

# BC SETTLEMENT AND INTEGRATION SERVICES

*Stream A and B Services for Refugee Claimants*

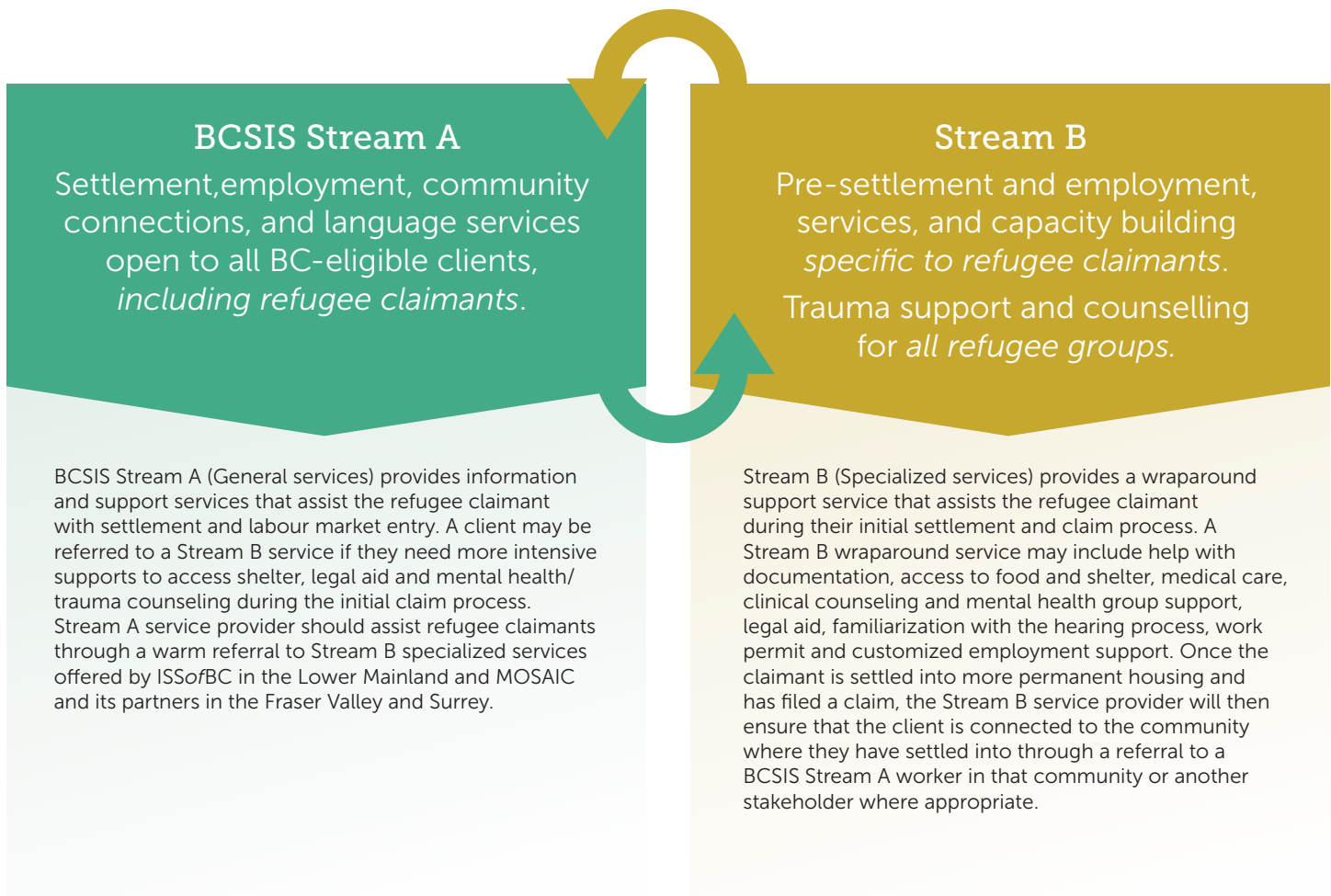
January 2019



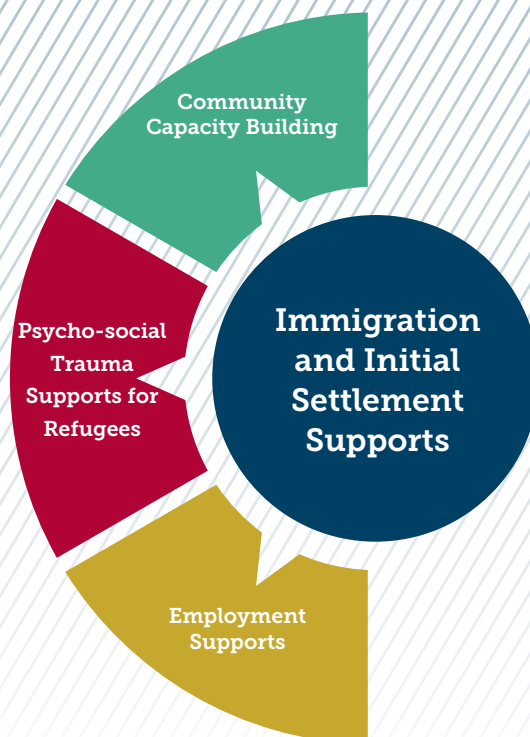
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## BCSIS Stream A and B: Overview and Referrals



### What are the key types of Stream B supports?



## Stream B Overview: Immigration and Initial Support

First Language Support	Individual Services	Group Services	Housing Search
<ul style="list-style-type: none"> <li>» Pre-settlement services in multiple languages, including: <ul style="list-style-type: none"> <li>• Spanish</li> <li>• Farsi</li> <li>• Arabic</li> <li>• French</li> </ul> </li> <li>» SOS Multilingual website and refugee claim process orientation videos</li> <li>» Newcomer.info (ISSofBC)</li> </ul>	<ul style="list-style-type: none"> <li>» Information and orientation</li> <li>» Form filling</li> <li>» Referrals <ul style="list-style-type: none"> <li>• Ready Tours</li> <li>• VAST</li> <li>• Legal Aid</li> <li>• Social Assistance</li> <li>• Vancity</li> <li>• Stream A services</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>» Health and Settlement Group Orientation (weekly – SOS)</li> <li>» Financial Literacy (monthly – SOS)</li> <li>» Ready Tours (Kinbrace)</li> </ul> 	<ul style="list-style-type: none"> <li>» Individual <ul style="list-style-type: none"> <li>• Information and orientation</li> <li>• Assistance in securing temporary and permanent accommodations</li> </ul> </li> <li>» Group services <ul style="list-style-type: none"> <li>• Housing orientation (e.g. housing market, tenancy rights and responsibilities)</li> </ul> </li> </ul>


