

# INFORMATION FOR NEWCOMERS



**C.A.N.N.**

**COMMUNITY AIRPORT NEWCOMERS NETWORK**

VANCOUVER INTERNATIONAL AIRPORT

*VERSION 2011-10 ENGLISH*

# WELCOME TO CANADA

*This booklet has been provided to you by the Community Airport Newcomers Network (C.A.N.N.). Funding for this program is provided by the department of Citizenship and Immigration Canada and services are provided by S.U.C.C.E.S.S.. The program operates at the Vancouver International Airport 7 days a week, 8am to 8pm, except on public holidays. C.A.N.N. is staffed by a team of multi-lingual officers providing assistance to all newcomers on their first day of permanent residence in Canada. Special services are also provided to government and privately sponsored refugees.*

*Our services include:*

- *Orientation and assistance in the landing process;*
- *Information on what to do soon after arriving in Canada such as applying for medical insurance, registering children for school and finding a place to live;*
- *Referral to free government sponsored services for new immigrants in Canada such as settlement counselling, community organizations, information services, job search assistance, employment resource centres and much more!*



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# AT THE AIRPORT

## 1. IMMIGRANT LANDING PROCEDURES

Upon arrival at the airport, all new immigrants will:

- Report to **C.A.N.N.** for information and assistance.
- Report to a Canada Border Services Agency (**CBSA**) Officer for the immigration landing interview. Permanent Resident card (PR Card) processing begins at this time. Upon admittance to Canada, the CBSA Officer will provide you with a copy of original Confirmation of Permanent Residence document. This document will serve as your proof of residence in Canada until you receive your PR Card.
- Collect all baggage and report to a **CBSA** Officer at the Customs exit. Provide your **Customs Declaration Card** to the Officer. You may be required to have your baggage content checked at this time.
- After you have cleared the customs checkpoint, **Exit** the Customs Hall and enter the **International Reception Area**.

If you require additional assistance after exiting the Customs Hall, please approach one of the following: YVR Customer Services, Green Coat Volunteers and the Information Centres.

## 2. PERMANENT RESIDENT CARD

During your interview with a *Canada Border Service Agency (CBSA)* Officer you will receive a copy of your "Confirmation of Permanent Residence." This is a very important document which can be used as evidence of your permanent status before you receive your Permanent Resident Card (PR Card) or if your PR Card is lost.

Your PR Card will be mailed to you in about six weeks. If you did not provide an address during your landing interview, or if you move before you receive your PR Card, you will need to inform *Citizenship and Immigration Canada (CIC)* of the correct address by accessing the on-line Address Notification on the CIC Website at <https://services3.cic.gc.ca/ecas/?app=coanotify&lang=en>



**In order to board a commercial vehicle to travel back to Canada, you will need to show the transportation company your PR Card.**

If you discover that your Confirmation of Permanent Residence or PR Card contains incorrect information, please contact CIC. If your information changes after you become a permanent resident, you can apply for a new PR Card and pay a fee. You may check the status of your PR Card application by visiting CIC's website and selecting "Check Application Status" under "I Need To ...".

For more information please contact:

### CITIZENSHIP AND IMMIGRATION CANADA

**TEL:** 1-888-242-2100

**WEBSITE:** [www.cic.gc.ca](http://www.cic.gc.ca)

Call Centre Agents service: 8:00-16:00, Monday-Friday

Automated telephone service: 24 hours a day, 7 days a week

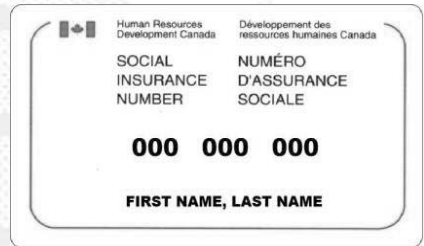
# IMPORTANT THINGS TO DO

## 3. SOCIAL INSURANCE NUMBER

You will need a Social Insurance Number (SIN) to work in Canada or to have access to government programs and benefits. To apply, simply take documents you need (Confirmation of Permanent Residence AND visa counterfoil affixed to a foreign passport or a travel document) to your nearest Service Canada Centre. You can get the application form from any Service Canada Centre or download it from [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca). If your application and documents are in order, you will get a Social Insurance Number in one visit and receive your card within 10 working days by mail. For more information and locations, please contact:

1-800-622-6232

[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)



### Service Canada Centres:

32525 Simon Avenue, **Abbotsford**

#100 - 3480 Gilmore Way, **Burnaby**

9345 Main Street, **Chilliwack**

#100 - 2963 Glen Drive, **Coquitlam**

#102 - 8747 204<sup>th</sup> Street, **Langley**

22325 Lougheed Highway, **Maple Ridge**

#201 - 620 Royal Avenue, **New Westminster**

#100 - 221 Esplanade West, **North Vancouver**

#350 - 5611 Cooney Road, **Richmond**

1440 Winnipeg Street, **Squamish**

13889 104<sup>th</sup> Avenue, **Surrey**

103 -15295 Highway 10, **Surrey**

125 10<sup>th</sup> Avenue East, **Vancouver**

1420 Kingsway, **Vancouver**

#415 Sinclair Centre, 757 West Hastings Street, **Vancouver**

## SERVICE CANADA CENTRE

Service Canada offers one-stop access to a wide range of Government of Canada programs and services. In addition to processing SIN applications, Service Canada Centres provide access to over 60 different government programs and services. The following list is an example of programs and benefits that Service Canada may be able to help you access:

- Social Insurance Numbers (SIN)
- Job and skills training
- Youth Employment Programs
- Business Development Programs

Service Canada can be accessed through 1-800-O-Canada, online at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca), or in person at any Service Canada Centre across Canada. Appointments are not necessary.

## 4. MEDICAL INSURANCE

The Medical Services Plan (MSP) insures medically required services provided by physicians and supplementary health care practitioners, laboratory services and diagnostic procedures. For details on services covered under MSP, visit [www.health.gov.bc.ca/msp](http://www.health.gov.bc.ca/msp).

Residents of British Columbia must enrol themselves and their dependants with MSP. Under the Medicare Protection Act, a resident is defined as a person who meets the following conditions:

is physically present in BC at least 6 months in a calendar year

(a calendar year runs from January 1 to December 31);

is a citizen of Canada or is lawfully admitted to Canada for permanent residence, and makes his or her home in BC.

Premium rates vary according to the family size: \$60.50/month for 1 person, \$109/month for a family of 2, and \$121/month for a family of 3 or more. Children are no longer eligible for coverage as dependents when they:

- marry or live together in a marriage-like relationship, or
- start full-time employment, or

- turn 19. However, coverage can continue for dependents who are full-time students under age 25.

To enrol with MSP, complete the application form and mail it as soon as possible along with photocopies of documents to support the legal name and immigration status of all persons listed on your application. New immigrants are eligible for coverage after completing a waiting period that normally consists of the balance of the month of arrival plus two months. If absences from Canada exceed a total of 30 days during the waiting period, eligibility for benefits may be affected. In such cases, please contact the Medical Services Plan Office before leaving so that your entitlement to enrolment during absences can be determined.

Medical Insurance for the first three months may be purchased from a private insurance company. A list of insurance companies can be found in the local phone directory.



For more information, please contact:

### **MEDICAL SERVICES PLAN OF BC (CALL CENTRE):**

604-683-7151 (Vancouver)    1-800-663-7100 (Other cities)

Customer Service representatives: 8:00 - 16:30 Mon – Fri

Automated service: 24 hours a day, 7 days a week

**WEBSITE:** [www.hibc.gov.bc.ca](http://www.hibc.gov.bc.ca)

## 5. CANADA CHILD TAX BENEFIT

The Canada Child Tax Benefit (CCTB) is a tax free monthly payment made to eligible families to help them with the cost of raising children under age 18. To be eligible to receive the CCTB, you must meet the following conditions:

You must live with the child, and the child must be under 18;

You must be the person who is primarily responsible for the care and upbringing of the child;



You must be a resident of Canada for tax purposes. (You are considered to be a resident of Canada when you establish sufficient residential ties in Canada).

You or your spouse or common law partner must be a Canadian citizen or permanent resident.

You need to have a Social Insurance Number to apply for CCTB.

For additional information, please contact:

**CANADA REVENUE AGENCY**

**TEL:** 1-800-387-1193

**WEBSITE:** [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

# SERVICES FOR NEW IMMIGRANTS

## 6. ENGLISH LANGUAGE SERVICES FOR ADULTS

ELSA stands for English Language Services for Adults. The ELSA program provides free basic and intermediate level English training for adult newcomers to Canada and is funded by the Government. To apply for ELSA, please contact one of the following offices:

For people living in *Vancouver, North Vancouver, West Vancouver, Richmond, South Delta, Burnaby or New Westminster*:

### **WESTERN ESL SERVICES**

#208-2525 Commercial Drive, Vancouver

Phone: 604-876-5756

Fax: 604-876-0134

For people living in *Surrey, North Delta, Coquitlam, Port Coquitlam, Maple Ridge or the Fraser Valley*:

### **SURREY LANGUAGE ASSESSMENT CENTRE**

#202-7337 137<sup>th</sup> Street, Surrey

Phone: 604-507-4150

Fax: 604-507-4155

For ELSA in other cities, please contact the local settlement agencies listed in the **SETTLEMENT SERVICES** section of this booklet.

