

# Questions and Answers For Newcomers 2022

Funded by:

Financé par :



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



Welcome to the section of Questions & Answers (Q&A) for Newcomers! The Settlement Workers (SWIS) in Burnaby School District have compiled these comprehensive questions that are frequently asked by newcomers, who have a school-age child, or children, attending a public school, in order to address their initial settlement needs. Although we make every effort to update information in this document, please be advised that we are **NOT** responsible for any outdated information provided by other sources such as government programs or community agencies. If you have any further questions or require more information, please contact the Settlement (SWIS) Worker at your child’s school.

The Burnaby Settlement Workers in School (SWIS) Program is funded by the Government of Canada, Immigration, Refugees and Citizenship Canada. Our main mandate is to support Permanent Residents and Ukrainian newcomers through the CUAET measurement with their settlement needs.

## Table of Contents

|                  |  |    |
|------------------|--|----|
| <b>Section 1</b> | <b>UPON ARRIVAL</b> .....  | 8  |
| <b>1.1</b>       | <b>Federal programs/resources</b> .....  | 9  |
|                  | What is a Social Insurance Number (SIN)? .....   | 9  |
|                  | Who can apply for Canada Child Benefit (CCB)?.....   | 9  |
|                  | What is GST/HST Credit and who can apply for it? .....   | 10 |
|                  | How much can I get for CCB and GST/HST Credit? .....   | 10 |
|                  | How to have child and family benefits directly deposited to my bank account? .....                   | 10 |
|                  | How to check the processing time for my Permanent Resident Card (PR Card)? .....                     | 11 |
|                  | How do I change my address on my Permanent Resident Card? .....                                      | 11 |
|                  | How do I clear customs for my shipment of goods as a new immigrant? .....                            | 11 |
| <b>1.2</b>       | <b>Provincial programs/resources</b> .....   | 12 |
|                  | How to apply for the Medical Service Plan (MSP) of BC?.....  | 12 |
|                  | How do I change and/or remove family members or change/correct information for my MSP account? ..... | 12 |
|                  | What is the contact phone number for Health Insurance BC?.....                                       | 12 |
|                  | How do I find a family doctor/physician? .....   | 13 |
|                  | Is a routine eye examination covered by MSP? .....   | 13 |
|                  | How can I find an optometrist/eye doctor? .....  | 13 |
|                  | What is Fair PharmaCare and how do I register?.....  | 14 |
|                  | How to find a child care in Burnaby?.....  | 14 |
|                  | How to get financial help for child care services if parents are at school/work?.....                | 15 |
|                  | Do I need a BC Identification (BCID) card and how do I get it?.....                                  | 15 |
|                  | How to get a B.C. Driver’s License? .....  | 16 |

|   |           |
|---|-----------|
| What is a B.C. Services Card and how can I get one? .....   | 16        |
| <b>1.3 Municipal programs/resources .....</b>   | <b>17</b> |
| How to find activity programs for children? .....   | 17        |
| What is the Burnaby Recreation Credit Program? .....  | 17        |
| Where can I find a Burnaby Public Library? .....  | 17        |
| <b>Section 2 AFTER 12 MONTHS IN CANADA .....</b>  | <b>18</b> |
| How can I apply for MSP Supplementary Benefits? .....   | 19        |
| What is the BC Healthy Kids Program? .....  | 19        |
| How can I apply for the BC Healthy Kids Program? .....  | 19        |
| How can I find a dentist who provides services under the BC Healthy Kids Program? ..                      | 20        |
| What is the Rental Assistance Program (RAP) and how can I apply for it? .....                             | 20        |
| <b>Section 3 OTHER RESOURCES(In alphabetical order).....</b>  | <b>21</b> |
| <b>3.1 ADULT CONTINUING EDUCATION .....</b>   | <b>22</b> |
| <b>3.1.1 Language Training .....</b>  | <b>22</b> |
| What is the LINC program? .....   | 22        |
| What programs does Burnaby School District Community & Continuing Education<br>provide? .....             | 23        |
| Are there any other free English language courses in BC? .....  | 23        |
| Are there any other Free or low cost English Language classes in Burnaby and<br>neighboring cities? ..... | 23        |
| <b>3.1.2 Post-Secondary Education .....</b>   | <b>25</b> |
| What is an Education Planner? .....   | 25        |
| How can I find information about colleges and universities in Canada? .....                               | 25        |
| How can I afford the financial cost for post-secondary education? .....                                   | 25        |
| <b>3.2 BURNABY COMMUNITY RESOURCES .....</b>  | <b>26</b> |
| Where can I find Burnaby Community Resources? .....   | 26        |
| Where can I find programs or services for parents or family members in the<br>community? .....            | 26        |
| What is the Helping Families in Need Society? .....   | 26        |
| What is the KidSport™ Burnaby Grant? .....  | 26        |
| How can I find a Food Bank and free donated children’s clothing? .....                                    | 27        |
| <b>3.3 CHANGE OF ADDRESS .....</b>  | <b>28</b> |
| How can I notify different provincial government programs and/or offices about my new<br>address? .....   | 28        |

|   |           |
|---|-----------|
| Do I need to notify Canada Revenue Agency about my address change? .....                            | 28        |
| How can I notify Canada Revenue Agency about my new address? .....                                  | 28        |
| Which other parties do I need to notify about my address change? .....                              | 29        |
| <b>3.4 EMPLOYMENT</b> .....   | <b>30</b> |
| I'm a new immigrant. Where can I find help with job searching? .....                                | 30        |
| I'm a skilled Immigrant. How can I find a job in my own field? .....                                | 31        |
| What other Employment Programs can I find in BC lower mainland? .....                               | 32        |
| Where can I find websites that list job opportunities? .....  | 33        |
| Where can I find information about employment standards? .....                                      | 33        |
| Where can I find information about Employment Insurance? .....                                      | 34        |
| What can you do with eServiceCanada? .....  | 34        |
| <b>3.5 GENERAL INFORMATION FOR NEWCOMERS</b> .....  | <b>35</b> |
| How to obtain general information for Newcomers to British Columbia? .....                          | 35        |
| What is Service BC and how can I find a Service BC office in my area? .....                         | 35        |
| <b>3.6 HEALTH</b> .....   | <b>36</b> |
| Where do I go for medical care, if I do not have a family doctor? .....                             | 36        |
| How can I know the wait time for a walk-in clinic and if it's accepting patients for the day? ..... | 38        |
| Can I go to a hospital? Where are the hospitals in or near Burnaby? .....                           | 38        |
| What is the Global Family Care Clinic? .....  | 39        |
| What is the "8-1-1" Phone Line? .....   | 39        |
| <b>3.7 AFFORDABLE HOUSING &amp; TENANTS' RIGHT</b> .....  | <b>40</b> |
| What is BC Housing? .....   | 40        |
| What resources does BC Housing have to offer? .....   | 40        |
| Where should I go if I have tenancy related questions and/or concerns? .....                        | 40        |
| I'm a tenant. What other help can I get if I have tenancy related issues? .....                     | 41        |
| <b>3.8 IMMIGRATION</b> .....  | <b>42</b> |
| How can I correct mistakes in my name or date of birth on my immigration documents? .....           | 42        |
| How can I reunite with my family members who are outside of Canada? .....                           | 42        |
| How can I apply for, renew or replace a Permanent Resident Card? .....                              | 42        |
| How to fix a mistake on my Permanent Resident Card? .....   | 43        |
| How can I return to Canada as a Permanent Resident if I lost my PR Card/my PR card expired? .....   | 43        |
| <b>3.9 LANGUAGE CLASSES OTHER THAN ENGLISH</b> .....  | <b>44</b> |
| Where can I find Arabic classes for my child? .....   | 44        |

|   |           |
|---|-----------|
| Where can I find Chinese classes for my child?.....   | 44        |
| Where can I find Farsi classes for my child? .....  | 45        |
| Where can I find Japanese classes for my child? .....   | 45        |
| Where can I find Korean classes for my child? .....   | 45        |
| Where can I find Russian classes for my child? .....  | 45        |
| Where can I find Vietnamese classes for my child? .....   | 46        |
| <b>3.10 LEGAL ADVICE AND INFORMATION SERVICES .....</b>   | <b>47</b> |
| <b>3.10.1 Help from a Lawyer .....</b>  | <b>47</b> |
| How can I get free or low cost legal representation from a lawyer? .....  | 47        |
| How can I get free or low cost legal advice from a lawyer?.....   | 48        |
| <b>3.10.2 Law Student Legal Clinics .....</b>   | <b>49</b> |
| What kind of legal help can Law Student Legal Clinics provide?.....   | 49        |
| <b>3.10.3 Legal Advocacy Resources and Services .....</b>   | <b>50</b> |
| What kind of legal advocacy resources and services can I get in BC? .....   | 50        |
| Are there other legal information resources?.....   | 51        |
| <b>3.11 MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT .....</b>   | <b>53</b> |
| What does the Ministry of Children and Family Development do? .....   | 53        |
| What should I do if I suspect child abuse is taking place? .....  | 53        |
| What happens after I make a report?.....  | 53        |
| <b>3.12 PARENTING .....</b>   | <b>54</b> |
| Can you provide parenting tips for newcomer parents?.....   | 54        |
| In case of emergency whom should I contact at school? .....   | 55        |
| Which agencies provide parenting and/or counseling services? .....  | 55        |
| <b>3.13 PUBLIC TRANSPORTATION .....</b>   | <b>57</b> |
| How do I use public transportation in the BC Lower Mainland (Vancouver, Burnaby,<br>Richmond, Coquitlam, North Vancouver, West Vancouver, etc)? ..... | 57        |
| <b>3.14 REGISTERED EDUCATION SAVINGS PLANS (RESP) .....</b>   | <b>58</b> |
| What are Registered Education Savings Plans (RESP)? .....   | 58        |
| <b>3.15 SCHOOL .....</b>  | <b>59</b> |
| How do I enroll my child in school? Which grade will my child enter when we move to<br>Burnaby, BC? .....   | 59        |

|  |    |
|--|----|
| What is a Community School in Burnaby School District? .....   | 59 |
| How often will I receive a report card for my child? .....   | 59 |
| Do I have to attend parent-teacher conferences? .....  | 59 |
| What do I do when my child is sick or needs to be absent from school? .....                                      | 59 |
| What is a combined (split) class? .....  | 60 |
| What are student agendas/planners? .....   | 60 |
| Does my child have to purchase his or her own textbooks? .....   | 60 |
| Are notebooks, pencils and stationery supplied by the school? .....  | 60 |
| What do I do if my child is having a problem at school? .....  | 60 |
| What is the Advanced Placement (AP) Program? .....   | 61 |
| What are the values of extracurricular activities? .....   | 61 |
| What is a Professional Development (Pro-D) day? .....  | 61 |
| What is the difference between a semester or non-semester secondary school? .....                                | 61 |
| What is the Parent Advisory Council (PAC)? .....   | 62 |
| What are the benefits of joining the PAC? .....  | 62 |
| When do I register my child for Kindergarten? .....  | 62 |
| How do I register my child in the French Immersion Program? .....  | 62 |
| Will my child read and write in both English and French while enrolled in the French<br>Immersion Program? ..... | 62 |
| What is the Welcome Centre? What is a SWIS worker? .....   | 63 |
| What are Strong Start and Early Learning Programs? .....   | 63 |
| What is the Foundation Skills Assessment (FSA)? .....  | 63 |
| How can I transfer my child to a new school? .....   | 64 |
| How do I register my child in summer school? .....   | 64 |
| How do I know what my child is learning at school when there is no textbook? .....                               | 64 |
| What is BC Learning Service? .....   | 65 |

**3.16 SOCIAL GROUPS FOR YOUR CHILD** .....66

|   |    |
|---|----|
| Can you provide information about Social Groups for my child? ..... | 66 |
|---|----|

**3.17 SPECIAL NEEDS/SUPPORT NEEDS**.....67

|   |    |
|---|----|
| What is Autism Spectrum Disorder? .....   | 67 |
| What financial support can I get from the government if my child is diagnosed with<br>Autism Spectrum Disorder? ..... | 67 |
| What does “Special Needs” or “Support Needs” mean? .....  | 68 |
| What help can I find for my child with support needs? .....   | 68 |

