gas

Residential
Head Office
P.O. Box 2001
Chatham ON N7M 5M1
Email: Via [Online Form](#)

Billing and Account Inquiries:

1.888.774.3111 (Monday through Friday, 8:00 am to 6:00 pm, excluding major holidays)

Ontario One Call: 1.800.400.2255

Natural Gas Emergencies: 1.877.969.0999

Waterloo North Hydro, Inc.

526 Country Squire Road
P.O. Box 640
Waterloo, ON N2J 4A3
Telephone: 519.886.5090

General Inquiries:

Email: Customersupport@wnhydro.com
Standard Business Hours: 8:30 am to 4:30 pm (Monday to Friday);
Emergency Hours: 24/7

City of Waterloo

Service Centre

265 Lexington Court

Waterloo, ON N2J 4A8

Telephone: 519.886.2310

Toll Free: 1.866.786.3941

Hours of operation: Monday to Friday 7:30 am to 4:30 pm

Bell Services

Online, several options for Chat are available to discuss business issues.

Telephone numbers:

1.800.667.0123 (from any phone in North America)

1.888.759.3474 (from any phone in North America)

310.SURF (7873) (from any Bell phone in Ontario and Quebec)

310.BELL (2355) (from any Bell phone in Ontario and Quebec)

1.800.773.2121 (from elsewhere in North America)

1.800.668.6878 (from elsewhere in North America)

Hours of operation:

Monday to Friday 8 am to 9 pm

Saturday and Sunday 9 am to 6 pm

Statutory holidays 9 am to 6 pm

Region of Waterloo

Region of Waterloo Waste Management

925 Erb Street West

Waterloo, ON N2J 3Z4

Rogers Communications

Wireless, Internet, TV, Home Phone, Home
Monitoring

To set up new service, please call:

1.866.210.4059

Water and Wastewater/Stormwater

City of Waterloo

Water Services

Service Centre

265 Lexington Court

Waterloo, ON N2J4A8

Telephone: 519.886.2310

TTY: 1.866.786.3941

ROAD LICENSING AND REGISTRATION



As you plan your relocation to Waterloo, be sure to consider your need for a new driver's license and vehicle registration. The City of Waterloo provides a well-staffed facility to help you achieve these goals in an orderly, timely manner.

Ministry of Transportation

Unit 16, 105 Lexington Road
Waterloo, ON N2J4R7

General Inquiry:	519.746.8332
Health Card Inquiry:	1.888.376.5197
Driver & Vehicle Inquiry:	1.800.387.3445

Hours of Operation:

Monday to Wednesday & Friday,	9:00 am to 5:00 pm
Thursday,	9:00 am to 7:00 pm
Saturday,	9:00 am to 1:00 pm

Services offered at this location include:

Driver and Vehicle

- Accessible Parking Permits
- Copies of Records
- Drivers' Licenses
- Enhanced Drivers' Licenses
- Motorized Snow Vehicle Permits
- Off-Road Vehicle Permits
- Product Sales
- Vehicle Permits and Plates

Health

- Health Card Services ** (see below Special Note)
- Organ and Tissue Donor

Photo Identification

- Ontario Photo Card

Special Note: "If your document from Citizenship and Immigration Canada is a Temporary Resident Permit or a Work Permit (Employment Authorization) that says valid until or issued until a specific date, you cannot obtain health card services at this office. Please contact 1.866.532.3161 for further details."

(Resource: <https://www.services.gov.on.ca/locations/locationDetail.do?id=11488>)

Once properly licensed, you will be prepared to take to the roads of the Waterloo region. Be sure to know the local rules and regulations. You can learn more by visiting the City of Waterloo website.

City of Waterloo

Service Centre

265 Lexington Court

Waterloo, ON N2J 4A8

Telephone: 519.886.2310

TTY: 1.866.786.3941

There are a number of resources available online regarding specific road and trail closures.

There are some parking rules and regulations for parking in uptown Waterloo and overnight parking. You can fill out an application online.

