



BC
Refugee
Hub

BC Services and Assistance for Humanitarian and
Vulnerable Newcomers (SAFE HAVEN)

DIRECTORY OF SERVICES

December 2024 (2nd Edition)
Produced by ISSofBC—BC Refugee Hub

 bcrefugeehub.ca |  refugeehub@issbc.org

Land Acknowledgement

We acknowledge that we live and work on the unceded and ancestral territories of the xʷməθkʷəy̓əm (Musqueam), Skwxw7mesh (Squamish), Səl̓íl̓wətaʔ/Selilwitulh (Tsleil-Wauthuth), Qw'ó:ntl'an (Kwantlen), q̓ íçəy̓ (Katzie), kwikwə́ł̓ əm (Kwikwetlem), Qiq̓Éyt (Qayqayt), ʰenasçəwaʔt̓ təməxʷ (Tsawwassen), Lheidli T'enneh, Qat'muk (Ktunaxa) and sngaytskstx tum-ula7xw (Sinixt) Nations. It is important to acknowledge the lands that we are privileged to live and work on to show respect for and honour the Indigenous Peoples of these lands.

Funder Gratitude

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The BC Safe Haven Resource Network is a collaboration providing indirect supports to Safe Haven program service providers. This collaboration is led by AMSSA in partnership with ISSofBC, MAP-BC, VAST, Intercultural Association of Greater Victoria, and DIVERSEcity Community Resources Society.



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Introduction

The BC Newcomer Services Program (BCNSP) and BC Services and Assistance for Humanitarian and Vulnerable Newcomers (SAFE HAVEN) are provincial programs designed to support the social and economic integration of newcomers and vulnerable populations in British Columbia who are not eligible for federally funded services. This document will focus on the SAFE HAVEN program, but first, we will introduce the BCNSP program and highlight the key differences between the two.

Both programs distribute funding across the province based on regional client estimates and specific geographic and immigration needs, using a hub-and-spoke model. In this model, a central Service Provider Organization (SPO) in major centers delivers services, ensuring that clients in smaller communities also have access, either locally or remotely. This approach fosters collaboration, resource sharing, and tailored support for smaller communities, with lead contract holders facilitating regular communication between hubs and spokes to ensure all regions are included.

BCNSP

Program Overview

BCNSP provides settlement services to newcomers who are not eligible for federally funded immigrant support programs. These services help clients overcome barriers to integration, benefiting both the newcomers and the broader community socially and economically. Different client groups may face unique challenges:

Work Permit Holders: May struggle with transitioning to permanent status and may be vulnerable to abuse or exploitation.

Study Permit Holders: Face challenges in achieving labor market outcomes and dealing with separation from home and family.

Naturalized Canadian Citizens: Even after several years in Canada, some may still rely on settlement services due to crises, language barriers, or social isolation.

Others with Immigration Status: Includes individuals who may be vulnerable due to their precarious status, such as refugee claimants, CUAET visa holders, and BC Provincial Nominees.

Eligibility

All newcomers ineligible for federally funded services, with the requirement for certain services shifted from a "pathway to permanent residency" to an "intention to reside long-term."

Services

- Settlement Services
- Employment Services for those with a valid work permit
- Formal English Language Training (ELT)

Service Providers

The program operates through 31 contract holders and 22 subcontractors in 80+ communities. Full details are available at WelcomeBC.ca

SAFE HAVEN

Program Overview

SAFE HAVEN supports refugee claimants and other vulnerable newcomers (listed below) in British Columbia who cannot access federally funded programs. The program helps these individuals integrate socially and economically into their communities, providing the necessary support for their success through a network of service providers.

Eligibility

Individuals living in BC with the following immigration statuses, along with their spouses and dependent family members, are eligible for SAFE HAVEN:

Refugee Claimants: Those who have submitted a claim and received relevant documentation.

Asylum Seekers: Individuals intending to submit a refugee claim.

CUAET Visa Holders: Canada-Ukraine Authorization for Emergency Travel visa holders.

