



**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 provides 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

Website: 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

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 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

Use of the kitchen is not permitted until further notice, due to COVID-19 safety protocols. Thank you for your understanding with this.

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!



Staff at Mary Street

Settlement Services: Jacqueline Luna, Karen Derksen, Karen Legere, Sukaina Rehmtulla

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

Childcare: Arlene Doyle, Vanessa Corke

Chilliwack Local Immigration Partnership: Ronda Cushnie

Administrative Assistant: Loretta Krueger

Supervisor: Michelle Price

Director: Suzanne Cameron

Chilliwack Community Services Programs

Ask a Settlement Worker for more information or a referral!

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