BC Refugee Hub

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

DIRECTORY OF SERVICES

October 2026 (8th 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 xʷməθkʷəy̓ əm (Musqueam), Sḵwx̱w̓7mesh (Squamish), Səl Ìlwətaʔ/Selilwitulh (Tsleil-Waututh), Qw'o:ntl'an (Kwantlen), q̓ iċəy̓ (Katzie), kʷikʷəƛ̓ əm (Kwikwetlem), QiqÈyt (Qayqayt), θenasċəwaʔɬ 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.

BC SAFE HAVEN Resource Network

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Overview

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, 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	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

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, United Way BC, and DIVERSEcity Community Resources Society.

Information and Resources

- Factsheets
- Monthly newsletters
- Blog posts, current events, and publications
- Surveys
- Online toolkits
- Language curriculum guidelines & resources
- Humanitarian movement response planning

Inter-agency Collaboration

- Participate in Multi-Agency Partnership (MAP)
- Referral protocols between BCNSP and BC Safe Haven
- Quarterly service directories
- Identify community resources and linkages
- Public support gathering
- Volunteerism, donations, housing offers
- Bi-annual service map

Trainings

- Training sessions in key BC cities
- Capacity building online training sessions
- Language instruction trainings
- E-learnings

Provincial Mental Health Coordinator

- Consultations for service providers and 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	United Way BC uwbc.ca	Multi-Agency Partnership (MAP) mapbc.org	Vancouver Association for Survivors of Torture (VAST) vastbc.ca

Services and Service Providers

Services Legend

Settlement

Job Search

Language Assessment and Training

Accommodation Search

Individual Counselling

Group Counselling

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 Westminster, 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, 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	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, refugeeclaimants@archway.ca
Website: archway.ca

Inasmuch Community Society

Location(s): Abbotsford, Chilliwack, Langley, Mission
Language(s): English, Spanish, French
Contact: Emman N. Musindi, 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	Individual Counselling	Group Counselling
DELTA						
DIVERSEcity Community Resources Society*	✓	✓	✓	✓	✓	✓
Progressive Intercultural Community Services (PICS)	✓	✓		✓		
YWCA BC				✓		
SURREY						
DIVERSEcity Community Resources Society*	✓	✓	✓	✓	✓	✓
Options Community Services*	✓	✓		✓	✓	
Muslim Food Bank	✓	✓		✓		
Pacific Immigrant Resources Society (PIRS)	✓	✓				
Sher Pride	✓					
SOURCES	✓					
YWCA BC				✓		
WHITE ROCK						
SOURCES	✓					

DIVERSEcity Community Resources Society*

Location(s): Surrey, Delta
Language(s): English, Dari, Pashto, Farsi, Arabic, Hindi, Punjabi, Urdu, Spanish, Swahili
Contact:
General referrals to the program—please email or contact each wraparound worker directly or the General Program Line at safehaven@dcrs.ca or 604-799-0798
Manal Sid Ahmed, Group Orientation Coordinator, 604-500-7604, msahmed@dcrs.ca
Rachel Mwakajwanga, Housing Support Coordinator, 604-307-5153, rmwakajwanga@dcrs.ca
Arabic: Lama Shekh, Wrap-Around Support Worker, 604-799-8946, lshekh@dcrs.ca
Spanish: Karla Garcia, Wrap-Around Support Worker, 604-306-6823, kgarcia@dcrs.ca
Spanish: Melani Juarez, Wrap-Around Support Worker, 604-307-0524, mjuarez@dcrs.ca
Spanish: Mabel Windey, Employment Specialist, 604-218-8102, mwindey@dcrs.ca
Dari and Pashto: Hameedullah Asadi, Wrap-Around Support Worker, 604-307-5609, hasadi@dcrs.ca
Dari, Farsi and Pashto: Ishaq Faizi, Wrap-Around Support Worker, 604-306-7302, ifaizi@dcrs.ca
Punjabi, Hindi, and Urdu: Sanjay Jangra, Wrap-Around Support Worker, 778-789-3258, sjangra@dcrs.ca
Farsi: Sara Keshmiri, Employment Specialist, 604-307-2738, skeshmiri@dcrs.ca
Website: dcrs.ca/safehaven

*Lead Contractor

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
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: Tooba Ehtesham, Mental Health/Counselling support, 672-208-7644, counselling@muslimfoodbank.com
Abdirahman Elmi, Settlement, 236-978-0223, abdi@muslimfoodbank.com
Website: muslimfoodbank.com/surrey-bc

