



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.

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.

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.

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.

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.

Welcome Centre Medical Clinic www.issbc.org

Immediate access to primary and preventative health services for refugees: multiple language interpretation.

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.

New Canadian Clinic – Burnaby

<https://bit.ly/2r7a8v3>

Find healthcare services for new Canadians in Burnaby, New Westminster, and the surrounding area.

New Canadian Clinic - Surrey

<https://bit.ly/2PjtSDy>

Find healthcare services for new Canadians in Surrey, and the surrounding area

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.

Immigrant Services Locator

www.canada.ca/newcomerservices

Find free immigrant services in your local community using an interactive map.

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.

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.

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.

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.

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

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 <https://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 Westminster

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 www.issbc.org

604-684-3599 (Terminal Avenue) 604-684-7498 (Drake Street)

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. www.successbc.ca

604-684-1628 (Pender) 604-323-0901 (Granville/Fraser)

604-408-7274 ext. 2052 (UBC)

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