There is no parking on any street in Waterloo overnight. All cars must be parked in driveways or parking lots. For a parking related complaint, call: 519.747.8785.

There is an anti-idling law in effect in the City of Waterloo.
To file a complaint, call 519.747.8785.

For a snow-related complaint, call: 519.747.6280

HEALTH SERVICES



Settling into a new location also means learning about the local facilities. It is wise to immediately familiarize yourself with the local medical facilities, in case you should happen to need them in the near future.

Waterloo is home to a number of impressive health care facilities. Before you establish a new primary care physician, ensure that you are properly equipped with a health services card. In order to do so, you will have to visit the Ministry of Transportation. For more information, please refer to the [Road Licensing and Transportation](#) portion of this guide.

While you work to establish a new family doctor, you can rely on one of the many walk-in clinics in and around Waterloo.

Waterloo Nuclear & Radiography Walk-In

826 King Street North, Unit 18

Waterloo, ON N2J 4G8

Telephone: 519.206.7777

Operating Hours:

Monday-Friday 9 am to 4 pm

Canadian Medical Clinic

980 Franklin Blvd

Kitchener, ON

Telephone: 519.279.4098

Operating Hours:

Monday-Friday 9 am to 8 pm

Fairway Urgent Care Clinic

385 Fairway Road South

Kitchener, ON

Telephone: 519.748.2327

Operating Hours:

Monday-Friday 8 am to 5 pm

Saturday-Sunday 8 am to 3pm

Laurentian Walk-In Clinic

750 Ottawa Street South
Kitchener, ON N2E 1B6
Telephone: 519.570.3174

Operating Hours:

Monday-Friday 9 am to 5 pm
Saturday-Sunday 9 am to 3 pm

Weber Medical Centre

1400 Weber Street
Kitchener, ON N2A 3Z8
Telephone: 519.748.6933

Operating Hours:

Monday-Friday 2 pm to 8 pm

Westmount Urgent Care Clinic

751 Victoria Street
Kitchener, ON
Telephone: 519.745.2273

Operating Hours:

Monday-Friday 8 am to 5 pm
Saturday-Sunday 8 am to 3 pm

For further information about the walk-in clinics available in the Waterloo region, visit The Record.com website. You can also rely on the following hospitals for emergency medical situations:

Grand River Hospital

835 King Street West
P.O. Box 9056
Kitchener, ON N2G 1G3
Main switchboard: 519.742.3611
Automated attendant: 519.749.4300
Email: info@grhosp.on.ca

St. Mary's Hospital (a member of the St. Joseph's Health System)

911 Queen's Boulevard
Kitchener, ON N2M 1B2

Telephone (Direct): 519.744.3311
Telephone (Auto): 519.749.6578
General email: info@smgh.ca

If you are in need of emergency medical assistance and cannot reach the hospital locations listed above, call 911. Ambulance services are available and can reach all areas within the Waterloo region very quickly.

For more information about the local health care services, consult the Region of Waterloo Public Health Services website.

Region of Waterloo Public Health

General Information Line: 519.575.4400
TTY: 519.575.4608

EMERGENCY SERVICES



It is not the first thing on the minds of those contending with moving trucks and apartment leases, but knowing about the available emergency services, and how to make contact when necessary, is essential.

It is important to note that, in the face of a serious emergency, these services can all be reached by dialing 9-1-1.

Region of Waterloo EMS (Emergency Medical Services)/Ambulance

There are nine stations throughout Baden, Cambridge, Kitchener, St. Jacobs, and Waterloo with a fleet of 27 vehicles, including 19 ambulances.

Waterloo Fire Rescue

470 Columbia St. W.

Waterloo, ON N2T 2Y6

Telephone: 519.884.2121

TTY: 1.866.786.3941

Waterloo Regional Police Service

200 Maple Grove Road

P.O. Box 3070

Cambridge, ON N3H 5M1

Telephone: 519.653.7700

TTY: 1.888.420.1777

CHILDCARE



Daycare Bear is a terrific way to find childcare options in Waterloo and the surrounding nearby areas.