Where can refugee claimants access these services?	Vancouver	Fraser Valley (Chilliwack, Abbotsford and Mission)
	<ul style="list-style-type: none"> <li>» SOS</li> <li>» Kinbrace</li> </ul>	<ul style="list-style-type: none"> <li>» MOSAIC</li> </ul>
	Surrey	
	» SOS	

## Stream B Overview: Customized Employment Supports for Refugee Claimants

Orientation	Individual Services	Mentorship	Employer Supports
<ul style="list-style-type: none"> <li>» Information on employment related supports relevant to individual's work and education experiences</li> </ul>	<ul style="list-style-type: none"> <li>» Assistance in resume writing</li> <li>» Job interview skills</li> <li>» Labour Market Exploration</li> </ul>	<ul style="list-style-type: none"> <li>» Connecting refugee claimants with mentors in relevant occupations</li> </ul>	<ul style="list-style-type: none"> <li>» Connecting with potential employers</li> <li>» Support to employers and refugee claimants</li> </ul>



Where can refugee claimants access these services?	Vancouver	Fraser Valley (Chilliwack, Abbotsford and Mission)	
	<ul style="list-style-type: none"> <li>» MOSAIC</li> </ul>	<ul style="list-style-type: none"> <li>» Abbotsford Community Services</li> <li>» Inasmuch Community Society</li> </ul>	
	Surrey		
	<ul style="list-style-type: none"> <li>» MOSAIC</li> <li>» OPTIONS</li> </ul>		

## Stream B Overview: Trauma Support for All Refugees

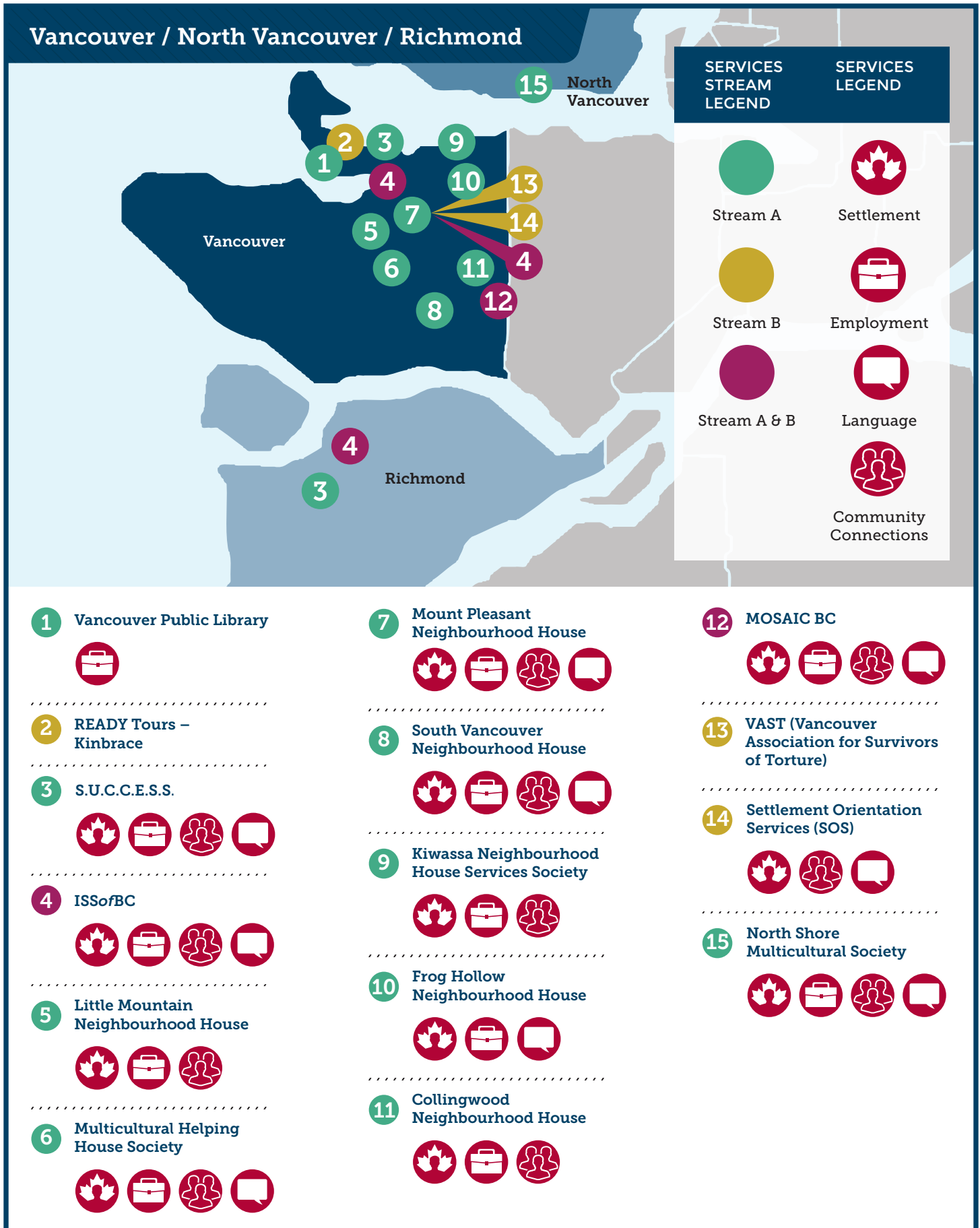
Individual Counselling	Group Services	Eligibility for Trauma Services	Services in Victoria
<ul style="list-style-type: none"> <li>» Trauma-focused psychological counselling</li> <li>» Available in first language, including: <ul style="list-style-type: none"> <li>• Arabic</li> <li>• Spanish</li> <li>• Farsi</li> <li>• Mandarin</li> <li>• Haitian Creole</li> <li>• French</li> <li>• Urdu</li> <li>• Punjabi</li> <li>• Other languages (interpreters)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>» "Getting through it" drop in peer support group to prepare clients for their refugee hearing (weekly)</li> <li>» Community kitchen (monthly)</li> </ul>	<ul style="list-style-type: none"> <li>» Refugee Claimants</li> <li>» Government Assisted Refugees</li> <li>» Privately Sponsored Refugees</li> <li>» Blended Visa Office-Referred</li> </ul> 	<ul style="list-style-type: none"> <li>» Individual counselling to eligible clients through contracted RCCs</li> <li>» Partners: <ul style="list-style-type: none"> <li>• Victoria Coalition for Survivors of Torture</li> <li>• Vancouver Island Counselling Centre for Immigrants and Refugees</li> </ul> </li> </ul>

Where can refugee claimants access these services?	Vancouver	Fraser Valley (Chilliwack, Abbotsford and Mission)	Victoria
	<ul style="list-style-type: none"> <li>» VAST</li> </ul>	<ul style="list-style-type: none"> <li>» Abbotsford Community Services</li> <li>» MOSAIC</li> </ul>	<ul style="list-style-type: none"> <li>» VAST in partnership with local agencies</li> </ul>
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## Stream B Overview: Community Capacity Building

