

Welcome! From your Integrate Canada Settlement Workers in Schools (SWIS)

Our mission is to empower you to thrive in Canadian society; socially, culturally and economically.

As a network of dedicated and caring professionals, we support immigrant/refugee students and their families to settle within the school systems and communities of British Columbia. We are accountable to eligible individuals and families, communities and funders for providing culturally relevant and effective services.

Our Pledge...

You can count on us to:

- Discuss student and family needs and responsibilities in a professional and respectful way.
- Help create a plan to aid student integration into BC schools and families into communities.
- Work with your school and community to build student and family settlement supports.

Our Service Commitments to You...

Making Contact – Building relationships

- We will connect with all new families within two weeks of school registration.
- We will make 3-4 initial contact attempts over a 3 month period.
- We will develop flexible strategies to keep ongoing contact with families.
- Your SWIS worker will be accessible during the school hours and you will know your SWIS worker's schedule and contact information.

Listening Carefully – Assessing Needs – Making a Plan

- SWIS workers are skilled, knowledgeable, and committed to ongoing learning. You will find us to be responsive, empathic, client-centred, non-judgemental and culturally sensitive.
- Assessments are done through discussion, dialogue and information gathering. Your strengths will be assessed and your needs will be reviewed.
- Personalized goals and action plans will be developed collaboratively with you. You will receive a copy, and we will follow up and reassess goals, as defined in the plan.
- You will receive appropriate personalized settlement counselling for you and your family in a timely and consistent manner.

Guiding – Advising – Empowering

- We will provide you with essential information about schools, the school system, your community and community resources.
- You can trust our information and advice to be up-to-date, accurate and relevant to your needs. If we don't know we will find out.
- Based on your needs assessment, we will connect you to appropriate community services in a timely manner. We will follow-up with you to ensure that your needs were met.
- We will offer engaging, informative and useful group activities that are developed in response to needs and interests.
- To continuously improve, we will evaluate each group activity for its effectiveness and appropriateness through your feedback.
- We will connect you to appropriate school staff, services and programs in a prompt manner.
- We will provide dedicated support for you within the school environment, and facilitate culturally-sensitive communication between you and your school.

You Are the Key to Success...

We count on you to:

- Build trusting relationships with us based on mutual respect.
- Provide us with relevant and accurate information in a timely manner. We understand things change. Let us know as soon as possible of any changes in your personal or family situation which might affect your participation.
- Provide us with your current phone number, mailing or email address.
- Respect agreed upon timelines.
- Actively participate in developing and working towards your goals.
- Share your comments, suggestions and concerns with us so we can use them to improve our services.
- Stay in touch with us after you have left - we care about your ongoing success.

You Have a Voice and We Are Good Listeners...

We are always looking for ways to improve our services and programs. We value and encourage your input. We are here to serve you and those who come after you.

We welcome your positive comments, but also recognize that it is important for us to know when you have a problem so we can resolve it quickly.

You can give us feedback in-person, by phone, by mail, and by e-mail.

We want to deal with any concerns as quickly as possible. If you have a complaint or concern, talk to us - we are trained, we will listen and we will try our best to find a solution that works for you.

- Step 1: Start with explaining your concern to your SWIS worker
- Step 2: If you are not satisfied with the solution, please ask for a Manager or Supervisor.
- Step 3: If you are still not satisfied, you can contact our School Board Office.

What you can expect...

- Your privacy and confidentiality will be respected and protected.
- You will receive an acknowledgement within 3 school days and a response within 10 school days.