BC Settlement Case Management Program

Free services for refugees and other immigrants facing multiple tough challenges settling in Canada

We will provide

- A case manager for one-on-one support
- A plan on how to achieve your goals
- привіт
  Interpretation in your own language
- Information on your rights and responsibilities in Canada
- Connections to a community
- Home visits and company for certain appointments
- Practical assistance and referrals to services and resources
- Workshops on settling in Canada
- Social and emotional support

Help with how to:

- Open a bank account and manage your money
- Apply for government programs and community resources
- Find a job and schooling
- Receive important documentation

You must be

Facing many complex challenges adjusting to life in Canada. These may include:

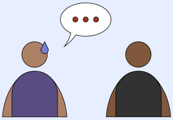
- Housing concerns
- Family issues
- Trauma
- Loneliness
- Financial problems
- Domestic violence
- Medical and mental health concerns
- Language and communication barriers
- Digital literacy and job readiness challenges
- Difficulty receiving social benefits or government support

And

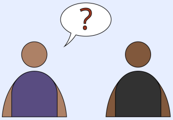
- A permanent resident, or
- Selected to be a permanent resident with a letter from Immigration, Refugees, and Citizenship, Canada (IRCC), or
- A refugee or protected person (as per S.95 of IRPA), or
- Have Canada-Ukraine authorization for emergency travel (CUAET/AVUCU)

We want you to

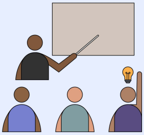
Be honest about the challenges you have



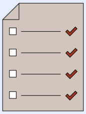
Ask questions



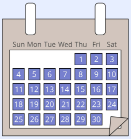
Participate in our workshops



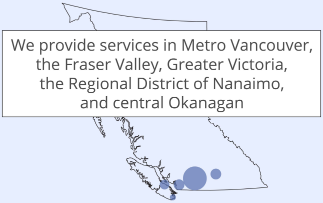
Work with us to do the tasks in your plan



Grow your skills to become independent



Depending on your situation, you may receive services for 12 to 18 months



We provide services in Metro Vancouver, the Fraser Valley, Greater Victoria, the Regional District of Nanaimo, and central Okanagan

Halow
أهلاً وسهلاً
ਹੈਲੋ
Hola
ሰላም
Привіт
Bonjour
हैलो
سلام
Hello

We offer our services in 40+ languages

Funded by:

Immigration, Refugees and Citizenship Canada

Financé par :

Immigration, Réfugiés et Citoyenneté Canada

Contact us

If you have questions or want to apply, please call or email any of the following agencies:

Archway Community Services

Archway Community Services – Moving Ahead Program
Phone number: 778 809 4411 | **Email:** map@archway.ca | **Office Location:** Abbotsford |
Website: https://archway.ca/program/moving-ahead/

BURNABY FAMILY LIFE
A PLACE TO GO... A PLACE TO GROW!

Burnaby Family Life – Moving Ahead Program
Phone number: 604 659 2205 | **Email:** bfl_info@burnabyfamilylife.org | **Office Location:** Burnaby |
Website: https://www.burnabyfamilylife.org/moving-ahead

Central Vancouver Island Multicultural Society

Central Vancouver Island Multicultural Society – Case Management Program
Phone number: 250 753 6911 | **Email:** cm@cvims.org | **Office Location:** Nanaimo |
Website: https://www.cvims.org

DIVERSE*city* community resources society

DIVERSE*city* Community Resource Society – R.I.S.E. Program
Phone number: 604 954 4001 | **Email:** risereferrals@dcrs.ca | **Office Location:** Surrey |
Website: https://www.dcrs.ca/our-services/programs-for-refugees/rise-program/

Immigrant Service Society of BC (I.S.S. of B.C.) – Moving Ahead Program

Phone number: 604 522 5902 | **Email:** MAP@issbc.org | **Office Locations:** Burnaby, Maple Ridge, Richmond, New Westminster, Vancouver, Langley, Coquitlam (Cottonwood; Lincoln) | **Website:** https://issbc.org/our-programs-and-services/moving-ahead-program-map/

KCR Community Resources – Immigrant Services – Case Management Program

Phone number: 250 763 8008 | **Email:** immigrantservices@kcr.ca | **Office Location:** Kelowna | **Website:** https://kcr.ca/immigrant-services/settlement-integration-services/

Langley Community Services Society – Family Support Worker – Case Management

Phone number: 604 534 7921 | **Email:** settlement@lcss.ca | **Office Location:** Langley | **Website:** https://www.lcss.ca/programs-and-services/settlement-integration-services/

M.O.S.A.I.C. – Moving Ahead Program

Phone number: 604 636 4712 | **Email:** movingahead@mosaicbc.org | **Office Locations:** Burnaby, Surrey | **Website:** https://mosaicbc.org/our-programs/settlement-services-for-newcomers-to-canada/

Options Community Services – Moving Ahead Program

Phone number: 604 501 6850 ext. 61130| **Email:** gina.kim@options.bc.ca | **Office Location:** Surrey | **Website:** https://www.options.bc.ca/program/moving-ahead-program

Pacific Community Resources Society – R.E.A.C.H. Program

Phone number: 604 592 6200 | **Email:** nyh@pcrs.ca | **Office Location:** Surrey | **Website:** https://pcrs.ca/our-programs/reach-program-recreation-engagement-action-connection-hub/

S.U.C.C.E.S.S. – A.C.T. Program

Phone number: 604 408 7274 ext. 2086 | **Email:** act@success.bc.ca | **Office Locations:** Vancouver, Coquitlam | **Website:** https://act.successbc.ca

Victoria Immigrant and Refugee Center Society: Newcomer Wraparound Support Program

Phone number: 250 361 9433 | **Email:** nwsp@vircs.bc.ca | **Office Location:** Victoria | **Website:** https://www.vircs.bc.ca/newcomer-wraparound-support-program