



**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”

Location and Hours

9214 Mary Street, Chilliwack BC

Monday to Friday 9:00am – 4:00pm

Evenings by appointment

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

Phone: 604-393-3251

Text: 604-702-8292

Web: www.comserv.bc.ca

Settlement Services: Settlement@comserv.bc.ca

Language Services: LINC@comserv.bc.ca

CCS Mission & Values

Mission

We partner with people and the community to create opportunities to enrich lives.

Vision

To be an innovative community partner empowering people to share, grow and belong.

Values

Share – Grow – Belong

Indigenous Community

Chilliwack Community Services acknowledges we are on unceded, traditional Stó:lō territory. We are committed to working towards the Truth and Reconciliation Calls to Action.

Immigrant Services is working towards the calls to action that are specific to Newcomers to Canada. Together with newcomers, we connect and learn from local Indigenous community members. We have resources in our lobby including copies of the Truth and Reconciliation Calls to Action and we share our learning within programming and English language classes. We acknowledge and promote the National Day of Truth & Reconciliation, Orange Shirt Day, Indigenous Peoples Day and

The Oath of Canadian Citizenship:

I affirm
That I will be faithful
And bear true allegiance
To His Majesty
King Charles the Third
King of Canada
His Heirs and Successors
And that I will faithfully observe
The laws of Canada
Including the Constitution
Which recognizes and affirms
The Aboriginal and treaty rights of
First Nations, Inuit and Métis peoples
And fulfil my duties as a Canadian citizen.

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)
- Canadian Language Benchmark Placement Test (CLBPT)
English Language Assessment Centre



Support Services:

- Immigrant Services Childminding
- Interpretation & Translation

Clients We Serve

Federal Clients:

Immigration, Refugees, and Citizenship Canada



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

- Permanent Resident
- Refugees
- Ukrainian temporary resident, Canada-Ukraine Authorization for Emergency Travel

Provincial Clients:

Welcome BC Settlement and Integration Services



WelcomeBC

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

If you would like services in French, we can refer you to a Francophone service provider.

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

Attendance:



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.

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 plan vacation time during program breaks. There are no classes during winter spring and summer break. If you take a vacation during the school year, we must offer your seat to another student on our waitlist – and you will go on the waitlist.

2023 – 2024 English Language Classes

September 5, 2023 – December 14, 2023

January 8, 2024 – March 14, 2024

April 8, 2024 – June 20, 2024

No Classes

Winter Break: December 15, 2023 - January 7, 2024

Spring Break: March 15, 2024 – April 7, 2024

Email or Call if you are going to be absent:



- **Email your teacher if you are in English Language Classes**
- **Text:** 604-702-8292
- **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 _____.”

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.

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.

Scent Free

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.

Chilliwack Community Services sites are smoke and tobacco free environments.

Weapons are not permitted in the building.



Pictures & Social Media

Sometimes we take photographs of participants and share them on Social Media or in our program.

If you prefer to not have your photographs shared, please do not pose in the picture.



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. Program surveys are sent to participants in the fall and spring as a way of gathering feedback.

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!

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
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
Other Programs	Access to Legal Justice, Family Law Advocate, Debt Counselling

We are glad you are here!

