



**Chilliwack  
Community  
Services**

SHARE • GROW • BELONG

# Welcome to Immigrant Services!



## Our Vision & Philosophy

Immigrant Services helps newcomers be part of the community.

We believe that **providing information** and **making connections** will help our *whole community*

“Share, Grow and Belong.”

Our program is mandated to provide newcomers the help they need to become contributors to the economy and full participants in the community.

## Location and Hours

**Address:** 9214 Mary Street

**Phone:** 604-393-3251

**E-mail:** [pricem@comserv.bc.ca](mailto:pricem@comserv.bc.ca)

**Website:** [www.comserv.bc.ca](http://www.comserv.bc.ca)

**Office Hours:** Monday to Thursday, 9:00 am to 4:00 pm

Closed daily for lunch between 12:30-1:30pm



**Find us on Facebook and Twitter:** Chilliwack Newcomer Connections

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

# CCS Mission & Values

## Mission

Chilliwack Community Services is an independent local charity **providing opportunities with people to make positive change in their lives.**

## Values

### People

- We believe in the inherent worth of every person.
- We believe in building on each person's strengths to help them reach their potential.
- We value and encourage diversity in our community, our people and our programs.
- We believe in recruiting and retaining the best possible staff, Board and volunteers, working in partnership to achieve our mission.
- We will provide a workplace environment where open communication, trust and mutual respect prevail. Effective teamwork, personal initiative and calculated risk taking are essential to our success.

### Community

- We believe in providing leadership and being a valued partner in identifying and responding to community needs.
- We believe achieving exemplary volunteerism, community spirit and an outstanding quality of life is the shared responsibility of all individuals, organizations and institutions.
- We are committed to social equity and advocating for those in need.

### Accountability

- We will serve the needs and respect the values of the community in which we operate.
- We are committed to being a progressive, community directed, publicly accountable and financially responsible agency.
- We will adhere to the highest ethical standards.

# Immigrant Services includes:

## Settlement Services:

- Settlement Worker
- Immigrant Employment Counsellor
- Workshops, Activities, Orientations, & Conversation Circles

## English Language Classes:

- Language Instruction for Newcomers to Canada (LINC)

## Support Services:

- Immigrant Services Child Care
- Interpretation & Translation



# Clients We Serve

Our goal is to serve all immigrant clients or provide referrals if needed.

Please ask a Settlement Worker or the Program Supervisor about specific program eligibility.

## Federal Clients:

*Immigration, Refugees, and Citizenship Canada*



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

- Permanent Resident
- Sponsored Refugees
- Clients with an IRCC letter informing him/her of their approval in principle for permanent residency

## Provincial Clients:

*Welcome BC Settlement and Integration Services*



WelcomeBC

- Provincial Nominees
- Temporary Foreign Workers
- Naturalized Canadian Citizens
- Live-in Caregivers
- International Students
- Refugee Claimants

# General Information

## Parking:



Parking on **Spadina Avenue** has no time limit.

**Mary Street** is **3 hour parking** only.

Please do not park in any parking lots as your vehicle may be towed.



## Closures:

The office is open except in very bad weather conditions.

Check out the CCS website [www.comserv.bc.ca](http://www.comserv.bc.ca) for more information or listen to the local radio station **Star FM 98.3** for reports of office closures.



## Classroom Schedule:

**Morning classes** 9:00 am – 12:00 pm \*front door opens at 8:50 am

**Evening classes** 6:30 pm – 9:30 pm \*front door opens at 6:20 pm

If you are early, you can wait outside or between the two glass doors.

## Attendance:

**Please come to class every day.** If you miss more than 2 classes per month without a good reason, your teacher will speak to you about it and help you come up with a plan to have better attendance. In some cases, a leave of absence may be a better choice.

**Please come to school on time.** If you are late, you disrupt the class and miss out on important lessons. Being on time is an important Canadian value, especially in the workplace.



## Call if you are going to be absent:

- **Phone:** 604-393-3251
- **Press "0" to leave a message** or talk to the Receptionist
- **Message:**

"My name is \_\_\_\_\_. My teacher's name is \_\_\_\_\_.  
I will not be in today because \_\_\_\_\_."

**Scent Free:** Our office is a scent-free building. Some people may have health concerns when they breathe in scented products. This includes perfumes, cigarette smoke, and body odour.



**All Chilliwack Community Services sites are smoke and tobacco free environments.**

# Kitchen



Our kitchen is available for clients and staff to use.  
There is tea, sugar, and whitener available during coffee break.

Please put all dirty dishes in the dishwasher – do not leave them on the counter or in the sink.