Waterloo Co-operative Preschool

Daycare centre/preschool

22 Bridgeport Rd. W.

Waterloo, ON N2L 2Y3

Telephone: 519.884.3400

Email: waterloo.preschool@gmail.com

Website: <http://www.waterloopreschool.org/>

Several family home daycare centers are listed on the Daycare Bear site, along with a variety of filters to help with your research options for finding just the right daycare for your child.

The Children's Services Division of the Region of Waterloo offers a variety of informative options. The Region of Waterloo has it all covered. Special sections for: Families, Guardians, and Parents; Operators & Caregivers; and Planning and Research are available for your review.

Children's Services General Inquiry

99 Regina St. S.

Waterloo, ON N2J4G2

Telephone: 519.883.2200

TTY: 519.575.4608

Ontario Early Years Centres

There are a number of locations throughout Ontario dedicated to early childhood development needs. These include in the Central West region: Cambridge, Guelph, Kitchener-Centre, Kitchener-Waterloo, and rural Wellington. Their services cover all needs from pregnancy through self-care for parents.

PLACES OF WORSHIP

The City of Waterloo has many places of worship to engage a diverse section of religious beliefs. The alphabetical listing below serves as a guide to a majority of these to help you find the best choice for worship services and support system for you and your family.

**All Saints' Anglican Church**

400 Northfield Drive West
Waterloo, ON N2L 0A6
allsaints@golden.net

Christ Embassy Waterloo

285 Weber Street North
Waterloo, ON N2J 3H8
www.christembassy.org

Christ Lutheran Church

445 Anndale Road
Waterloo, ON N2K 2E3
www.christwaterloo.ca

Christ the Saviour Orthodox Church

96 Dunbar Road South
69 Alexandra Ave.
Waterloo, ON N2L 2E5
www.xcsaviour.com

Christian Fellowship Church

315 Northlake Drive
Waterloo, ON N2V 1W5
www.cfchurch.ca

Creekside Church

660 Conservation Drive
Waterloo, ON N2J 3Z4
www.creeksidechurch.ca

Emmanuel United Church

22 Bridgeport Rd. W.
Waterloo, ON N2L 2Y3
www.emmanueluc.ca

Erb Street Mennonite Church

131 Erb Street West
Waterloo, ON N2L 1T7
www.erbstchurch.ca

First Baptist Church

306 Erb St. West
Waterloo, ON N2L 1W3
www.fbcwaterloo.com

First United Church

16 William St. Wset
Waterloo, ON N2L 1J3
www.firstunitedchurch.ca

Kitchener Masjid

1017 Victoria St. N
Kitchener, ON N2B 3C7
www.kitchenermasjid.com

Messiah Lutheran Evangelical Church

700 Glen Forrest Blvd.
Waterloo, ON N2L 4K6
www.messiahwaterloo.ca

Parkminster United Church

275 Erb Street East
Waterloo, ON N2J 1N6
www.parkuc.ca

St. Columba Anglican Church

250 Lincoln Road
Kitchener, ON N2J 2P5
www.saintcolumbachurch.com

St. Agnes Roman Catholic Parish

75 Bluevale St. N
Waterloo, ON N2J 3R7
www.saintagnescatholicchurch.org

St. John's Lutheran Church

22 Willow Street
Waterloo, ON N2J 1V5
www.stjohnslutheran.on.ca

Temple Shalom

543 Beechwood Drive
Waterloo, ON N2T 2S8
www.templeshalom.ca

The Church of the Holy Saviour

33 Allen St. E.
Waterloo, ON N2J 1J1
www.holy-saviour.on.ca

The Redeemed Christian Church of God

Restoration House, Waterloo
Wesley Chapel at St. Paul's
University College (University of Waterloo)
190 Westmount Road North
Waterloo, ON N2L 3G5
www.rccgrestorationhouse.ca

