



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

# BC Toolkit for Private Sponsors of Refugees



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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.*

*PHOTO Credit on front cover: Russell Watkins/Department for International Development*



## **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.*

## **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.

### **Moving Ahead Program**

Family and Youth Outreach Workers provide refugees with specialized services including one-to-one support, individual coaching, social and life skills, support groups, employment services, and supported access to 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](http://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](http://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](http://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](http://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](http://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](http://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.

### **Bridge Community Health Clinic** [www.vch.ca/media/VCH-bridge-clinic.pdf](http://www.vch.ca/media/VCH-bridge-clinic.pdf)

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](http://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.

### **Global Family Care Clinic**

[www.divisionsbc.ca/burnaby/globalfamily](http://www.divisionsbc.ca/burnaby/globalfamily)

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

**Trauma-Informed Practice Guide** [http://bccewh.bc.ca/wp-content/uploads/2012/05/2013\\_TIP-Guide.pdf](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.cic.gc.ca/english/newcomers/map/services.asp](http://www.cic.gc.ca/english/newcomers/map/services.asp)

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

**Living in Canada Tool** [www.cic.gc.ca/lctvac/english/index](http://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](http://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](http://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](http://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](http://www.issbc.org)

MOSAIC 604-438-8214 [www.mosaicbc.com](http://www.mosaicbc.com)

S.U.C.C.E.S.S. 604-430-1899 [www.successbc.ca](http://www.successbc.ca)

### **Chilliwack**

Chilliwack Community Services 1-604-393-3251 [www.comserv.bc.ca](http://www.comserv.bc.ca)

### **Coquitlam**

Immigrant Services Society of BC [www.issbc.org](http://www.issbc.org)

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

S.U.C.C.E.S.S. [www.successbc.ca](http://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](http://www.issbc.org)

### **Maple Ridge**

Immigrant Services Society of BC 778-284-7026 [www.issbc.org](http://www.issbc.org)

**Mission**

Mission Community Services Society 1-604-826-3634

[www.missioncommunityservices.com](http://www.missioncommunityservices.com)

**New Westminister**

Immigrant Services Society of BC 604-522-5902 [www.issbc.org](http://www.issbc.org)

MOSAIC 604-522-3722 [www.mosaicbc.com](http://www.mosaicbc.com)

**North Vancouver**

North Shore Multicultural Society 604-988-2931 [www.nsms.ca](http://www.nsms.ca)

**Richmond**

Immigrant Services Society of BC 604-637-1307 [www.issbc.org](http://www.issbc.org)

Richmond Multicultural Community Services 604-279-7160

[www.rmcs.bc.ca](http://www.rmcs.bc.ca)

S.U.C.C.E.S.S. 604-279-7180 [www.successbc.ca](http://www.successbc.ca)

**Surrey/Delta**

DIVERSEcity Community Resources Society 604-597-0205

[www.dcrs.ca](http://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](http://www.pics.bc.ca)

S.U.C.C.E.S.S. 604-588-6869 [www.successbc.ca](http://www.successbc.ca)

**Vancouver**

Collingwood Neighbourhood House 604-435-0323 [www.cnh.bc.ca](http://www.cnh.bc.ca)

Immigrant Services Society of BC [www.issbc.org](http://www.issbc.org)

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

Kiwassa Neighbourhood House 604-254-5401 [www.kiwassa.ca](http://www.kiwassa.ca)

Little Mountain Neighbourhood House 604-879-7104

[www.lmnhs.bc.ca](http://www.lmnhs.bc.ca)

### **Vancouver continued**

MOSAIC 604-254-9626 [www.mosaicbc.com](http://www.mosaicbc.com)

Mount Pleasant Neighbourhood House 604-879-8208 [www.mpnh.org](http://www.mpnh.org)

Multicultural Helping House Society 604-879-3277  
[www.helpinghouse.ca](http://www.helpinghouse.ca)

Progressive Intercultural Community Services Society 778-371-8552  
[www.pics.bc.ca](http://www.pics.bc.ca)

South Vancouver Neighbourhood House 604-324-6212  
[www.southvan.org](http://www.southvan.org)

S.U.C.C.E.S.S. [www.successbc.ca](http://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](http://www.immigrantwelcome.ca)

#### **Courtenay**

Immigrant Welcome Centre of Comox Valley  
250-338-6359 [www.immigrantwelcome.ca](http://www.immigrantwelcome.ca)

#### **Duncan**

Cowichan Intercultural Society  
250-748-3112 [www.cis-iwc.org](http://www.cis-iwc.org)

#### **Nanaimo**

Central Vancouver Island Multicultural Society  
250-753-6911 [www.cvims.org](http://www.cvims.org)

#### **Victoria**

Inter-Cultural Association of Greater Victoria (ICA)  
250-388-4728 [www.icavictoria.org](http://www.icavictoria.org)

Victoria Immigrant and Refugee Centre Society  
250-361-9433 [www.vircs.bc.ca](http://www.vircs.bc.ca)



## **CENTRAL AND INTERIOR BC**

### **Kamloops**

Kamloops Cariboo Regional Immigrant Society  
778-470-6101 [www.immigrantservices.ca](http://www.immigrantservices.ca)

### **Kelowna**

Kelowna Community Resources (KCR)  
250-763-8008 [www.kcr.ca](http://www.kcr.ca)

### **Oliver**

South Okanagan Immigrant & Community Services  
250-498-4900 [www.soics.ca](http://www.soics.ca)

### **Penticton**

South Okanagan Immigrant & Community Services  
250-492-6299 [www.soics.ca](http://www.soics.ca)

### **Salmon Arm**

Shuswap Settlement Services Society  
250-804-2726 [www.welcomeshuswap.com](http://www.welcomeshuswap.com)

### **Vernon**

Vernon and District Immigrant Services Society  
250-542-4177 [www.vdiss.com](http://www.vdiss.com)

## **EASTERN BRITISH COLUMBIA**

### **Cranbrook**

CBAL Office & Immigrant Welcome Centre  
250-581-2112 [www.cbal.org/cranbrook.html](http://www.cbal.org/cranbrook.html)

### **Creston**

CBAL Office & Immigrant Welcome Centre  
250-402-9448 [www.cbal.org/creston.html](http://www.cbal.org/creston.html)

### **Nelson**

CBAL Office & Immigrant Welcome Centre  
250-551-5498 [www.cbal.org/nelson.html](http://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](http://www.cic.gc.ca/english/newcomers/after-education-language.asp)

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

### Project-Based Language Training

[www.welcomebc.ca/learnenglish](http://www.welcomebc.ca/learnenglish)

Learn about short-term language training (occupation-specific or general skills for working in BC) to support job search.

### Private English Schools and Tutors

<http://elsanet.org/esldirectory/index.php>

Find fee-charging English schools and tutors in your local community.

## 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.

### Discover Your School

[www.discoveryourschool.gov.bc.ca](http://www.discoveryourschool.gov.bc.ca)

Visit this Government of B.C. website to find school district information in your area of BC.

## 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](http://www.welcomebc.ca)

**Work BC:** [www.workbc.ca](http://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](http://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](http://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 Resources.



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](mailto:info@success.bc.ca)  
Web: [www.successbc.ca](http://www.successbc.ca)