Pacific Immigrant Resources Society (PIRS)

Location(s): Surrey
Language(s): English, Cantonese, Mandarin, Spanish
Contact: *Cantonese, Mandarin*: Valerie Lai, Senior Coordinator, 778-608-4080, vlai@pirs.bc.ca
Spanish: Xanat Guiot, Community Navigator, 778-608-4438, xguiot@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 Pride

Location(s): Metro Vancouver (based in Surrey)
Language(s): English, (Punjabi, Hindi, Malayalam, Gujarati translation available)
Contact: Ash, Executive Director, Ash@sherpride.ca
Amar, Finance Manager & Founder, Info@sherpride.ca
Website: sherpride.ca

SOURCES

Location(s): Surrey/White Rock
Language(s): English
Contact: Minakshi Bagai, 604-542-5350, mbagai@sourcesbc.ca
Website: sourcesbc.ca

YWCA BC

Location(s): Delta, Surrey
Language(s): English, Spanish. A variety of languages are available upon request.
Contact: *Spanish*: Paola Mosquera, 778-554-0975, pfonseca@ywcabc.org,
Website: ywcabc.org

*Lead Contractor

REGION

Burnaby, New Westminster, North Vancouver, Richmond and Vancouver

Locations/Service Providers	Settlement	Job Search	Language Assessment and Training	Accommodation Search	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)					✓	✓

*Lead Contractor

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
Languages available: Spanish, Russian, Tagalog, Gujrati, Cantonese, Mandarin.
bcemployment@issbc.org

Vancouver, Burnaby, New Westminster, North Vancouver, Richmond: Language
Mitt Yedi, BC Safe Haven Language Program Manager, 604-363-0013, Mitt.Yedi@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, French, Cantonese, Mandarin, and Pashto
Additional languages available upon request with support from interpreters.
Contact: Carolina Nunez and Bradost M., 604-254-9626, BCSIS@mosaicbc.org
Website: mosaicbc.org/our-programs/support-for-refugee-claimant

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Chimo Community Services

Location(s): Richmond
Language(s): English, Spanish, Farsi, Dari, Mandarin
Contact: Taylor Ruan, SAFE HAVEN Program Manager, 604-279-7077, truan@chimoservices.com
Website: chimoservices.com/newcomers-settlement/bc-saf-haven-program

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Impact North Shore

Location(s): North Vancouver
Language(s): English, Farsi, Chinese, Korean, Ukrainian. Additional languages available upon request.
Contact: Madeleine Montazeri, 604-988-2931, madeleinem@impactnorthshore.ca
Olena Diachek, 604-988-2931, olenad@impactnorthshore.ca
Website: impactnorthshore.ca

Journey Home Community

Location(s): Burnaby
Language(s): English, Spanish, Farsi/Dari, (other languages available through interpreters, by request)
Contact: Michaila Ivancic, 604-568-4892, michaila@journeyhomecommunity.ca
Website: journeyhomecommunity.ca

Kinbrace Community Society

Location(s): Vancouver
Language(s): All languages available through professional interpreters, upon request.
Contact: Amanda McConville, Director of Programs, 778-652-7534, readytours@myrefugeeclaim.ca
Website: myrefugeeclaim.ca & kinbrace.ca

*Lead Contractor

Muslim Food Bank

Location(s): Vancouver
Language(s): English, Dari, Pashto, Arabic, Kurdish, Farsi, Spanish (counselling only), Turkish
Contact: Tooba Ehtesham, Mental Health/Counselling support, 672-208-7644, counselling@muslimfoodbank.com
Abdirahman Elmi, Settlement, 236-978-0223, abdi@muslimfoodbank.com
Website: muslimfoodbank.com/vancouver

Pacific Immigrant Resources Society (PIRS)

Location(s): New Westminster
Language(s): English, Cantonese, Mandarin, Farsi, Dari
Contact: *Cantonese, Mandarin*: Valerie Lai, Senior Coordinator, 778-608-4080, vlai@pirs.bc.ca
Farsi/Dari: Zarmina Ali, Community Navigator, 778-608-4285, zali@pirs.bc.ca
General program e-mail: osw@pirs.bc.ca
Website: pirs.bc.ca/safe-haven-program

Rainbow Refugee

Location(s): Based in Vancouver—providing service across British Columbia.
Language(s): English, Spanish, Arabic, Farsi, French
Contact: Shivani Raheja, 604-339-2424, support@rainbowrefugee.ca
Website: rainbowrefugee.com

