



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

BC Toolkit for Private Sponsors of Refugees



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 (January 2019)

<http://ifhp-pfsi.medavie.bluecross.ca/wp-content/uploads/sites/7/2019/01/BC-2019-01-07.pdf>

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 www.bcwomens.ca/our-services/primary-health-care/newcomer-women

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://bccewh.bc.ca/wp-content/uploads/2012/05/2013_TIP-Guide.pdf

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

www.youtube.com/watch?v=XSdxRzff01I

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 using an interactive map.

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

Abbotsford Community Services 604-859-7681

www.abbotsfordcommunityservices.com

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 www.issbc.org
Langley Community Service Society 604-533-7989 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 www.issbc.org

MOSAIC 604-522-3722 www.mosaicbc.org

North Vancouver

North Shore Multicultural Society 604-988-2931 www.nsms.ca

Richmond

Immigrant Services Society of BC 604-637-1307 www.issbc.org

Richmond Multicultural Community Services 604-279-7160
www.rmcs.bc.ca

S.U.C.C.E.S.S. 604-279-7180 www.successbc.ca

Surrey/Delta

DIVERSEcity Community Resources Society 604-597-0205
www.dcrs.ca

Options Community Services Society 604-584-5811
<http://www.options.bc.ca>

Progressive Intercultural Community Services Society 604-596-7722
www.pics.bc.ca

S.U.C.C.E.S.S. 604-588-6869
www.successbc.ca

Vancouver

Collingwood Neighbourhood House 604-435-0323
www.cnh.bc.ca

Frog Hollow Neighbourhood House 604 -251-1225
<http://www.froghollow.bc.ca>

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

Kiwassa Neighbourhood House 604-254-5401
www.kiwassa.ca

Little Mountain Neighbourhood House 604-879-7104
www.lmnh.bc.ca

MOSAIC 604-254-9626
www.mosaicbc.com

Mount Pleasant Neighbourhood House 604-879-8208
www.mpnh.org

Multicultural Helping House Society 604-879-3277
www.helpinghouse.ca

Progressive Intercultural Community Services Society 778-371-8552
www.pics.bc.ca

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

S.U.C.C.E.S.S.
604-684-1628 (Pender) 604-323-0901 (Granville/Fraser)
604-408-7274 ext. 2052 (UBC)
www.successbc.ca

VANCOUVER ISLAND

Campbell River

Immigrant Welcome Centre of Campbell River

250-830-0171

www.immigrantwelcome.ca

Courtenay

Immigrant Welcome Centre of Comox Valley

250-338-6359

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

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, Slocan Valley, Trail, and Invermere/Windermere. 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 www.cic.gc.ca/english/refugees/sponsor

Learn about Immigration, Refugees, and Citizenship Canada's Private Sponsorship of Refugees Program.

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
Phone: 604-408-7274

Email: info@success.bc.ca
Web: www.successbc.ca