Refugees: Protected Persons and Resettled Refugees, including Government-Assisted and Privately Sponsored Refugees.

Other Humanitarian Pathways: Includes individuals with temporary resident visas or permanent resident status under specific IRCC public policies.

Services

- YVR Settlement Services
- Settlement and Immigration Services
- Employment Services
- Language Services
- Accommodation Services
- Counselling Services

**see next page for details on these services*

Service Providers

Details of service providers by region are outlined in the following sections.

Services Provided



The SAFE HAVEN program offers many services to support clients:

1. YVR Settlement Services

- Welcome and information for newcomers at Vancouver International Airport (YVR).

2. Settlement and Immigration Services

- Assistance with navigating immigration,
- Understanding rights and responsibilities, and
- Accessing community resources.

3. Employment Services

- Support with searching for jobs,
- Writing a resume,
- Preparing for interviews,
- Understanding the job market, and
- Finding employers and job-placement services.

4. Language Services

- Language assessment and English Language Training (ELT) for different skill levels and professional needs.

5. Accommodation Services






- Assistance in finding and securing housing,
- Understanding tenancy rights,
- Accessing emergency shelter, and
- Settling into long-term housing solutions.

6. Counselling Services

- Clinical counselling services for trauma, stress, and other psychological needs.
- Specialized services for survivors of torture and trauma.

SAFE HAVEN Eligibility

The table below shows which clients can access different types of SAFE HAVEN services. Refugee claimants can access all SAFE HAVEN services, except for urgent accommodation support. Asylum seekers can access settlement services, except for information, orientation and referrals at Vancouver International Airport (YVR). CUAET visa holders, refugees, and all humanitarian newcomers can only access clinical counselling services.

Service Area	Service	Client Groups		
		Refugee Claimants	Asylum Seekers	CUAET Visa Holders, Refugees, and All Humanitarian Newcomers
Settlement 	Information, orientation and referrals at YVR	✓		
	Information, orientation and referrals	✓	✓	
	Application and form-filling support	✓	✓	
	Community connections and informal language practice	✓	✓	
	Non-clinical counselling	✓	✓	
	Urgent Accommodation Support		✓	
Employment 	Job-market and networking information	✓		
	Workplace rights, responsibilities and safety information	✓		
	Job counselling	✓		
	Job training	✓		
Language 	Language assessment and training	✓		
Accommodation 	Short-term, emergency accommodation (Time limits and other eligibility requirements apply)	✓		
	Accommodation search	✓		
Counselling 	Trauma counselling	✓		✓

*Note: The Ministry reserves the right to adjust, expand or restrict BC SAFE HAVEN client eligibility.

Source: *Services and Assistance for Humanitarian and Vulnerable Newcomers Program Policy Manual Version 1.*
 Updated: May 22, 2024.

Community Capacity Building

For community capacity building, AMSSA, ISSofBC's BC Refugee Hub and MAP-BC are collaboratively working together in a partnership under the name "BC SAFE HAVEN Resource Network." This partnership is led by AMSSA.



Information and Resources

- Factsheets
- Q&A for refugee claimants
- Quarterly newsletters
- Blog posts, current events and publications
- Surveys

Trainings

- Training sessions in key BC cities
- Capacity building online training sessions

Inter-agency Collaboration

- Participate in multi-agency partnership (MAP)
- Referral protocols between BC NSP and BC SAFE HAVEN
- Identify community resources and linkages

Provincial Mental Health Coordinator

- Consultations for service providers, clinicians currently working with refugees.
- No direct client services
- Staff training and development

Where can service providers access these services?

Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA)
amssa.org

BC Refugee Hub
bcrefugeehub.ca

Multi-Agency Partnership (MAP)
mapbc.org

Vancouver Association for Survivors of Torture (VAST)
vastbc.ca

Services and Service Providers



The following sections show the service providers to refer to for the above services. Included is contact information and languages available. Services are broken down by the region:

- **Fraser Valley—Abbotsford, Chilliwack, Mission and Langley**
Lead Contractor: Archway Community Services
- **Delta, Surrey, and White Rock**
Lead Contractors: DIVERSEcity Community Resources Society and Options Community Services
- **Burnaby, New Westminister, North Vancouver, Richmond and Vancouver**
Lead Contractors: ISSofBC and MOSAIC
- **Tri-Cities—Coquitlam, Maple Ridge, Pitt Meadows, Port Coquitlam and Port Moody**
Lead Contractor: S.U.C.C.E.S.S.
- **Interior and North—Basin-Boundary, Kamloops, Kelowna, Penticton, Prince George, Salmon Arm and Vernon**
Lead Contractor: KCR Community Resources (KCR)
- **Vancouver Island—Cowichan Valley, Nanaimo, Saanich and Victoria**
Lead Contractor: Inter-Cultural Association of Greater Victoria (ICA)

REGION

Fraser Valley: Abbotsford, Chilliwack, Langley, and Mission

Locations/Service Providers	Settlement	Job Search	Language Assessment and Training	Accommodation Search	Emergency Accommodation	Individual Counselling	Group Counselling
ABBOTSFORD							
Archway Community Services*	✓	✓	✓				
InAsMuch Community Society	✓			✓	✓		
Vancouver Association for Survivors of Torture (VAST)						✓	✓
CHILLIWACK							
Archway Community Services*	✓	✓	✓				
InAsMuch Community Society	✓			✓	✓		
Vancouver Association for Survivors of Torture (VAST)						✓	✓
LANGLEY							
Archway Community Services*	✓	✓	✓				
InAsMuch Community Society				✓	✓		
Vancouver Association for Survivors of Torture (VAST)						✓	✓
MISSION							
Archway Community Services*			✓				
InAsMuch Community Society				✓	✓		
Mission Community Service	✓	✓					
Vancouver Association for Survivors of Torture (VAST)						✓	✓

Archway Community Services*

Location(s): Abbotsford, Chilliwack, Langley, Mission

Language(s): Available languages (includes subcontractors):

Abbotsford and Chilliwack: English (Settlement, accommodation search, and employment support and clinical counselling), Dari/Farsi (Employment support), Punjabi (Clinical counselling), Spanish (Settlement support and clinical counselling)

Langley: English (Accommodation search, settlement, and employment support), Arabic (Settlement and employment support), Spanish (Clinical counselling)

Mission: English (Settlement, accommodation search, and employment support), Punjabi (Settlement and employment support and clinical counselling), Spanish (Clinical counselling)

Contact: Jen Romero, 778-344-5415, jen.romero@archway.ca

Website: archway.ca

InAsMuch Community Society

Location(s): Abbotsford, Chilliwack, Langley, Mission

Language(s): English, Spanish

Contact: Chelsea Klassen, 604-793-8343, housing@inasmuch.ca

Website: inasmuch.ca

*Lead Contractor

Mission Community Services

Location(s): Mission

Language(s): English, Spanish, Arabic, Hindi, French, Russian, Punjabi

Contact: Astina Muleya, Manpreet Brar, 778-201-2334, manpreetb@missionmcss.com

Website: missioncommunityservices.com

Vancouver Association for Survivors of Torture (VAST)

Location(s): Abbotsford, Chilliwack, Langley, Mission

Language(s): Variety of languages available upon request.

Contact: referrals@vastbc.ca, Complete the referral form.

Website: vastbc.ca

REGION

Delta, Surrey and White Rock

Locations/Service Providers	Settlement	Job Search	Language Assessment and Training	Accommodation Search	Emergency Accommodation	Individual Counselling	Group Counselling
DELTA							
DIVERSEcity Community Resources Society*	✓	✓	✓	✓	✓	✓	✓
Progressive Intercultural Community Services (PICS)	✓	✓		✓			
YWCA				✓	✓		
SURREY							
DIVERSEcity Community Resources Society*	✓	✓	✓	✓	✓	✓	✓
Options Community Services*	✓	✓		✓	✓	✓	
Muslim Food Bank	✓	✓		✓			
Pacific Immigrant Resources Society (PIRS)	✓	✓					
SHER Vancouver	✓						
SOURCES	✓						
UMOJA	✓			✓			
YWCA				✓	✓		
WHITE ROCK							
SOURCES	✓						

