



**Welcome to the supportive community of:**

## **The Municipality of West Grey**

Grey Bruce Local Immigration Partnership works to fill critical gaps in the local labour force by welcoming newcomers to the region.



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## Your First Call

### Grey Bruce Settlement and Language Services for Newcomers

Grey Bruce Settlement and Language Services is here to support you in settling, integrating, and calling Grey / Bruce counties your new home.

This program offers free services to eligible newcomers in a central place to help you feel more connected to your new community. This is made possible through the many resources and partnerships with other local service agencies.



Connect with us today!

**Settlement Services phone number:** 519-371-9222

**Email:** [settlement@osgb.ymca.ca](mailto:settlement@osgb.ymca.ca)



## Grey Bruce Settlement and Language Services

**We can help, support, and assist clients with:**

- Free eligible Language classes (LINC)
- Interpretation and translation services
- Citizenship Test Preparation classes and Application Review
- Banking
- Employment
- Applying for government documents
- Housing support
- Childcare support
- Transportation support
- Workplace Integration Assistance

\*Grey Bruce Settlement and Language Services is a collaboration between YMCA of Owen Sound Grey Bruce and Welcoming Communities Grey Bruce.



## 2-1-1: Help and Information

211 is a helpline that can direct you to many helpful services including translation services, English as a second language courses, employment programs, and more.



**Phone (multiple languages) or Text (English): 211**

**Email:** [211info@communityconnection.ca](mailto:211info@communityconnection.ca)

**Website:** [www.newcomersbrucegrey.ca](http://www.newcomersbrucegrey.ca)

## Municipal Contact Information

If you have questions about your new community of the Municipality of West Grey, use the contact information below to get answers to your questions.



**Municipal Office Phone Number:** 519-369-2200

**Municipal Email:** [info@westgrey.com](mailto:info@westgrey.com)

**Municipal Website:** [www.westgrey.com](http://www.westgrey.com)

## Townhall Address and Office Hours

### **Municipal Office**

402813 Grey County Road 4  
RR2 Durham, ON  
NOG 1R0

### **Office Hours**

Monday – Friday  
8:30 a.m. – 4:30 p.m.

## Health

If you need medical help, you can visit the closest hospital, make an appointment with a nurse practitioner, or visit your family doctor. The Canadian Mental Health Association Grey Bruce (CMHA Grey Bruce) provides a variety of mental health and addiction services

If you need help finding a family doctor, please contact **Grey Bruce Settlement and Language Services (p. 3)**.

## Hospital



**Hospital Name:** South Bruce Grey Health Centre – Durham

**Hospital Phone Number:** 519-369-2340

**Hospital Address:** 320 College Street, Durham, ON N0G 1R0

## Nurse Practitioner



**Nurse Practitioner Phone Number:** 519-369-3007

**Nurse Practitioner Address:** 368 College Street North,  
Durham, ON N0G 1R0

## Doctor's Office



**Doctor's Office Phone Number:** 519-369-3007

**Doctor's Office Address:** 368 College Street North, Durham,  
ON N0G 1R0

## Emergency/Urgent Care



**Urgent Care Phone Number:** 519-369-2340

**Urgent Care Address:** 320 College Street, Durham, ON  
N0G 1R0

## Mental Health and Addiction Services



**Canadian Mental Health Association (CMHA) Grey Bruce**

**Phone Number:** (519) 371-3642 or 1-888-451-2642

**Website:** [greybruce.cmha.ca](http://greybruce.cmha.ca)



## Transportation

Transportation options for your municipality are listed below. To find out what transportation services are available and if you are eligible for transportation supports, please contact **Grey Bruce Settlement and Language Services (p. 3)**.

### Public Transportation Options

Residents of the Municipality of West Grey are eligible to use a specialized public transit service known as Saugeen Mobility and Regional Transit (SMART). SMART provides transportation solutions for the mentally or physically challenged. You can learn more by visiting [www.saugeenmobility.ca](http://www.saugeenmobility.ca).

### Taxi / Cab / Transportation Companies



A Plus Taxi | **Phone number:** 519-270-3434

D C Cab | **Phone number:** 519-364-4646

Hanover Shuttle and Taxi | **Phone number:** 519-364-1113

Bayshore Taxi | **Phone number:** 519-371-5555

**Website:** <https://bayshoretaxi.com/>





## County Transportation: Grey Transit Route

Need to get around parts of Grey, Bruce, or Dufferin counties? The Grey Transit Route has you covered. Connected, comfortable, and affordable. The Grey't Way to Travel!

**Reserved your seat in advance, either CALL or BOOK ONLINE.**



Grey Transit Route

**GTR Phone Number:** 226-910-1001

**GTR Online Booking:** [www.grey.ca/gtr](http://www.grey.ca/gtr)

## Grey Transit Route Phone Line Hours

### Monday to Sunday

GTR Phone Line – OPEN

8:00 a.m. to 5:00 p.m.