BC Refugee Hub	Trainings	Inter-agency collaboration	Provincial Mental Health Coordinator
<ul style="list-style-type: none"> <li>» Factsheets</li> <li>» Q&amp;A for refugee claimants</li> <li>» Quarterly newsletters</li> <li>» Blog posts, current events and publications</li> <li>» Surveys</li> </ul>	<ul style="list-style-type: none"> <li>» One-day training sessions in key BC cities</li> <li>» Webinars for individuals support refugee claimants</li> </ul> 	<ul style="list-style-type: none"> <li>» Participate in multi-agency partnership (MAP)</li> <li>» Referral protocols for Stream A &lt;-&gt; B</li> <li>» Develop Fraser Valley based interagency network</li> <li>» Identify community resources and linkages</li> </ul>	<ul style="list-style-type: none"> <li>» Consultations for service providers, clinicians currently working with refugees. 1-866-393-3133 <i>No direct client services</i></li> <li>» Staff training and development</li> </ul>
Where can refugee claimants access these services?	BC Refugee Hub	MAP – BC	Fraser Valley (Chilliwack, Abbotsford and Mission)
	<ul style="list-style-type: none"> <li>» <a href="http://bcrefugeehub.ca">bcrefugeehub.ca</a></li> </ul>	<ul style="list-style-type: none"> <li>» <a href="http://mapbc.org">mapbc.org</a></li> </ul>	
	<b>Vancouver</b> <ul style="list-style-type: none"> <li>» ISSofBC – BC Refugee Hub</li> <li>» VAST</li> <li>» SOS</li> </ul>	<b>Surrey</b> <ul style="list-style-type: none"> <li>» MOSAIC</li> <li>» SOS</li> <li>» VAST</li> </ul>	<ul style="list-style-type: none"> <li>» MAP – FV</li> <li>» <a href="http://mapbc.org">mapbc.org</a></li> <li>» Abbotsford Community Services</li> <li>» MOSAIC</li> </ul>

# Stream A and B Service Providers: Metro Vancouver, Fraser Valley and Vancouver Island



## 1 Vancouver Public Library

### Address(es)

Main Branch: 350 West Georgia Street, Vancouver, BC V6B 6B1

The Skilled Immigrant InfoCentre is an online and in-person resource centre that helps newcomers to Canada find the information they need to get a job, explore careers or start a business. All services and resources are free and are created by staff at Vancouver Public Library.

Guides are also available on the VPL website: [pwp.vpl.ca/siic](http://pwp.vpl.ca/siic)

### Contact

Alexis Greenwood 604-331-3603 / [alexis.greenwood@vpl.ca](mailto:alexis.greenwood@vpl.ca)

### BCSIS Stream A Services



Program details:

Career and Job Search Tours

Small Business Tours

Career Explorer sessions

Networking Events

Employment Guides for 130 careers, Industry Guides, Alternative Career Guides, Small Business Guides

Job Search Guides (most frequently asked questions on topics such as recruitment agencies, job fairs, resumes, credential evaluation, transferable skills, getting Canadian work experience, networking, and many more).

### Free or low-cost language options nearby



Learning English Guide lists a variety of free or low-cost language options  
[guides.vpl.ca/immigration/settlement-language](http://guides.vpl.ca/immigration/settlement-language)

## 2 READY Tours – Kinbrace

### Address(es)

[refugeeclaim.ca](http://refugeeclaim.ca) and 2nd floor of 300 West Georgia Street

### Contact

Fran Gallo, 604-328-3132 / [READY@refugeeclaim.ca](mailto:READY@refugeeclaim.ca)

### BCSIS Stream B Services

READY Tours at the Immigration and Refugee Board – Refugee Protection Division (Vancouver) are for refugee claimants found eligible to make a refugee claim and for service providers.

A READY Tour Coordinator organizes each tour and an IRB-RPD staff person conducts the tour and orientation. Language interpreters can be requested at time of registration, and we will do our best to accommodate.

Note: Must be registered to take the tour.

## 3 S.U.C.C.E.S.S.

### Address(es)

VANCOUVER: 28 West Pender Street, Vancouver, BC V6B 1R6

RICHMOND: 8111 Granville Avenue, Richmond, BC V6Y 1P5

### Contact

VANCOUVER: 604-684-1628 / 604.408.7274 ext. 2045

RICHMOND: 604-638-9238 / 604.231.3344 ext. 2175

### BCSIS Stream A Services



## 4 ISSofBC

### Address(es)

VANCOUVER: 2610 Victoria Drive, Vancouver, BC V5N 4L2

VANCOUVER: #601 – 333 Terminal Ave. Vancouver, BC V6A 4C1

RICHMOND: #150 – 8400 Alexandra Rd. Richmond, BC V6X 3L4

### Contact

VANCOUVER: 604-684-7498

RICHMOND: 604-233-7077

[Settlement@issbc.org](mailto:Settlement@issbc.org)

### BCSIS Stream A Services



BC Refugee Hub ([bcrefugeehub.ca](http://bcrefugeehub.ca)) – an online hub providing resources and trainings for organizations and stakeholders supporting and working with refugees in BC  
Contact: [refugeehub@issbc.org](mailto:refugeehub@issbc.org)

### Non-BCSIS Programs

- Free law clinic covering immigration, family and other law branches
- Free weekly one-on-one outreach meetings with Ministry of Social Development and Poverty Reduction

### Free or low-cost language options nearby



ISSofBC conversation circles

VPL English Language Resources

## 5 Little Mountain Neighbourhood House

### Address(es)

3981 Main Street, Vancouver, BC, V5V 3P3

### Contact

604-879-7104

Carmen Miranda-Barrios, Settlement Services Supervisor – ext 313  
[Carmen\\_Miranda@lmnhs.bc.ca](mailto:Carmen_Miranda@lmnhs.bc.ca)

First language services:

Spanish ext 413

Vietnamese ext. 312

Arabic ext. 320

### BCSIS Stream A Services



### Non-BCSIS Programs

- Support services –Child minding, transportation,
- Community Kitchen
- Community Garden
- Family Programs such as Drop-in Family Support  
Contact: [Carmen\\_miranda@lmnhs.bc.ca](mailto:Carmen_miranda@lmnhs.bc.ca)

#### Free or low-cost language options nearby



Conversation Circles at other Neighbourhood Houses  
English Classes at PIRS

## 6 Multicultural Helping House Society

#### Address(es)

4802 Fraser Street, Vancouver, BC V5V4H4

#### Contact

604-879-3277

Flordeliza Doria ext. 234 / flordelizad@helpinghouse.org

#### BCSIS Stream A Services



#### Non-BCSIS Programs

- Support services – financial literacy, first aid training with certification, etc
- Seniors and youth programming

#### Free or low-cost language options nearby



Informal Language Practice for Adults: English group conversations and tutorials. Contact Flordeliza to register.

