



CLEO Connect

Training and tools for community workers

Resources and Supports

from the CLEO Connect Webinar:

Understanding how Bill C-12 impacts refugee claims

Wednesday, April 29, 2026 from 12 to 1:30 p.m.



Community Resources & Further Reading Materials:

- [IRCC: New immigration and asylum measures from Bill C-12 \(the Strengthening Canada's Immigration System and Borders Act\) have become law](#)
- [FCJ Refugee Centre: Newcomer Support Services](#)
- [Legal Aid Ontario: Update on Bill C-12](#)
- [Migrant Rights Network: C-12 is now law. Find out how you are affected](#)
- [UNHCR: Helpful info on asylum procedures, rights and duties in 130+ countries](#)
- [UNHCR Canada Resources for refugees and asylum-seekers](#)
- [Canada-US Border Rights Clinic: Making a Refugee Claim at the Canada Border](#)
- [Connecting Ottawa: Bill C-12 Info Sheet](#)
- [Open work permits: eligibility, restrictions, and application - Canada.ca](#)
- [Applying for a Pre-Removal Risk Assessment - Canada.ca](#)

- [Apply for Interim Federal Health Program Coverage](#)
- [Apply for Ontario Works \(Social Assistance\)](#)
- [Apply for Ontario Disability Support Program](#)
- [How to choose an immigration or citizenship representative - Canada.ca](#)
- [The College of Immigration and Citizenship Consultants](#)
- [Directory of ATIO - Certified Translators](#)
- [Queer Refugee Hearings Program Toolkit](#)
- [Refugee Re—Course](#)
- [Helpful videos from Immigration Refugees Citizenship Refugees Canada](#)

CLEO Steps to Justice Legal Information:

- [Making a claim](#)
- [Refugee hearing tipsheets](#)
 - [Tipsheet: Prepare for your refugee hearing](#)
 - [Tipsheet: Gather evidence for your refugee](#)
 - [Tipsheet: After your refugee hearing](#)
- [How can I tell if my immigration or refugee legal representative is reliable?](#)
- [Where can I get help with my refugee claim?](#)
- [How do I fill out my Basis of Claim form?](#)
- [Can I make a refugee claim in Canada?](#)
 - [How do I make a refugee claim from inside Canada?](#)
 - [What happens if I make a refugee claim when I arrive in Canada?](#)
 - [Can I make a refugee claim in Canada if I'm coming from the U.S.?](#)
 - [Do I meet the family member exception to make a refugee claim when entering Canada from the U.S.?](#)
- [What is a Pre-Removal Risk Assessment and can I apply?](#)
- [What's the difference between a refugee claim and an H&C application?](#)

CLEO Guided Pathways:

- [Guided Pathway to apply for an open work permit](#)

CLEO Connect Webinars, Tools, and Resources:

- [How to support clients who are making a Humanitarian and Compassionate \(H&C\) application](#)
- [Supporting Refugee Claimants: At the Border and After Arrival in Canada](#)
- [Supporting young people with no or precarious immigration status](#)
- [Supporting LGBTQI+ refugee claimants in Canada](#)
- [Strengthening Canada's Immigration System and Borders Act \(Bill C-12\) - CLEO Connect](#)

Community and Specialty Legal Clinics:

- [Find your community legal clinic -1-800-668-8258](#)
- [Find a newcomer support service near you - Settlement.org](#)
- [Eligibility for immigration and refugee law services - Legal Aid Ontario](#)
- **ARCH Disability Law Centre (ARCH)**
Offers information, summary advice and referrals, and representation in systemic cases for people with disabilities across Ontario in ARCH's areas of practice.
55 University Ave., Suite 1500, Toronto, M5J 2H7
416-482-8255
Toll-free TTY: 1-866-482-2728
archdisabilitylaw.ca
- **Centre Francophone du Grand Toronto**
Provides free legal services to people from the French speaking community
555 Richmond St. W., Suite 303, M5V 3B1
416-922-2672, ext. 300
Toll-free: 1-877-966-7345
Summary legal advice in French (toll-free): 1-877-966-7345
centrefranco.org/aide-juridique