**3.18 SPORTS** .....69

|  |    |
|--|----|
| What other extracurricular activities are available? ..... | 69 |
|--|----|

**3.19 UKRAINIAN MIGRATION RESOURCES**.....70

|   |    |
|---|----|
| What is CUAET and Who can apply? .....  | 70 |
| What kind of financial assistances are available for CUAET arrivals? .....        | 70 |
| Can Ukrainian newcomer families with children receive Canada Child Benefit? ..... | 71 |
| Can CUAET arrivals receive GST/HST Credit? .....                                  | 71 |

What kind of health care services in B.C. are available to CUAET arrivals?.....71  
 What kind of employment services are available for CUAET arrivals? .....72  
 How can I find information if I would like to support the Ukrainian newcomers? .....72  
 What other community resources are available for CUAET arrivals?.....72

**3.20 VOLUNTEERING OPPORTUNITIES .....73**

How can I volunteer at school? .....73  
 I am a student; how can I find volunteering opportunities? .....73  
 I am not fluent in English/French, may I volunteer?.....74  
 How can I get involved in the community?.....74

# Section 1

## UPON ARRIVAL





## 1.1 Federal programs/resources

### What is a Social Insurance Number (SIN)?

[Social Insurance Number \(SIN\)](#) is a 9-digit identity number for a Canadian citizen, individuals living in Canada as a permanent resident, or individuals with temporary stay as approved by the Government of Canada. Each individual needs a SIN in order to access employment or receive government benefit. On March 31, 2014, Service Canada began issuing SINs in a paper format (Confirmation of SIN letter) and stopped producing plastic SIN cards. Remember to keep your Social Insurance Number **safe**. Service Canada is responsible for issuing SINs, and you can apply online, by mail or in-person. There is **no fee** to apply for a SIN. You must provide **original** and valid identity documents to apply for a SIN; photocopies are not accepted. Check more details in [Information Guide for SIN Applicants](#), especially when you apply online or by mail. If you apply in-person, simply gather all the original [required documents](#) and go to a local [Service Canada Centre](#). The closest centre is located at 100-3480 Gilmore Way, Burnaby, BC.

For more information about SIN, you may also call Service Canada toll free at 1-866-274-6627.

### Who can apply for Canada Child Benefit (CCB)?

A parent or legal guardian of a child under the age of 18 may apply for [Canada Child Benefit](#) which is a tax-free monthly payment. The child must live with their parent or legal guardian, someone whom is **primarily responsible** for the care and upbringing of the child. For CCB purposes, when both parents live together with the child, the **mother** is usually considered the primary responsible parent and **should apply**. The Canada Revenue Agency (CRA) administers for British Columbia the CCB which might also include the [child disability benefit](#) and any related [provincial and territorial programs](#) (**BC Family Bonus** and **BC early childhood Tax Benefit**). Requirements for CCB include immigration and residence status. CCB is calculated based on the family's net income and is generally paid on the 20<sup>th</sup> of each month. Click [here](#) for more information including [application forms](#) (Forms RC66 & RC66SCH are usually needed for initial application, and Form CTB9 is needed in some situations) or [contact](#) CRA directly.

## **What is GST/HST Credit and who can apply for it?**

[GST/HST \(Goods and services tax/Harmonized sales tax\) Credit](#) is a tax-free quarterly payment from both Federal and Provincial governments. The credit is determined based on the family's net income and paid on July 5, October 5, January 5 and April 5. All residents of Canada, for income tax purposes, 19 years of age or older may be eligible. For those individuals in a marital relationship, only one spouse/partner may receive it for the whole family. You **no longer** have to apply for the (GST/HST) credit in income tax return each year. After filing income tax return, the Canada Revenue Agency (CRA) will determine your eligibility and will issue the GST/HST credit to all entitled individuals.

**New Immigrant families with children** under the age of 18 can use the [Canada Child Benefit](#) application forms (RC66 & RC66SCH) to apply for all child benefit programs, including the Canada Child Benefit (CCB) and the GST/HST credit. **New immigrant individuals of 19** years of age or older and **families without children** under the age of 18 who have not filed Individual Income Tax Return **still** may complete the [RC151 GST/HST Credit application form](#) to apply for GST/HST credit, *for the year that you became a resident of Canada.*

## **How much can I get for CCB and GST/HST Credit?**

You may use the Canada Revenue Agency (CRA) [Child and family benefits calculator](#) to check if you are entitled to the benefit and receive an estimated amount for each benefit.

## **How to have child and family benefits directly deposited to my bank account?**

You can enroll for direct deposit immediately if you are registered for the [My Account](#) service with Canada Revenue Agency (CRA). You may also fill out the [Direct Deposit Request - Individuals](#) form, sign and mail it to the address on the form.

The Government of Canada is switching to direct deposit payments. If you already signed up for direct deposit and provided bank account information to the Canada Revenue Agency (CRA) for one or more payments, CRA will continue to use this information for those payments. However, if you become entitled to a new payment, please contact the CRA to authorize them to use your existing information or provide new direct deposit banking information.

## **How to check the processing time for my Permanent Resident Card (PR Card)?**

Information about the processing time for the Permanent Resident Card is available [online here](#). You may also find some frequently asked questions about processing times in [IRCC Help Centre](#).

## **How do I change my address on my Permanent Resident Card?**

If an address is changed before you receive your Permanent Resident Card (PR Card), in most cases you may use the [Change my address](#) online service to notify Immigration, Refugees and Citizenship Canada (IRCC) of your new address.

If you can't change your address online, you can change it using this [IRCC Web form](#). Follow the instructions and include all the details. When you contact the [IRCC Client Support Centre](#) at 1 888 242-2100 (Monday-Friday, 8am – 4pm your local time, except for statutory holidays), you must choose one of the first few recorded options before you can press "0" to speak with an agent.

## **How do I clear customs for my shipment of goods as a new immigrant?**

You may go to the following Canada Border Services Agency (CBSA) office to clear customs when the shipment arrives.

Canada Border Services Agency  
[Vancouver Commercial Operations West \(809\)](#)  
412-4th Floor, 1611 Main Street  
Vancouver BC V6A 2W5

You don't need an appointment and walk-in service is now available. You need to bring the following documents with you:

1. Passports of all family members
2. Landing papers of all family members
3. Shipping documents from the shipping company
4. List of all the goods to follow (as detailed as possible, including quantity, brand name, model, serial number, etc.)

[Border Information Service \(BIS\)](#): 1-800-461-9999, provides computerized information 24 hours a day 7 days a week. Live agents are available: Monday to Friday from 6 am to 10 pm (eastern time); Saturday, Sunday and Federal statutory holidays from 10 am to 6 pm (eastern time).

## 1.2 Provincial programs/resources

### How to apply for the Medical Service Plan (MSP) of BC?

Under the *Medicare Protection Act*, enrolment with the [Medical Services Plan \(MSP\)](#) is **mandatory** for all BC eligible residents and their dependents. MSP of BC is available for those who have lived in BC for three months (waiting period is the remainder of the month of arrival + 2 months). However, you should apply for MSP **as soon as you arrive in BC**. Application can be submitted through [online](#) or [by mail](#) with copies of supporting documents if your MSP is under a **self-administered plan**. If your MSP coverage will be under **a group plan** through your employer, union or pension plan, please contact your group administrator for more information on applying. MSP of BC offers a basic medical coverage. The [MSP premiums](#) were eliminated as of January 1, 2020. After enrolment each family member receives a unique lifetime identifier for health care called Personal Health Number (PHN), which is printed at the back of your [BC Services Card](#) (formerly BC CareCard). Check for [Services Covered by MSP](#), [Services Not Covered by MSP](#), and more.

### How do I change and/or remove family members or change/correct information for my MSP account?

You may report changes, such as updating your BC address, adding or removing a family member, updating/correcting personal information, updating status in Canada, to your self-administered MSP account using the online [Request MSP Account Change](#), or Fill, Print and Mail the paper [MSP Account Change Form](#) attached with required documents. Follow the instruction [here](#) if you're enrolled **under a group plan** administered by your employer, union or pension plan. More information about MSP account changes is available [here](#).

### What is the contact phone number for Health Insurance BC?

Call 604.683.7151 or toll-free at: 1 800 663-7100 about health-related questions. Additional information is available online from the [Health Insurance BC](#).

## **How do I find a family doctor/physician?**

Often, every BC resident has a family doctor (family physician). A child's school needs information such as the child's [MSP Personal Health Number \(PHN\)](#), formerly known as CareCard number and now printed at the back of BC Services Card, and the name and phone number of your family doctor, to keep on file.

To find a family doctor,

- Go to a [Walk-in Clinic](#) and ask if there's a doctor there who accepts new patients; Ask those clinics that also provide Family Practice service, not ONLY for Walk-in services. Such information might change overtime.
- Be referred by a friend
- Check the [Yellow Pages](#), under "family doctor" or "family physician" in "Burnaby", or this online [BC Doctor Directory](#) for Burnaby doctors.
- Check online at [College of Physicians and Surgeons of British Columbia](#) to search for a family physician/doctor in your or neighbouring community, and phone the doctor's office to find out if s/he is accepting new patients.
- Add yourself and/or your family members to the [Patient Attachment Waitlist](#) on [Burnaby Division of Family Practice](#) website to be matched with a Burnaby Family Doctor/Nurse Practitioner if you're a Burnaby resident (waitlist is long due to limited resources).

## **Is a routine eye examination covered by MSP?**

Children aged 0-18 and seniors aged 65+, may use their MSP Personal Health Number (PHN) to receive free [annual eye examinations](#). Routine eye examinations for individuals between 19-64 years old are NOT covered by MSP. However, all [medically required eye examinations](#) provided by an ophthalmologist or optometrist are still covered by MSP for all age groups.

## **How can I find an optometrist/eye doctor?**

Check [here](#) to find an optometrist or eye doctor. Please be aware that some optometrists may charge extra fees whereas others don't charge any extra fees for your child's routine eye examinations. It is advised to call the optometrist's office and ask about any additional charges before making an appointment.

## What is Fair PharmaCare and how do I register?

All B.C. residents are eligible to apply for Fair PharmaCare, a plan that provides financial help with eligible prescription drugs and medical supplies. The coverage is calculated based on the family's net income from **2 years prior** (e.g. coverage for 2022 is based on 2020 family net income). If you are a [new Canadian resident](#) this year who has not yet filed a tax return in Canada, you need to report **all your family net income**, including income earned outside Canada for the relevant tax year, which is **2 years prior** to the current year. Each family only needs to register once and may complete the first step of registration [online](#) or by [phone](#) after receiving their Social Insurance Number, and when their MSP Personal Health Number (PHN) becomes active. All family members on the same MSP account are to be registered together. You will receive a letter explaining that Fair PharmaCare could not verify your income. When receiving the letter, you should call at the numbers provided. They will let you know what documents you can submit to verify your income, which may be a notarized affidavit form or a tax return from a more recent year.

Check out more about the [Fair PharmaCare Calculator](#), [Updating or Changing Your Coverage Information](#) (Fair PharmaCare assistance might change when family circumstances change) and [Fair PharmaCare Frequently Asked Questions](#). Information on Fair PharmaCare are also available [online in multiple languages](#).

## How to find a child care in Burnaby?

- To look for [\\$10 a Day ChildCareBC Centres](#) in Burnaby.
- To find participating providers of the [Child Care Fee Reduction Initiative \(CCFRI\)](#) in Burnaby.
- To search for ministry-funded licensed child care (including licensed Group and licensed Family) in your community by city, address and license type, use the [Child Care Map](#).
- For a full list of child care resources including Registered License-Not-Required (RLNRs) and other child care options, contact [YMCA Child Care Resource and Referral \(CCRR\) centres](#) at 604.294.1109 (Burnaby/New Westminster office/Metrotown Community Resource Centre, 3<sup>rd</sup> floor - 4460 Beresford Street, Burnaby) or 604.931.3400 (Tri-cities office), or email: [ccrr@gv.ymca.ca](mailto:ccrr@gv.ymca.ca). Information on the child's age and postal code must be provided.