After you apply, you will be given an appointment for an interview and have an English assessment (test). The assessment office will decide your level. For more information, visit [www.elsanet.org](http://www.elsanet.org).

For ELSA information in other languages (Arabic, Chinese, Dari, Farsi, French, Karen, Korean, Punjabi, Russian, Spanish, Urdu, Vietnamese), visit [www.elsanet.org/ELSA\\_brochure.html](http://www.elsanet.org/ELSA_brochure.html)

## 7. SETTLEMENT SERVICES

As a new immigrant to Canada, you may require help in your settlement. The following is a list of non-profit organizations providing **free services** to newcomers. The settlement services provided by these organizations are specially designed to suit the needs of newcomers. Services may include: information and orientation, form filling, free workshops, job search assistance, counselling, interpretation, translation, English language training, etc.

Most of the settlement programs are funded by the government of BC. The following BC government's website also provides comprehensive information on programs listed below and on settling down and working in British Columbia: [www.welcomebc.ca](http://www.welcomebc.ca) .

### IMMIGRANT SETTLEMENT ORGANIZATIONS

#### ABBOTSFORD

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##### **Abbotsford Community Services**

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

2420 Montrose Avenue, Abbotsford 1-604-859-7681  
(English, Arabic, Chinese, Farsi, German, Hindi, Japanese, Korean, Pashto, Punjabi, Russian, Spanish, Swahili, Ukrainian, Urdu, Vietnamese)

#### BURNABY

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##### **Immigrant Services Society of BC**

[www.issbc.org](http://www.issbc.org)

#207-7355 Canada Way, Burnaby 604-395-8000  
(English, French, Arabic, Chinese, Dari, Farsi, Hindi, Korean, Punjabi, Russian, Swahili)

##### **MOSAIC**

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

- 7297 Kingsway, Burnaby 604-636-4712  
(English, French, Chinese, Farsi, Korean)
  
- 4533 Kingsborough, Burnaby (Chinese Christian Mission Centre)  
(English, Chinese) 604-877-8606

##### **S.U.C.C.E.S.S. Burnaby Settlement Service**

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

#118-5021 Kingsway, Burnaby 604-430-1899  
(English, French, Chinese, Farsi, Korean, Russian)

## **CHILLIWACK**

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### **Chilliwack Community Services**

9214 Mary Street, Chilliwack

(English, interpreting for other languages available upon request)

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

1-604-393-3251

## **COQUITLAM**

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### **Immigrant Services Society of BC**

▪ #240A -3020 Lincoln Avenue, Coquitlam

(English, French, Chinese, Dari, Farsi, Korean, Nepali, Pashto, Russian, Spanish, Tagalog)

[www.issbc.org](http://www.issbc.org)

778-284-7026

▪ 740 Smith Avenue, Coquitlam

(English, Dari, Farsi, Nepali)

778-284-7026

### **S.U.C.C.E.S.S.**

(English, Chinese, Farsi, Korean, Tagalog)

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

▪ #2058 Henderson Place, 1163 Pinetree Way, Coquitlam

604-468-6000

▪ 435B North Road, Coquitlam

604-936-5900

## **LANGLEY**

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### **Immigrant Services Society of BC**

204A - 20621 Logan Avenue, Langley

(English, Chinese, Karen, Korean, Spanish, Swahili)

[www.issbc.org](http://www.issbc.org)

604-684-7498

### **Langley Community Services Society**

5339 207<sup>th</sup> Street, Langley

(English, French, Arabic, Chinese, Karen, Korean, Punjabi, Spanish, Vietnamese)

[www.lcss.ca](http://www.lcss.ca)

604-534-7921

## **MAPLE RIDGE**

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### **Immigrant Services Society of BC**

320 – 22470 Dewdney Trunk Road, Maple Ridge

(English, Chinese, Korean, Russian)

[www.issbc.org](http://www.issbc.org)

778-284-7026

## **MISSION**

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### **Mission Community Services Society**

33179 2<sup>nd</sup> Avenue, Mission

(English, Hindi, Punjabi, Urdu)

1-604-826-3634

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

## **NEW WESTMINSTER**

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### **Immigrant Services Society of BC**

#301-321 6<sup>th</sup> Street, New Westminster  
(English, Arabic, Korean, Oromo, Russian)

[www.issbc.org](http://www.issbc.org)

604-395-8000

### **MOSAIC (Fraser Side Community Services Society)** 604-522-3722

519 7<sup>th</sup> Street, New Westminster  
(English, French, Farsi)

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

## **NORTH VANCOUVER**

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### **North Shore Multicultural Society**

#207- 123 East 15<sup>th</sup> Street, North Vancouver  
(English, Chinese, Farsi, Korean)

[www.nsms.ca](http://www.nsms.ca)

604-988-2931

## **RICHMOND**

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### **CHIMO**

(English, French, Chinese, Dutch, Hindi, Italian, Japanese, Korean, Punjabi, Russian, Spanish, Tagalog, Urdu)

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

- #120 – 7000 Minoru Boulevard, Richmond 604-279-7077
- 8151 Park Road, Richmond 604-247-1175

### **Immigrant Services Society of BC**

#110 – 5751 Cedarbridge Way, Richmond  
(English, Chinese)

[www.issbc.org](http://www.issbc.org)

604-684-7498

### **Richmond Multicultural Community Services**

#210-7000 Minoru Boulevard, Richmond  
(English, French, Chinese, Farsi, Hindi, Korean, Punjabi, Russian, Spanish, Tagalog, Urdu, Vietnamese)

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

604-279-7160

### **S.U.C.C.E.S.S.**

#220-7000 Minoru Boulevard, Richmond  
(English, Chinese, Farsi, Hindi, Punjabi, Tagalog)

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

604-279-7180

## **SURREY**

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**DIVERSEcity Community Resources Society** [www.dcrs.ca](http://www.dcrs.ca)  
(English, French, Arabic, Bengali, Chinese, Farsi, Hindi, Karen, Korean,  
Punjabi, Rohingya, Somali, Spanish, Urdu)

- #1107, 7330 137th Street, Surrey 604-597-0205
- #306, 10252 City Parkway, Surrey 604-597-0205

**Options Community Services** [www.options.bc.ca](http://www.options.bc.ca)  
13520 78 Avenue, Surrey 604-572-4060  
(English, Arabic, Chinese, Hindi, Korean, Punjabi, Somali, Spanish, Tagalog,  
Vietnamese)

**Progressive Intercultural Community Service Society**  
#205-12725 80 Avenue, Surrey 604-596-7722  
(English, Arabic, Dari, Farsi, Hindi, Pashto, Punjabi, Urdu) [www.pics.bc.ca](http://www.pics.bc.ca)

**S.U.C.C.E.S.S.** [www.success.bc.ca](http://www.success.bc.ca)  
#206-10090 152<sup>nd</sup> Street, Surrey 604-588-6869  
(English, French, Arabic, Chinese, Korean, Tagalog)

## **VANCOUVER**

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**Collingwood Neighbourhood House** [www.cnh.bc.ca](http://www.cnh.bc.ca)  
5288 Joyce Street, Vancouver 604-435-0323  
(English, Mandarin, Spanish, Tagalog,)

**Immigrant Services Society of BC** [www.issbc.org](http://www.issbc.org)  
530 Drake Street, Vancouver 604-684-7498  
(English, French, Arabic, Bengali, Farsi, Hindi, Nepali, Pashto, Punjabi,  
Russian, Serbo-Croatian, Somali, Spanish, Swahili, Tagalog)

**Kiwassa Neighbourhood House** [www.kiwassa.ca](http://www.kiwassa.ca)  
2425 Oxford Street, Vancouver 604-254-5401  
(English, Chinese, Spanish)

**Little Mountain Neighbourhood House** [www.lmnhs.bc.ca](http://www.lmnhs.bc.ca)  
3981 Main Street, Vancouver 604-879-7104  
(English, Chinese, French, Spanish, Vietnamese)

**MOSAIC**

2nd floor, 1720 Grant Street, Vancouver

(English, Arabic, Chinese, Korean, Spanish, Tagalog, Vietnamese)

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

604-254-9626

**Multicultural Helping House Society**

4802 Fraser Street, Vancouver

(English, Bengali, Tagalog)

[www.helpinghouse.org](http://www.helpinghouse.org)

604-879-3277

**Progressive Intercultural Community Services**

#102, 8157 Main Street, Vancouver

(English, Dari, Farsi, Hindi, Pashto, Punjabi, Urdu)

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

778-371-8552

**South Vancouver Neighbourhood House**

6470 Victoria Drive, Vancouver

(English, French, Chinese, Hindi, Korean, Punjabi, Urdu, Vietnamese)

[www.southvan.org](http://www.southvan.org)

604-324-6212

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

▪ #300 - 8268 Granville Street, Vancouver

(English, Chinese, Korean)

▪ 28 West Pender Street, Vancouver

(English, Chinese, Vietnamese)

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

604-323-0901

604-684-1628

**Vancouver Association for Survivors of Torture (VAST)**

(Trauma Counselling, specialized settlement services)

2618 East Hastings Street, Vancouver

(English, Farsi, Spanish, interpreting for other languages available)

604-299-3539

[www.vast-vancouver.ca](http://www.vast-vancouver.ca)

# COMMUNITY RESOURCES

## 8. PUBLIC LIBRARIES

Most communities have public libraries where you can borrow books, magazines, videos, CD's, DVD's and tapes for free. Access to computers and the internet is also available free of charge. Libraries have books for adults and children, easy reading books and books in many languages. Public workshops and lectures on various subjects are also held from time to time. To locate the branch near you, visit one of the websites listed below.