Salvation Army

Location(s): Vancouver
Language(s): English
Contact: Gloria Wong, 236-521-4627, BelkinHouse.Settlement@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	Individual Counselling	Group Counselling
COQUITLAM						
S.U.C.C.E.S.S.*	✓	✓	✓	✓	✓	✓
Muslim Food Bank	✓			✓	✓	
SHARE Family & Community Services					✓	
YWCA BC		✓		✓		
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 BC		✓		✓		
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, Urdu
Contact: Yan Cheung, Program Manager, 236-880-1527, safehaven@success.bc.ca
Website: successbc.ca/safe-haven

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: Tooba Ehtesham, Mental Health/Counselling support, 672-208-7644, counselling@muslimfoodbank.com
Abdirahman Elmi, Settlement, 236-978-0223, abdi@muslimfoodbank.com
Website: muslimfoodbank.com

*Lead Contractor

SHARE Family & Community Services

Location(s): Coquitlam, Port Moody
Language(s): English, Farsi. SHARE offers clinical counselling services in English and Farsi, with interpretation services available for other languages.
Contact: Kistie Singh, Director of Counselling Programs & Services, kistie.singh@sharesociety.ca
Heather May-Conrad, Program Supervisor heather.mayconrad@sharesociety.ca
Website: sharesociety.ca

YWCA BC

Location(s): Coquitlam, Port Coquitlam
Language(s): A variety of languages are available upon request.
Contact: Adiba Karimi, akarimi@ywcavan.org
Website: ywcabc.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	Individual Counselling	Group Counselling
BASIN-BOUNDARY						
Columbia Basin Alliance for Literacy (CBAL)	✓	✓	✓	✓	✓	✓
KAMLOOPS						
Kamloops Immigrant Services (KIS)	✓	✓	✓	✓	✓	✓
KELOWNA						
KCR Community Resources (KCR)*	✓	✓	✓	✓	✓	✓
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): Central Okanagan (Lake Country, Kelowna, West Kelowna & Peachland)
Language(s): English, Korean, Spanish, and 38 additional languages available upon request with support from interpreters as well as languages spoken in house.
Contact: Warren Bongers, 250-763-8008 ext. 145, warren@kcr.ca
Camila Monagas, 250-763-8008 ext. 263, camila@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

*Lead Contractor

Immigrant and Multicultural Services Society (IMSS)

Location(s): Prince George
Language(s): English
Contact: Lili Yang, 250-562-2900, lili@imss.ca
Website: imss.ca

Kamloops Immigrant Services (KIS)

Location(s): Kamloops
Language(s): English, French, Arabic, Dari, Hindi, Punjabi, Urdu, Malayalam, Cantonese, Mandarin, Spanish, Portuguese, Korean, Ukrainian and more languages available upon request, along with support from interpreters.
Contact: Sage Chang, 778-470-6101 ext. 117, sage@kcris.ca
Website: immigrantservices.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, Punjabi
Contact: *Salmon Arm*: Ana Hurtado Martinez, 250-804-2726, outreach@sissociety.ca
Website: sissociety.ca

South Okanagan Immigrant and Community Services Society (SOICS)

Location(s): Penticton
Language(s): English, Spanish, Ukrainian, Russian, Arabic
Contact: Cherry Fernandez, cherryf@soics.ca, admin@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, and Victoria

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

Inter-Cultural Association of Greater Victoria (ICA)*

Location(s): Greater Victoria
Language(s): English, Spanish, Ukrainian. Additional languages are available upon request with the support from interpreters.
Contact: Daniela Cadenas, Coordinator, dcadenas@icavictoria.org, Anastasiia Konstantynova & Patricia Lopez-Medina, Settlement Worker Specialists, 250-388-4728, nsp-safhavn@icavictoria.org
Website: icavictoria.org

Central Vancouver Island Multicultural Society (CVIMS)

Location(s): Nanaimo
Language(s): English and French. Additional languages available upon request with the support of interpreters.
Contact: Charlee Touchette, 250-753-6911 ext. 165, ctouchette@cvims.org
Website: cvims.org

Cowichan Intercultural Society

Location(s): Cowichan Valley
Language(s): English, French, Ukrainian, Russian, Punjabi, Tagalog, Spanish, Hindi
Contact: Olha Kuzemko, 250-748-3112, olha@cis-iwc.org
Elissa Smith, 250-748-3112, elissa@cis-iwc.org
Website: cowichanintercultural.org

*Lead Contractor