## How to get financial help for child care services if parents are at school/work?

The [Affordable Child Care Benefit](#) is a monthly payment to help eligible families with the cost of child care. Factors like income, family size, and type of care determine how much support families can get. **Families need to renew their application every year.** Families that earn up to **\$111,000** may qualify for funding. Families that earn more than \$111,000 with considerable deductions for family size or children who have special needs, can also apply. To be eligible for this benefit, parent or guardian must be:

- A resident of B.C., and
- A Canadian citizen, a permanent resident of Canada, a convention refugee or a person in need of protection
- Working, self-employed or attending school
- Looking for work or participating in an employment-related program (only one parent/guardian can be looking for work)
- Living with a medical condition that interferes with your ability to care for your child
- Your child is attending a licensed preschool
- Referred by a Social Worker from the Ministry of Children and Family Development or a Delegated Aboriginal Agency

Most [types of child care](#) are eligible. Child care by a family member who lives with you and licensed occasional child care **are not eligible** for funding.

Check [here](#) to learn about more details and to apply for Affordable Child Care Benefit through [My Family Services](#). Please note that both parents/guardians must register for a [Basic BCeID](#) (a user ID and password for participating provincial government services) before you can use My Family Services.

You may contact Child Care Service Centre at **1 888 338-6622** from 8:30am to 4:30pm, Monday – Friday. Translation services are available in more than 140 languages.

### Do I need a BC Identification (BCID) card and how do I get it?

If you don't drive, you can use a [BC Identification Card \(BCID\)](#) as a picture ID instead of a driver's license. Anyone 12 or older can apply for a BCID card. Before applying for a BCID card you must have a Permanent Resident (PR) Card. Upon receiving a Permanent Resident Card, you may go to an [ICBC](#)

[driver's licensing office](#) to apply for a BCID. You can use [BC Services Card](#) as an alternative to a BCID.

### **How to get a B.C. Driver's License?**

As a new immigrant you must be 16 or older, have a Permanent Resident (PR) Card before you can take a knowledge test, a vision screening test and then a road test in order to get a [B.C. Driver's license](#). Check [here](#) to learn more about how to get a B.C. Driver's License. You may combine your B.C. Driver's License Card with B.C. Services Card if you're enrolled in Medical Services Plan (MSP).

### **What is a B.C. Services Card and how can I get one?**

The [B.C. Services Card](#) provides access to many different government services for B.C. residents. You can use your BC Services Card to access health services. You can use the BC Services Card app to log in to [government services](#). It's a government-issued ID. It protects your identity. There is no fee to get a BC Services Card. However, if you're combining your BC Services Card with your driver's license, [fees](#) that apply to the regular [driver's license renewal process](#) still apply. Check [here](#) to find out which kind of B.C. Services Card you should get, and [how to get a B.C. Services Card](#).



## 1.3 Municipal programs/resources

### How to find activity programs for children?

There are many programs available at community centres and neighborhood houses for children of different age groups.

Click [here](#) for more detailed information regarding locations and contacts of [recreation facilities](#), [arts and culture facilities](#), [events](#) and the variety of [programs and activities](#) offered in Burnaby. Download the [program guide](#) here and pay attention to the registration starting date, location of the program, course code. You may also find Pro-D Day camps organized by Burnaby Parks, Recreation & Cultural Services in the Guide. Register by phone, in-person or use the **online** [Webreg](#) for course registration after you get a family PIN and client number(s) for your family members. Click the "help" button on the right top corner if needed.

### What is the Burnaby Recreation Credit Program?

[Burnaby Recreation Credit program](#) supports Burnaby residents in financial need and is administered by [Burnaby Community Services](#). It provides credit points (equal to dollars) to eligible low-income families residing in Burnaby that can be used within 12 months at any Burnaby Parks, Recreation & Cultural Services facility for registered programs.

Click here for the [Burnaby Recreation Credit Program Application Form](#). Through the same agency, if applying in the appropriate season for [Burnaby Camping Bureau](#) or [Burnaby Christmas Bureau](#), they may provide financial assistance.

### Where can I find a Burnaby Public Library?

Your [public library card](#) is the key to the resources and services of the Burnaby Public Library. You can use your library card to borrow library materials, reserve a computer, download digital media, search dozens of electronic databases, and more. Check out more information about Burnaby's public library [locations and hours](#), things to borrow and use, and [Activities & Events](#) in Burnaby Public Library.

# **Section 2**

## **AFTER 12 MONTHS IN**

### **CANADA**



## **How can I apply for MSP Supplementary Benefits?**

To qualify for [MSP Supplementary Benefits](#) you must be a BC resident holding the status of a Canadian citizen or a permanent resident (landed immigrant) for at least the past 12 consecutive months before application and not be exempt from liability to pay income tax by reason of any other act. Eligibility is also based on your family net income, your age, family size, disability and any income from the Universal Child care Benefit and Registered Disability Savings Plan. You may apply for Supplementary Benefit [online](#).

MSP supplementary benefits provide partial payment for certain medical services obtained in British Columbia (such as acupuncture, chiropractic, massage therapy, naturopathy, physical therapy and non-surgical podiatry) and may provide access to other income-based programs. Families with Children under the age of 19 receiving supplementary benefits can access [Healthy Kids Program](#) for basic dental treatment, optical care and hearing assistance.

## **What is the BC Healthy Kids Program?**

The [BC Healthy Kids Program](#) helps families, who are eligible for MSP Supplementary Benefits program, with the cost of basic dental care (\$2000 of basic dental services every two years), prescription eyeglasses (lenses and basic frames once in a 12 month period), and eligible hearing aids for their dependent children under the age 19 (including the month they turn 19). To use services under the BC Healthy Kids Program you will need to show your child's BC CareCard or BC Services Card to the dental, optical or audiology office. Your dentist, optical provider or audiologist/hearing instrument provider will confirm coverage with the program contractor before each appointment.

## **How can I apply for the BC Healthy Kids Program?**

When your MSP Supplementary Benefits application has been approved, the BC Healthy Kids Program usually begins at the start of the next month. No separate application is necessary. Check for more information about [BC Healthy Kids Program](#) or call 1.866.866.0800 to check your child's status.

## **How can I find a dentist who provides services under the BC Healthy Kids Program?**

Please note that it is the parent's responsibility to check whether a dentist, optical or audiology supplier provides services to children through the BC Healthy Kids Program.

To find a dentist who accepts patients under this program click [here](#), and make sure you check the option of "Government Dental Plans: Healthy Kids Plan". You may also find [reduced cost dental clinics](#), [dental emergencies](#), and more.

## **What is the Rental Assistance Program (RAP) and how can I apply for it?**

Eligible low-income working families may be able to receive cash assistance from BC Housing through Rental Assistance Program (RAP) to help with their monthly rent payments if they:

- have lived in BC for the past 12 consecutive months
- have filed an annual income tax return
- are a low-income, working family
- have at least one or more dependent children
- have a total before-tax annual household income of **\$40,000** or less.
- have less than \$100,000.00 in assets
- pay more than **30 per cent** of household income towards rent for their home, or pay pad rental for a manufactured home (trailer) that they own and occupy
- have been employed at some point over the last year or has currently been employed for three consecutive months
- were not privately sponsored when immigrating to Canada
- do not own property (house, cottage, land, etc.)
- are not living in subsidized housing or co-operative housing and are a shareholder
- must permanently reside in BC when applying, and each member of the whole family must be one of the following:
  - Canadian citizens not under private sponsorship
  - Individuals lawfully admitted into Canada for permanent residence and not under private sponsorship
  - Refugees sponsored by the Government of Canada
  - Individuals who have applied for refugee status

More information about eligibility and application are available [here](#).

# **Section 3**

## **OTHER RESOURCES**

**(In alphabetical order)**



## 3.1 ADULT CONTINUING EDUCATION

### 3.1.1 Language Training

#### What is the LINC program?

The LINC (Language Instruction for Newcomers to Canada) program, administered by the federal Government of Canada (IRCC – Immigration, Refugees and Citizenship Canada), is one of the immigrant settlement services provided through the National Settlement Program. It provides free basic and intermediate level English training from Canadian Language Benchmark (CLB) 1 through 8 for adult newcomers (17 years or older) to Canada. First, complete an [LINC Application Form](#) for an assessment. Then, mail, fax or bring the application form **and** the photocopy of your immigration document to one of the assessment centres. After the assessment the centre will mail you the Canadian Language Benchmark Placement Test (CLBPT) results. You may then go to any LINC school to register or go back to the assessment centre (no appointment necessary) for information on available class times, locations and wait lists. The test results are valid for 1 year and you may NOT take the test more than one time per year. See more information in the [LINC brochure](#).

People living in Vancouver, North Vancouver, West Vancouver, Richmond, South Delta, Burnaby or New Westminster, apply to:

Vancouver Language Assessment Centre  
LINC Assessment and Referral Centre  
#208 – 2525 Commercial Drive  
Vancouver, BC V5N 4C1  
Tel: 604-876-5756 Fax: 604 876-0134

People living in Surrey, North Delta, Coquitlam, Port Coquitlam, Maple Ridge or the Fraser Valley, apply to:

Surrey Language Assessment Centre  
LINC Assessment and Referral Centre  
#408 – 7337 137th Street  
Surrey, BC V3W 1A4  
Tel: 604 507-4150 Fax: 604-507-4155

People living in other areas may apply directly at the school in that area which offers LINC classes.

## **What programs does Burnaby School District Community & Continuing Education provide?**

Burnaby is one of the largest districts in the province offering Community & Continuing Education Programs. Educational areas include:

- [High School Completion Program](#)
- [Foundations Program](#) (to strengthen basic skills in English, Social Studies, Mathematics, Science and Computers in preparation for both employment and further studies, transition/bridging classes to prepare for regular Grade 10, 11 & 12 courses)
- [LINC Program - Language Instruction for Newcomers to Canada](#) (free childcare available at Edmonds and Windsor locations to children 18 months – 5 yrs old. Space is limited and a waitlist may apply)
- [Certificate and Diploma Programs](#)
- [Horticulture Programs](#)
- [Online Programs](#)
- [General Interest Courses](#)

For more information check [Burnaby Community & Continuing Education](#).

## **Are there any other free English language courses in BC?**

Many colleges and universities offer free English language preparation courses for students who are Canadian citizens, Permanent Residents, Refugees and Live-in Caregivers so that students are able to continue further educational courses in that college or university. Usually you need to enroll in the college or university and pay an assessment fee to have your English language ability assessed. Different college or university might charge a different assessment fee.

Please check the [B.C. government](#) or [BCCAT - British Columbia Council on Admission & Transfer](#) websites about each individual post-secondary institution to find out updated information before enrolment.

## **Are there any other Free or low cost English Language classes in Burnaby and neighboring cities?**

There are some free or minimal charge English classes provided by different agencies or organizations in Burnaby or neighboring cities. Please note that information may change at any time, so it is best to directly contact the agency/organization and inquire about up-to-date information.

- [Burnaby Public Library](#) ESL Conversation Circles led by a librarian in different locations, register to attend
- [MOSAIC](#) English conversation groups in various locations; Check their [Event Calendar](#) or call 604.254.9626 to inquire
- [ISSofBC](#), English conversation circles in various locations, 604.684.2561, or [info@issbc.org](mailto:info@issbc.org)
- [Pacific Immigrant Resources Society \(PIRS\)](#) various levels of ESL class for immigrant women at different locations, 604.298.5888 or [Leave a message online](#)
- [Burnaby Neighborhood House](#) Free English as Additional Language (EAL) classes are provided by volunteer facilitators, on-going registration, [Contact](#) for more details; 604.431.0400 for south area, 604.294.5444 for north area
- [YMCA of Greater Vancouver](#), English Conversation Clubs (For Permanent Residents and Convention Refugees Only), 778.990.4856 or email [connections@gv.ymca.ca](mailto:connections@gv.ymca.ca)



## 3.1.2 Post-Secondary Education

### What is an Education Planner?

[Education Planner](#) is an online search tool for finding information on undergraduate program availability, application dates, tuition costs, admission requirements, program lengths, and much more at post-secondary institutions in British Columbia.