- **Chinese and Southeast Asian Legal Clinic (CSALC)**
Offers legal advice and representation to low-income, non-English speaking members of the Chinese, Vietnamese, Laotian, and Cambodian communities throughout Ontario.
123 Edward Street, Suite 505, Toronto, M5G 1E2
416-971-9674 (walk-in 1pm–4pm every Wednesday)
Toll-free: 1-844-971-9674
csalc.ca
- **Centre for Spanish-Speaking Peoples (CSSP)**
Provides summary advice and assistance, with particular emphasis on immigration matters, tenants' and workers' rights, to the Spanish-speaking community of Toronto.
2141 Jane St., 2nd Floor, Toronto, M3M 1A2
416-533-8545
416-533-0680 Legal Intake Line
spanishservices.org
- **COMPASS Refugee Centre | Assist Accompany Advocate**
Supports refugee claimants through accompaniment, advocacy, settlement support, housing help, food and basic needs support, system navigation, and community integration services.
230-675 Queen Street South, Kitchener,
(519) 571-1912
- **CultureLink**
Provides refugee and newcomer services including settlement counselling, language supports, youth and family programming, employment services, mental health supports, and specialized programs for refugee claimants.
2340 Dundas Street West, Suite 301, Toronto
(416) 588-6288
- **Fort Erie Multicultural Centre | Newcomer Settlement Services**
Offers refugee and newcomer settlement services, including support for refugee claimants at the border, needs assessments, interpretation, housing assistance, employment support, and community referrals.
62 Jarvis Street, Fort Erie
Office: (905) 871-3641 Border: (905) 994-6005

- **Justice Net**
 A not-for-profit service helping people whose income is too high to access legal aid and too low to afford standard legal fees.
 8185 Yonge St., Suite 213, Thornhill, Ontario L3T 2C6
 Telephone: 416-479-0551
justicenet.ca/
- **Legal Aid Ontario (LAO)**
 Offers people with low income free or low-cost legal advice, representation, and information in areas like housing, family law, criminal law, immigration, and refugee matters.
 416-979-1446 (Greater Toronto Area) 1-800-668-8258 (toll-free)
legalaid.on.ca
- **Matthew House Ottawa Refugee Services**
 Provides transitional housing and holistic support for refugees and refugee claimants, including settlement assistance, mentoring, community connections, and practical supports for rebuilding life in Canada.
 380 Centrepointe Drive, Ottawa
 (613) 212-1499
- **Newcomerlegal.ca**
 Student legal clinic, staffed by an immigration lawyer who supervises second- and third-year law students at Lakehead University's Bora Laskin Faculty of Law. We provide free legal advice, referrals and, in some cases, representation to people in Northwestern Ontario dealing with immigration, refugee or citizenship law problems
- **Pro Bono Ontario**
 Free Legal Advice Hotline to speak with a lawyer.
 1-855-255-7256
 Monday to Friday, 9:00 a.m. to 5:00 p.m.
probonoontario.org/hotline/
- **Quinte Immigration Services**
 Offers settlement and integration support for refugees and newcomers, including orientation, case support, employment services, language referrals, and help accessing community resources.
 345 College St. East, Unit 2, Belleville
 (613) 968-7723 Ext. 228
info@jfimmigration.ca

- **Services - Halton Multicultural Council**
 Offers refugee settlement services such as orientation, case management, language training, employment support, youth and family programs, and assistance navigating immigration and community resources.
 1092 Speers Road, Oakville
 (905) 842-2486
- **South Asian Legal Clinic of Ontario (SALCO)**
 Provides advice and representation to low-income South Asians in the GTA
 45 Sheppard Ave. E., Suite 106A, Toronto, M2N 5W9
 416-487-6371
salc.on.ca
- **The Ontario Legal Information Centre**
 Provides bilingual legal information and referral services to anyone in Ontario with a legal problem.
 1-844-343-7462 or info@centreinfojuridique.ca
centreinfojuridique.ca/en/contact-us/
- **Welcome Centre Immigration Services- York Region and Durham Region**
 Provides settlement and integration support for refugees and newcomers, including housing assistance, language classes, employment support, trauma-informed counselling, referrals, and help accessing health, legal, and community services.
 1-877-761-1155
info@welcomecentre.ca
- **West Neighbourhood House**
 Provides refugee and newcomer supports including settlement services, legal and housing referrals, language and employment support, trauma-informed counselling, and family/community programs.
 588 Queen Street West, 2nd Floor, Toronto
 (416) 532-4828