DIVERSEcity Community Resources Society*

Location(s): Surrey, Delta

Language(s): English, Dari, Hindi, Pashto, Punjabi, Spanish, Ukrainian, Arabic

Contact: General referrals to the program—please email or contact each wraparound worker directly or program PA—Viktoriya Stetsyshyn at safehaven@dcrs.ca

Viktoriya Stetsyshyn, Program PA, 604-799-0798

Ilaha Safi, Group Orientation Coordinator, 604-307-6493, isafi@dcrs.ca

Spanish: Karla Garcia, Wraparound Support Worker, 604-306-6823, kgarcia@dcrs.ca

Dari and Pashto: Hameedullah Asadi, Wraparound Support Worker, 604-307-5609, hasadi@dcrs.ca

Punjabi and Hindi: Sanjay Jangra, Wraparound Support Worker, 778-789-3258, sjangra@dcrs.ca

Spanish: Dayana Avila, Wraparound Support Worker, 604-307-0524, davila@dcrs.ca

Ukrainian: Zlatoslava Dmitriieva, Employment Specialist, 604-307-2738, zdmitriieva@dcrs.ca

Punjabi: Shivani Arora, Employment Specialist, 604-218-8102, sarora@dcrs.ca

Arabic: Walid Abotaleb, Housing Coordinator, 604-307-5153, wabotaleb@dcrs.ca

Website: dcrs.ca/safehaven

Options Community Services*

Location(s): Surrey

Language(s): English, Spanish, Dari, Farsi, Pashto, Urdu, Hindi, Punjabi

Contact: Iris Solorzano, Manager, 778-792-0272, iris.solorzano@options.bc.ca

Andre Cavero, Intake and Digital Services Program Coordinator, 604-999-0625, andre.cavero@options.bc.ca

Izamar Afu, Intake Worker Specialist, 604-866-0571, izamar.afu@options.bc.ca

Website: options.bc.ca/bcsh

Muslim Food Bank

Location(s): Surrey

Language(s): English, Dari, Pashto, Arabic, Kurdish, Farsi, Spanish (counselling only), Turkish

Contact: Wissal Abadi, Mental Health/Counselling support, 1-866-248-3868 ext. 6, wissal@muslimfoodbank.com

Muge Tiritoglu, General casework and settlement, 1-866-248-3868 ext. 120, muge@muslimfoodbank.com

Website: muslimfoodbank.com/surrey-bc

Pacific Immigrant Resources Society (PIRS)

Location(s): Surrey

Language(s): English, Cantonese, Mandarin, Farsi, Dari, Spanish, Arabic

Contact: *Cantonese, Mandarin:* Valerie Lai, Program Manager, 778-608-4080, vlai@pirs.bc.ca

Farsi/Dari: Zarmina Ali, Community Navigator, 778-608-4285, zali@pirs.bc.ca

Spanish: Bettina Davalos, Community Navigator, 778-608-4438, bdavalos@pirs.bc.ca

General program e-mail: osw@pirs.bc.ca

Website: pirs.bc.ca/safe-haven-program

Progressive Intercultural Community Services (PICS)

Location(s): Delta

Language(s): English, Punjabi, Hindi, Urdu

Contact: Devinder Chattha, 604-596-7722, devinder.chattha@pics.bc.ca

Website: pics.bc.ca

SHER Vancouver

Location(s): Surrey

Language(s): English, Punjabi

Contact: Alex Sangha, 604-590-1435, info@shervancouver.com

Website: shervancouver.com

SOURCES

Location(s): Surrey/White Rock

Language(s): English

Contact: Minakshi Bagai, 604-542-5350, mbagai@sourcesbc.ca

Website: sourcesbc.ca

UMOJA

Location(s): Surrey

Language(s): English, French, Tigrinya

Contact: Jonathan Cauri, 604-347-8009, jcauri@umojaoperation.ca

Website: umojaoperation.ca

YWCA

Location(s): Delta, Surrey

Language(s): English, Ukrainian, Spanish. A variety of languages are available upon request.

