



**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 full participants in the community.

Location and Hours

9214 Mary Street, Chilliwack BC

Monday to Thursday 9:00am – 4:00pm
Friday & Evenings by appointment
Closed for lunch between 12:30-1:30pm

Phone: 604-393-3251
Text: 604-703-9410
Web: www.comserv.bc.ca

Settlement Services: Settlement@comserv.bc.ca **Language Services:** LINC@comserv.bc.ca

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

English Language Classes:

- Language Instruction for Newcomers to Canada (LINC)
- CLBPT Assessment Centre

Support Services:

- Immigrant Services Child Care
- Interpretation & Translation



Clients We Serve

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

Federal Clients:

Immigration, Refugees, and Citizenship Canada



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

- Permanent Resident
- Refugees
- Ukrainian temporary resident, eligible under the Canada-Ukraine Authorization for Emergency Travel (CUAET)

Provincial Clients:

Welcome BC Settlement and Integration Services



WelcomeBC

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

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 **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

Please do not come early as teachers and staff need to prepare for class.

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:

- **Text:** 604-703-9410 *Please program these numbers in your contacts
- **Or leave a voicemail at 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 _____."

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

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.



Kitchen

The kitchen can be used by students, clients and staff. Tea, sugar and whitener is available at no cost. Please put your dishes into the dishwasher.

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 Coordinator. The Program Coordinator 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. 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 any of the Program Staff (Teacher, Settlement Worker or Childcare Provider).
3. If this does not solve the problem, speak with the program supervisor and they will help you. For more information, ask the front desk staff for a copy of our agency Policy 8.10 Client Complaint Resolution form.



Community Resources

Community Resources are located in the lobby.

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!

Immigrant Services Team

Settlement Services:

Settlement Workers: Jacqueline Luna, Sukaina Rehmtulla

Settlement Worker in Schools: Alexa Hendricks

Employment Services: Munjeet Jennings, Sheeba Raju

Childcare: Christine Pyo, Vanessa Corke



Language Services:

Language Instructors: Angela Krikke, Bev Willms, Caitlyn Parray, Natalie Haylock, Liz Migic, Valda Kargbo; Bill Weismiller, Dan Berube, Debbie Lamberger, Janet Les

Chilliwack Local Immigration Partnership (LIP):

LIP Coordinator: Jaclyn Willems

LIP Special Projects: Amy Van Bergen

Administrative Assistant: Loretta Krueger

Supervisors:

Settlement & Childcare Services: Lana Deruyter deruyterl@comserv.bc.ca

English Language Classes & CLBPT Assessments: Michelle Price pricem@comserv.bc.ca

Director: Darlene Straarup

Chilliwack Community Services Programs

Early Years	Better Beginnings, Child Care Resource and Referral Program, Family Place, Early Years Family Navigator
Youth Services	The Village Transitional Housing, Young Family Program, Recreation, Counselling, Reconnect, Support
Family Services	Family Support and Specialized Victim Assistance Worker
Therapy Services	Outreach Family Therapy, Early Years Therapy, Youth and Family Therapy and Sexual Abuse Intervention Program
Senior Services	Better at Home, Meals on Wheels, Senior's Connector
Training and Education	Family Education, Pathways to Education and Business Certificate
Other Programs	Access to Legal Justice, Family Law Advocate, Debt Counselling