You may keep food in the fridge. Do not take any food from the fridge or cupboards if it is not yours. Many of our staff keep their lunch stored in the kitchen.

## Rights & Responsibilities

### You have the right to:

- Be treated with respect and feel safe
- Confidentiality
- Receive quality professional service
- Be informed about other services
- Make decisions about your participation

### Your responsibilities are to:

- Respect others
- Maintain the privacy and confidentiality of others
- Be on time for services
- Follow through with agreed decisions
- Provide feedback about services

### Your responsibilities in classes and workshops are to:

- Speak English during class hours
- Attend every day
- Call before class starts if you cannot attend
- Turn off or put cellphones on vibrate before class



## Client Confidentiality

In Canada there is a law that says we must tell you why we want information and what we will use it for. This is called the Personal Information Protection Act (PIPA).

Chilliwack Community Services may not tell anyone about your personal information or give anyone information about you without asking you if they can. Your information cannot be shared except as allowed in the Privacy Act. For more information please ask to see CCS' Confidentiality Policy and IRCC's "Gathering Information" sheet that is translated in several languages.

Personal information provided to Chilliwack Community Services will be accessible to the service funder (federal and provincial governments) and the service provider for service delivery, monitoring and evaluation purposes.

If you would like to review your file, your request will be given to the Program Supervisor. The Program Supervisor will set up a meeting for you to review your file.

## Gathering Information

Please see Immigration, Refugees, and Citizenship Canada's information sheet on why we collect personal information and how your personal information is protected. It is available in multiple languages.

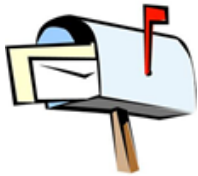
## Consent Statement

Please see Immigration, Refugees, and Citizenship Canada's information sheet on providing consent to share your personal information. It is available in multiple languages.

## Health & Safety



Please review the Chilliwack Community Services emergency procedures that are posted near exits and in every classroom. More information is located in the CCS Policy manual. Staff reviews health and safety procedures regularly and participates in monthly drills. Immigrant Services considers possible risks to stakeholders when planning services.



## Comments & Suggestions

Your comments and suggestions are important to us. Please give your comments directly to any staff or put your written comments into our comment box located in the lobby.

## Complaint Procedure

All concerns are appreciated and taken seriously. There will be no negative consequences if you file a complaint and your concerns will be kept confidential. The following steps are to be taken:

1. First try to resolve the conflict directly with the person involved.
2. If this does not solve the problem, speak with the Program Supervisor or any staff and they will help you. For more information, ask for a copy of our agency policy 8.10 Client Complaint Resolution.



## Community Resources

Community Resources are located by the Front Desk.

If you need assistance to find something, please ask a staff person to help you. If we do not have the settlement information you need, we will help you find it!

**Resources for Newcomers** (copies available at 9214 Mary Street):

- Welcome to Chilliwack Newcomer Resource Guide  
<https://www.chilliwacknewcomerconnections.com/>
- WelcomeBC Newcomers' Guide <https://www.welcomebc.ca/In-Your-Language>
- Welcome to Canada Guide <http://www.cic.gc.ca/english/pdf/pub/welcome.pdf>



## Staff at Mary Street

**Settlement Services:** Chandra Deo, Achan Akwai Cham, Sukaina Rehmtulla

**Language Instruction:** Bev Willms, Bill Weismiller, Gabby Labastida, Liz Migic, Natalie Haylock, Dan Berube, Debbie Lamberger, Janet Les, Louise Geddes

**Childcare:** Diane Braun, Vanessa Corke

**Chilliwack Local Immigration Partnership:** Kate Xiang

**Administrative Assistant:** Loretta Krueger

**Supervisor:** Michelle Price

**Director:** Suzanne Cameron

## Chilliwack Community Services Programs

**Ask a Settlement Worker for more information or a referral!**

<b>Early Years</b>	Better Beginnings, Central Gateway Preschool and Childcare, Child Care Resource and Referral Program, Family Literacy, Family Place and Sardis Family Place
<b>Youth Services</b>	REAL, "The Village" Residential Program, Young Hands Parenting, Recreation, Counselling, Reconnect, Support
<b>Family Services</b>	Families First, Family Support, Family Therapist, Sexual Assault Intervention, Specialized Victim Assistance Worker
<b>Senior Services</b>	Better at Home, Community Drivers, Meals on Wheels,
<b>Employment Services</b>	Self-Service Resources, Case Management Support, Workshops
<b>Other Programs</b>	Access to Legal Justice, Debt Counselling, Information/Referral