## 7 Mount Pleasant Neighbourhood House

#### Address(es)

800 East Broadway, Vancouver, BC V5T 1Y1

#### Contact

604-879-8208

Thanh Lam tlam@mpnh.org (Youth & Settlement)

Jose Luis Aranda jlaranda@mpnh.org (Employment)

Blanca Salvatierra bsalvatierra@mpnh.org (Language & Community Connections)

#### BCSIS Stream A Services



#### Non-BCSIS Programs

Variety of programs that refugee claimants are eligible for – online calendar shows all programming: visit: [mpnh.org/our-programs/community-connections-settlement-services](http://mpnh.org/our-programs/community-connections-settlement-services)

#### Free or low-cost language options nearby



Conversation Circles at other Neighbourhood Houses

## 8 South Vancouver Neighbourhood House

#### Address(es)

6470 Victoria Drive, Vancouver. Itinerant services at Ross Temple and Sunset Community Centre for South Asian speaking refugee claimants.

#### Contact

604-324-6212 / svn timers@southvan.org

#### BCSIS Stream A Services



#### Non-BCSIS Programs

- Multicultural Women's Peer support group, Dads and grandfathers support group, variety of children and youth programs, newcomer cultural events, etc
- Preschool out of school care
- Wellness Food Bank and food security programming
- Domestic Violence Support Services
- Community hot lunch on Thursdays

#### Free or low-cost language options nearby



Informal English conversation circles at SVNH

Vancouver School Board (South Hill Adult Education Centre)

Vancouver Public Library

## 9 Kiwassa Neighbourhood House Services Society

#### Address(es)

2425 Oxford Street, Vancouver, BC V5K 1M7

#### Contact

Tel: 604 254 540

Youth ext: 225 & 222

Volunteering/community connections ext: 212

First language services:

Chinese ext: 249, 212 & 236

Spanish ext: 208 & 209

Farsi/Dari/Pashtu ext: 275

Arabic & French ext: 276

#### BCSIS Stream A Services



#### Non-BCSIS Programs

- Short-term crisis/mental health counseling and referrals
- Para-counseling sessions provided to those who require assistance with crisis management (e.g., people who are victims of domestic violence)
- Referrals to in-house programs for all age-groups and other specialized programs in the Lower Mainland

#### Free or low-cost language options nearby



Free ESL Conversation classes at Kiwassa and other neighborhood houses

## 10 Frog Hollow Neighbourhood House

#### Address(es)

2131 Renfrew Street, Vancouver, BC V5M 4M5

#### Contact

Liliane Li 778-708-2131 liliane@froghollow.bc.ca

Eva Aboud 604-251-1225 ext. 238 eva@froghollow.bc.ca

## BCSIS Stream A Services



### Non-BCSIS Programs

Informal English conversation practice

Contact: Eva Aboud 604-251-1225 ext. 238 [eva@froghollow.bc.ca](mailto:eva@froghollow.bc.ca)

### Free or low-cost language options nearby



Frog Hollow Neighbourhood House provides Monday morning free English Club for Arabic speaking families and Monday night free Information English conversation class.

There is also English Conversation class at Kiwassa Neighbourhood House, English conversation circle at MOSAIC, and informal language supports at the Chinese Church nearby

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## 11 Collingwood Neighbourhood House

### Address(es)

5288 Joyce Street, Vancouver, BC V5R 6C9

### Contact

604-435-0323

Marta Rogic ext. 288

Helen Su ext. 222

### BCSIS Stream A Services



### Non-BCSIS Programs

- Language: CNH has language and literacy programs e.g. adults and seniors: Reading Literacy: Fridays 10:00 to 11 am (free) English Corner: Sundays 6:00 to 8:00 pm (free) Basic English Language Skills: Tues and Thurs from 9:30 to 11:30 in partnership with PIRS (Women only) with childminding
- Youth newcomers programs - Friday 4 to 9 pm to and Saturday from 12:30 to 4 pm
- Homelessness Program (Breakfast and Shower Program) on Saturdays - BC Housing Outreach Worker support is available to provide assistance application
- Hot Lunch Programs: Tuesdays and Thursdays run by the seniors' program, fresh hot and complete meals are affordable.

### Free or low-cost language options nearby



Informal English conversation circles at SVNH

Vancouver Public Library

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## 12 MOSAIC BC

### Address(es)

VANCOUVER: 5575 Boundary Road, Vancouver, BC V5R 2P9

Note: MOSAIC has 26 offices and satellite service locations.

To view all: [mosaicbc.org/about/contact](https://mosaicbc.org/about/contact)

(Click on community map for complete list)

### Contact

Katherine Griffin: 604 254 9626 ext. 1011 / [kgriffin@mosaicbc.org](mailto:kgriffin@mosaicbc.org)

### BCSIS Stream A and B Services



- Mental Wellbeing/Trauma Support - can organize group sessions as well as 1:1 sessions, as needed in Surrey and the Fraser Valley  
Contact Alexandra Dawley for more Information: Alexandra Dawley: 778-591-9334 ext. 190 / [adawley@mosaicbc](mailto:adawley@mosaicbc)
- I Belong Program  
Contact: Masashi Yoshida - 604-254-9626  
[ibelong@mosaicbc.org](mailto:ibelong@mosaicbc.org)  
[mosaicbc.org/services/settlement/lgbtq](https://mosaicbc.org/services/settlement/lgbtq)

### Free or low-cost language options nearby



MOSAIC offers free English Conversation Circle group to claimants twice a week (Contact Katherine Griffin to register)

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## 13 VAST (Vancouver Association for Survivors of Torture)

### Address(es)

VANCOUVER: 2610 Victoria Drive, Vancouver, BC V5N 4L2

(Entrance door on Victoria Dr, next to Vancity ATM)

Serving Vancouver, Surrey and Victoria

### Contact

604-255-1881 / Toll-Free: 1-866-393-3133

### BCSIS Stream B Services

- VAST supports refugee mental health through counselling, documentation, education, and referrals. VAST provides mental health supports related to the stresses, anxieties, and challenges of the job searching and training process with a trauma informed approach. VAST also provides capacity building training for the refugee and refugee serving sector related to mental health, trauma-informed practice, and torture rehabilitation
- Language available: English, French, Spanish, Haitian Creole, Mandarin Chinese, Punjabi, Urdu, Farsi, Arabic, Portuguese. All other languages available with interpreters.
- Weekly Workshops: "Getting Through It" group is a weekly psychosocial support group for refugees on "getting through" their refugee claim, provide an integrated approach to address the immediate mental health and settlement needs of refugees in their first few months in Canada. The group is held every Wednesday from 10:00am – 12:00pm at VAST's offices on Victoria Dr. Sessions are held in multiple languages.
- Provincial Refugee Mental Health Line: 1-778-389-6652 / (toll free) 1-866-393-3133 - provides province-wide education and training for health and social service providers working with refugees throughout BC, provides information, referrals, and case consultation.