### LOWER MAINLAND BRANCHES

Vancouver	604-331-3603	<a href="http://www.vpl.ca">www.vpl.ca</a>
Burnaby	604-436-5427	<a href="http://www.bpl.bc.ca">www.bpl.bc.ca</a>
Coquitlam	604-937-4144	<a href="http://www.library.coquitlam.bc.ca">www.library.coquitlam.bc.ca</a>
Fraser Valley	604-859-7141	<a href="http://www.fvrl.bc.ca">www.fvrl.bc.ca</a>
New Westminster	604-527-4660	<a href="http://www.nwpl.ca">www.nwpl.ca</a>
North Vancouver	604-990-5800	<a href="http://www.nvdpl.north-van.bc.ca">www.nvdpl.north-van.bc.ca</a>
Richmond	604-231-6401	<a href="http://www.yourlibrary.ca">www.yourlibrary.ca</a>
Surrey	604-598-7300	<a href="http://www.spl.surrey.bc.ca">www.spl.surrey.bc.ca</a>

## 9. COMMUNITY SERVICES

The following is a list of community-based organizations that offer a variety of services. Information on other community organizations can be provided to you by agencies listed in section 7.

### CCFI – Connection Centre for Francophone Immigrants

[www.vivreencb.ca](http://www.vivreencb.ca) 604-630-0316

**Chinese Cultural Centre** [www.cccvan.com](http://www.cccvan.com) 604-658-8850

**Collège Éducacentre** (Service in French) [www.educacentre.com](http://www.educacentre.com)  
604-708-5100

**Croatian Cultural Centre** [www.croatiancentre.com](http://www.croatiancentre.com) 604-879-0154

**Family Services of Greater Vancouver** [www.fsgv.ca](http://www.fsgv.ca) 604-731-4951

**Hispanic Community Centre Society of BC** [www.vcn.bc.ca/hispanic](http://www.vcn.bc.ca/hispanic)

**Japanese Community Volunteers' Association**

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

604-687-2172

**Kalayaan Centre** [www.kalayaancentre.net](http://www.kalayaancentre.net)

604-215-1103

**La Boussole** (Service in French) [www.lbv.ca](http://www.lbv.ca)

604-683-7337

**La Fédération des Francophones de la Colombie-Britannique**

(Service in French) [www.ffcb.ca](http://www.ffcb.ca)

604-732-1420

**Multicultural Family Centre (REACH)**

[www.reachcentre.bc.ca/mfc.htm](http://www.reachcentre.bc.ca/mfc.htm)

604-254-5456

**Nepal Cultural Society of British Columbia**

[www.ncsbc.org](http://www.ncsbc.org)

**Pacific Immigrant Resources Society**

(Special Programs for Women)

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

604-298-5888

**Polish Community Centre**

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

604-874-8620

**Qmunity - BC's Queer Resource Centre**

[www.qmunity.ca](http://www.qmunity.ca)

604-684-5307

**Shalom BC (Jewish Community Centre)**

[www.shalombc.org](http://www.shalombc.org)

604-257-5181

**Taiwanese Canadian Cultural Society**

[www.tccs.ca](http://www.tccs.ca)

604-267-0901

**YMCA** [www.vanymca.org](http://www.vanymca.org)

604-681-9622

**YWCA** [www.ywcavan.org](http://www.ywcavan.org)

604-895-5800

# EDUCATION

## 10. SCHOOLING FOR CHILDREN

### A. ENROLLING YOUR CHILDREN IN PUBLIC SCHOOL

The British Columbia school system accepts students from 5 to 19 years of age. For students settling in the city of Vancouver, school registration will be done at **the District Reception and Placement Centre**. For other cities, students will need to register at their catchment school (which can be found on the school district website or by contact your local school district office).

The parent or legal guardian must come with the student when registering and must present the following original documents (plus an English translation of all documents NOT in English).

1. Proof of residence
  - Home owners - recent property tax statement
  - Tenants - a formal rental or lease agreement
2. Child's birth certificate (ideally showing parents' name/s)
3. Immigration documents, Canadian Citizenship documents for parents and child(ren)
4. Immunization records (if available) and other important health information (e.g. medical alerts)
5. Child's previous report cards
  - a) Elementary - Two most recent years of report cards
  - b) Secondary - All report cards from grade 7/age 13 to present
6. Any other relevant documentation involving guardianship, court orders, etc.

For more information on registration and other school programs, please visit your school district website.

### B. SWIS

Most school boards have Settlement Worker in Schools (SWIS) who can help facilitate the settlement and integration of newcomer families through referrals and cross-cultural education. For more information, please contact your school board.

## C. LOWER MAINLAND SCHOOL DISTRICT OFFICES

<b>ABBOTSFORD</b> 2790 Tims Street, Abbotsford	<a href="http://www.sd34.bc.ca">www.sd34.bc.ca</a> 1-604-859-4891
<b>BURNABY</b> 5325 Kincaid Street, Burnaby	<a href="http://www.sd41.bc.ca">www.sd41.bc.ca</a> 604-664-8441
<b>COQUITLAM</b> 550 Poirier Street, Coquitlam	<a href="http://www.sd43.bc.ca">www.sd43.bc.ca</a> 604-939-9201
<b>DELTA</b> 4585 Harvest Drive, Delta	<a href="http://web.deltasd.bc.ca">http://web.deltasd.bc.ca</a> 604-946-4101
<b>LANGLEY</b> 4875 222 <sup>nd</sup> Street, Langley	<a href="http://www.sd35.bc.ca">www.sd35.bc.ca</a> 604-534-7891
<b>MAPLE RIDGE / PITT MEADOWS</b> 22225 Brown Avenue, Maple Ridge	<a href="http://www.sd42.ca">www.sd42.ca</a> 604-463-4200
<b>MISSION</b> 33046 Fourth Avenue, Mission	<a href="http://www.mpsd.ca">www.mpsd.ca</a> 604-826-6286
<b>NEW WESTMINSTER</b> 1001 Columbia Street, New Westminster	<a href="http://www.sd40.bc.ca">www.sd40.bc.ca</a> 604-517-6240
<b>NORTH VANCOUVER</b> 721 Chesterfield Avenue, North Vancouver	<a href="http://www.nvsd44.bc.ca">www.nvsd44.bc.ca</a> 604-903-3444
<b>RICHMOND</b> 7811 Granville Avenue, Richmond	<a href="http://www.sd38.bc.ca">www.sd38.bc.ca</a> 604-668-6000
<b>SURREY/WHITEROCK</b> English Language Learner Welcome Centre #120, 7525 King George Boulevard, Surrey	<a href="http://www.sd36.bc.ca">www.sd36.bc.ca</a> <a href="http://www.welcomecentre.sd36.bc.ca">www.welcomecentre.sd36.bc.ca</a> 604-543-3060
<b>VANCOUVER</b> District Reception & Placement Centre 1000 East 59 <sup>th</sup> Avenue, Vancouver	<a href="http://www.vsb.bc.ca">www.vsb.bc.ca</a> (8:30 am. - 11 am Mon.-Fri.) 604-713-5999
<b>WEST VANCOUVER</b> 1075 21 <sup>st</sup> Street, West Vancouver	<a href="http://www.sd45.bc.ca">www.sd45.bc.ca</a> 604- 981-1000

## D. ENROLLING YOUR CHILDREN IN PRIVATE SCHOOL

If you would like to enrol your child in a private school, you may use the local phone directory to locate private schools or contact:

**Federation of Independent School Associations**  
150 Robson Street, Vancouver

[www.fisabc.ca](http://www.fisabc.ca)  
604-684-6023

## 11. POST SECONDARY EDUCATIONAL INSTITUTIONS

In Canada, post secondary education is not free. Before you decide to pursue further studies in Canada, you should research various post secondary institutions to learn more about the courses they offer, whether they provide co-op (work experience) programs, their entrance requirements and the waiting period before admission to the program. Most schools provide all this information on their website and free academic counselling may be available on campus.

### UNIVERSITIES, COLLEGES & INSTITUTES

BC Universities offer degree programs in many fields. University-colleges offer some programs, which may also lead to a university degree. Colleges mainly offer first and second year university courses, technical or job training programs and diploma or certificate courses. For reliable and detailed information about post-secondary programs available in BC, visit [www.educationplanner.ca](http://www.educationplanner.ca).