### Statutory Holidays

GTR Phone Line - CLOSED

## Grey Transit Route Fares / Payment Option



**Payment can be made ONLINE by:**

- Credit Card
- Debit Credit Card
- Ticket/Coupon Code

**Payment can be made over the PHONE by:**

- Credit Card
- Debit Credit Card
- Ticket/Coupon Code
- Exact Cash

## Schools and Childcare

Schools in Grey and Bruce counties are primarily public or catholic and belong to the Bluewater District School Board, the Bruce-Grey Catholic District School Board, or the Conseil Scolaire Catholique Providence. Some schools provide before and after school childcare. Visit their website for more information (see below).

### Bluewater District School Board



**Central Office Address:**

Bluewater District School Board Education Centre  
P.O. Box 190, 351 1st Avenue North  
Chesley, Ontario N0G 1L0

**General phone number:** (519) 363-2014

**Email:** [info@bwdsb.on.ca](mailto:info@bwdsb.on.ca)

**Website:** <https://www.bwdsb.on.ca/>

### Bruce-Grey Catholic District School Board



**Catholic Education Centre:**

Bruce-Grey Catholic District School Board  
799 16th Ave.  
Hanover, ON N4N 3A1

**General phone number:** (519) 364-5820

**Email:** [bruce\\_grey@bgcdsb.org](mailto:bruce_grey@bgcdsb.org)

**Website:** <https://www.bgcdsb.org/>

## Providence Catholic School Board / Conseil Scolaire Catholique Providence



**(External) Office Address:**

Conseil Scolaire Catholique Providence  
7515 Forest Glade Drive  
Windsor, ON  
N8T 3P5

**General phone number:** (519) 948-9227

**Website:** <https://www.cscprovidence.ca/>

**Grey / Bruce School Name:**

**Saint-Dominique-Savio Catholic School**  
800 East 23rd Street  
Owen Sound, ON  
N4K 6Z5

## Local School Locations Near the Municipality of West Grey



### Elementary School

Normanby Community School | **Location:** Ayton  
Spruce Ridge Community School | **Location:** Durham



### French Immersion Elementary School

Dawnview Public School | **Location:** Hanover  
Macphail Memorial Elementary School | **Location:**  
Flesherton



### Secondary School / High School

Grey Highlands Secondary School | **Location:** Flesherton  
John Diefenbaker Senior School | **Location:** Hanover



## Food and Groceries

Below is a list of stores in or near the Municipality of West Grey that might help you find the ingredients you need for your favourite dishes.



**Grocery Store:** Foodland – Durham

**Phone number:** 519-369-3130

**Address:** 344 Garafraxa Street South, Durham, ON N0G 1R0



**Grocery Store:** Grant's Your Independent Grocer – Hanover

**Phone number:** 519-364-4661

**Address:** 832 Tenth Street, Hanover, ON N4N 1S3



**Grocery Store:** Foodland Hanover

**Phone number:** 519-364-2891

**Address:** 236 Tenth Street, Hanover, ON N4N 1N9



**Grocery Store:** Walmart Hanover

**Phone number:** 519-364-0867

**Address:** 1100 Tenth Street, Hanover, ON N4N 3B8

## Emergency Food Sources

Below is a list of emergency food sources in or near the Municipality of West Grey:



**Food Bank:** Durham and District Food Bank

**Phone number:** 519-369-6860

**Address:** 185 Elizabeth Street East, Durham, ON N0G 1R0



**Other Community Food Source:** Grey Bruce Good Food Box Program

**Phone number:** 519-364-3770 ext. 630

**Address:** 201 18<sup>th</sup> Avenue, Hanover, ON N4N 3S5

## Your Public Library

Public libraries are free to use, and offer lots of things to borrow, programs to attend and services to use. Visit your public library to get a library card, borrow books, movies and find out all they have to offer. All West Grey Public Library branches have computers, printers and free Wi-Fi. Our library website provides access to online information and entertainment like movies, eBooks, magazines, as well as educational resources.



### West Grey Public Library

There are three branches of the West Grey Public Library. You are welcome to visit any of the branches and your library card will work at all of them. Find more information about locations, services and hours of operation:

**Website:** [www.westgreylibrary.com](http://www.westgreylibrary.com)

**Email:** [info@westgreylibrary.com](mailto:info@westgreylibrary.com)

**General phone number:** 519-369-2107



### Grey County Libraries

Public libraries in Grey County operate independently throughout the region.

A list of public libraries in Grey County can be found online on the Grey County website.

