



BC TOOLKIT FOR

**PRIVATE
SPONSORS
of REFUGEES**



CANN COMMUNITY AIRPORT
NEWCOMERS NETWORK



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

A Message from Queenie Choo

*Dear Sponsorship Agreement Holders,
Thank you for the excellent contribution you have made in sponsoring refugee families to make a new home in British Columbia. We have prepared this mini booklet which we hope can provide you with some key information to support the refugee family you are sponsoring. Please don't hesitate to contact S.U.C.C.E.S.S. for additional information.*



Yours sincerely,

Queenie Choo – Chief Executive Officer – S.U.C.C.E.S.S.

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Disclaimer: The information in this toolkit is only intended to offer information to sponsors. The material does not offer legal advice or counseling; sponsors are advised to consult relevant Canadian laws as well as seek legal advice from duly authorized bodies. Sponsors are advised that Canada’s immigration policies and procedures are regularly revisited and that the content of this handbook reflects the policies current at the time of publication.

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S.U.C.C.E.S.S. Programs to Support Refugees

S.U.C.C.E.S.S. has a long history of supporting refugees, from the resettlement of Vietnamese boat people in the late 1970s, to current settlement services to support refugees from Syria and other countries to make their home in Canada.

Immigrant Settlement and Integration Program

Trained Settlement Practitioners assist newcomers to learn about Canada's systems and community services. Programs include English language training and skills development, employment services, and community activities. Services are provided in multiple languages including Arabic.

ACT (Act Commitment Transformation) Program

ACT Case Managers provide specialized services to vulnerable newcomers through an integrated holistic case management approach, which includes one-on-one information support, individual coaching, social and life skills support groups, employment support, and assistance in accessing community services in multiple languages including Arabic and Kurdish.

Connect Refugees to Healthcare Services

Explaining BC's healthcare system is essential to supporting refugees. Sponsors are responsible for supporting privately sponsored refugees to access appropriate health care services.

Interim Federal Health Program (IFHP) www.cic.gc.ca/ifhp

Learn about refugees' IFHP coverage, how to access health services, and how to submit claims. All resettled Syrian Refugees will receive Type 1 benefits upon arrival which includes supplemental coverage.

British Columbia IFHP Providers List (2019)

<http://IFH.cannvvr.ca>

Medical Services Plan (MSP) www.health.gov.bc.ca/insurance

Understand MSP including eligibility requirements, how to enroll, benefits coverage, and premiums. Enrolment in MSP is mandatory for all eligible BC residents.

Refugee Health Vancouver www.refugeehealth.ca

Find health care resources for refugees including multi-lingual patient handouts on various health issues and local health care providers who provide services in multiple languages.

Health Link BC www.healthlinkbc.ca

Visit this Government of BC website for medically approved information on more than 5,000 health topics, symptoms, medications, and tips for a healthy lifestyle.

ImmunizeBC www.immunizebc.ca

Access up-to-date information about immunization and a list of local public health units for immunization.

College of Physicians and Surgeons

www.cpsbc.ca/physician_search

Find a family physician in your local community, including those with specific language abilities including Arabic.

Newcomer Women's Health Clinic

<http://womenclinic.cannyvr.ca>

Learn about services at BC Women's Hospital for all newcomer women including refugees. Services include health screening and general women's health care.

Trauma-Informed Practice Guide

[Http://trauma.cannyvr.ca](http://trauma.cannyvr.ca)

Learn more about trauma and trauma-informed practices when supporting refugees to access services.

Connect Refugees to Settlement Services

Accessing settlement services is key to navigating the settlement journey in BC. Immigration, Refugees, and Citizenship Canada (IRCC) funds settlement agencies – like S.U.C.C.E.S.S. – to assist refugees and immigrants to settle and integrate in their new communities.

Welcome to Canada

<http://www.cic.gc.ca/english/resources/publications/welcome/>

Provides important information on what newcomers can expect during their first few weeks in Canada.

Your First Two Weeks in Canada

<http://first2weeks.cannyvr.ca>

Watch this video for some of the things newcomers should do during their first two weeks in Canada to make the transition easier.

Start Your Life in Canada

www.cic.gc.ca/english/newcomers/live/index.asp

Provides key settlement information to orient newcomers to Canada and resources for additional support.

Living in Canada Tool **www.cic.gc.ca/lctvac/english/index**

Determine the type of help needed to settle and learn about living in Canada.