For information on university transfer courses, visit [www.bctransferguide.ca](http://www.bctransferguide.ca).

- **BC INSTITUTE OF TECHNOLOGY** [www.bcit.ca](http://www.bcit.ca)  
Burnaby Campus: 3700 Willingdon Avenue, Burnaby 604-434-5734  
Downtown Campus: 555 Seymour Street, Vancouver 604-434-5734  
Marine Campus: 265 W. Esplanade, North Vancouver 604-453-4100  
Aerospace Technology Campus  
3800 Cessna Drive, Richmond 604-419-3744  
Great Northern Way Campus  
555 Great Northern Way, Vancouver 604-456-8195
- **CAPILANO UNIVERSITY** [www.capilanou.ca](http://www.capilanou.ca)  
2055 Purcell Way, North Vancouver 604-986-1911  
1150 Carson Place, Squamish (Squamish Campus) 604-892-5322

- **DOUGLAS COLLEGE** [www.douglas.bc.ca](http://www.douglas.bc.ca)  
 New Westminster Campus: 700 Royal Ave., New Westminster 604-527-5400  
 David Lam Campus: 1250 Pinetree Way, Coquitlam 604-527-5400
- **EMILY CARR UNIVERSITY OF ART & DESIGN** [www.ecuad.ca](http://www.ecuad.ca)  
 1399 Johnston Street, Vancouver 604-844-3800
- **KWANTLEN POLYTECHNIC UNIVERSITY** [www.kwantlen.bc.ca](http://www.kwantlen.bc.ca)  
 Richmond Campus: 8771 Lansdowne Road, Richmond 604-599-2100  
 Surrey Campus: 12666 72<sup>nd</sup> Avenue, Surrey 604-599-2100  
 Langley Campus: 20901 Langley Bypass, Langley 604-599-2100  
 Cloverdale Campus: 5500 180<sup>th</sup> Street, Cloverdale 604-599-2100
- **LANGARA COLLEGE** [www.langara.bc.ca](http://www.langara.bc.ca)  
 100 West 49<sup>th</sup> Avenue, Vancouver 604-323-5511
- **SIMON FRASER UNIVERSITY** [www.sfu.ca](http://www.sfu.ca)  
 Burnaby Campus: 8888 University Drive, Burnaby 778-782-3111  
 Vancouver Campus: 515 W. Hastings Street, Vancouver 778-782-5000  
 Surrey Campus: 250-13450 102<sup>nd</sup> Avenue, Surrey 778-782-7400
- **UNIVERSITY COLLEGE OF THE FRASER VALLEY** [www.ufv.ca](http://www.ufv.ca)  
 33844 King Road, Abbotsford 1-604-504-7441  
 45635 Yale Road, Chilliwack 1-604-792-0025  
 33700 Prentis Avenue, Mission 1-604-557-7603
- **UNIVERSITY OF BRITISH COLUMBIA** [www.ubc.ca](http://www.ubc.ca)  
 Main Campus: 2329 West Mall, UBC Vancouver 604-822-2211  
 Downtown Campus: 800 Robson Street, Vancouver 604-822-3333
- **VANCOUVER COMMUNITY COLLEGE** [www.vcc.ca](http://www.vcc.ca)  
 City Centre Campus: 250 West Pender Street, Vancouver 604-443-8300  
 Broadway Campus: 1155 East Broadway, Vancouver 604-871-7000

There may be many colleges, business schools and technical institutes which offer further studies in a field of interest to you. To find out which schools are accredited by the Provincial Government, please contact:

**PRIVATE CAREER TRAINING INSTITUTIONS AGENCY (OF BC)**  
 TEL: 604-660-4400 WEBSITE: [www.pctia.bc.ca](http://www.pctia.bc.ca)

# EMPLOYMENT

## 12. LOOKING FOR WORK

There are many free services available to assist newcomers in their search for work and career planning. These services may assist you in:

- ✓ effectively using Canadian Labour Market information
- ✓ learning how to find jobs that are not advertised
- ✓ designing effective resumes and cover letters
- ✓ contacting employers, networking and communicating effectively
- ✓ marketing yourself to employers and succeeding at job interviews
- ✓ building your confidence in a team environment
- ✓ exploring educational, training or business opportunities
- ✓ evaluating your credentials and upgrading your skills.

Some job search and career exploration services may also include free computer and English classes. In order to access many of the career related services listed above, you may need to establish contact with a Case Manager who will work with you one-on-one to help you achieve your objectives. A list of agencies providing a variety of job search assistance services follows. Additional information may also be found on the Lower Mainland Employment Resources website: [www.lmer.ca](http://www.lmer.ca).

### A. JOB SEARCH & CAREER EXPLORATION SERVICES

#### ABBOTSFORD/MISSION

Abbotsford Community Services

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

1-604-859-7681

CARE (Abbotsford)

[www.careonline.ca](http://www.careonline.ca)

1-604-755-3388

CARE (Mission)

[www.careonline.ca](http://www.careonline.ca)

1-604-814-0732

Mission Community Skills Centre [www.missioncsc.org](http://www.missioncsc.org)

1-604-826-0626

#### BURNABY

Douglas College – Skills Connect

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

604-438-3045

Immigrant Services Society of BC

[www.issbc.org](http://www.issbc.org)

604-395-8000

MOSAIC [www.mosaicbc.com](http://www.mosaicbc.com) 604-636-4712  
Skills Connect for Immigrants [www.skillsconnect.ca](http://www.skillsconnect.ca) 604-575-3800  
S.U.C.C.E.S.S. Employment Services [www.success.bc.ca](http://www.success.bc.ca)  
604-438-2100  
Training Innovations -Burnaby (Skills Connect for Immigrants)  
[www.training-innovations.com](http://www.training-innovations.com) 604-298-4720 ext 278

## COQUITLAM

Douglas College – Skills Connect [www.douglas.bc.ca](http://www.douglas.bc.ca)  
604-777-6099  
Immigrant Services Society of BC [www.issbc.org](http://www.issbc.org) 778-284-7026  
RDK Career Services [www.rdk.bc.ca](http://www.rdk.bc.ca) 604-933-1200  
Skills Connect for Immigrants [www.skillsconnect.ca](http://www.skillsconnect.ca) 604-575-3800  
S.U.C.C.E.S.S. Employment Services [www.success.bc.ca](http://www.success.bc.ca)  
604-472-0688

## LANGLEY

Immigrant Services Society of BC [www.issbc.org](http://www.issbc.org) 604-684-7498

## MAPLE RIDGE

Bowman Employment Service  
[www.bowmanemployment.com](http://www.bowmanemployment.com) 604-466-1375  
Immigrant Services Society of BC [www.issbc.org](http://www.issbc.org) 778-284-7026

## NEW WESTMINSTER

Fraserside Community Services Society  
[www.fraserside.bc.ca/erc/index.htm](http://www.fraserside.bc.ca/erc/index.htm) 604-522-9701  
Immigrant Services Society of BC [www.issbc.org](http://www.issbc.org) 604-522-5902

## NORTH VANCOUVER

North Shore Multicultural Society [www.nsms.ca](http://www.nsms.ca) 604-988-2931  
Skills Connect for Immigrants [www.skillsconnect.ca](http://www.skillsconnect.ca) 604-575-3800  
Training Innovations [www.training-innovations.com](http://www.training-innovations.com) 604-929-1730

## RICHMOND

CHIMO [www.chimocrisis.com](http://www.chimocrisis.com) 604-279-7077 / 604-247-1175  
Richmond Career Centre @ ISS [www.issbc.org](http://www.issbc.org) 604-233-7031  
Richmond Employment Resource Centre 604-244-9262  
Richmond Multicultural Community Services [www.rmcs.bc.ca](http://www.rmcs.bc.ca)  
604-279-7077  
Skills Connect for Immigrants [www.skillsconnect.ca](http://www.skillsconnect.ca) 604-575-3800

## SQUAMISH

1-888-882-2238

Training Innovations

[www.training-innovations.com](http://www.training-innovations.com)

604-815-4550

## SUNSHINE COAST – SECHELT

Sunshine Coast Employment Centre

[www.scces.ca](http://www.scces.ca)

604-885-7443

## SURREY / DELTA

DIVERSEcity Community Resources Society [www.dcrs.ca](http://www.dcrs.ca) 604-597-0205

Douglas College [www.douglas.bc.ca/training-community-education.html](http://www.douglas.bc.ca/training-community-education.html)

• Skills Connect for Immigrants 604-588-7772

Multilingual Employment Resource Centre – ISS 604-595-4021

Options Community Services [www.options.bc.ca](http://www.options.bc.ca) 604-572-4060

Progressive Intercultural Community Services Society 604-596-7722

Skills Connect for Immigrants [www.skillsconnect.ca](http://www.skillsconnect.ca) 604-575-3800

South Delta Employment Resource Centre 604-946-0324

Surrey Community Services -Whalley Employment Resource Centre

[www.whalleyemploymentresourcecentre.com](http://www.whalleyemploymentresourcecentre.com) 604-584-0003