Contact: *Ukrainian:* Uliana Vankovych, uvankovych@ywcavan.org

Spanish: Paola Mosquera Fonseca, pfonseca@ywcavan.org

Website: ywcavan.org

*Lead Contractor

REGION

Burnaby, New Westminister, North Vancouver, Richmond and Vancouver

Locations/Service Providers	Settlement	Job Search	Language Assessment and Training	Accommodation Search	Emergency Accommodation	Individual Counselling	Group Counselling
BURNABY							
ISSofBC*	✓	✓	✓	✓	✓		
MOSAIC*	✓	✓		✓	✓	✓	✓
Journey Home Community	✓	✓		✓			
Rainbow Refugee	✓			✓	✓		
NEW WESTMINSTER							
ISSofBC*			✓				
MOSAIC*	✓	✓		✓	✓	✓	✓
Pacific Immigrant Resources Society (PIRS)	✓	✓					
Rainbow Refugee	✓			✓	✓		
Umbrella Multicultural Health Co-op	✓			✓	✓		
NORTH VANCOUVER							
ISSofBC*			✓	✓	✓		
Impact North Shore	✓	✓					
RICHMOND							
ISSofBC*			✓				
Chimo Community Services	✓	✓		✓	✓	✓	✓
VANCOUVER							
ISSofBC*	✓	✓	✓	✓	✓		
MOSAIC*	✓	✓		✓	✓	✓	✓
Kinbrace Community Society	✓	✓		✓			
Muslim Food Bank	✓	✓		✓	✓	✓	
Rainbow Refugee	✓			✓	✓		
Salvation Army	✓	✓		✓			
Vancouver Association for Survivors of Torture (VAST)						✓	✓

ISSofBC*

Location(s): Burnaby, New Westminster, North Vancouver, Richmond, Vancouver

Language(s): See below

Contact:

Vancouver, Burnaby: Settlement

Farsi/Dari, Spanish, Arabic, Kurdish, Pashto: Mohsen Eslami, BC Safe Haven Settlement Orientation Services (SOS) Program Manager
778-321-3235, sos@issbc.org

Vancouver, Burnaby: Employment

Support will be provided in English. We have staff who can speak Spanish, Russian, Tagalog, Gujrati, Cantonese, Mandarin:

Vanessa Lee, BC Safe Haven Employment Program Manager, vanessa.lee@issbc.org

bcemployment@issbc.org

Vancouver, Burnaby, New Westminster, North Vancouver, Richmond: Language

Melinda Epifano, BC SAF Haven Language Program Manager, 236-668-2095, melinda.epifano@issbc.org

English, Farsi/Dari and Pashto: Gulalai Ahmadi, Registrar, 236-521-7471

General inquiries mailbox: bclanguage@issbc.org

Website: issbc.org

MOSAIC*

Location(s): Burnaby, New Westminster, Vancouver

Language(s): English, Farsi, Dari, Arabic, Kurdish, Spanish, Urdu, French, Cantonese, Mandarin, Pashto

Additional languages available upon request with support from interpreters.

Contact: Marzieh Nezakat and Sara Rahnama, 604-254-9626, BCSIS@mosaicbc.org

Website: mosaicbc.org/our-programs/support-for-refugee-claimant

Chimo Community Services

Location(s): Richmond

Language(s): English, Spanish, Farsi, Dari

Contact: Taylor Ruan, SAFE HAVEN Program Manager, 604-279-7077, 604-307-5508, truan@chimoservices.com

Website: chimoservices.com/newcomers-settlement/bc-saf-haven-program

Impact North Shore

Location(s): North Vancouver

Language(s): English, Farsi, Chinese, Korean, Ukrainian. Additional languages available upon request.