### How can I find information about colleges and universities in Canada?

Click [here](#) to see different types of Post-secondary institutions in British Columbia. Go [here](#) to check a designated learning institution that is approved by a provincial or territorial government in Canada.

### How can I afford the financial cost for post-secondary education?

The Government of Canada works with most provincial or territorial governments to offer student grants and loans. Apply with 1 application through your province or territory of residence. You don't need to pay back grants, but you do need to pay back loans after finishing school. You may be eligible for more than 1 type of grant - when you apply with your province, they will assess your eligibility for all grants. More information can be found:

- [StudentAid BC](#)
- [Student grants and loans](#)
- [Scholarships](#)

For other post-secondary education financing options for a child, or children, also see [RESP](#).

## 3.2 BURNABY COMMUNITY RESOURCES

### Where can I find Burnaby Community Resources?

Look for the [Community Resource Guide](#) for Burnaby & New Westminster provided by Burnaby Community Services.

### Where can I find programs or services for parents or family members in the community?

Click here for more information

- [Burnaby Family Life \(BFL\)](#)
- [Burnaby Neighborhood House \(BNH\)](#), at different locations
- [Family Services of Greater Vancouver](#)
- [Immigrant Services Society of British Columbia \(ISSofBC\)](#)
- [M.O.S.A.I.C.](#)
- [Parent Support Services Society of BC](#)
- [Purpose Society](#) for youth and families
- [S.U.C.C.E.S.S.](#)

### What is the Helping Families in Need Society?

The Helping Families in Need Society has a group of volunteers who collect and distribute household goods (beds, chairs, tables, microwaves, etc.) to help families in need. To be eligible, families must be referred by an individual or staff of an organization. Click [here](#) for information and application.

### What is the KidSport™ Burnaby Grant?

It is a community based sport-funding program (up to \$300) to help children ages 5 - 18 who face financial barriers participate in sport programs. Grants are available once per child per calendar year (January – December). For more info please check [here](#).

## **How can I find a Food Bank and free donated children's clothing?**

- The [Greater Vancouver Food Bank \(GVFB\)](#) provides healthy food to those in need. Check on how to become a client of GVFB, locations and schedules and what to expect.
- Free bread distribution (from Cobs Bread) and the Gleaner's Closet (free donated clothing for children) are available on Saturday mornings at [New Life Community Church](#), located at 8765 Government Street, Burnaby, BC.
- [The Society to End Homelessness In Burnaby](#), located at Southside Community Church – 7135 Walker Ave, Burnaby (near Kingsway & Edmonds St) provides free lunches on Thursdays. Free donated children's clothing can be picked up 9am -11am on Thursdays.
- Contact [your school's SWIS](#) for other free and low cost food programs in Burnaby and New Westminster.

## 3.3 CHANGE OF ADDRESS

### **How can I notify different provincial government programs and/or offices about my new address?**

If you are moving within British Columbia, you can use the [Address Change BC](#) online tool to **update your personal and/or business records** with provincial and local government organizations in seven easy steps. You can change your address for your Medical Services Plan/MSP account (Only the MSP account holder can change the address associated with their account) and your BC driver's license.

To change the address on your BC Services Card and/or your BC Driver's License card, check the [online](#) information by clicking "Find out more" on Step 2 page for details regarding if you should call [ICBC](#) or [Health Insurance BC](#) depending on your situation.

To cancel your MSP coverage when you are moving permanently outside of BC, use online form [Permanent Move outside BC](#) (HLTH#7063).

### **Do I need to notify Canada Revenue Agency about my address change?**

In order to continue receiving federal government benefit payments, such as [the GST/HST Credit](#) and [Canada child benefit](#) payments, you **must** notify Canada Revenue Agency any change of address **as soon as possible** (even when using [direct deposit](#) services to receive these benefits).

### **How can I notify Canada Revenue Agency about my new address?**

Notify the Canada Revenue Agency by using ONE of the following ways:

Internet:

If you are using Canada Revenue Agency's online service, change the address through the "[My Account](#)" option or [MyCRA APP](#) through your mobile phone.

Mail or fax (204.984.5164):

Individual and benefits processing Tax Centre for B.C. is now [Winnipeg Tax Centre](#).

- a completed [Form RC325, Address change request](#), **or**
- a **signed** letter

In your letter include:

- your social insurance number
- new address
- moving date

To change someone else's address, including your spouse's or common-law partner's:

- Include their social insurance number
- Have them **sign** the letter authorizing the change to their new address

Phone:

Call [CRA Telephone numbers](#) at 1.800.959.8281 (income tax enquiries) or 1.800.387.1193 (benefit enquiries) and a CRA representative will change the address over the phone after they verify your identification.

### **Which other parties do I need to notify about my address change?**

If an individual has a child who is attending a school in Burnaby, notify the [school](#) office of the new address (and new phone number if applicable) as soon as possible. Contact a Settlement Worker ([SWIS](#)) if it is difficult to communicate with the school due to language barriers. To find out how to transfer your child to a different school due to address change, please see section "3.15 SCHOOL" under "How can I transfer my child to a new school?"

Other parties you usually need to notify about your new address include:

- Utility billers, such as [FortisBC](#) (natural gas or electricity), [TELUS](#) or [Shaw](#) (telephone, internet, cable), [BC Hydro](#) (electricity) and any long distance telephone service provider;
- Banks;
- Credit card financial companies;
- Any individuals/organizations from whom you wish to regularly receive mail.

## 3.4 EMPLOYMENT

### **I'm a new immigrant. Where can I find help with job searching?**

The first step in accessing B.C.'s employment services and support is to contact a [WorkBC Centre](#) near you. This free program will make it easier to find work and provide stability for families through a wide range of integrated employment services and support. The following WorkBC Centres help people in Burnaby:

1. WorkBC Centre – Burnaby – Metrotown  
601-4211 Kingsway, Burnaby, BC V5H 1Z6  
Phone: 778-357-0566  
Email: [centre-burnaby-metrotown@workbc.ca](mailto:centre-burnaby-metrotown@workbc.ca)  
Website: <http://workbccentre-burnaby-metrotown.ca>  
Hours of Operation:  
8:30 am to 5:00 pm Monday, Wednesday  
8:30 am to 6:30 pm Tuesday, Thursday  
9:00 am to 3:00 pm Friday  
Saturday, Sunday & Statutory Holidays – Closed
2. WorkBC Centre – Burnaby - Brentwood  
101-3999 Henning Drive, Burnaby, BC V5C 6P9  
Phone: 778-357-0445  
Email: [centre-burnaby-brentwood@workbc.ca](mailto:centre-burnaby-brentwood@workbc.ca)  
Website: <http://workbccentre-burnaby-brentwood.ca>  
Hours of Operation:  
8:30 am to 5:00 pm Monday, Wednesday  
8:30 am to 6:30 pm Tuesday, Thursday  
9:00 am to 3:00 pm Friday  
Saturday, Sunday & Statutory Holidays – Closed
3. WorkBC Assistive Technology Services – Burnaby  
400-3999 Henning Drive, Burnaby, BC V6C 6P9  
Phone: 1-844-453-5506  
Email: [assistivetechservices@workbc.ca](mailto:assistivetechservices@workbc.ca)  
Website: <http://workbc-ats.ca>  
Hours of Operation:  
8:30 am to 4:30 pm Monday to Wednesday  
8:30 am to 7:30 pm Thursday  
10:00 am to 3:00 pm Friday  
Saturday, Sundays and Statutory Holidays – Closed

## **I'm a skilled Immigrant. How can I find a job in my own field?**

The [Career Paths for Skilled Immigrants Program](#) helps professionals use their skills, training, and foreign qualifications for work in B.C. It can help you get jobs that match your experience and background.

Eligibility criteria:

- became a permanent resident of Canada within the last five years
- have 3 years of work experience in your home country OR 1 year of pre-arrival work experience in your home country if you are 30 years old or younger
- have an intermediate to advanced level of English language proficiency
- are unemployed or working in a job that does not use your skills and training from your home country

If you're eligible, they will offer:

- financial help to pay for professional re-credentialing (training) or licenses
- job-related language training
- assessment (checking) of credentials and experience
- career planning and coaching
- communication with regulatory authorities
- referrals to employers and mentors
- Canadian work experience opportunities – for example, through work-study programs or related jobs in your industry
- if your occupation is not practiced in B.C. or your qualifications are not recognized in B.C., Career Paths for Skilled Immigrants can help you find other options

Career Paths for Skills Immigrants Program has **three streams**:

- **Stream 1:** Priority occupations. These are specific jobs that are classified using the NOC system. They are in demand in B.C. and difficult to fill.
- **Stream 2:** Regulated occupations. These include skilled jobs where you may need to be recertified to work in B.C. The recertification process is done by a regulatory body.
- **Stream 3:** Unregulated occupations. These include skilled jobs where you may not need to be certified.

**Stream 1** could help you find work in a high-demand job. Under this stream you could get up to 24 months of help toward your work goal. Support may include:

- career counselling specific to your job
- help getting recertification education (where relevant)
- English language training specific to your job
- other help that B.C. employers know will help you succeed

Stream 1 is offered by the following agencies/organizations in BC:

- Technology, Construction & Engineering: [ISSofBC](http://ISSofBC), 604.375.2105, [careerpaths@issbc.org](mailto:careerpaths@issbc.org)
- Business: [M.O.S.A.I.C.](http://M.O.S.A.I.C.), 604.438.8214 ext.111, [careerpaths@mosaicbc.org](mailto:careerpaths@mosaicbc.org)
- Health A: [Douglas College](http://Douglas College), 604.588.7772, [careerpaths@douglascollege.ca](mailto:careerpaths@douglascollege.ca)
- Health B: [Back in Motion](http://Back in Motion), 604.575.3800, [info@careerpaths.ca](mailto:info@careerpaths.ca)
- Education and Social Services: [Douglas College](http://Douglas College) 604.438.3045, [careerpaths1@douglascollege.ca](mailto:careerpaths1@douglascollege.ca)
- Management (retail, sales, restaurant, real estate, insurance, financial brokerage manager) : [Progressive Intercultural Community Services Society \(PICS\)](http://Progressive Intercultural Community Services Society (PICS)), 604.596.7722, [CareerPaths@pics.bc.ca](mailto:CareerPaths@pics.bc.ca)

Find services under Stream 2 and 3 in each region of the province, including service providers, the cities they serve and their contact information. [ISSofBC](http://ISSofBC) delivers the Career Paths Program under **Stream 2 & 3** for Vancouver, **Burnaby**, New Westminster and Cariboo North, 236.985.7359, email: [careerpaths@issbc.org](mailto:careerpaths@issbc.org).

### **What other Employment Programs can I find in BC lower mainland?**

If you're currently unemployed and not an Employment Insurance (EI) client, and need some assistance finding a job, there are some other government sponsored/free employment programs in the lower mainland. The goal of these programs is to help unemployed British Columbians gain the skills, confidence, and experience they need to obtain employment.

- [ISSofBC Career Services](#) (Multiple locations)
- [MOSAIC Employment Services](#) (Multiple locations)
- [S.U.C.C.E.S.S Employment Services](#) (Multiple locations)
- [AWARE Society](#) (Burnaby and New Westminster, Co-op programs provide employment services to youth at risk and indigenous youth)



- [Connections Community Services](#) (Age 16-29 Youth in Richmond, 604.271.7600, email [info@ccssociety.ca](mailto:info@ccssociety.ca))

For more information about employment services in BC, check the [WorkBC](#) website.

### **Where can I find websites that list job opportunities?**

Finding a job in Canada might be different from finding a job in your home country. Challenges you might face include: your credentials may not be recognized, your English language skills may not be sufficient, and you may need Canadian work experience. [WelcomeBC](#) provides some information and resources to help you understand what you can do to find a job in British Columbia. On the page you may find:

- [What you need to work in B.C.](#)
- [Where to look for a job](#)
- [Professional certification](#)
- [How to get help finding a job](#)

Learn more about resumés, cover letters, and job interviews on the [WorkBC](#) website. There is also information on [Canada's Job Bank](#) website.