Immigrant Services Locator

www.canada.ca/newcomerservices

Find free immigrant services in your local community.

Newcomer's Guide to BC

www.welcomebc.ca/newcomers_guide/newcomerguide.aspx Offers information that newcomers and their families need to settle in BC. The Guide is available in multiple languages including Arabic.

Connect Refugees to BC Settlement Agencies

METRO VANCOUVER AND FRASER VALLEY

Abbotsford

Archway Community Services 604-859-7681

www.archway.ca

Burnaby

Immigrant Services Society of BC 604-395-8000

www.issbc.org

MOSAIC 604-438-8214

www.mosaicbc.org

S.U.C.C.E.S.S. 604-430-1899

www.successbc.ca

Chilliwack

Chilliwack Community Services 1-604-393-3251

www.comserv.bc.ca

Coquitlam

Immigrant Services Society of BC

www.issbc.org

778-284-7026 (Lincoln Avenue) 778-383-1438 (Cottonwood Avenue)

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

www.successbc.ca

604-468-6000 (Henderson Place) 604-936-5900 (North Road)

Langley

Immigrant Services Society of BC 604-510-5136
Langley Community Service Society 604-534-7921

www.issbc.org
www.lcss.ca

Maple Ridge

Immigrant Services Society of BC 778-284-7026

www.issbc.org

Mission

Mission Community Services Society 1-604-826-3634

www.missioncommunityservices.com

New Westminister

Immigrant Services Society of BC 604-522-5902
MOSAIC 604-522-3722
S.U.C.C.E.S.S. 604-430-1899

www.issbc.org
www.mosaicbc.org
www.successbc.ca

North Vancouver

North Shore Multicultural Society 604-988-2931

www.nsms.ca

Richmond

Immigrant Services Society of BC 604-637-1307
Richmond Family Place 604-278-4336
Richmond Multicultural Community Services 604-279-7160

www.issbc.org
www.richmondfamilyplace.ca
www.rmcs.bc.ca
www.successbc.ca

S.U.C.C.E.S.S. 604-279-7180

Surrey/Delta

DIVERSEcity Community Resources Society 604-597-0205

Immigrant Services Society of BC 778-728-0175
MOSAIC 778-591-9334
Options Community Services Society 604-584-5811
Progressive Intercultural Community Services Society 604-596-7722
S.U.C.C.E.S.S. 604-588-6869

www.dcrs.ca
www.issbc.org
www.mosaicbc.org
www.options.bc.ca
www.pics.bc.ca
www.successbc.ca

Vancouver

Collingwood Neighbourhood House 604-435-0323
Frog Hollow Neighbourhood House 604 -251-1225

www.cnh.bc.ca
www.froghollow.bc.ca

Immigrant Services Society of BC
604-684-3599 (Terminal Avenue) 604-684-7498 (Drake Street)

www.issbc.org

Jewish Family Services 604-257-5151 www.ifsvancoouver.ca
Kiwassa Neighbourhood House 604-254-5401 www.kiwassa.ca
Little Mountain Neighbourhood House 604-879-7104 www.lmnhs.bc.ca
MOSAIC 604-254-9626 www.mosaicbc.org

Mount Pleasant Neighbourhood House 604-879-8208 www.mpnh.org
Multicultural Helping House Society 604-879-3277
www.helpinghouse.ca
Pacific Community Resource Society 604-412-7950 www.pcrs.ca
Progressive Intercultural Community Services Society 778-371-8552
www.pics.bc.ca

South Vancouver Neighbourhood House 604-324-6212
www.southvan.org
www.successbc.ca

S.U.C.C.E.S.S.
604-684-1628 (Pender) 604-323-0901 (Granville)
604-324-8300 (Fraser) 604-827-4469 (UBC)

VANCOUVER ISLAND

Campbell River, Comox Valley and the North Island

Immigrant Welcome Centre
1-855-805-0171 www.immigrantwelcome.ca

Duncan

Cowichan Intercultural Society
250-748-3112 www.cis-iwc.org

Nanaimo

Central Vancouver Island Multicultural Society
250-753-6911 www.cvims.org

Victoria

Inter-Cultural Association of Greater Victoria (ICA)
250-388-4728 www.icavictoria.org
Victoria Immigrant and Refugee Centre Society
250-361-9433 www.vircs.bc.ca

CENTRAL AND INTERIOR BC

Kamloops

Kamloops Cariboo Regional Immigrant Society
778-470-6101 www.immigrantservices.ca