Contact: Shiva Babu, 604-988-2931, shivab@impactnorthshore.ca

Olena Diachek, 604-988-2931, olenad@impactnorthshore.ca

Website: impactnorthshore.ca

Journey Home Community

Location(s): Burnaby

Language(s): English

Contact: Vanessa Arsenault, 604-568-4892, vanessa@journeyhomecommunity.ca

Website: journeyhomecommunity.ca

Kinbrace Community Society

Location(s): Vancouver

Language(s): All languages available through professional interpreters, upon request.

Contact: Sophia Underhill, Refugee Protection Coordinator, 778-200-9017, readytours@myrefugeeclaim.ca

Website: myrefugeeclaim.ca

Muslim Food Bank

Location(s): Vancouver

Language(s): English, Dari, Pashto, Arabic, Kurdish, Farsi, Spanish (counselling only), Turkish

Contact: Wissal Abadi, Mental Health/Counselling support, 1-866-248-3868 ext. 6, wissal@muslimfoodbank.com
Muge Tiritoglu, General casework and settlement, 1-866-248-3868 ext. 120, muge@muslimfoodbank.com

Website: muslimfoodbank.com/vancouver

Pacific Immigrant Resources Society (PIRS)

Location(s): New Westminster

Language(s): English, Cantonese, Mandarin, Farsi, Dari, Spanish, Arabic

Contact: *Cantonese, Mandarin:* Valerie Lai, Program Manager, 778-608-4080, vlai@pirs.bc.ca

Farsi/Dari: Zarmina Ali, Community Navigator, 778-608-4285, zali@pirs.bc.ca

Spanish: Bettina Davalos, Community Navigator, 778-608-4438, bdavalos@pirs.bc.ca

Safe Haven Email: osw@pirs.bc.ca

Website: pirs.bc.ca/safe-haven-program

Rainbow Refugee

Location(s): Vancouver, Burnaby, New Westminster

Language(s): English

Contact: Aleks Doughman-Manzur, aleks@rainbowrefugee.ca

Website: rainbowrefugee.com

Salvation Army

Location(s): Vancouver

Language(s): English

Contact: Jenea Gomez, 604-681-3405, jenea.gomez@salvationarmy.ca

Website: belkinhousesa.ca

Umbrella Multicultural Health Co-op

Location(s): New Westminster

Language(s): English, Spanish, Farsi/Dari, Pashto

Contact: Wazhma Wakil, 604-553-0633, wwakil@umbrellacoop.ca

Website: umbrellacoop.ca

Vancouver Association for Survivors of Torture (VAST)

Location(s): Vancouver

Language(s): Variety of language available, with support of interpreters.

Contact: referrals@vastbc.ca, Complete the referral form.

Website: vastbc.ca

REGION

Tri-Cities: Coquitlam, Maple Ridge, Pitt Meadows, Port Coquitlam and Port Moody

Locations/Service Providers	Settlement	Job Search	Language Assessment and Training	Accommodation Search	Emergency Accommodation	Individual Counselling	Group Counselling
COQUITLAM							
S.U.C.C.E.S.S.*	✓	✓	✓	✓	✓	✓	✓
Muslim Food Bank	✓			✓		✓	
SHARE Family & Community Services						✓	
YWCA		✓		✓			
MAPLE RIDGE							
S.U.C.C.E.S.S.*	✓	✓	✓	✓	✓	✓	✓
Muslim Food Bank	✓					✓	
PITT MEADOWS							
S.U.C.C.E.S.S.*	✓	✓	✓	✓	✓	✓	✓
Muslim Food Bank	✓					✓	
PORT COQUITLAM							
S.U.C.C.E.S.S.*	✓	✓	✓	✓	✓	✓	✓
Muslim Food Bank	✓					✓	
YWCA		✓		✓			
PORT MOODY							
S.U.C.C.E.S.S.*	✓	✓	✓	✓	✓	✓	✓
Muslim Food Bank	✓					✓	
SHARE Family & Community Services						✓	