### **Where can I find information about employment standards?**

Here are the links of employment standards for workers protected by provincial or territorial laws:

- [Employment Standards \(BC\)](#)
- [Workplace health and safety \(BC\)](#)
- [Human Rights Protection \(BC\)](#)

Link for workers protected by federal laws:

<https://www.canada.ca/en/employment-social-development/corporate/portfolio/labour.html>

Also call 1 800 O-Canada (1 800 622-6232) to find out more about federal government employment standards and how to contact the provincial or territorial government. More information is also available on the [Canadian Centre for Occupational Health and Safety](#) website about [Employees' Rights and Responsibilities](#).

## **Where can I find information about Employment Insurance?**

Check the following links for eligibility for different types of Employment Insurance benefits:

- [Employment Insurance Regular Benefits](#)
- [Employment Insurance Maternity and Parental Benefits](#)
- [Employment Insurance Sickness Benefits](#)
- [Employment Insurance Caregiving Benefits and Leave](#)

Check [Service Canada](#) website for more questions related to Employment Insurance including [Employment Insurance Special Benefits for Self-Employed People](#), or call Toll-Free: 1 800 206-7218, Teletypewriter for the Deaf (TTY): 1 800 529-3742, or visit your [local Service Canada Centre](#).

## **What can you do with eServiceCanada?**

[eServiceCanada](#) allows you to:

- request a call back about one of Service Canada programs (including EI, Social Insurance Number, Ukrainian immigration measures: Financial assistance, etc.) by completing a Service Request Form;
- book an appointment for passport or biometrics services; or
- apply for a Social Insurance Number (SIN) online.

## 3.5 GENERAL INFORMATION FOR NEWCOMERS

### **How to obtain general information for Newcomers to British Columbia?**

Moving to a new country can be hard. You might have a lot of questions. The B.C. [Newcomers' Guide](#) will help you settle into B.C. quickly and easily. It's available to download as a PDF in thirteen languages. You can also request a printed copy guide by using [the order form](#) for free within British Columbia.

Another good resource is [BC 211](#). Use this [Red Book/Online Directory](#) or simply [Dial "211" or TTY, Text, Live Chat, Email](#) To speak with a 211 Navigator for free and confidential information, that is available 24/7 and can access an interpreter in over 150 languages to help facilitate inquiries.

### **What is Service BC and how can I find a Service BC office in my area?**

Service BC can guide you through Government of British Columbia programs and services. [Information may be collected](#) to help them assess and respond to your enquiry.

You may contact Service BC by [Text, Phone or Email](#), Monday through Friday, 7:30am to 5:00pm Pacific Time (except B.C. statutory holidays). Check online to find the nearest [Service BC office](#) that offers in-person service.

You may also [find government programs and services](#) by searching the Services A-Z index to find what you're looking for.

## 3.6 HEALTH

### Where do I go for medical care, if I do not have a family doctor?

Bring your BC Services Card and go to any [Walk-in clinic](#) in the community. Service hours of walk-in clinics may vary and change at any time. Due to the COVID-19 pandemic, **many walk-in clinics require online appointment scheduling or only telemedicine.** Please call or check online before going.

#### [Station Square Medical Clinic](#)

150-6200 McKay Ave, Burnaby

Tel: 604.438.8288, [book appointment online](#)

#### [Edmonds Health Center](#)

Unit C - 7487 Edmonds Street, Burnaby

Tel: 604. 540.9222

Second language: Mandarin, Serbian

#### [Elicare: Lougheed Family Practice & Walk-In Clinic](#)

9618 Cameron Street, Burnaby (1<sup>st</sup> floor walk-in; 2<sup>nd</sup> floor family practice)

Tel: 778.999.9966

Register on [waitlist](#) for a family doctor in the clinic.

#### [Old Orchard Medical clinic](#)

11-4429 Kingsway, Burnaby

Tel: 604.431.6585

Wait room is closed and you need to call first to schedule an in-person appointment time. You can also book a virtual doctor appointment [here](#).

#### [Brentwood Medical Clinic](#)

212- 4567 Lougheed Highway, Burnaby

Tel: 604.294.8540

#### [Canway Medical Centre](#)

4695 Canada Way, Burnaby

Tel: 604.428.8123

#### [Highgate Medical Centre](#)

103-7188 Kingsway, Burnaby

Tel: 604.777.9101

[Total Life Care Medical](#) at Highgate Village  
250 - 7155 Kingsway, Burnaby  
Tel: 604.438.9991

[Highroads Medical Clinics - Burnaby](#)  
Lougheed Town Centre (next to IHOP)  
#177 – 9855 Austin Avenue, Burnaby  
Tel: 604.936.0411

[Highroads Medical Clinic - Lougheed](#) (inside London Drugs)  
Unit 101-9855 Austin Ave, Burnaby  
Tel: 604.421.8820  
[FAQ](#) about Highroads Medical Clinics.

[Integrated Wellness Medical Clinic](#)  
4655 Central Boulevard, Burnaby  
Tel: 604.558.1175

[J-Von Medical Center](#)  
4468 Beresford Street, Burnaby  
Tel: 778.379.8299  
<http://www.jvonmedicals.ca/bookwalkin/>

[Kensington Medical Clinic](#)  
\*Children’s Clinic onsite, family doctor’s referral to pediatricians acceptable  
6548 Hastings Street, Burnaby  
Tel: 604.299.9769

[Mango Beresford Walk-in Clinic](#)  
4392 Beresford St, Burnaby, BC  
Tel: 604.423.4392

[MyMD Clinic](#)  
#100b-3300 Boundary Rd, Burnaby  
Tel: 778.839.3651

[PrimeCare Medical Centre and Clinic](#)  
201-7315 Edmonds Street, Burnaby  
(Access is from the back of the Esprit building on Arcola Street)  
Tel: 604.519.3767

[Viva Care Burnaby Clinic](#)  
300-9855 Austin Road (inside Walmart), Burnaby  
Tel: 604.422.8482

[MedCare Plus Medical Clinic](#)

7618 6th Street, Burnaby  
Tel: 604.600.3911

[Welcome Medical Clinic](#) (in Burnaby Square)

105-7885 6<sup>th</sup> Street, Burnaby  
Tel: 604.526.1303

**How can I know the wait time for a walk-in clinic and if it's accepting patients for the day?**

[Medimap](#) connects you with a doctor faster. It can be frustrating to travel to a walk-in clinic only to find that they are no longer accepting patients for the day. Enter your city or address on [Medimap](#) you may find:

- Current estimated wait times at nearby walk-in clinics.
- Up-to-date clinic operating hours.
- Whether the clinic is still accepting patients for the day.

Create a [patient account](#) to get up-to-date notifications (email or text message) on walk-in clinic wait-times.

**Can I go to a hospital? Where are the hospitals in or near Burnaby?**

In case of emergency, a patient can always go to any **Emergency Room** in British Columbia. A BC Services Card is required. If the situation is not an emergency, please acquire a family doctor's referral in order to see any doctor/specialist in a hospital setting. Some hospitals in or near Burnaby are:

Burnaby Hospital  
3935 Kincaid St, Burnaby, BC V5G 2X6  
General Enquiry: 604.434.4211

BC Children's Hospital  
4490 Oak Street Entrance 55, Vancouver, BC V6H 3V4  
(Oak St. & W. 28<sup>th</sup> Ave.)  
604.875.2345

Vancouver General Hospital (VGH) Emergency Department  
920 West 10th Avenue, Vancouver, B.C. V5Z 1M9  
604.875.4111

You might also want to check the following links for more information about hospitals:

[Providence Health Care](#) - is a health and wellness resource for all British Columbians, operating multiple sites including hospitals, residences and clinics in Vancouver, BC.

[Fraser Health](#)

[Vancouver Coastal Health](#)

### **What is the Global Family Care Clinic?**

The [Global Family Care Clinic](#) provides health management, education and self-management support for individuals and their families and focuses on pregnant women and children under five. The clinic is staffed by a full-time nurse practitioner who works collaboratively with physicians and community service providers. Service is also available to immigrants, privately sponsored refugees and refugee claimants within their first three years in Canada. **\*A referral is required.** It is **NOT a walk-in** clinic and it's **by appointment only**. Check the [Fraser Health](#) website for more details. Current address is 204 – 7315 Edmonds Street, Burnaby.

### **What is the “8-1-1” Phone Line?**

“**8-1-1**” is a free-of-charge provincial health information and advice phone line available in British Columbia for non-emergency situations. The **8-1-1** phone line is operated by HealthLink BC, which is part of the Ministry of Health. By calling **8-1-1**, you can speak to a health services navigator, who can help you find health information and services; or connect you directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist. Any one of these healthcare professionals will help you get the information you need to manage your health concerns, or those of your family.

Simply pick up a telephone and dial number “811”. **8-1-1** also provides translation services on request in more than 130 languages. After dialing **8-1-1**, you will be connected with an English speaking health services navigator. To get service in another language, simply state the language you are looking for (example say “Punjabi”), and an interpreter will join the call.

More information is available [online](#).

## 3.7 AFFORDABLE HOUSING & TENANTS' RIGHT

### What is BC Housing?

The best resource for finding more affordable accommodation is through [BC Housing Listings](#). Please check if you meet the criteria before you apply. For more information please go to the [BC Housing](#) website.

### What resources does BC Housing have to offer?

Families are assisted either through financial assistance programs (See "Section 2: After 12 months in Canada - Rental Assistance Program"), [Subsidized Housing](#), [Affordable Rental Housing](#) and more. To learn more about these opportunities please check [here](#).

### Where should I go if I have tenancy related questions and/or concerns?

For any tenancy related questions and/or concerns please check the [Residential Tenancy Office \(RTO\)](#) website.

For more information see an RTO officer in person at (please notice the SERVICE ALERT COVID-19 online):

Lower Mainland office  
400 - 5021 Kingsway  
Burnaby, BC V5H 4A5

Office Hours: Monday to Friday 9:00 am - 4:00 pm

The Residential Tenancy Branch will be closed from 9 a.m. to 11 a.m. on the last Wednesday of each month (including phone and email service). The office will be open from 11 a.m. to 4 p.m. (including phone and email service).

The Residential Tenancy Branch Community Outreach office located on 390 Main Street in Vancouver has permanently closed.

[RTO](#) Information Line (for Lower Mainland): 604.660.1020, 1-800-665-8779



## **I'm a tenant. What other help can I get if I have tenancy related issues?**

A non-governmental resource for tenancy related issues is through [Tenant Resource & Advisory Centre \(TRAC\)](#). TRAC promotes the legal protection of tenants across BC by providing information, education, support and research on residential tenancy matters. Services include a phone service, workshops, direct representation, website, online course, social media and multilingual publications.

## 3.8 IMMIGRATION

### **How can I correct mistakes in my name or date of birth on my immigration documents?**

If there is a mistake in either your name or date of birth, please visit the Citizenship and Immigration Canada website and go to [Request to Amend Valid Temporary Resident Documents or Information Contained in the Confirmation of Permanent Residence](#) for more information. Also, discuss this with a settlement worker at ISS. They will help you complete the appropriate forms.

### **How can I reunite with my family members who are outside of Canada?**

If qualified, there are options that help reunite family members after arriving in Canada:

- If qualifying under the “one-year window opportunity” follow [this link](#).
- To sponsor a spouse, common-law or conjugal partner and dependent children, please visit the following [link](#) for more information.

### **How can I apply for, renew or replace a Permanent Resident Card?**

Please note that new permanent residents **don’t need to apply** for a PR card. You **are not eligible** for a PR card if you were asked by the Government of Canada to leave the country. If you are a [Canadian citizen](#), you can’t have (and don’t need) a PR card (you need to return your PR Card at your [citizenship ceremony](#)).

You should **only** apply for a PR card if:

- you didn’t receive your first PR card within 180 days of immigrating to Canada;
- your PR card is expired or will expire in less than nine months;
- your PR card has been lost, stolen, or destroyed; or
- you legally changed your name and need to update your PR card.

Follow the instruction to [Apply for, renew or replace a Permanent Resident Card](#).