Kelowna

Kelowna Community Resources (KCR)
250-763-8008

www.kcr.ca

Oliver

South Okanagan Immigrant & Community Services
250-498-4900

www.soics.ca

Penticton

South Okanagan Immigrant & Community Services
250-492-6299

www.soics.ca

Salmon Arm

Shuswap Settlement Services Society
250-804-2726

www.welcomeshuswap.com

Vernon

Vernon and District Immigrant Services Society
250-542-4177

www.vdicss.com

NORTHERN BRITISH COLUMBIA

Dawson Creek

Dawson Creek Literacy Society
250-782-4211

www.dawsoncreekliteracy.ca

Fort St. John

S.U.C.C.E.S.S.
250-785-5323

www.successbc.ca

Kitimat

Kitimat Community Services Society
250-632-6581

www.kitimatcommunityservices.ca

Prince George

Immigrant & Multicultural Services Society (IMSS)
250-562-2900

www.imss.ca

Prince Rupert

Hecate Strait Employment Development Society
250-624-9498

www.hseds.ca

Smithers

Smithers Community Services Association
250-847-9515

www.scsa.ca

Terrace:

Skeena Diversity Society
250-635-6530

www.skeenadiversity.com

EASTERN BRITISH COLUMBIA

Cranbrook

CBAL Office & Immigrant Welcome Centre
250-581-2112

www.cbal.org/cranbrook.html

Creston

CBAL Office & Immigrant Welcome Centre
250-402-9448

www.cbal.org/creston.html

Nelson

CBAL Office & Immigrant Welcome Centre
250-551-5498

www.cbal.org/nelson.html

(CBAL also provides settlement services in Boundary Region, Castlegar, Elkvalley, Golden, Kimberley, Trail, and Windermere Valley. Please visit their website for contact information.)

Connect Refugees to English Language Services

The ability to communicate in an official language is a key skill that newcomers need to successfully integrate into Canada. There are numerous English language-learning programs in BC. Private English language schools charge a fee while government-funded programs are free for eligible newcomers.

Government-Funded English Classes

www.cic.gc.ca/english/newcomers/after-education-language.asp

Find language classes funded by the Government of Canada and information about language assessment.

Connect Refugees to the BC School System

Support parents to navigate the BC School System and register their children in K-12 education by connecting them to their local school district. Many school districts offer ***English Language Learner (ELL)*** services for students as well as ***Settlement Workers in Schools (SWIS)*** who speak multiple languages including Arabic.

Connect Refugees to Employment Services

Settlement agencies deliver a range of employment services to support newcomers to search for jobs, understand the credential recognition process and navigate the BC and Canadian labour markets.

Employment services are delivered in various formats including one-to-one support, information and orientation workshops, and longer programs. Services also include mentoring programs and opportunities for employer engagement.

Websites to assist newcomers to navigate the local labour market and find employment services include:

Welcome BC: www.welcomebc.ca

Work BC: www.workbc.ca

The volume of information can be overwhelming. Your local settlement agency can assist newcomers to navigate the BC labour market and offer information and referrals to the most appropriate employment programs for their individual needs.

Sponsor Resources

Sponsoring Refugees <https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/help-outside-canada/private-sponsorship-program.html> Learn about Immigration, Refugees, and Citizenship Canada's Private Sponsorship of Refugees Program.

Sponsoring Refugees: What to expect (Video)
<https://www.canada.ca/en/immigration-refugees-citizenship/news/video/sponsoring-refugees.html>

Refugee Sponsorship Training Program (RSTP) www.rstp.ca

Learn about RSTP's supports for Sponsorship Agreement Holders, their Constituent Groups, Groups of Five and Community Sponsors. The Handbook for Sponsoring Groups is available on the website under Resource.



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

Established in 1973, S.U.C.C.E.S.S. is one of the largest social service agencies in British Columbia. It is a charitable organization providing services in settlement, language training, employment, family and youth service, business and economic development, health care, housing, and community development. With over 20 locations, S.U.C.C.E.S.S. proudly serves local communities in Metro Vancouver, Fort St. John and overseas in Beijing, China, Taipei, Taiwan, and Seoul, South Korea.

CONTACT US

All Service Locations are listed on the S.U.C.C.E.S.S. website

MAIN OFFICE

28 West Pender
Vancouver
BC V6B 1R6

t 604 408 7274

e info@success.bc.ca

w www.successbc.ca

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