S.U.C.C.E.S.S.*

Location(s): Coquitlam, Maple Ridge, Pitt Meadows, Port Coquitlam, Port Moody

Language(s): English, Arabic, Dari, Farsi, French, Hindi, Kinyarwanda, Kirundi, Pashto, Russian, Spanish, Swahili, Ukrainian

Contact: Yan Cheung, Program Manager, 236-880-4878, safhavn@success.bc.ca

Website: successbc.ca

Muslim Food Bank

Location(s): Coquitlam, Maple Ridge, Pitt Meadows, Port Coquitlam, Port Moody

Language(s): English, Dari, Pashto, Arabic, Kurdish, Farsi, Spanish (counselling only), Turkish

Contact: Wissal Abadi, Mental Health/Counselling support, 1-866-248-3868 ext. 6, wissal@muslimfoodbank.com

Muge Tiritoglu, General casework and settlement, 1-866-248-3868 ext. 120, muge@muslimfoodbank.com

Website: muslimfoodbank.com

SHARE Family & Community Services

Location(s): Coquitlam, Port Moody

Language(s): English

Contact: James Musgrave, Director of Counselling Programs & Services, 604-540-9161 ext. 231

james.musgrave@sharesociety.ca

Sousan Fonouni, Supervisor New Beginnings Program, 604-540-9164 ext. 140, sousan.fonouni@sharesociety.ca

Website: sharesociety.ca

YWCA

Location(s): Coquitlam, Port Coquitlam

Language(s): A variety of languages are available upon request.

Contact: Simranjit Kaur Baidwan, sbaidwan@ywcavan.org

Website: ywcavan.org

REGION

Interior and North: Basin-Boundary, Kamloops, Kelowna, Penticton, Prince George, Salmon Arm and Vernon

Locations/Service Providers	Settlement	Job Search	Language Assessment and Training	Accommodation Search	Emergency Accommodation	Individual Counselling	Group Counselling
BASIN-BOUNDARY							
Columbia Basin Alliance for Literacy (CBAL)	✓	✓	✓	✓	✓	✓	✓
KAMLOOPS							
Kamloops Immigrant Services (KIS)	✓	✓	✓	✓	✓	✓	✓
KELOWNA							
KCR Community Resources (KCR)*	✓	✓		✓	✓	✓	✓
Ki-Low-Na Friendship Society (KFS)			✓				
PENTICTON							
South Okanagan Immigrant and Community Services Society (SOICS)	✓	✓	✓	✓	✓	✓	✓
PRINCE GEORGE							
Immigrant and Multicultural Services Society (IMSS)	✓	✓	✓	✓	✓	✓	✓
SALMON ARM							
Shuswap Immigrant Services Society (SISS)	✓	✓	✓	✓	✓	✓	✓
VERNON							
Vernon & District Immigrant & Community Services Society (VDICSS)	✓	✓	✓	✓	✓	✓	✓

KCR Community Resources (KCR)*

Location(s): Kelowna

Language(s): English, Filipino, Korean, Mandarin, Putonghua, Spanish, 53 languages available upon request along with support from interpreters.

Contact: Alan Gonzales, 250-763-8008 ext. 285, alan@kcr.ca

Anima Anand, 250-763-8008 ext. 124, anima@kcr.ca

Website: kcr.ca

Columbia Basin Alliance for Literacy (CBAL)

Location(s): Columbia Basin-Boundary

Language(s): English, French, Spanish, Mandarin, Taiwanese, Malayalam, Hindi, Tamil

Contact: Desneiges Profili, 250-512-1249, dprofili@cbal.org

Alana Murdoch, 250-304-7446, amurdoch@cbal.org

Website: cbal.org

Immigrant and Multicultural Services Society (IMSS)

Location(s): Prince George

Language(s): English

Contact: Karyna Pozdniakova, 250-562-2900, karyna@imss.ca

Website: imss.ca

Kamloops Immigrant Services (KIS)

Location(s): Kamloops

Language(s): Arabic, Cantonese, French, Gujarati, Hindi, Korean, Mandarin, Marathi, Punjabi, Spanish, Swahili, Taiwanese, Urdu