## **How to fix a mistake on my Permanent Resident Card?**

If the government made a mistake on your Permanent Resident Card, you can [Request to Reissue a Permanent Resident Card \(PR Card\) \(IMM 5531\)](#). Find out more details about the requirements and details on how to apply in the [Instruction Guide \(IMM 5530\)](#).

Please note the PR card has a space limitation of **28** characters (letters) for last names (family names) and 28 characters for given names (first and middle names). If your name is longer, the name on the PR card will automatically be shortened to the first 28 characters **each** for **both** the **given** and **last names**. This is NOT an error and the PR card cannot be modified to include more characters.

## **How can I return to Canada as a Permanent Resident if I lost my PR Card/my PR card expired?**

In this case you may use this form of [Application for a Permanent Resident Travel Document](#) for a one-time entry.

Do not use this application if you want to give up (renounce) your permanent resident status and want to come to Canada as a visitor only. In that case, you can apply to [voluntarily give up \(renounce\) your permanent resident status](#).

## 3.9 LANGUAGE CLASSES OTHER THAN ENGLISH

### Where can I find Arabic classes for my child?

- [Al -Hidayah School](#)  
7-6th Street New Westminster V3L 1B1  
Tel: 604.524.2752
- [Iqra Islamic School](#)  
14590-116A Avenue, Surrey, BC, V3R 2V1  
Tel: 604.583.7530
- [Surrey Muslim School](#)  
119-7475 135 St, Surrey, BC, V3W 0M8  
Tel: 604.599.6608
- [Al- Mustafa Academy Society](#)  
5441-125A ST, Surrey, BC, V3X 1W6  
Tel: 604.900.2773
- [Az-Zahraa Islamic Academy](#)  
8580-No 5 RD, Richmond, BC, V6Y 2V4  
Tel: 604.274.7861

### Where can I find Chinese classes for my child?

- [Vancouver Beijing Chinese School \(温哥华北京中文学校\)](#)  
Burnaby Campus: Moscrop Secondary School (Fridays 6:30pm-8:30pm)  
4433 Moscrop Street, Burnaby BC  
Tel: 604.277.6835  
Email: [vbc1996@gmail.com](mailto:vbc1996@gmail.com)
- [Union Mandarin School \(温哥华联合中文学校\)](#)  
Campus: Moscrop Secondary School (Saturdays 1:30pm-4:15pm)  
4433 Moscrop Street, Burnaby BC  
Tel: 604.728.9636  
Email: [unionmandarin@gmail.com](mailto:unionmandarin@gmail.com)
- [Langara First Mandarin School \(兰加拉第一国语学校\)](#)  
100 West 49th Avenue, Vancouver BC  
Tel: 604.323.5624  
Email: [admin@langarafirstmandarinschool.com](mailto:admin@langarafirstmandarinschool.com)
- [Vancouver South East Chinese School \(温哥华东南中文学校\)](#)  
Campus: Killarney Secondary School  
6454 Killarney Street, Vancouver BC  
Tel: 604.430.4038 or 604.323.9366  
Email: [admin@chineseschool.ca](mailto:admin@chineseschool.ca)

- [Pui Ying Chinese Schools \(培英中文学校\)](#)

There are various sites in Burnaby public schools. Check online information of each site for contact and class info.

### Where can I find Farsi classes for my child?

- [Ghadir School](#), E-mail to [info@ghadir.ca](mailto:info@ghadir.ca)
- [Vanda Farsi school](#)  
370-233 W 1<sup>ST</sup>, North Vancouver, BC V7M 1B3  
Tel: 6024-726-9430, Email: [info@vandaschool.com](mailto:info@vandaschool.com)
- [آموزشگاه زبان پارسی بسوی آینده](#) (Towards Future Persian Language School)  
3344 Lonsdale Avenue, North Vancouver, BC V7N 3K2  
Tel: 604-916-4011
- [BC Farhangian Educators in Coquitlam](#)  
3000 Albion Dr., Coquitlam, BC  
Tell: 604-809-2294, Email address: [bcfarhangian@yahoo.com](mailto:bcfarhangian@yahoo.com)
- [Farsi Forever](#)  
Tel: (604) 442-5632, Appoint booking: <https://farsiforever.com/booking>

### Where can I find Japanese classes for my child?

- [Burnaby Japanese Language School](#)

6990 Aubrey Street, Burnaby BC (at Lochdale Community School)  
Start accepting pre-registrations for an upcoming school year in February.  
Email: [info@bjls.ca](mailto:info@bjls.ca)

### Where can I find Korean classes for my child?

- [International House Vancouver Modern Language](#)  
2001- 88 W Pender Street, Vancouver, BC V6B 6N8  
Tel: 604.739.9836  
Email: [languages@ihvancouver.com](mailto:languages@ihvancouver.com)  
It provides language classes to both adult and children on other languages such as **Arabic, Farsi, French, German, Italian, Japanese, Mandarin, Portuguese, Punjabi, Russian** and **Spanish**.

### Where can I find Russian classes for my child?

- [Pushkin school at the Russian Community Centre](#)

Check the advertisement section in Russian newspapers available in public libraries for information about Russian schools and extracurricular activities. Please contact the school directly for information about fees, class duration and schedules.

### **Where can I find Vietnamese classes for my child?**

- Vietnamese Language Institution at Mount Pleasant Neighborhood House  
800 East Broadway, Vancouver, BC  
Contacts:  
Mr. Viet Khac Vu, Tel: 604.682.0143; Email: [hoai\\_son@yahoo.com](mailto:hoai_son@yahoo.com) or  
Mr. Thang Duc Bui, Tel: 604.872.6269; Email: [tdbui@telus.net](mailto:tdbui@telus.net)
- Vietnamese Language Institution - Our Lady of Lavang Community - St. Matthew Parish  
16079 - 88th Avenue, Surrey, BC  
Mr. Tot van Pham, Tel: 778.386.6785; Email: [totphan@gmail.com](mailto:totphan@gmail.com)

## 3.10 LEGAL ADVICE AND INFORMATION SERVICES

### 3.10.1 Help from a Lawyer

#### How can I get free or low cost legal representation from a lawyer?

- [BC Public Interest Advocacy Centre \(BCPIAC\)](#) (604.687.3063, Vancouver Email: [support@bcpiac.com](mailto:support@bcpiac.com)) not-for-profit law office focusing on improving access to welfare and legal aid, addressing energy poverty and the cost of utility services, and legal issues arising at the intersection of racial discrimination and insecure legal status.
- [Community Legal Assistance Society \(CLAS\)](#) (604.685.3425, Vancouver) is an umbrella organization consisting of a number of programs and projects including Community Law Program, BC Human Rights Clinic, Mental Health Law Program, Community Advocate Support Line and Sexual Harassment Advice, Response, and Prevention for Workplaces. CLAS ensures that services are delivered by legal staff experienced in a specific area of the law, and that legal expertise is shared between programs when areas of law that they practice intersect.
- [Legal Services Society of BC \(LSS or Legal Aid\)](#) (604.408.2172 in lower mainland or toll-free 1.866.577.2525 elsewhere in BC) provides legal representation on legal aid tariff matters. Duty counsel provides, without charge at various courthouses throughout BC, legal advice and assists with court appearances regarding certain matters in family and criminal law cases. Recorded messages are in Cantonese, English, French, Mandarin, Punjabi and Spanish. An [interpreter](#) can be arranged if needed when calling in. LSS also produces [publications](#) and websites with legal information.
- [Access Pro Bono](#) (604.878.7400 or toll-free 1.877.762.6664) offer several programs serving the critical legal needs of BC's individuals and non-profit organizations of limited means, ranging from summary legal advice clinics to full legal representation services. To book a clinic appointment, please call Client Line at 1.877.762.6664 or fill out the [Online Triage Form](#). To cancel a clinic appointment, please call 1.877.762.6664 and provide at least three business days' notice. Click [here](#) for many free legal resources available to the public.
- [West Coast Environmental Law](#) (604.684.7378, Vancouver) lawyers and staff provide free information and advice to help citizens confronting environmental legal barriers and disputes. It also administers an

environmental legal aid program to assist citizens and groups with the legal costs associated with dispute resolution.

### **How can I get free or low cost legal advice from a lawyer?**

- [The Lawyer Referral Service](#) (604.687.3221 in lower mainland, or toll-free elsewhere in BC 1.800.663.1919) can help to find a suitable lawyer on family, residential tenancy, employment, personal injury, wills, estates or trusts law issues who will provide up to a half-hour of free legal consultation.
- [Access Pro Bono](#) (604.878.7400 or toll-free 1.877.762.6664, Vancouver) Summary Legal Advice Program lawyers provide up to a half-hour of free legal advice to low- and modest-income clients on a wide range of legal issues, including family, immigration, criminal, and civil law (such as debt, employment, welfare, and housing. Additional appointments may be available. Please note that NO legal advice is provided over the phone or through email. please call Client Line at 1.877.762.6664 or fill out the [Online Triage Form](#). To cancel a clinic appointment, please call 1.877.762.6664 and provide at least three business days' notice.
- [Legal Services Society of BC \(LSS or Legal Aid\)](#) (604.408.2172 in lower mainland or toll-free 1-866-577-2525 elsewhere in BC) provides free legal services including legal information and advice in the areas of criminal, family and immigration law for clients who qualify under financial eligibility guidelines.



### 3.10.2 Law Student Legal Clinics

#### What kind of legal help can Law Student Legal Clinics provide?

- [Law Students' Legal Advice Program \(LSLAP\)](#) is a non-profit society run by law students at the University of British Columbia. LSLAP clinics are located throughout the Lower Mainland and is a **poverty law clinic** which provide free legal advice and representation to clients who cannot afford legal assistance. Please check [here](#) for who LSLAP CAN help and CANNOT help. Call 604. 822.5791 to schedule an appointment; or call 604.684.1628 to set up a Chinese language appointment their Chinatown clinic.
- Check [The Law Centre](#) (250.385.1221) website for information about the free legal clinics and legal representation by University of Victoria law students in Greater Victoria.

### 3.10.3 Legal Advocacy Resources and Services

#### What kind of legal advocacy resources and services can I get in BC?

- [Seniors First BC \(formerly BC Centre for Elder & Advocacy Support\)](#) (604.437.1940) provides public legal education and advocacy assistance to seniors and their intermediaries through its legal advocacy program and provides legal representation through the Elder Law Clinic.
- [BC Civil Liberties Association \(BCCLA\)](#) (604.687.2919, Toll-free: 866.731.7507, Email [info@bccla.org](mailto:info@bccla.org)) provides assistance to members of general public in specific cases concerning civil liberties and human rights (Complaints against Police officers and Infringements on the right to freedom of expression).
- [Disability Alliance BC](#) provides advocacy services for people with disabilities and publishes legal information materials on disability issues.
- Family justice counselors can provide information about the law and the court process and help people work on agreements. They work at [Family Justice Centres](#) across the province. To find the location nearest you, see Clicklaw's [directory](#). Or call [Service BC](#) and ask the operator to transfer you to the nearest centre.
- [MOSAIC Legal Advocacy Program](#) (604.254.9626, Email: [legaladvocacy@mosaicbc.org](mailto:legaladvocacy@mosaicbc.org)) provides free information, summary advice, referral, and legal representation to low-income immigrants and refugees. They help newcomers navigate the Canadian legal system, ensuring that they are informed of their legal rights and responsibilities.
- [Rise Women's Legal Centre](#) (General inquiries 604.451.7447, Client intake line 236.317.9000) is a pro bono community legal clinic and teaching facility serving women and gender diverse people all over BC. They provide unbundled legal services (primarily in family law) for clients otherwise unable to access legal help. Clients include people who are economically disadvantaged, members of marginalized groups, and people seeking protection from family violence. They also provide legal support to advocates, transition house workers, settlement, and community workers across the province.