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## 14 Settlement Orientation Services (SOS)

### Address(es)

VANCOUVER: 2610 Victoria Drive, Vancouver, BC V5N 4L2 Canada

(Entrance door on Victoria Dr, next to Vancity ATM)

Serving Vancouver and Surrey

### Contact

(604) 255-1881 / [contact@sosbc.ca](mailto:contact@sosbc.ca)

## BCSIS Stream B Services



The SOS Settlement Team provides first language support with all aspects of the refugee claim process as well as general settlement services specifically for refugee claimants.

Settlement Orientation Services (SOS) runs a weekly orientation session for refugee claimants covering information on health and settlement services.

The weekly drop-in orientations take place every Saturday from 10am to 12pm at the SOS Office at 2610 Victoria Drive, Vancouver (Entrance at the ISSofBC Main Doors).

From 12-4pm there is drop-in SOS individual services.

From 1-3pm there is also a FREE English Class - all levels welcome!

For more information - Contact Bayron Figueroa or Meaad Alharbi at 778-372-6587 (Arabic translation/interpretation is available on Saturday). Small snacks will be provided.

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## 15 North Shore Multicultural Society

### Address(es)

207 – 123 East 15th Street North Vancouver, B.C. V7L 2P7

### Contact

604 988 2931 / [office@nsms.ca](mailto:office@nsms.ca)

\*Services are available in both North and West Vancouver – contact Front Desk for further information

## BCSIS Stream A Services



### Non-BCSIS Programs

Informal English Conversation circles at different locations. e.g. libraries and community centres. Clients can contact the Front Desk for further information.

### Free or low-cost language options nearby

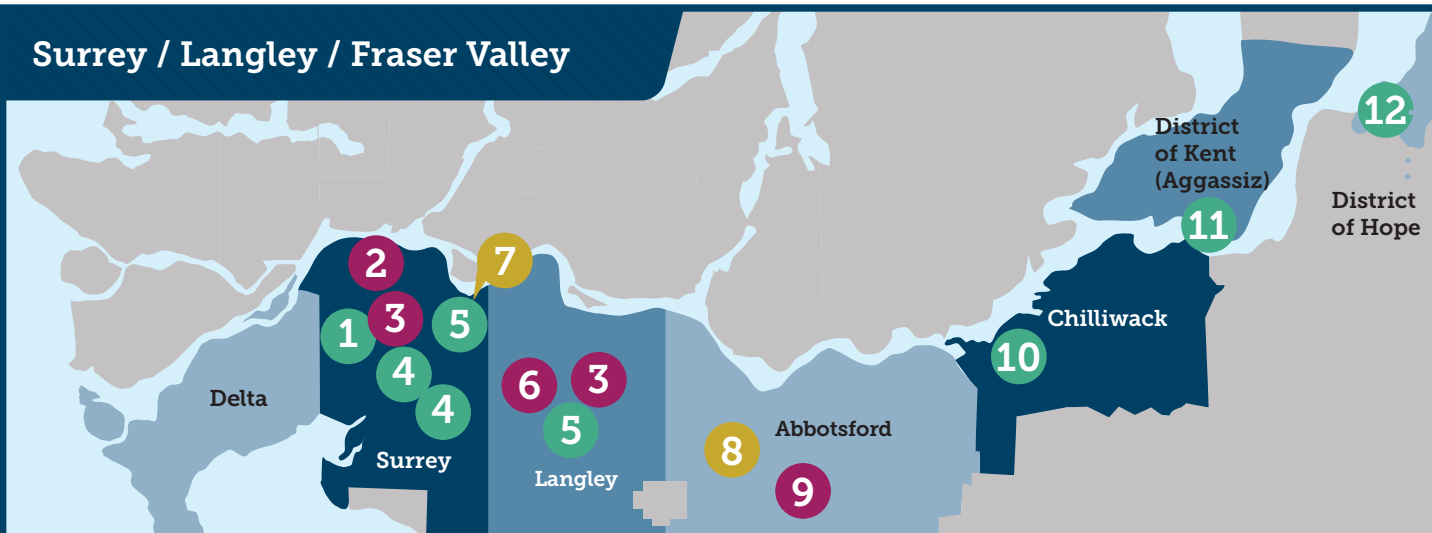


West Vancouver Memorial Library, 1950 Marine Drive,  
West Vancouver: [westvanlibrary.ca](http://westvanlibrary.ca)

- English Corner English Corner is an enjoyable way to practice your English conversation skills. This intermediate-level program runs from September through June each year. FRIDAYS, 10am – 12pm, WELSH HALL
- English Conversation Circle Improve your listening and speaking skills while learning about Canadian culture and local customs. For English language learners who possess a basic foundation in spoken English. No registration required. MONDAYS, 10:30am – 12pm, WELSH HALL
- Let's Talk! Let's Talk! is a weekly discussion group for English language learners interested in improving their listening and speaking skills. No registration required. TUESDAYS, 7pm – 8:30pm, WELSH HALL EAST For more information, visit or call the Information Desk at 604.925.7403.
- North Vancouver City Library, 120 14th Street West, North Vancouver: [nvcl.ca](http://nvcl.ca) English corner Practice English conversation, improve your vocabulary, discuss interesting topics, and make new friends. These groups meet every week unless the library is closed for a holiday. The Tuesday group meets in the children's program room on the first floor from 7 - 9pm. The Friday group meets from 1- 3 pm in the third-floor program room. \* English Program at Queen Mary, West View and Ridgeway Elementary School

- North Vancouver District Public Library There are 3 North Vancouver District Libraries: English conversation clubs are offered at 2 locations. [nvdpl.ca](http://nvdpl.ca) English Conversation Corners 1) At Parkgate Library (3675 Banff Court, North Vancouver): Fridays, 11:30am-1:30pm 2) At Lynn Valley Library (1277 Lynn Valley Rd, North Van): Tuesdays, 1-2:30pm