**Website:** [grey.ca/libraries](http://grey.ca/libraries)

## Your New Home!

There is lots to learn about your new home. Here are a few things you should know:



### Owning a Pet

Licences / tags are required for dogs. Learn more at:

**Website:** [www.westgrey.com/animals](http://www.westgrey.com/animals)



### Snow Removal

The municipality takes care of snow removal on public roads and sidewalks. Driveway clearing - by shoveling or using a snowblower - is the responsibility of all homeowners.



### Parks and Playgrounds

We have many parks and playgrounds for you to enjoy.

Addresses / maps can be found at:

**Website:** [www.westgrey.com/parks](http://www.westgrey.com/parks)



### Property Taxes

Property taxes are paid by every property owner to help pay for services like road maintenance, policing, fire services, recreation and more. If you have questions about your property tax bill, call us at:

**Phone number:** 519-369-2200

### Septic Systems

Depending on your living accommodations and your location in Grey or Bruce counties, you might have a septic system. Proper care and maintenance of your septic system is very important. Learn more about how to manage your septic system here:

**Website:** [www.westgrey.com/water](http://www.westgrey.com/water)





## Garbage and Recycling

Garbage and recycling services help keep our community clean and safe. Garbage and recycling pick-up is done by Waste Management. If you live in an apartment or condo, check with your building manager about garbage and recycling services.



You can find out **pick-up dates / times** for garbage and recycling in our community on this website.

**Website:** [www.westgrey.com/waste](http://www.westgrey.com/waste)



If you need to report a missed pick-up of either garbage or recycling, you can call.

**Phone number:** 1-888-730-3344



Bag tags are required for garbage pick-up at your home. For a list of stores where you can buy bag-tags in our community of the Municipality of West Grey visit our website:

**Website:** [www.westgrey.com/waste](http://www.westgrey.com/waste)

## Meet Your Community: Groups and Events

If you are looking to connect with the people in your new community of the Municipality of West Grey, try volunteering for a committee or attending a local event.

### List of Local Community Groups

**Big Brothers Big Sisters Grey Bruce**

**Phone Number:** 519-376-4449

**Website:** <https://greybruce.bigbrothersbigsisters.ca/>

**Community Foundation Grey Bruce**

**Phone Number:** 519-371-7203

**Website:** [www.communityfoundationgreybruce.com](http://www.communityfoundationgreybruce.com)

**The Optimist Club of Normanby Township**

**Website:** <https://www.facebook.com/thenormanbyoptimists/>

**West Grey Durham Lions Club**

**Website:** <https://e-clubhouse.org/sites/wgdurham/>



For more information about local community groups, ways to get involved, or volunteer opportunities visit this website.

**Website:** [www.westgrey.com/volunteer](http://www.westgrey.com/volunteer)

## List of Annual / Upcoming Community Events

### Neustadt Fall Fair

**Description:** The Neustadt Fall Fair is a weekend event with exhibits, games and contests. The theme this year is “Apple Trees and Honey Bees”.

**Date / Time:** September 15 – 16, 2023 | 11:00 AM – 8:00 PM

**Event Information / Website:** <https://ontariofairs.com/fairs/21501208/>

### West Grey Halloween Party

**Description:** The West Grey Halloween Party invites parents and children to walk through Durham where they will encounter some tricks, treats and even a few challenges along the way.

**Date / Time:** Saturday October 28, 2023 | 10:00 AM – 2:00 PM

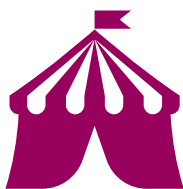
**Event Information / Website:** [www.westgrey.com/halloween](http://www.westgrey.com/halloween)

### Neustadt Fall Craft Show

**Description:** The Neustadt Craft Show features over 100 vendors from all over Ontario who will attend with their crafts, hobbies, home projects and more!

**Date / Time:** Saturday November 4, 2023 | 9:30 AM – 4:00 PM

**Event Information / Website:** [www.westgrey.com/craftshow](http://www.westgrey.com/craftshow)



For more information about annual, upcoming, and new community events in the Municipality of West Grey please check out our website / community calendar.

**Website:** <https://calendar.westgrey.com/>

## Things To Do

Spending time outdoors or participating in recreation opportunities is important for your mind and body. Here's a list of our top five activities we think you should explore!

- 1) Visit the historic village of Neustadt. Historic stone buildings house antique shops, studios, restaurants and a fantastic brewery.
- 2) Spend a day at the Durham Art Gallery to view their exhibitions and wide range of contemporary art.
- 3) Gather around a campfire and discover West Grey through one of our many campgrounds [www.westgrey.com/campgrounds](http://www.westgrey.com/campgrounds).
- 4) Explore the vast trail system in Allan Park on foot, ski or snowshoe. Cycling and birding are also popular activities you can enjoy at the park.
- 5) Lace up a pair of skates at one of West Grey's two indoor ice rinks. Give figure skating or hockey a try!