- [TRAC - Tenant Resource & Advisory Centre](#) (Tenant Infoline 604.255.0546 or toll free 1.800.665.1185) is a Vancouver-based non-profit organization that offers legal information services via a province wide information hotline for tenants, publications on tenants' rights, and provides workshops to advocates and the public.
- [VictimLINK BC](#) is a toll-free, confidential, multilingual telephone service available across BC and Yukon 24 hours a day, 7 days a week and can be accessed by calling or texting 1.800.563.0808 or sending an email to [VictimLinkBC@bc211.ca](mailto:VictimLinkBC@bc211.ca). It provides information and referral services to all victims of crime, and immediate crisis support to victims of family and sexual violence. VictimLINK BC provides service in up to 150 languages, including many North American aboriginal languages.
- [Workers' Advisers Office \(WAO\)](#) is a branch of the Ministry of Labour, Citizens' Services and Open Government, operating independently of WorkSafeBC. The [WAO](#) provides workers, their dependents and other stakeholders with independent advice, assistance, representation, training and mentoring with respect to workers' compensation issues. WAO also offers clients with a [Start a New Inquiry](#) online tool 24 hours a day, 7 days a week.

### **Are there other legal information resources?**

- The [Law Foundation of BC](#) website lists all the projects funded by the Foundation that provide legal advocacy and representation, legal education, legal research, law reform, or provide legal library services.
- [PovNet](#) is an online information service about poverty issues. The website has information about and links to groups that work on poverty issues. It has a helpful link for finding an advocate in various BC communities. Online discussion groups provide an opportunity for advocates to discuss issues with others working on similar topics.
- [Clicklaw](#) provides links to legal information, education and self-help resources. It also has a [HelpMap](#) that lists resources in each community that can be useful when dealing with legal issues.
- [Dial-A-Law](#) features free information on the law in British Columbia in 190 topic areas. The information is reviewed by lawyers and updated regularly. To listen to Dial-A-Law information on the phone, call
  - Lower Mainland: 604.687.4680

- Elsewhere in BC: 1.800.565.5297 (call on charge)
- Dial-A-Law is available on the internet at [dialalaw.ca](http://dialalaw.ca), including audio recordings of all the information.
- [Legal Help for British Columbians](#) is a resource for non-legal professionals in British Columbia who have clients with legal problems and little money to deal with them. For over 40 common legal problems, the Guide provides first steps to address the problem and options for further information or help. The Guide can also be used directly by those seeking assistance with their legal problem.
- [Legal Services Society \(LSS\)](#) has numerous legal publications that are free. View it online or follow the instructions online to order a hard copy.
- [People's Law school](#) has a variety of publications about legal issues as well as online resources.
- BC Supreme Court Self-Help Information Centre is a drop-in service for anyone who has to go to Supreme Court but cannot afford a lawyer. This service is available only at the office: there is no phone consultation service. Several self-help resources for people going to Supreme Court on civil matters are available on the Centre's [website](#).  
274 – 800 Hornby Street  
Vancouver BC V6Z 2C5

## **3.11 MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT**

### **What does the Ministry of Children and Family Development do?**

[The Ministry of Children and Family Development \(MCFD\)](#)'s primary focus is to support all children and youth in British Columbia to live in safe, healthy and nurturing families and be strongly connected to their communities and culture. The ministry supports the well-being of children, youth and families in British Columbia by providing services that are accessible, inclusive, and culturally respectful. For more information check the [MCFD](#) website.

### **What should I do if I suspect child abuse is taking place?**

If you are a child or youth and would like to talk to someone call the Helpline for Children at **310-1234**. You do not need an area code. You can call at any time of the day or night and you do not have to give your name.

If a child is in immediate danger, call police (call 9-1-1 or your local police) to intervene and a child protection social worker should be contacted to determine whether the child is in need of protection.

If you think a child or youth under 19 years of age is being abused or neglected, you have the legal duty to report your concern to a child welfare worker. Phone **1 800 663-9122** at any time of the day or night. For more information please check [Reporting Child Abuse in BC](#).

### **What happens after I make a report?**

Reports of suspected child abuse and neglect are assessed on a case-by-case basis and, depending on the circumstances, will warrant different types of responses. Child welfare workers choose the response that is least disruptive to the child or youth and will keep the child or youth safe.

After the assessment process is complete, if the child or youth is not at immediate risk of harm, the child welfare worker may offer the family support services; refer the child, youth and/or family to a community agency; or take no further action, if no further action is needed.

## 3.12 PARENTING

### **Can you provide parenting tips for newcomer parents?**

- Set a good example for children so they may integrate into Canadian society comfortably.
- Parents should prepare themselves with information about the new country (e.g. watch local TV shows, visit new places beyond one's neighborhood, learn about the school system, etc.)
- Participate in school activities (e.g. volunteer for the school; attend parent nights and meetings of the Parent Advisory Council (PAC), etc.)
- Attend Adult ESL classes to improve your English language skill.
- Join parenting workshops or talks organized by the school or community organizations.
- Join activities that allow children to interact with other children of their age in a safe environment.
- Expand one's social network beyond relatives/friends from the same country of origin or those speaking the same language.
- Regardless of one's schedule, spend regular quality time with your children (e.g. have dinner together, Sunday outings, shopping).
- Learn to encourage children through praise and acceptance.
- Encourage children to express their inner feelings. They also experience challenges adjusting to the new environment.
- Respect children and allow independence appropriate to their age.
- Be open-minded and accept that teenagers want to try new things and that they may make mistakes.
- Be willing to say sorry when mistakes are made – parents can be wrong sometimes.

- Help children to build a sense of belonging, in their new environment/school. Avoid regular criticism of the local systems when comparing to those of your country of origin.
- Recognize that children require a balanced and healthy lifestyle. By refraining a child from sports or recreational activities in order to achieve academic excellence is not an example of a balanced or healthy lifestyle.

Also refer to the [MCFD Positive Parenting videos](#) in the following languages:

[Mandarin](#), [Cantonese](#), [Korean](#) and [Vietnamese](#)

For more information refer to the website about [Keeping Kids Safe from Abuse in BC](#).

### **In case of emergency whom should I contact at school?**

School counselors are available to help students who are dealing with difficulties in school or at home. However, if urgent help is needed after school hours, try the resources below for help.

If there is an emergency that requires police, fire or ambulance, call “911” immediately.

Other emergency contact numbers include:

[heretohelp](#): BC Mental Health Support Line (do not add 604, 778 or 250 before the number) 310.6789; Suicide Hot Line 1.800.784.2433 (1-800-SUICIDE)

[Kids Help Phone](#) 1.800.668.6868 or Text 686868

[Crisis Centre of BC](#) Vancouver Coastal Regional Distress Line 604.872.3311

[Helpline for Children](#) Toll free 310.1234 (report child abuse)

[Help Line through S.U.C.C.E.S.S.](#) (volunteers):

Mandarin Line 604.270.8222, or Cantonese Line 604.270.8233, Korean Line: 1 (888)-721-0596 / Ext. 3, Operating hours: 10am – 10pm, 7 days a week

### **Which agencies provide parenting and/or counseling services?**

For more information about parenting and/or counseling services refer to these agencies:

- [Parent Support Services Society of BC](#) (Burnaby, 604.669.1616, toll free 1-877-345-9777)
- [B.C. Council for Families](#). Click [here](#) to find a suitable program.
- [Burnaby Neighborhood House](#) (South Burnaby, 604.431.0400; North Burnaby 604.294.5444)
- [Burnaby Family Life](#) (Burnaby, 604.659.2200)
- [MOSAIC Family Services](#). Look for specific contact by searching [here](#).
- [East Burnaby Family Place Society](#)  
9887 Cameron St, Burnaby, BC V3J 1M3  
Tel: 604.512.1100 Email: [ebfp@shaw.ca](mailto:ebfp@shaw.ca)
- [Cameray Child and Family Services](#) (Burnaby, 604.436.9449)
- [Autism Community Training \(ACT\)](#) (Burnaby, 604.205.5467 or Toll-free: 1-866-939-5188, Email: [info@actcommunity.ca](mailto:info@actcommunity.ca))
- [Vancouver Association for Survivors of Torture \(VAST\)](#) For refugees and newcomers who have endured torture, trauma and political violence, Vancouver and Surrey offices, Main phone line 778.372.6593, Provincial Refugee Mental Health Line 1 (604) 588-3071 (Press 2)
- [S.U.C.C.E.S.S. Family service](#) and [S.U.C.C.E.S.S. Counseling service](#)  
For Counselling Service, individuals or families can be self-referred or referred by other agencies or ministries. Please call the intake worker at:  
Cantonese/Mandarin Service: 604-408-7266  
Korean Service: 604-468-6005 ext. 2  
Farsi Service: 604-468-6100 ext. 1



## 3.13 PUBLIC TRANSPORTATION

### **How do I use public transportation in the BC Lower Mainland (Vancouver, Burnaby, Richmond, Coquitlam, North Vancouver, West Vancouver, etc)?**

Public transportation (buses, SkyTrain and SeaBuses) in the BC Lower Mainland is operated by Translink. It provides services in different zones, using various types of transportation like, bus, SeaBus or SkyTrain. For information about commuting by using public transportation, click [here](#), and then go to “Plan My Trip”, or call Transit Information line at 604.953.3333.

Click [here](#) for general Contact Information, including Transit Information & Customer Feedback, Transit Police, HandyDART/HandyCard, Compass Customer Service, SkyTrain Assistance Counter, West Coast Express (WCE) Customer Service, Lost and Found and Corporate Information, etc.

There are three fare zones across Metro Vancouver. The number of SeaBus and/or SkyTrain boundaries you cross during your trip determine your fare.

- All bus and HandyDART trips regardless of zones crossed, time of day, or day of the week are a 1-Zone fare.
- SkyTrain and SeaBus require a 1-, 2-, or 3-Zone fare, depending on the time of day and number of zone boundaries you cross during your trip.
- A single fare is valid for 90 minutes on bus, SkyTrain, SeaBus, and HandyDART.
- All journeys across the system starting after 6:30 p.m. weekdays and all travel on weekends (Saturday, Sunday, and holidays) are a 1-Zone fare.

Check here about [Fares](#).

## **3.14 REGISTERED EDUCATION SAVINGS PLANS (RESP)**

### **What are Registered Education Savings Plans (RESP)?**

A Registered Education Savings Plan is a special savings account for parents who want to save for their child's education after high school. Open a special "registered" account at a bank or a financial institution of your choice, and the government will contribute to this account based on the amount of your contributions. The government makes their contributions from the year the child was born (if she or he was born in Canada) or from the year of arrival in Canada until December of the year the child turns 17.

Please check [here](#) to learn more.

## 3.15 SCHOOL

### **How do I enroll my child in school? Which grade will my child enter when we move to Burnaby, BC?**

In Burnaby elementary and secondary schools, children are usually placed in a grade according to their age. For example, a child turned/turning the age of 5 during the year is enrolled as a Kindergarten student in September of the year. A 6-year-old child enters Grade 1 in September, and so on. To find out information about Burnaby public schools, call the Burnaby School Board at 604.296.6900 or refer to the [Burnaby School Board](#) website.

### **What is a Community School in Burnaby School District?**

A [Community School](#) is a regular public school, and expands its mandate of educational system to address the needs of all age groups, with programs for preschoolers, after school care, and adult education and recreation through multi-ministry funding and non-profit partnerships. Today there are seven elementary community schools within the Burnaby School District: [Edmonds](#), [Gilmore](#), [Lochdale](#), [Maywood](#), [Second Street](#), [Stoney Creek](#), and [Stride Avenue](#). There is also a secondary community school at [Byrne Creek](#).

### **How often will I receive a report card for my child?**

Three formal written report cards are issued each year: in late fall, in early spring, and in June. Check the child's school calendar or newsletter for report card issue dates, conference dates and more.

### **Do I have to attend parent-teacher conferences?**

It's important to attend a parent-teacher conference to discuss a child's progress. If there is difficulty understanding English, you are welcome to bring a friend/interpreter to help.

### **What do I do when my child is sick or needs to be absent from school?**

Please contact the school every time a child needs to be absent. High schools have designated absentee phone lines. While reporting your child's

absence, please indicate your child's grade (secondary) or division number (elementary), name and reason for absence.

### **What is a combined (split) class?**

A combined or split class refers to a class that is made up of students from two or more grades. Combined classes occur most frequently in elementary schools and are the combination of students in two different grades with one teacher teaching both curricula.