## Surrey / Langley / Fraser Valley



### 1 Progressive Intercultural Community Services Society (PICS)



### 2 MOSAIC BC



### 3 Options Community Services



### 4 DIVERSEcity Community Resources Society



### 5 S.U.C.C.E.S.S.



### 6 ISSofBC



### 7 Settlement Orientation Services (SOS)



### 8 Inasmuch Community Society



### 9 Abbotsford Community Services (ACS)



### 10 Chilliwack Community Services



### 11 Agassiz-Harrison Community Services



### 12 Read Right Society



#### SERVICES STREAM LEGEND



Stream A



Stream B



Stream A & B

#### SERVICES LEGEND



Settlement



Employment



Language



Community Connections

## 1 Progressive Intercultural Community Services Society (PICS)

### Address(es)

#205 - 12725 80 Avenue Surrey BC V3W 3A6

### Contact

604-596-7722 Ext. 145 / [settlement.reception@pics.bc.ca](mailto:settlement.reception@pics.bc.ca)

Eva Touzard Ext. 138 [eva.touzard@pics.bc.ca](mailto:eva.touzard@pics.bc.ca) (Volunteer & Community Connections)

### BCSIS Stream A Services



### Non-BCSIS Programs

Free programs: Community Adult Literacy Program (CALP) in the George Mackie Library in Delta and in South Surrey; either in class or one-on-one. Contact: Eva Touzard Tel: 604.596.7722, Ext: 138

### Free or low-cost language options nearby



READ Surrey/White Rock Society. Contact: Shanti Ang, Literacy Outreach Coordinator - 778.242.READ (7323) or [readswrs@gmail.com](mailto:readswrs@gmail.com); Regular Hours: Mon-Thurs 9:00 am to 3:00 pm [readsurreywhiterock.com](http://readsurreywhiterock.com)

Surrey Public Libraries offer free English classes for different levels.

Persons with a conventional refugee status will be able to access KPU English Language Studies for a nominal tuition fee (around \$15 per month) and the cost of the text books. Refugee claimants will be equal to international students. Contact person at KPU: Kate at 604 599-2964

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## 2 MOSAIC BC

### Address(es)

SURREY: 134 King George Blvd, Surrey, BC V3W 5A3

Note: MOSAIC has 26 offices and satellite service locations.

To view all: [mosaicbc.org/about/contact](http://mosaicbc.org/about/contact)

(Click on community map for complete list)

### Contact

Alexandra Dawley: 778-591-9334 ext. 190 / [adawley@mosaicbc.org](mailto:adawley@mosaicbc.org) (Fraser Valley)

### BCSIS Stream A and B Settlement Services



### Non-BCSIS programs

- Mental Wellbeing/Trauma Support - can organize group sessions as well as 1:1 sessions, as needed in Surrey and the Fraser Valley. Contact Alexandra Dawley for more Information
- I Belong Program  
Contact: Masashi Yoshida - 604-254-9626  
[ibelong@mosaicbc.org](mailto:ibelong@mosaicbc.org)  
[mosaicbc.org/services/settlement/lgbtq](http://mosaicbc.org/services/settlement/lgbtq)
- The Surrey Project for Refugee Families  
MOSAIC Surrey Newcomers' Centre 7134 King George Blvd, Surrey, BC V3W 5A3 / 778-591-9334  
[mosaicbc.org/services/settlement/refugees/surrey-project-refugee-families](http://mosaicbc.org/services/settlement/refugees/surrey-project-refugee-families)

## 3 Options Community Services

### Address(es)

SURREY: 13634 104 Ave, Surrey, BC V3T 1W2

LANGLEY: (Stream A) - Itinerant Services. Contact the phone number below for more information.

### Contact

604-584-5811

Program Manager

Iris Solorzano - 604.954.0482 / [iris.solorzano@options.bc.ca](mailto:iris.solorzano@options.bc.ca)

Temporary Residents Specialist

Savleen Kaur - 604.954.0611 / [savleen.kaur@options.bc.ca](mailto:savleen.kaur@options.bc.ca)

Sharon Kim - 604-954-0485 / [sharon.kim@options.bc.ca](mailto:sharon.kim@options.bc.ca)

Refugee Claimants Specialist

Dennis Juarez - 604.954.0484 / [dennis.juarez@options.bc.ca](mailto:dennis.juarez@options.bc.ca)

Volunteer Support Worker

Brandon Koo - 604-572-4060 Ext. 1175, Cell (604) 612-1945 / [brandon.koo@options.bc.ca](mailto:brandon.koo@options.bc.ca)

### BCSIS Stream A and B Services



### Non-BCSIS Programs

- Housing Support: Contact Temporary Resident Specialist listed above
- Translations & Interpretation Services: 13520 78 Ave, Surrey, BC V3W 8J6 Contact: Natalia Terekhova - 604.572.4060 Ext. 1126 / [natalia.terekhova@options.bc.ca](mailto:natalia.terekhova@options.bc.ca)
- Outreach workers at the following locations:
  - » Surrey City Centre Library: Room 203, 10350 University Dr. Surrey, BC Mandarin: Monday (3:00 to 7:00 pm) Korean: Tuesday (3:00 to 7:00 pm) Tagalog: Wednesday (3:00 to 7:00 pm) Arabic: Friday (3:00 to 7:00 pm)
  - » Strawberry Hill Library: 7399 - 122nd Street, Surrey, BC Punjabi: Tuesday (1:00 to 5:00 pm) Somali: Wednesday (1:00 to 5:00 pm)
  - » Guildford Recreation Centre: 15105 - 105th Avenue, Surrey, BC Korean: Every other Monday (3:00 to 7:00 pm) Arabic: Tuesday (1:00 to 5:00 pm) Spanish: Thursday (1:00 to 5:00 pm) -Moving Ahead Program: Location: 9815 - 140th Street Surrey, BC V3T 4M4.
  - » Contact: Gina Kim (Program Manager) 604.501.6850 ext. 1130 / [gina.kim@options.bc.ca](mailto:gina.kim@options.bc.ca)

### Free or low-cost language options nearby



Options Community Services - 12 Sessions of Workplace English Practice and Employment Skills Development (Free)

Dealing with Crisis English Practice; Workplace English Conversation

Surrey City Centre Library

PIRS

Umoja [umojaoperation.ca](http://umojaoperation.ca)

## 4 DIVERSEcity Community Resources Society

### Address(es)

SURREY: 13455 76 Avenue, Surrey, BC V3W 2W3

SURREY: 202 - 7380 King George Boulevard, Surrey, BC

### Contact

604-547-1274 (Main)

bcsettlement@dcrcs.ca (Settlement)