### County Tourism Resources

**Grey County Tourism - Visit Grey:** [www.visitgrey.ca](http://www.visitgrey.ca)

**Bruce County Tourism - Explore the Bruce:**  
[www.explorethebruce.com](http://www.explorethebruce.com)



For more information about available local recreational programs, please check out our website.

**Website:** [www.westgrey.com/recreation](http://www.westgrey.com/recreation)

## Connect with Us – The Municipality of West Grey

We know you will have lots of questions and we want to help you settle into your new home. Here are all the ways you can contact us:



### Website

Stay up to date by visiting our website:  
[www.westgrey.com](http://www.westgrey.com)



### **Electronic Newsletters**

Sign up for our email updates / newsletters:  
[subscribe.westgrey.com/subscribe](https://subscribe.westgrey.com/subscribe)



### **Give Us Your Feedback**

Get involved in your community by providing feedback and reporting any concerns you may have:

[forms.westgrey.com/Report-a-concern](https://forms.westgrey.com/Report-a-concern)



### **Main Office - Location**

402813 Grey Road 4, Durham, ON N0G 1R0



### **Call**

519-369-2200



### **Email**

[info@westgrey.com](mailto:info@westgrey.com)

## About Grey Bruce Local Immigration Partnership

Our partnership spans across county lines, and community signs. Our coordination runs along sandy shorelines and flows over rolling fields. It reaches deep into Lake Huron and scales the Niagara Escarpment.

Collectively, we strive to build stronger communities through awareness, outreach, inclusion, and equity to ensure immigrants and newcomers become welcome neighbours throughout Grey and Bruce Counties. The Grey Bruce Local Immigration Partnership works in collaboration with service-based organizations to ensure that new residents thrive and enhance the vibrant, diverse, and colourful landscapes they now call home.



## Coordinating, Collaborating, and Connecting

How do we build a more welcoming and inclusive Grey / Bruce?

How can we work together to make it easier for newcomers to settle here?

*These questions are at the heart of the Grey Bruce Local Immigration Partnership (GBLIP).*

The GBLIP recognizes that immigration will continue to play a key role in the economic future of Grey and Bruce Counties. To support better immigration outcomes, the Partnership administers the GBLIP – a collaborative, community initiative designed to improve the integration of newcomers in Grey Bruce. Launched in June 2020, the GBLIP works at the local level to foster a community that is welcoming and inclusive and to support newcomers in becoming fully engaged in the social, economic, political, and cultural life of Grey and Bruce Counties.

### This is achieved through focus on four priority areas:

- 1) Improving the coordination of settlement and integration services
- 2) Raising awareness around the needs of newcomers
- 3) Supporting community-level research and planning
- 4) Fostering welcoming communities.



The GBLIP is one of the many **Local Immigration Partnerships (LIPs)** sponsored by **Immigration, Refugees, and Citizenship Canada (IRCC)**. This federal initiative addresses the growing need for systematic community planning around immigrant attraction and retention.

Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

## LIPs are underpinned by the understanding that:

- Newcomers play an important role in the Canadian economy and society
- In the near future, some industries and regions will depend on immigration to fulfill their labour needs
- Municipalities and community groups are best positioned to improve settlement and integration outcomes for newcomers
- The provision of basic settlement services is not sufficient to ensure success – consideration of newcomer needs must be incorporated into all aspects of community planning.

## Settlement Strategy

The GBLIP Settlement Strategy 2025 is the culmination of more than a year of research and consultation, including 8 focus groups involving 62 participants across Grey Bruce and extensive surveys of both immigrants and the community at large.

The Settlement Strategy acts as the guiding document for the work of the GBLIP – providing a road map for how to build more welcoming and inclusive communities in Grey Bruce and improve the integration outcomes of newcomers.

## It includes four strategic priorities:

- 1) Build Capacity
- 2) Strengthen Community
- 3) Cultivate Prosperity
- 4) Foster Inclusion

We are pleased to invite you to explore the full version of the GBLIP Settlement Strategy 2025 on our website:

**Website:** <https://greybrucelip.ca/settlement-strategy>



## Have any questions for GBLIP? Contact Us!

**Address:** Corporation of the County of Grey  
595 9th Ave East  
Owen Sound Ontario N4K 3E3

**Phone number:** +1 519-372-0219 ext. 6108

**Email:** [immigrationpartnership@grey.ca](mailto:immigrationpartnership@grey.ca)

## Have Feedback for Us?

Please complete this short survey about the Welcoming Package to help us serve the community better:

**Survey Website Link:** [bit.ly/GBLIP-welcome](https://bit.ly/GBLIP-welcome)

**Scan the QR Code to access the survey:**



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and Citizenship Canada

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