Surrey Employment Resource Centre [www.serc-n.com](http://www.serc-n.com) 604-501-2224

## VANCOUVER

Collège Éducacentre (French) [www.educacentre.com](http://www.educacentre.com) 604-708-5100

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

Family Services of Greater Vancouver [www.fsgv.ca](http://www.fsgv.ca) 604-434-0367

Immigrant Services Society of BC [www.issbc.org](http://www.issbc.org) 604-684-2504

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

La Boussole (French) [www.lbv.ca](http://www.lbv.ca) 604-683-7337

MOSAIC <http://www.mosaicbc.com/> North Office 604-254-9626

South Office 604-708-9300

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

Skills Connect for Immigrants [www.skillsconnect.ca](http://www.skillsconnect.ca) 604-575-3800

South Vancouver Neighbourhood House [www.southvan.org](http://www.southvan.org)

604-324-6212

S.U.C.C.E.S.S. Employment Services [www.success.bc.ca](http://www.success.bc.ca)

• Fraser Street 604-324-8300

• Keefer Place (Chinatown) 604-608-1636

YWCA Employment Resource Centre [www.ywcavan.org](http://www.ywcavan.org) 604-263-5005

## B. ADDITIONAL CAREER RESOURCES

The following websites may also provide you with valuable information on pursuing your career here in Canada:

BC Internationally Trained Professionals Network	<a href="http://www.bcitp.net">www.bcitp.net</a>
Canadian Information Centre for International Credentials (CICIC)	<a href="http://www.cicic.ca">www.cicic.ca</a>
Day Planner	<a href="http://www.cfeedayplanner.com">www.cfeedayplanner.com</a>
Employment Standards Branch	<a href="http://www.labour.gov.bc.ca/esb">www.labour.gov.bc.ca/esb</a>
Job Bank (Job Postings)	<a href="http://www.jobbank.gc.ca">www.jobbank.gc.ca</a>
Labour Market Information - Workfutures	<a href="http://www.workfutures.bc.ca">www.workfutures.bc.ca</a>
Skilled Immigrant InfoCentre	<a href="http://www.skilledimmigrants.vpl.ca">www.skilledimmigrants.vpl.ca</a>

## 13. SELF-EMPLOYMENT / BUSINESS

There are a number of programs and services that can help you if you are interested in starting your own business. They may be able to provide you with guidance on how to research your business ideas, business plan guides, demographics, international market, and trade and industry data. They provide information on trade shows and trade opportunities and information on the HST and other Income Tax issues that affect businesses. Services may also be provided in other languages.

- **Canada Business –Services for Entrepreneurs**  
[www.canadabusiness.ca](http://www.canadabusiness.ca)
- **Ministry of Small Business, Technology and Economic Development**  
[www.gov.bc.ca/tted](http://www.gov.bc.ca/tted)
- **Service BC -Business** [www.servicebc.gov.bc.ca/business/](http://www.servicebc.gov.bc.ca/business/)
- **S.U.C.C.E.S.S. - Business and Economic Development Centre**  
#200–1755 West Broadway, Vancouver [www.success.bc.ca](http://www.success.bc.ca)  
604-732-3278

## 14. CREDENTIAL EVALUATION

### A. WORKING IN REGULATED OCCUPATIONS

Each regulated occupation sets its own requirements for assessment and recognition. Professional associations need to know whether your training has met the educational standards required to practice in BC. In order to qualify for practice in BC, you may be required to undergo

professional and language examinations, submit to a review of your qualifications, and undertake a period of supervised work. You can find out more about the specific requirements for recognition of your qualifications in your profession/trade by contacting the professional association governing your occupation in section D.

To find out if your profession is regulated and other related information, visit [www.workingincanada.gc.ca](http://www.workingincanada.gc.ca).

You should be aware that the recognition process is different in each province and territory and for each profession/trade. It can be a costly and time-consuming process. It is therefore important that you obtain all the information you need to know about the process and specific requirements before undertaking an assessment. Some of these professional associations use International Credential Evaluation Service (ICES) evaluations. You can find more information on this service in section C.

## **B. WORKING IN NON-REGULATED OCCUPATIONS**

For a non-regulated occupation, requirements for employment can vary from very specific to very general. You may be expected to demonstrate a certain level of skill and competence, to have completed a certain number of years of education, and even to have personal characteristics suitable for the job. Since these requirements are not regulated by provincial or territorial law, it is up to the employer to decide whether your qualifications earned outside Canada are equivalent to Canadian credentials required for the occupation.

## **C. CREDENTIAL EVALUATION SERVICE**

**Foreign Credentials Referral Office:** helps internationally trained individuals have their credentials assessed and recognized more quickly.

Telephone: 1-888-854-1805

Website: [www.credentials.gc.ca](http://www.credentials.gc.ca)

In-person: any Service Canada Centre

**The International Credential Evaluation Service (ICES) evaluates**

the educational credentials for people who have completed studies outside of Canada, and compares them to Canadian educational credentials. Please note that **not** all educational institutions and employers accept ICES evaluations (e.g. chartered accountants, dentists, medical doctors, engineers, public school teachers, registered nurses etc, all have their own evaluations and exams).

### **International Credential Evaluation Service (ICES)**

[www.bcit.ca/ices](http://www.bcit.ca/ices)

Additional information may also be found by contacting:

### **Canadian Information Centre For International Credentials (CICIC)**

[www.cicic.ca](http://www.cicic.ca)

## **D. PROFESSIONAL ASSOCIATIONS AND REGULATORY BODIES**

### **ACCOUNTANTS**

- Certified General Accountants' Association of BC [www.cga-bc.org](http://www.cga-bc.org)
- Certified Management Accountants Society of BC [www.cmabc.com](http://www.cmabc.com)
- Institute of Chartered Accountants of BC [www.ica.bc.ca](http://www.ica.bc.ca)

### **AGROLOGISTS**

- BC Institute of Agrologists [www.bcia.com](http://www.bcia.com)

### **AIR PILOTS, FLIGHT ENGINEERS, & FLYING INSTRUCTORS**

- Transport Canada  
<http://www.tc.gc.ca/eng/civilaviation/standards/general-personnel-fore-2283.htm>

### **ARCHITECTS**

- Architectural Institute of BC [www.aibc.ca](http://www.aibc.ca)

### **AUDIOLOGISTS**

- BC Association of Speech-Language Pathologists & Audiologists [www.bcaslpa.ca](http://www.bcaslpa.ca)

### **BIOLOGISTS AND RELATED SCIENTISTS**

- Canadian Society of Microbiologists [www.csm-scm.org](http://www.csm-scm.org)
- Canadian Society of Environmental Biologists [www.cseb-scbe.org](http://www.cseb-scbe.org)

## **COMPUTER PROFESSIONALS**

- Information and Communications Technology [www.ictc-ctic.ca](http://www.ictc-ctic.ca)
- Canadian Information Processing Society (CIPS) [www.cips.ca](http://www.cips.ca)

## **DENTISTS / DENTURISTS / TECHNICIANS**

- College of Dental Surgeons of BC [www.cdsbc.org](http://www.cdsbc.org)
- The Denturist Association of BC [www.denturist.bc.ca](http://www.denturist.bc.ca)
- College of Dental Technicians of BC [www.cdt.bc.ca](http://www.cdt.bc.ca)

## **ECONOMISTS & POLICY RESEARCHERS & ANALYSTS**

- Canadian Economics Association [www.economics.ca](http://www.economics.ca)

## **ENGINEERS**

- Assn. of Professional Engineers & Geoscientists [www.apeg.bc.ca](http://www.apeg.bc.ca)
- Canadian Council of Professional Engineers [www.engineercanada.ca](http://www.engineercanada.ca)
- Society of Internationally Trained Engineers of BC [www.sitebc.ca](http://www.sitebc.ca)
- Society of Punjabi Engineers and Technologists of BC [www.speatbc.org](http://www.speatbc.org)

## **ENGINEERING TECHNICIANS & TECHNOLOGISTS**

- Applied Science Technologists & Technicians of BC [www.asttbc.org](http://www.asttbc.org)

## **EARLY CHILDHOOD EDUCATORS**

- Early Childhood Educators of BC [www.ecebc.ca](http://www.ecebc.ca)

## **FINANCIAL PLANNERS**

- Financial Planners Standards Council (FPSC) [www.fpccanada.org](http://www.fpccanada.org)
- The Financial Advisors Association of Canada [www.advocis.ca](http://www.advocis.ca)

## **INSURANCE**

- Insurance Brokers Association of BC [www.ibabc.org](http://www.ibabc.org)
- Insurance Council of BC [www.insurancecouncilofbc.com](http://www.insurancecouncilofbc.com)

## **INTERIOR DESIGNERS**

- Interior Designers Institute of BC [www.idibc.org](http://www.idibc.org)

## **LANDSCAPE ARCHITECTS**

- BC Society of Landscape Architects [www.bcsla.org](http://www.bcsla.org)

## **LAWYERS**

- Law Society of BC [www.lawsociety.bc.ca](http://www.lawsociety.bc.ca)
- Canadian Bar Association (BC Branch) [www.bcba.org](http://www.bcba.org)