### BCSIS Stream A Services



### Non-BCSIS Programs

- Volunteer Program Coordinator: Anu Mitra - 604-547-1235 / amitra@dcrcs.ca
- Community Kitchens: 6-week Community Kitchens (nutrition, cooking skills, budget meal preparation, connection to other food security resources) for seniors or parents with young children. Multiple locations throughout Surrey. Contact: Community Kitchen Program Coordinator - Helen Shin at 604-547-1325 / kitchen@dcrcs.ca
- Counselling Services:
  - » Family Counselling Program
  - » Child and Youth Mental Health Program (Newcomer youth 3-18yrs) - PEACE Program- open to everyone 3-18yrs old children who have witnessed abuse, threats or violence in the home
  - » Stopping the Violence Program- Newcomer women 19+ who have experienced family violence, sexual assault or historical abuse
  - » Substance Use Program- South Asian and Spanish adults and youth who are substance misusing
  - » Child and Youth Empowerment Camp -6-18 yrs old
  - » IMPACT (Immigrant Parents and Children Together) – for immigrant parents, grandparents and caregivers who have kids 0-6yr old
  - » Women in Conflict with the Law- open to all women who have been in conflict with the law
  - » Domestic Violence Survivors Group - for women who have been victim of domestic violence residing at the transition houses
  - » Youth Engagement Counselling - youth (16-29 yrs old) who are experiencing mental health challenges or barriers that are directly affecting employment readiness
  - » Contact info for above programming: 604-547-1202 / email at counselling@dcrcs.ca All programs are being offered from DIVERSEcity's Community Campus at 13455 76th Avenue, Surrey

### Free or low-cost language options nearby



English conversation circles at DIVERSEcity  
(202-7380 King George Boulevard)

## 5 S.U.C.C.E.S.S.

### Address(es)

SURREY: #302-10090 152 Street, Surrey, BC V3R 6N7

LANGLEY: through Back in Motion 101-20316 56th Avenue

### Contact

236.333.3102

### BCSIS Stream A Settlement Services



## 6 ISSofBC

### Address(es)

20621 Logan Avenue, Langley, BC V3A 7R3

### Contact

604-510-5136

Settlement@issbc.org

### BCSIS Stream A and B Services



BC Refugee Hub ([bcrefugeehub.ca](http://bcrefugeehub.ca)) – an online hub providing resources and trainings for organizations and stakeholders supporting and working with refugees in BC

Contact: [refugeehub@issbc.org](mailto:refugeehub@issbc.org)

### Non-BCSIS Programs

- Free Conversation Circles offered at ISSofBC

### Free or low-cost language options nearby



BC Free Conversation Circle offered by LCSS

## 7 Settlement Orientation Services (SOS)

### Address(es)

#301 - 10334 152A Street, Surrey, BC V3R 4G8

### Contact

(604) 255-1881 / [contact@sosbc.ca](mailto:contact@sosbc.ca)

### BCSIS Stream B Services



The SOS Settlement Team provides first language support with all aspects of the refugee claim process as well as general settlement services specifically for refugee claimants.

Settlement Orientation Services (SOS) runs a weekly orientation session for refugee claimants covering information on health and settlement services.

The weekly drop-in orientations take place every Saturday from 10am to 12pm at the SOS Office at 2610 Victoria Drive, Vancouver (Entrance at the ISSofBC Main Doors).

From 12-4pm there is drop-in SOS individual services.

From 1-3pm there is also a FREE English Class - all levels welcome!

For more information - Contact Bayron Figueroa or Meaad Alharbi at 778-372-6587 (Arabic translation/interpretation is available on Saturday). Small snacks will be provided.

## 8 Inasmuch Community Society

### Address(es)

108A-32883 South Fraser Way, Abbotsford, BC V2T 2Z1

### Contact

Richard Belcham, Settlement Worker 604-309-6661  
Richard@inasmuch.ca

### BCSIS Stream B Services



### Free or low-cost language options nearby



English conversation circles

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## 9 Abbotsford Community Services (ACS)

### Address(es)

2420 Montrose Avenue, Abbotsford, BC V2S 3S9  
Our Hub location is Abbotsford and Spoke location is Mission.

### Contact

604-859-7681  
info@abbotsfordcommunityservices.com  
Andrea Loewen, Community Connections Coordinator  
604-217-3055  
andrea.loewen@abbotsfordcommunityservices.com

### BCSIS Stream A and B Services



### Free or low-cost language options nearby



Through Stream A, ACS provides English classes to BCSIS clients through formal language classes and informal practice (conversation circles). Inasmuch Community Society provides language classes to refugee claimants. Local churches provide informal English classes to immigrants and refugees/refugee claimants.

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## 10 Chilliwack Community Services

### Address(es)

45938 Wellington Avenue, Chilliwack, BC V2P 2C7

### Contact

604-792-4267

### BCSIS Stream A Services



### Free or low-cost language options nearby



Through Stream A, CCS provides English classes to BCSIS clients through formal language classes and informal practice (conversation circles).

## 11 Agassiz-Harrison Community Services

### Address(es)

7086 Cheam Avenue, Agassiz BC V0M 1A0

### Contact

604-796-0313

### BCSIS Stream A Services



### Free or low-cost language options nearby



Agassiz-Harrison Community Services: Literacy Program is for free and open to refugee claimants

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## 12 Read Right Society

### Address(es)

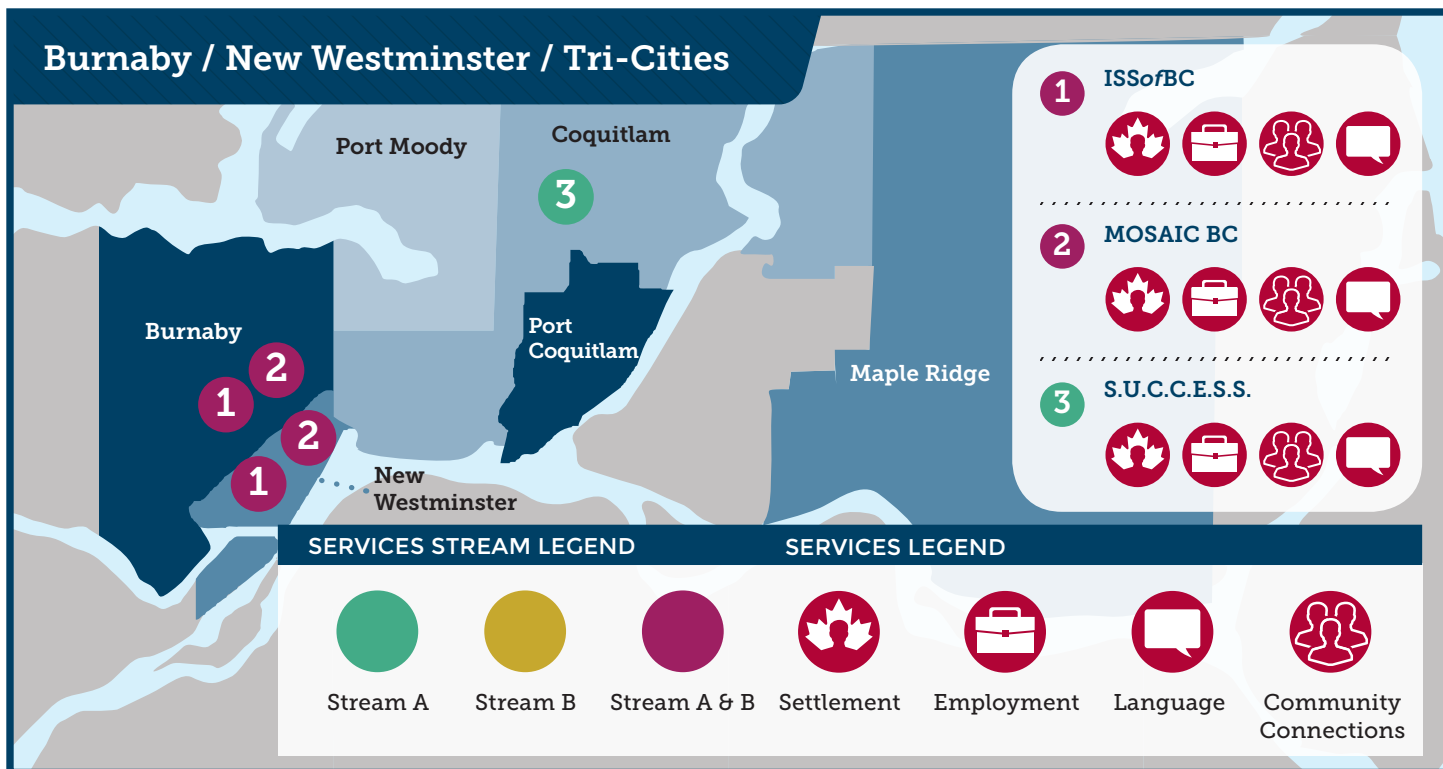
Unit D, 895 3rd Avenue/P.O. Box 1299, Hope, BC V0X 1L0