Trinity Evangelical Missionary Church

330 Conservation Drive
Waterloo, ON N2V 2E8
www.trinityemc.com

Waterloo Christian Reformed Church

209 Bearinger Rd.
Waterloo, ON N2L 4H5
office@waterloocrc.org

Waterloo Masjid

213 Erb St. West
Waterloo, ON N2L 1V6
www.waterloomasjid.com

Waterloo Mennonite Brethren Church

245 Lexington Road
Waterloo, ON N2K 2E1
www.waterloomb.org

Waterloo Pentecostal Assembly

395 King St. N.
Waterloo, ON N2J 2Z4
www.waterlooassembly.org

Waterloo-Kitchener United Mennonite Church

15 George Street
Waterloo, ON N2J 1K6
www.wkumchurch.ca

Westminster United Church

543 Beechwood Drive
Waterloo, ON N2T 2S8
www.westminsterunited.ca

Yog Fellowship Temple

388 Plains Rd.
Kitchener, ON N2R 1R8
www.kriyayoga-yogisatyam.org

SOCIAL SERVICES



Community programs offered include emergency shelters; rent, bank, and housing assistance; and homeless programs.

Contact:

Social Planning, Policy and Program Administration

General Inquiry

99 Regina St. S.

Waterloo, ON N2J 4G6

Telephone: 519.883.2117

TTY: 519.883.2234

Employment assistance is available through the Region of Waterloo and temporary financial assistance can be sought through Ontario Works.

Same address listed above, but with a different telephone number:

519.883.2100

TTY: 519.575.4608

Housing services contact information, including affordable home and community housing options is:

Community Housing Access Centre

235 King Street, 6th Floor

Kitchener, ON N2G4N5

Telephone: 519.575.4833

TTY: 519.575.4608

Seniors' services include information about Sunnyside Home, a non-profit long-term care facility. Community programs include treatment of Alzheimer's disease, convalescent and respite care, nursing services, and a Seniors' Wellness Centre.

Sunnyside Seniors' Services

247 Franklin St. N.

Kitchener, ON N2A 1Y5

Telephone: 519.893.8494

TTY: 519.575.4608

<http://www.waterloo.ca/en/living/socialservices.asp>

TRANSPORTATION



The opportunities for getting around Waterloo include: bus, bicycle, motor vehicle, light rail transit, and trails.

Buses are operated by Grand River Transit, also known as GRT. A specialized transit vehicle for persons with disabilities is also operated by GRT, and it is called MobilityPLUS.

Bus Travel

The nearest GO Transit railway station is Kitchener GO Station. As well, Waterloo also has bus service to the University of Waterloo, Wilfrid Laurier University, Square One City Centre Terminal, and the Milton GO Station.

For the current bus schedule, visit the GTA's website: <http://www.grt.ca/en/routesschedules/schedule.asp>

Cycling, or bicycling, is greatly encouraged throughout Waterloo's communities. They received an award in 2011 from the "Share the Road Cycling Coalition" for the work they have done with bike paths in the region. A number of cycling-related programs are offered, including CAN-BIKE, Travelwise, and the Blue W program.

Rail Travel

The Kitchener railway station is located just southeast of uptown Waterloo. The Kitchener station is served by six trains daily serving from London, Ontario to Toronto. The station also has two early morning GO trains to Toronto, and two direct returns from Toronto in the afternoon. To view the current train schedules out of Kitchener, visit:

http://www.gotransit.com/timetables/en/schedules/full_schedules.aspx?station=KITC&new=

<http://www.viarail.ca/en/explore-our-destinations/stations/ontario/kitchener>

Air Travel

The Region of Waterloo International Airport is located in Breslau, serving mostly general aviation traffic, with the majority of commercially scheduled airlines utilizing Lester B. Pearson International Airport in Toronto or the John C. Munro Hamilton International Airport.

For more information on moving to Waterloo, Visit www.newtowaterloo.com

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