## **LIBRARIANS**

- Canadian Library Association [www.cla.ca](http://www.cla.ca)

## **MEDICAL LABORATORY TECHNOLOGISTS**

- BC Society of Laboratory Science [www.bcsls.net](http://www.bcsls.net)

## **MANAGEMENT CONSULTANTS**

- Canadian Association of Management Consultants [www.cmc-canada.ca](http://www.cmc-canada.ca)

## **NURSES**

- College of Registered Nurses Association of BC [www.crnbc.ca](http://www.crnbc.ca)
- College of Licensed Practical Nurses BC (CLPNBC) [www.clpnbc.org](http://www.clpnbc.org)
- College of Registered Psychiatric Nurses of BC [www.crpnb.ca](http://www.crpnb.ca)

## **NATUROPATHS**

- BC Naturopathic Association [www.bcna.bc.ca](http://www.bcna.bc.ca)

## **OCCUPATIONAL THERAPISTS**

- BC Society of Occupational Therapists [www.bcsot.org](http://www.bcsot.org)
- Canadian Association of Occupational Therapists [www.gocanadaot.ca](http://www.gocanadaot.ca)

## **OPTOMETRISTS**

- The British Columbia Association of Optometrists [www.optometrists.bc.ca](http://www.optometrists.bc.ca)

## **PHARMACISTS**

- College of Pharmacists of BC [www.bcpharmacists.org](http://www.bcpharmacists.org)
- BC Pharmacy Association [www.bcpharmacy.ca](http://www.bcpharmacy.ca)

## **PHYSICIANS**

- College of Physicians & Surgeons of BC [www.cpsbc.ca](http://www.cpsbc.ca)
- Association of International Medical Doctors of BC (AIMDBC) [www.aimdbc.com](http://www.aimdbc.com)

## **PHYSICAL THERAPIST**

- College of Physical Therapists of BC [www.cptbc.org](http://www.cptbc.org)
- College of Massage Therapists of BC [www.cmtbc.bc.ca](http://www.cmtbc.bc.ca)
- Physiotherapy Association of BC [www.bcphysio.org](http://www.bcphysio.org)

## **PLANNERS**

- Planning Institute of BC [www.pibc.bc.ca](http://www.pibc.bc.ca)

## **PSYCHOLOGISTS**

- BC Psychological Association [www.psychologists.bc.ca](http://www.psychologists.bc.ca)

- College of Psychologists of BC [www.collegeofpsychologists.bc.ca](http://www.collegeofpsychologists.bc.ca)

## **RADIATION TECHNOLOGISTS**

- BC Association of Medical Radiation Technologists [www.bcamrt.bc.ca](http://www.bcamrt.bc.ca)

## **REAL ESTATE**

- Real Estate Board of Greater Vancouver [www.rebgv.org](http://www.rebgv.org)

## **SALES & MARKETING**

- Sales & Marketing Executives of Vancouver [www.smeivancouver.org](http://www.smeivancouver.org)

## **SOCIAL WORKERS**

- British Columbia College of Social Workers  
[www.bccollegeofsocialworkers.ca](http://www.bccollegeofsocialworkers.ca)
- BC Association of Social Workers [www.bcasw.org](http://www.bcasw.org)

## **SURVEYORS**

- The Association of British Columbia Land Surveyors [www.abcls.ca](http://www.abcls.ca)
- Quantity Surveyors of BC [www.qsbc.ca](http://www.qsbc.ca)

## **TEACHERS**

- British Columbia College of Teachers [www.bcct.ca](http://www.bcct.ca)
- Canadian Association of University Teachers [www.caut.ca](http://www.caut.ca)
- BC Ministry of Education Independent Schools  
[www.bced.gov.bc.ca/independentschools](http://www.bced.gov.bc.ca/independentschools)

## **TRADES PEOPLE**

- Industry Training Authority [www.itabc.ca](http://www.itabc.ca)

## **TRAVEL COUNSELLORS**

- Canadian Institute of Travel Counsellors (CITC) [www.citc.ca](http://www.citc.ca)

## **TRANSLATORS**

- Society of Translators & Interpreters of BC [www.stibc.org](http://www.stibc.org)

# ESTABLISHING A NEW HOME

## 15. HOUSING

### A. FINDING A PLACE TO LIVE

You may try the following methods to locate a place for rent: Search under the classified advertising section of the newspaper, you will find the listing of apartments, basement suites and houses for rent. Look for signs in front of apartments and houses that say "Vacancy" or "For Rent". Look for ads on notice boards in grocery stores and laundromats. For more information on renting/buying houses in different languages, please visit [www.cmhc.ca/newcomers/](http://www.cmhc.ca/newcomers/)

### B. YOUR RIGHTS AS A TENANT

In Canada, both tenants and landlords have legal rights. As a tenant you will have laws which protect you, but you will also have responsibilities. For example, there are laws which protect you from sudden rent increases or being forced to leave your apartment. It is also important that you keep the place you rent in the same condition that you found it. It is recommended that you spend some time to familiarise yourself with your rights and obligations as a tenant in BC. Before deciding to rent a place you can obtain information and advice from the following offices:

- **TENANTS RESOURCE & ADVISORY CENTRE**

**Legal Information for BC Tenants** [www.tenants.bc.ca](http://www.tenants.bc.ca)

(Information in Farsi, French, Karen, Kinyarwanda, Kirundi, Korean, Oromo, Punjabi, Spanish, Swahili, Tagalog, Tigrinya and Vietnamese are available online)

Vancouver area 604-255-0546

Outside Vancouver area 1-800-665-1185

- **RESIDENTIAL TENANCY BRANCH OFFICE**

[www.rto.gov.bc.ca](http://www.rto.gov.bc.ca) 604-660-1020 or 1-800-665-8779

## 16. LEGAL ASSISTANCE

Laws affect almost every aspect of our lives. There are laws about renting an apartment, driving a car, getting married, working and private life. These laws are meant to give you rights and protect you. As a newcomer it is helpful for you to know about the law and how the legal system works. The following agencies may be able to provide free legal advice and/or assistance; some services may be available in other languages.

- BC Ministry of Labour Employment Standards Branch  
[www.labour.gov.bc.ca/esb](http://www.labour.gov.bc.ca/esb)
- Clicklaw – Solve problems, find help [www.clicklaw.bc.ca](http://www.clicklaw.bc.ca)
- Consumers’ Association of Canada [www.consumer.ca](http://www.consumer.ca)
- Consumer Protection BC [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)  
(Information in many languages is available online)
- Dial-a-Law [www.dialalaw.org](http://www.dialalaw.org) 604-687-4680
- Justice Education Society of B.C. [www.justiceeducation.ca](http://www.justiceeducation.ca)
- Lawyer Referral Service 604-687-3221
- Legal Services Society -Legal Aid Call Centre 604-408-2172  
<http://www.legalaid.bc.ca>
- MOSAIC -Legal Advocacy Program [www.mosaicbc.com](http://www.mosaicbc.com)  
604-254-9626
- The People’s Law School 604-331-5400 [www.publiclegaled.bc.ca](http://www.publiclegaled.bc.ca)  
(Legal information online in English, French, Chinese, Punjabi, Spanish)

# TRANSPORTATION

## 17. TRANSIT SYSTEM

TransLink is the integrated network of buses, SkyTrain and SeaBus serving the Greater Vancouver area in BC. Service is provided 7 days/week, 18–20 hours per day, on most routes. Major bus routes operate every 10 minutes or better during peak periods. All three vehicles are wheelchair accessible and you can transfer between all three vehicles for the same fare. The amount you pay depends on the time of day and the distance you travel. You may pay by cash or by purchasing tickets or passes from ticket machines at stations or at Fare Dealer outlets.

All customers must carry proof of payment (a valid ticket, pass or FareSaver) whenever they are aboard a transit vehicle or within any station area that is designated as a Fare Paid Zone.

### FARES

Regular Fares: (weekdays before 6:30pm)	<u>Adult</u>	<u>Concession</u>
1 Zone	\$2.50	\$1.75
2 Zone	\$3.75	\$2.50
3 Zone	\$5.00	\$3.50

Discount Fares: (weekdays after 6:30pm and all day Sat, Sun & holidays)		
All zones	\$2.50	\$1.75
Day Pass: (all-day, any day and valid for one day's unlimited travel)	\$9.00	\$7.00

FareSaver Tickets are a book of ten TransLink tickets that can be used on the Bus, SeaBus or SkyTrain. They offer savings over buying single fares (e.g. a 1 zone FareSaver ticket is \$2.10). Each FareSaver lets you travel for up to 90 minutes across Metro Vancouver. You can hop off for errands and then hop back on again.