### Contact

604-860-0510

### BCSIS Stream A Services





## 1 ISSo/BC

### Address(es)

BURNABY: #207-7355 Canada Way Burnaby, BC V3N 4Z6

NEW WESTMINSTER: 280-610 Sixth Street New Westminster, BC V3L 3C2

### Contact

BURNABY: 604-395-8000

NEW WESTMINSTER: 604-522-59027

Settlement@issbc.org

### BCSIS Stream A and B Services



BC Refugee Hub ([bcrefugeehub.ca](http://bcrefugeehub.ca)) – an online hub providing resources and trainings for organizations and stakeholders supporting and working with refugees in BC

Contact: [refugeehub@issbc.org](mailto:refugeehub@issbc.org)

### Non-BCSIS programs

ISSo/BC conversation circles

### Free or low-cost language options nearby

New Westminster: Literacy New Westminster



Family Services of Greater Vancouver

Purpose Society

## 2 MOSAIC BC

### Address(es)

VANCOUVER: 5575 Boundary Road, Vancouver, BC V5R 2P9

Note: MOSAIC has 26 offices and satellite service locations.

To view all: [mosaicbc.org/about/contact](http://mosaicbc.org/about/contact)

(Click on community map for complete list)

### Contact

Katherine Griffin: 604 254 9626 ext. 1011 / [kgriffin@mosaicbc.org](mailto:kgriffin@mosaicbc.org)

### BCSIS Stream A and B Services



- Mental Wellbeing/Trauma Support - can organize group sessions as well as 1:1 sessions, as needed in Surrey and the Fraser Valley

Contact Alexandra Dawley for more Information: Alexandra Dawley: 778-591-9334 ext. 190 / [adawley@mosaicbc](mailto:adawley@mosaicbc)

- I Belong Program

Contact: Masashi Yoshida - 604-254-9626

[ibelong@mosaicbc.org](mailto:ibelong@mosaicbc.org)

[mosaicbc.org/services/settlement/lgbtq](http://mosaicbc.org/services/settlement/lgbtq)

### Free or low-cost language options nearby



MOSAIC offers free English Conversation Circle group to claimants twice a week (Contact Katherine Griffin to register)

## 3 S.U.C.C.E.S.S.

### Address(es)

2058-1163 Pinetree Way, Coquitlam, BC V3B 8A9

### Contact

604.468.6022 / 604.468.6069 ext. 2058

### BCSIS Stream A Services



## Vancouver Island



### 1 Multicultural and Immigrant Services Association of North Vancouver Island (MISA)



### 2 Central Vancouver Island Multicultural Society (CVIMS)



### 3 Cowichan Valley Intercultural and Immigrant Aid Society



### 4 Victoria Immigrant & Refugee Centre Society (VIRCS)



#### SERVICES STREAM LEGEND



Stream A



Stream B



Stream A & B

#### SERVICES LEGEND



Settlement



Employment



Language



Community  
Connections

## 1 Multicultural and Immigrant Services Association of North Vancouver Island (MISA)

#### Address(es)

A114 – 740 Robron Road, Campbell River, BC V9W 6J7

#### Contact

1-855-805-0171

#### BCSIS Stream A Services



#### Non-BCSIS programs

Language – Informal language practice

#### Free or low-cost language options nearby



One-on-one English language tutoring is available at no charge through Campbell River Literacy Association and Comox Valley Adult Learning Society.

## 2 Central Vancouver Island Multicultural Society (CVIMS)

#### Address(es)

101, 319 Selby Street, Nanaimo, BC V9R 2R4

#### Contact

250-753-6911

#### BCSIS Stream A Services



#### Free or low-cost language options nearby



Informal language practice at Nanaimo office. Also provide volunteer tutors if required or advise clients of programs run at Literacy Central if low language level.

## 3 Cowichan Valley Intercultural and Immigrant Aid Society

#### Address(es)

205 – 394 Duncan Street, Duncan, BC V9L 3W4

All services are delivered in office location in Duncan. Some services are also delivered in Crofton, Chemainus, Lake Cowichan, Mill Bay.

## Contact

Demy McEvoy, 250-748-3112

### BCSIS Stream A Services



### Non-BCSIS programs

- Support services: Subsidized housing application support
- Accompanied referrals as needed to food bank, health appts, driver exams
- Guidance and referral for foreign recognition, as needed

### Free or low-cost language options nearby



One-on-one tutoring and English language practice groups

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## 4 Victoria Immigrant & Refugee Centre Society (VIRCS)

### Address(es)

3rd Floor – 637 Bay Street. Victoria, BC, V8T 5L2  
Vancouver Island (Victoria, Sannich, Sooke, Sidney, Oak Bay and Westshore – Colwood / Langford)

### Contact

250-361-9433 ext. 218

### BCSIS Stream A Services



### Non-BCSIS programs

- Support services: Short term crisis counseling, Trauma Counselling
- Informal language practice

### Free or low-cost language options nearby



Casual 2 hours free ESL classes located in one of the churches in Victoria (all welcome) and one free, casual 2 hours ESL classes at University of Victoria on Saturdays.