

# Moving Ahead in Burnaby

Burnaby Family Life provides the Moving Ahead services to eligible refugees and immigrants through our office at:

Pioneer Community Resource Centre  
4535 Kingsway (5th Floor),  
Burnaby, BC V5H OE5  
Tel: (604) 659-2200

## Other Service Locations

Moving Ahead services are also provided by:

MOSAIC  
Highgate Village  
#310-7155 Kingsway,  
Burnaby, BC V5E 2V1  
Tel: (604) 636-4712  
Fax: (604) 636-4743  
Website: [www.mosaicbc.com](http://www.mosaicbc.com)

Moving Ahead is a program funded by IRCC

Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

## Our Mission

Burnaby Family Life's mission is to deliver high quality services that meet the current and emerging needs of individuals, families and the community in all its diversity. We facilitate and empower collaborative community solutions to enable all to reach their full potential.

## Contact Us

Moving Ahead Office  
4535 Kingsway, 5th Floor  
Burnaby, BC V5H OE5

BFL Administrative Offices  
102-2101 Holdom Avenue  
Burnaby, BC V5B0A4

Main Phone: 604-659-2200  
Fax: 604-299-7910  
[bfl\\_info@burnabyfamilylife.org](mailto:bfl_info@burnabyfamilylife.org)

Please consider Burnaby Family Life for your next charitable donation. Your tax deductible gift can make a difference.

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



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

# Moving Ahead Program

A program to serve refugees and immigrants who have unique service needs and significant barriers to successful settlement and integration.



# What is Moving Ahead?

The Moving Ahead program is a collaborative, case management service approach for the delivery of comprehensive, holistic and client-centered programming to refugees and immigrants who face multiple barriers to their settlement.

The program utilizes outreach and in-home consultation as methods to reach and support isolated newcomer populations.

Moving Ahead provides eligible refugee and immigrant clients with the following services:

- Needs Assessment and Action Planning
- Case Management of Individual Client Files
- Social and Emotional Support
- Settlement Information and Counselling
- Life Skills, Literacy and Essential Skills Development
- Practical Assistance
- Supported Access to Services

## Eligibility

Eligibility includes those refugees and immigrants who:

- Meet specific immigration status requirements
- Experience complex life situations
- Have defined hardships and difficulties

Applicants to the program will take part in an eligibility assessment process.

- In part, this assessment determines if an applicant has significant barriers to his or her settlement and integration.
- If the applicant does not meet the necessary eligibility criteria, he or she will be referred to appropriate services in the community.

## Languages

Languages served by Burnaby Family Life Moving Ahead in Burnaby and New Westminster are:

- Dari
- Farsi
- English
- French
- Kirundi
- Kinyarwanda
- Swahili
- Lingala

## Referrals

There are two referrals paths.

- Individual Referrals
  - for individuals who wish to self-refer themselves for services
- Community Referrals
  - community members who wish to refer individuals to services

The services are only available to immigrants who face multiple barriers to their adaptation to a new country.

If they do not meet specific eligibility criteria they will not be considered for service, also meeting these minimum criteria does not guarantee immediate services. will be available.

To download the referral form, please visit <https://www.burnabyfamilylife.org/moving-ahead>

Please send completed form to Burnaby Family Life by fax, email or using the online application.

Attention: Program Assistant, Moving Ahead  
Fax Number: 604-299-7910  
Email to: [ozubkova@burnabyfamilylife.org](mailto:ozubkova@burnabyfamilylife.org)

For any questions, please contact our Program Assistant at 604-659-2205.