The transit fare and service information above may change at any time. For more detailed information on routes and fares, please contact:

### CUSTOMER INFORMATION CENTRE

**TEL:** 604-953-3333 (7 days a week, 6:30am–11:30pm)

**WEBSITE:** [www.translink.ca](http://www.translink.ca)

## 18. DRIVER'S LICENCE

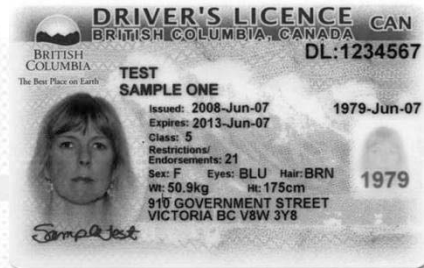
In British Columbia, you need to have a valid driver's licence to drive a motor vehicle. If you are a new immigrant and have a valid licence from your country of origin, you can use this licence here for 90 days. However, you still need to pass a written and road test in order to obtain a BC driver's license. The government of British Columbia allows the direct transfer of licences for some countries, for more information, please contact the following office:

### ICBC DRIVER TESTING & VEHICLE INFORMATION

TEL: 604-661-2255

WEBSITE: [www.icbc.com](http://www.icbc.com)

(Chinese and Punjabi information is available online)



### DRIVER LICENCING OFFICES

- Unit #1 – 33498 Bevan Avenue, **Abbotsford**
- 3880 Lougheed Highway, **Burnaby**
- 1 - 45467 Yale Road West, **Chilliwack**
- 1930 Oxford Connector, **Port Coquitlam**
- 20290 Logan Avenue, **Langley**
- 175 - 22470 Dewdney Trunk Road, **Maple Ridge**
- 125 East 13<sup>th</sup> Street, **North Vancouver**
- 5740 Minoru Boulevard., **Richmond**
- 13426 - 78<sup>th</sup> Avenue, **Surrey**
- 4126 Macdonald Street, **Vancouver**
- 221 - 1055 West Georgia Street, **Vancouver**
- 2750 Commercial Drive, **Vancouver**

# SPECIAL SERVICES FOR INDIVIDUALS AND FAMILIES

## 19. SERVICES FOR CHILDREN

There are many educational, cultural and recreational programs available to families with young children. Most of these activities take place in public libraries and community centres in your neighbourhood. Many of these are free to attend, but some may charge a nominal fee. For program and registration information, contact your local library or community centre:

Vancouver	604-331-3603	<a href="http://www.vpl.ca">www.vpl.ca</a> <a href="http://www.vancouver.ca/parks/cc">www.vancouver.ca/parks/cc</a>
Burnaby	604-436-5427	<a href="http://www.bpl.bc.ca">www.bpl.bc.ca</a> <a href="http://www.burnaby.ca">www.burnaby.ca</a>
Coquitlam	604-937-4144	<a href="http://www.library.coquitlam.bc.ca">www.library.coquitlam.bc.ca</a> <a href="http://www.coquitlam.ca/residents">www.coquitlam.ca/residents</a>
Langley	604-859-7141	<a href="http://www.fvrl.bc.ca">www.fvrl.bc.ca</a> <a href="http://www.tol.ca">www.tol.ca</a>
New Westminster	604-527-4660	<a href="http://www.nwpl.new-westminster.bc.ca">www.nwpl.new-westminster.bc.ca</a> <a href="http://www.newwestpcr.ca">www.newwestpcr.ca</a>
North Vancouver	604-990-5800	<a href="http://www.nvdpl.north-van.bc.ca">www.nvdpl.north-van.bc.ca</a> <a href="http://www.northvanrec.com">www.northvanrec.com</a>
Richmond	604-231-6401	<a href="http://www.yourlibrary.ca">www.yourlibrary.ca</a> <a href="http://www.richmond.ca/parksrec">www.richmond.ca/parksrec</a>
Surrey	604-598-7300	<a href="http://www.spl.surrey.bc.ca">www.spl.surrey.bc.ca</a> <a href="http://www.surrey.ca/culture-recreation">www.surrey.ca/culture-recreation</a>

More specific information regarding the health, education, and welfare of children and families in British Columbia can be accessed at: [www.gov.bc.ca/mcf](http://www.gov.bc.ca/mcf). This is the Ministry of Children and Family Development's website which provides current, comprehensive information and resources.

## 20. CHILDCARE IN CANADA

There are various types of child care in Canada:

A **caregiver** takes care of children in your own home.

A **family child care home** takes babies and children of all ages. This kind of care is in the providers' home.

A **childcare centre** is often in a community centre, church or school. The workers have special training. Childcare centres are open all day and they take care of babies and children.

A **pre-school program** provides learning activities and games for children (3-5 yr) for three hours a day or less.

**Out-of-school care** is a program for children (5-12 yr) at or near the school. It is for before and after school and on school holidays.

### FINDING CHILD CARE

Looking for childcare may be challenging. The **Child Care Resource And Referral Program (CCRR)** [www.childcarechoices.ca](http://www.childcarechoices.ca) may be able to assist you in finding suitable child care. More information can be found at [www.mcf.gov.bc.ca/childcare](http://www.mcf.gov.bc.ca/childcare).

The Health Department of the Provincial Government checks childcare centres, out of school care, and licensed family child care homes. The unlicensed day care providers registered with the Child Care Resource and Referral Program have had training and criminal record checks.

Child care may be expensive. The Provincial Government may pay for part of the cost for some low-income families. This is called "**Child Care Subsidy**". Information on qualifying for the subsidy is available at: [www.mcf.gov.bc.ca/childcare/subsidy\\_promo.htm](http://www.mcf.gov.bc.ca/childcare/subsidy_promo.htm)

## 21. SERVICES FOR YOUTH

Youth in Canada are generally defined as those who are in between the ages of 15 and 24. Youth often face unique challenges as they transition from childhood into adulthood. Many programs and resources are available at schools, universities, and colleges to assist



#### 4) PRE-NATAL CLASSES

##### **Abbotsford**

- Abbotsford Community Services 1-604-864-3462
- Abbotsford Health Unit 1-604-864-3400

##### **Burnaby, Coquitlam, Langley, Maple Ridge, New Westminster, North Delta, North Surrey, Port Coquitlam and Port Moody**

- Douglas College 604-527-5472

##### **Richmond**

- Douglas College - English 604-527-5472
- S.U.C.C.E.S.S. - Cantonese & Mandarin 604-279-7180

##### **Surrey**

- Douglas College - English 604-527-5472
- North Surrey Public Health Unit 604-587-7900
- Fraser Health 604-583-1017

##### **Vancouver**

- BC Women's Hospital [www.bcwomens.ca](http://www.bcwomens.ca) 604-875-2424
- St. Paul's Hospital 604-806-8298
- Healthiest Babies Possible 604-675-3982

#### 5) PARENTING

- Parent Support Services Society of BC 604-669-1616  
[www.parentsupportbc.ca](http://www.parentsupportbc.ca)

## 23. SERVICES FOR SENIORS

In Canada, a senior citizen is someone 65 years of age or older. The government funds many projects aimed at improving the overall health and quality of life for seniors. Additional information on some of these programs and services may be found at the websites listed below:

- SeniorsBC [www.seniorsbc.ca](http://www.seniorsbc.ca)
- BC Seniors' Guide [www.seniorsbc.ca/guide](http://www.seniorsbc.ca/guide)
- Health and Seniors Information Line 1-800-465-4911
- 411 Seniors [www.411seniors.bc.ca](http://www.411seniors.bc.ca)
- ActNowBC [www.actnowbc.ca](http://www.actnowbc.ca)

## 24. HEALTH CARE SERVICES

Some free health care services are provided by the following institutions, including walk-in medical service, health screening for newcomers, prenatal classes, home care nursing, preventative mental health, and others. For more information on health care services in the Lower Mainland, please go to the websites listed below or call one

of the following offices:

- **Health Canada** [www.hc-sc.gc.ca](http://www.hc-sc.gc.ca)
- **BC HealthGuide (English, French, Arabic, Chinese, Punjabi, Farsi)**  
[www.healthlinkbc.ca](http://www.healthlinkbc.ca)
- **BC Nurseline - (Multilingual services)** 811  
Speak to a Registered Nurse, 24 hours a day, 7 days a week with  
service available in 130 languages. [www.healthlinkbc.ca](http://www.healthlinkbc.ca)
- **BC Centre of Excellence for Women's Health** 604-875-2633  
[www.bccewh.bc.ca](http://www.bccewh.bc.ca)
- **Canadian Mental Health Association** [www.cmha.ca](http://www.cmha.ca)  
BC Region: 604-688-3234 Vancouver/Burnaby: 604-872-4902
- **Multicultural Mental Health Resource Centre** [www.mmhrc.ca](http://www.mmhrc.ca)
- **Domestic Violence Program (VGH)** 604-875-5218
- **Vancouver Coastal Health Authority** [www.vch.ca](http://www.vch.ca)  
604-736-2033
- **Richmond Centre for Disability** [www.rcdrichmond.org](http://www.rcdrichmond.org)  
604-232-2404

## 25. OTHER SPECIALIZED COUNSELLING SERVICES

As a new immigrant to Canada there may be times when you feel alone and need to talk to someone whom you can trust. This information is for immigrants who are suffering from abuse in a relationship or in a family. You may need to know more about the Canadian law, your rights, and how to get help for yourself or your children.