Contact: Sage Chang, 778-470-6101 ext. 117, sage@kcris.ca

Website: immigrantservices.ca

Ki-Low-Na Friendship Society (KFS)

Location(s): Kelowna

Language(s): English, Spanish, Ukrainian, Russian

Contact: Alana Turigan, 236-766-3220, alana.t@kfs.bc.ca

Website: kfs.bc.ca

Shuswap Immigrant Services Society (SISS)

Location(s): Salmon Arm, Revelstoke

Language(s): English, Spanish, Tagalog, Swiss, German, Kinaray-a, Hiligaynon, Russian, Ukrainian, Japanese, Hindi, Oriya, Kannada

Contact: *Salmon Arm:* Luz Angela, 250-804-2726, outreach@sissociety.ca

Revelstoke: Brianne McFarlane, 250-515-0958, resource@sissociety.ca

Website: sissociety.ca

South Okanagan Immigrant and Community Services Society (SOICS)

Location(s): Penticton

Language(s): English, Spanish, Ukrainian, Russian

Contact: Cherry Fernandez, cherryf@soics.ca

Website: soics.ca

Vernon & District Immigrant & Community Services Society (VDICSS)

Location(s): Vernon

Language(s): English

Contact: Martin Friedrich, martin.friedrich@vdicss.org

Website: vdicss.org

REGION

Vancouver Island: Cowichan Valley, Nanaimo, Saanich, and Victoria

Locations/Service Providers	Settlement	Job Search	Language Assessment and Training	Accommodation Search	Emergency Accommodation	Individual Counselling	Group Counselling
COWICHAN VALLEY							
Cowichan Intercultural Society	✓	✓	✓	✓	✓	✓	✓
NANAIMO							
Central Vancouver Island Multicultural Society (CVIMS)	✓	✓	✓	✓	✓	✓	✓
SAANICH							
Inter-Cultural Association of Greater Victoria (ICA)*	✓	✓	✓	✓	✓	✓	✓
Vancouver Island Counselling Centre for Immigrants and Refugees (VICCIR)						✓	✓
VICTORIA							
Inter-Cultural Association of Greater Victoria (ICA)*	✓	✓	✓	✓	✓	✓	✓
Vancouver Island Counselling Centre for Immigrants and Refugees (VICCIR)						✓	✓

Inter-Cultural Association of Greater Victoria (ICA)*

Location(s): Victoria, Saanich

Language(s): English, Spanish, Ukrainian. Additional languages are available upon request with the support from interpreters.

Contact: Daniela Cadenas, Coordinator, Anastasiia Konstantynova, Settlement Worker Specialist, 250-388-4728, nsp-safhavn@icavictoria.org

Website: icavictoria.org/bcnsp-saf-havn

Central Vancouver Island Multicultural Society (CVIMS)

Location(s): Nanaimo

Language(s): English, Korean. Additional languages available upon request with the support of interpreters.

Contact: Charlee Touchette, 250-753-6911 ext. 104, ctouchette@cvims.org

Website: cvims.org

Cowichan Intercultural Society

Location(s): Cowichan Valley

Language(s): English, French, Ukrainian, Kinyarwanda, Kishwahili, Lingala, Russian

Contact: Celestin Shema, 250-748-3112, celestin@cis-iwc.org

Olha Kuzemko, 250-748-3112, olha@cis-iwc.org

Website: cowichanintercultural.org

Vancouver Island Counselling Centre for Immigrants and Refugees (VICCIR)

Location(s): Victoria, Saanich (Services provided online/in-person)

Language(s): English, French, Arabic, Spanish, Farsi, Dari, Amharic, Tigrinya, Hindi, Punjabi, Mandarin, Russian, Ukrainian, Portuguese, Tagalog, Korean, Swahili, Pashto, Urdu. Additional languages upon available upon with the support of interpreters. All interpreters are trained clinically and supervised.

Contact: Soraya Centeno, scenteno@viccir.org

Michelle Carganilla, mcarganilla@viccir.org

778-404-1777, info@viccir.org

Website: viccir.org