### A. WHAT IS ABUSE?

You have been abused when another person hurts you or treats you badly. The abuse can be physical, sexual, emotional, psychological or financial. You are a victim of domestic violence if your partner or someone close to you:

- \*physically abuses you
- \*threatens or hurts you
- \*constantly criticizes you
- \*forces unwanted sex
- \*controls who you see, where you go, what you do, how you spend your money

### B. COUNSELLING SERVICES FOR NEWCOMERS AND SPECIAL SERVICES FOR WOMEN

If you or one of your family members is having family problems or is

experiencing violence or distress, you can call one of the agencies listed below. These agencies provide free and confidential services that are especially designed to help you cope with the challenges. Counselling services are provided in a respectful and culturally sensitive manner by Counsellors who speak your language.

### **ABBOTSFORD**

Abbotsford Community Services 1-604-859-7681  
 Abbotsford Women's Support Services 1-604-855-3363

### **BURNABY / COQUITLAM**

Burnaby Family Life [www.burnabyfamilylife.org](http://www.burnabyfamilylife.org) 604-659-2200  
 SHARE Program 604-936-3900

### **MAPLE RIDGE**

The Family Education and Support Centre 604-467-6055

### **MISSION**

Mission Community Services Society 1-604-826-3634  
 Women's Resource Society of the Fraser Valley [www.wrsfv.ca](http://www.wrsfv.ca)  
 1-604-820-8455

### **NORTH VANCOUVER**

Family Services of the North Shore 604-988-5281  
 North Shore Crisis Services Society [www.nscss.net](http://www.nscss.net)  
 24 Hour Support Line 604-987-3374

### **NEW WESTMINSTER**

Family Services of Greater Vancouver - Crisis Line 604-872-3311

### **RICHMOND**

Chimo Crisis Services [www.chimocrisis.com](http://www.chimocrisis.com) 604-279-7077  
 Richmond Multicultural Community Services 604-279-7160

### **SURREY/ DELTA/WHITE ROCK**

Deltassist Community Services [www.deltassist.com](http://www.deltassist.com) 604-594-3455  
 South Fraser Women's Services Society 604-536-9611  
 DIVERSEcity Community Resources Society 604-597-0205  
 Surrey Women's Centre Society-Crisis Line 604-583-1295  
 Threshold - Women's Outreach Program (Punjabi/Hindi) 604-572-5883

### **VANCOUVER**

Battered Women's Support Services [www.bwss.org](http://www.bwss.org) 604-687-1867  
 Family Services of Greater Vancouver Eastside: 604-874-2938  
[www.fsgv.ca](http://www.fsgv.ca) Westside: 604-731-4951  
 ISS – Crosscultural Peer Support Group Program 604-684-7498  
 La Boussole (Services in French) 604-683-7337  
 MOSAIC-Support Services for Women in Abusive Relationships 604-254-9626  
 S.U.C.C.E.S.S. (Services in Chinese) 604-684-1628  
 Vancouver & Lower Mainland Multicultural Family Svc 604-436-1025  
 Vancouver Rape Relief & Women's Shelter 604-872-8212  
 Women Against Violence Against Women 604-255-6228

## C. CRISIS HELP LINES:

***IF YOU ARE IN NEED OF IMMEDIATE ASSISTANCE OR ARE IN AN EMERGENCY SITUATION, PLEASE CALL THE POLICE AT 911, OR ONE OF THE FOLLOWING CRISIS LINES.***

BCCEAS Elder Abuse Help Line	1-866-437-1940
Chimo Crisis Line	604-279-7070
Coquitlam Crisis & Info Line (24 hrs)	604-540-2221
Fraser Valley Regional Crisis Line (24 hrs)	1-877-820-7444
Helpline for Children	604-310-1234
Kids Help Phone <a href="http://www.kidshelpphone.ca">www.kidshelpphone.ca</a>	1-800-668-6868
Rape Crisis Centre (WAVAW) (24 hrs)	1-877-392-7583
South Fraser Regional Crisis Line (24 hrs)	604-951-8855
S.U.C.C.E.S.S. Chinese Help Line - Cantonese	604-270-8233
S.U.C.C.E.S.S. Chinese Help Line - Mandarin	604-270-8222
Greater Vancouver Crisis Centre (24 hours)	604-872-3311
Victimlink (multi-lingual services)	1-800-563-0808
Women's 24-Hour Support Line	604-987-3374
Youth Against Violence Line	1-800-680-4264

## D. TRANSITION HOUSES/EMERGENCY SHELTERS

If you and/or your children are in a violent or abusive situation, you can stay in a transition house. A transition house is a safe place where you can stay while you decide what to do next. The professional staff there can provide counselling, emotional support and information. A transition house can also provide you with food, clothing and free medical care. If you are in need of an emergency shelter or a transition house, contact an immigrant settlement organization or a crisis line. You may also contact the following for more information:

**BC Society of Transition Houses**      [www.bcysth.ca](http://www.bcysth.ca) 604-669-6943

## 26. EMERGENCY AND POLICE SERVICES

**AMBULANCE, FIRE & POLICE**

**911**

# REFERENCE

## 27. REFERENCE NUMBERS

**GOVERNMENT OF CANADA** [www.canada.gc.ca](http://www.canada.gc.ca)  
▪ Service Canada (for all Government of Canada enquiries)  
[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) 1-800-O-CANADA (1-800-622-6232)

**GOVERNMENT OF BRITISH COLUMBIA** [www.gov.bc.ca](http://www.gov.bc.ca)  
▪ Enquiry BC (Provincial Information Call Centre) 604-660-2421

**CITIZENSHIP AND IMMIGRATION CANADA** [www.cic.gc.ca](http://www.cic.gc.ca)  
▪ General Inquiries 1-888-242-2100

**CANADA BORDER SERVICES AGENCY** [www.cbsa-asfc.gc.ca](http://www.cbsa-asfc.gc.ca)  
▪ Vancouver International Airport 604-666-1802  
▪ Automated Customs Information Services 1-800-461-9999

**WelcomeBC** (one-stop website for newcomers) [www.welcomebc.ca](http://www.welcomebc.ca)

**BC NEWCOMERS' GUIDE** (English, French, Arabic, Chinese, Farsi, Korean, Punjabi, Spanish, Russian, and Vietnamese)  
[http://www.welcomebc.ca/wbc/service\\_providers/publications\\_and\\_reports/publications/newcomers\\_guide.page](http://www.welcomebc.ca/wbc/service_providers/publications_and_reports/publications/newcomers_guide.page)

**Service BC** [www.servicebc.gov.bc.ca](http://www.servicebc.gov.bc.ca)

**BC 211 SERVICES SOCIETY** (free information about community, social, and government services) Dial 211 [www.bc211.ca](http://www.bc211.ca)

Additional information can also be found in the local telephone directory which is divided into the following sections:

1. **Front Pages:** emergency information and general reference numbers.
2. **White Pages:** business and residential numbers.
3. **Blue Pages:** regional, municipal, provincial and federal government offices and departments.

[www.yellowpages.ca](http://www.yellowpages.ca)

## 28. MAP OF GREATER VANCOUVER



*This booklet contains information that was current at the time of publication. It features information from many sources and all efforts were made to include comprehensive information on services for newcomers. C.A.N.N. is not responsible for information that changes between printings. Any duplication of materials must be authorized by C.A.N.N. We welcome your feedback.*

### **Community Airport Newcomers Network**

Tel: 604-270-0077

Website: [www.success.bc.ca/cann](http://www.success.bc.ca/cann)

E-mail: [cann@success.bc.ca](mailto:cann@success.bc.ca)

ENGLISH VERSION 2011-10 MP



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We say “Welcome to Canada” with some very special offers<sup>1</sup>.

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- Bonus Term Investment interest<sup>3</sup>
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For bank use only: PFR 610. <sup>1</sup> To qualify for any special offer pertaining to the BMO Banking Package for Newcomers as set out above, a customer is required to prove that their landed immigrant status was obtained within the last three years as evidenced by their Canadian Permanent Resident Card or Record of Landing documentation. <sup>2</sup> The banking plan offer included in the BMO Banking Package for Newcomers applies to the Performance Plan only. (Other plans are available but are not included in this offer). The customer is responsible for all fees pertaining to any transactions, services and products that are not included in the Everyday Banking Plan. Customers must have a Primary Chequing account designated as the lead account. The BMO Smart Saver Account is not included in the plan. <sup>3</sup> Limited time offer. Eligible BMO Term Investments include regular BMO Guaranteed Investment Certificates (GICs) with 1, 2, 3, 4, and 5 year terms. All other BMO Term Investments are excluded from this offer. This offer cannot be used in conjunction with another BMO Term Investment bonus offer. All special rate offers are subject to change without notice. For more information about the special bonus offer, please visit [bmo.com/newtocanada](http://bmo.com/newtocanada). For information about BMO GICs visit [bmo.com/gic](http://bmo.com/gic). <sup>4</sup> Availability of safety deposit boxes may vary by branch. <sup>®</sup> Registered trade-marks of Bank of Montreal. <sup>†</sup> Trademarks of AIR MILES International Trading B.V. Used under license by LoyaltyOne, Inc. and Bank of Montreal.