For example, a school might have a Grade 2/Grade 3 class combination or a Grade 6/Grade 7 class combination. It is important to know that older students in combined classes are not held back to the level of the younger students nor are the children in the lower grade expected to do work beyond their abilities. The prescribed learning outcomes are grade appropriate for all students, whether or not they are in a combined class.

### **What are student agendas/planners?**

Student agendas/planners are organizers for students. They are often introduced in Grade 4. Students use them to help organize their assignments, record assignment due dates, school and extracurricular activities, and plan their academic and personal goals. Student agendas/planners are also used by teachers and parents to communicate with each other.

### **Does my child have to purchase his or her own textbooks?**

All standard school textbooks are loaned to students for the school year. Students may be required to purchase books for a special course. Students must pay for books that are lost or damaged.

### **Are notebooks, pencils and stationery supplied by the school?**

Schools do not provide school supplies such as pencils, pens, notebooks or stationery. At the beginning of the school year, students are given a list of supplies that parents are expected to provide.

### **What do I do if my child is having a problem at school?**

If a child is having a problem at school, first speak with the child's teacher with the help of a [SWIS \(Settlement Worker In School\)](#) worker. If the problem still cannot be resolved, request to speak with the principal. It is

recommended that an appointment be made in advance to ensure that the teacher or principal will be available to meet.

### **What is the Advanced Placement (AP) Program?**

Advanced Placement is a program of university-level courses and examinations for secondary/high school students. With successful completion of an Advanced Placement course, or courses, students are granted credit for some first-year courses upon admission to university.

### **What are the values of extracurricular activities?**

Extracurricular school activities (activities that take place outside of classroom time) allow students to further develop skills, talents and interests in areas such as sport, music or visual arts. Most importantly, extracurricular activities provide an opportunity for newcomer students to make friends, practice their English and feel part of the school community. Many universities and colleges will look at a student's extracurricular activities and community involvement when evaluating the student's application for admission, or for scholarships.

### **What is a Professional Development (Pro-D) day?**

In Burnaby there are **6** days in a school year where there are no classes so that teachers can attend additional professional training. These days are called Pro-D days. Check the [school district website](#) under "QUICK LINKS" for District Calendar of the school year about the Pro-D days.

### **What is the difference between a semester or non-semester secondary school?**

All schools in Burnaby are organized over a ten-month period that begins in September and ends in June. All students in secondary schools are able to enroll in eight courses during that period of time. Students in a semester secondary school take the same four courses each day for the first five months and then four different courses each day for the second five months. In a non-semester secondary school, students take all eight courses through the full ten months, alternating between taking four courses one day (Day 1) and four different courses the next day (Day 2). Both semester and non-semester secondary school provide students with the same amount of instructional time.

## **What is the Parent Advisory Council (PAC)?**

Every public school in British Columbia has a Parent Advisory Council (PAC). It is made up of a group of parents, and administrators, and may include teachers.

The PAC meets about once a month, and time varies from school to school.

## **What are the benefits of joining the PAC?**

Joining the PAC is optional. However, joining it gives parents an opportunity to meet other parents, learn more about the school, and contribute ideas and ask questions.

## **When do I register my child for Kindergarten?**

Students entering kindergarten in September should register within their catchment area. Registration starts in February. To find the Burnaby school that the child is to attend, use this [School Locator](#). For more information check the [Burnaby School District](#) website.

## **How do I register my child in the French Immersion Program?**

Any child residing in Burnaby may apply to enter the French Immersion program. Registration takes place in February. Please contact the French Immersion School that serves the area where the child resides. Students can enter the French Immersion program in kindergarten ([Early Immersion](#)) or Grade 6 ([Late French Immersion](#)). For more information about the district French Immersion Program, check [here](#).

## **Will my child read and write in both English and French while enrolled in the French Immersion Program?**

Pre-reading exercises in Kindergarten are in French. Reading and writing in French begins in Grade 1. Formal instruction in English Language Arts begins in Grade 4.

## **What is the Welcome Centre? What is a SWIS worker?**

The [Welcome Centre](#) is a place where new students' English language skills are assessed. This is also where new families are first welcomed and connected with the [Settlement Worker \(SWIS\)](#) in their child's school in the Burnaby school district. The Settlement Worker/SWIS worker will connect with you in a timely manner and provide professional school-based settlement services.

Welcome Centre Contact: 604.296.6936  
Ext. 639951 (secretary); Ext. 639953 (Settlement Worker/SWIS)

## **What are Strong Start and Early Learning Programs?**

Burnaby schools offer **free** early learning opportunities for families and their preschoolers at our [StrongStart Centres](#). StrongStart Centres provide parents and caregivers an opportunity to share in their child's early learning experiences and learn and grow together through PLAY. Families have the most important role in promoting their child's well-being and learning and are asked to remain with their child to engage in this supportive and joyful, no cost, program.

StrongStart Educators are qualified Early Childhood Educators. They work in relationship with children and families to create safe and welcoming environments. Educators also provide carefully selected materials and activities to provide opportunities for children to invent, investigate, build theories, play, and learn skills necessary for lifelong learning.

For more information check the [Burnaby School District](#) website.

## **What is the Foundation Skills Assessment (FSA)?**

The Foundation Skills Assessment (FSA) is an annual province-wide assessment of all B.C. students' academic skills in grades 4 and 7, and provides parents, teachers, schools, school districts and the ministry with important information on how well students are progressing in the foundation skills of Literacy and Numeracy. It measures skills students have accumulated through several school years, not just over a single year. For more information including FSA Parents Brochure, check the [Ministry of Education](#) website.

## **How can I transfer my child to a new school?**

Students who are moving into a public school in Burnaby or transferring to another public school within Burnaby should follow the [registration](#) procedure established by the Burnaby School District. Parents who are transferring their child to a new school in Burnaby are required to provide documentation establishing residency, guardianship, age, immigration status and/or citizenship.

Students who are moving out of the Burnaby School District and transferring to another public school district in British Columbia, or another province, in Canada should follow the registration procedure established by their new school district. Parents should directly contact the new school district regarding student registration process details.

Student's regular information, i.e. report card, is usually transferred between schools and/or districts without needing parental request when the student moves. However, any student's confidential information, i.e. student's medical file from a doctor, can only be released to the new school with parental written consent.

## **How do I register my child in summer school?**

Each year Burnaby Community & Continuing Education runs summer sessions for both elementary and secondary students. Your child needs a PEN (Personal Education Number) number for a tuition-free course. Those not eligible for a tuition-free course or those signing up for courses requiring tuition must pay by cash, money order or Visa or MasterCard. Detailed information on summer school registration will be available [here](#) around summer time.

## **How do I know what my child is learning at school when there is no textbook?**

The [B.C. Performance Standards](#) have been developed for voluntary use in B.C. schools. They describe the professional judgments of a significant number of B.C. educators about standards and expectations for the key



areas of learning. For more information about B.C. Performance Standards and how teachers are using them, please check [here](#).

B.C.'s Kindergarten to Grade 12 (K-12) education system is being modernized with new curriculum. A key goal of the new system is to provide students with an education that is flexible and innovative. They'll also gain the knowledge, skills, and abilities they need to succeed in today's world.

Another goal is making sure that teachers can deliver the curriculum efficiently and effectively. The new system provides teachers with more time and flexibility to explore topics in depth with students.

For more information about B.C.'s Redesigned Curriculum and B.C. education in general, please check [here](#) and [Ministry of Education](#) website.

You may also set up a meeting with your child's teacher if you have further questions about your child's learning.

## **What is BC Learning Service?**

[BC Learning Services](#) offers free services that support student-centered learning for K-12 students, adult learners, parents and educators. There are a lot of online learning resources on this portal, including:

- [Courses](#) database, which provides information on courses and programs offered by Distributed Learning (DL) schools in BC.
- [Schools](#) allows you to find a DL school in BC. You can then click to see more information including a list of programs and/or courses offered by the school and a map to the school and surrounding area.
- [Trades](#), you may find the trades program offered in any high school in BC, in any school district, or find all the high schools that offer the specific trade you're interested in.

## 3.16 SOCIAL GROUPS FOR YOUR CHILD

### Can you provide information about Social Groups for my child?

- [Scout Canada](#) (Click [Join](#) and scroll down the page to find a group in your neighborhood)
- [Girl Guides of BC](#)
- [St. John Ambulance \(BC/Yukon\)](#)
- [Air Cadet League of Canada \(BC\)](#)
- [Army Cadet League of Canada \(BC\)](#)
- [Navy League Cadets/Sea Cadets Corps](#)

## 3.17 SPECIAL NEEDS/SUPPORT NEEDS

### What is Autism Spectrum Disorder?

Check the [Ministry of Children and Family Development](#) (MCFD) website for the definition of the term - [Autism Spectrum Disorder \(ASD\)](#). For questions regarding your child's autism funding, contact Autism Funding 1 877 777-3530. For questions about available community resources and building a support team, contact [Autism Information Services BC](#) for an Autism Support Specialist at 1 844 878-4700. Also check the [Autism Information Services BC \(AIS BC\) brochure](#). The [website](#) contains helpful information on what is autism, how to get a diagnostic assessment, access funding, build a support team, the Parent's Handbook in multi-languages, use [The Registry of Autism Service Providers \(RASP\)](#) to search for a service provider and much more.

### What financial support can I get from the government if my child is diagnosed with Autism Spectrum Disorder?

The Government of B.C. offers [two types of autism programs](#) that provide funding for autism-specific intervention services for children and youth.

- **Autism Funding: Under age 6**  
Families can access up to \$22,000/year to pay for eligible services
- **Autism Funding: Ages 6-18**  
Families can access up to \$6,000/year to pay for eligible services

Both programs help with the cost of purchasing intervention services to promote a child's individual communication, social, emotional, pre-academic, and functional life-skills development.

Learn more about autism funding programs in the [Parent's Handbook](#).

More details about Autism Funding Programs application and eligible autism intervention service costs (you may find it in the Parent's Handbook on **Page 34: Summary of Eligible Expenses**) and forms are available [here](#).

## **What does “Special Needs” or “Support Needs” mean?**

The Government of British Columbia connect with programs and service providers who can help families on their journey to support each child or young person in their lives. Check the [website](#) about children and youth with support needs (CYSN) and how to find support for specific needs and more.

## **What help can I find for my child with support needs?**

The Ministry of Children and Family Development (MCFD) works in partnership with the [Ministry of Health](#) and [Ministry of Education and Child Care](#), and regional and community agencies throughout the province, to plan and coordinate services. The goal is to deliver accessible high-quality intervention and support services, for children and youth with special needs and their families, through an integrated service delivery approach. Check here for details about [Burnaby School District Learning Support Services](#) for all students from kindergarten to Grade 12, specifically those students who have learning needs.

[Contact a CYSN office](#) and staff are available to discuss what services might be available to you and provide other useful information or support.

## 3.18 SPORTS

For information on sports and recreational activities for children check the City of Burnaby's [Program Guide](#) (published twice a year in the spring and fall). The publication is available at any recreational facility. \*Also check a lot of fun After School Programs in Burnaby schools (stopped due to the pandemic) organized by Burnaby Parks, Recreation & Cultural Services.

### **What other extracurricular activities are available?**

Here are some sports clubs in Burnaby.

- [South Burnaby Baseball of SBMC](#) Ages 3 to 18.
- [Burnaby Girls Soccer Club](#) under 4 to 18.
- [Balloholics Basketball](#), register by season.
- [Burnaby Mountain Mantas Swim Club](#), accept new swimmers in different ages and skills.
- [Burnaby Oakeys Softball](#) Ages 4 to 19.
- [Hastings Community Little League Baseball](#) Ages 4 to 13.
- [Burnaby Water Polo Club](#) Ages 6-17 boys and girls.
- [Burnaby Speedskating Club](#), email [bbyspeedskating@gmail.com](mailto:bbyspeedskating@gmail.com)
- [Burnaby Minor Hockey Association](#) Ages 5 and up.
- [RingetteBC](#) Age 5 and up, like basketball (but played on ice), is a non-contact ice sports.
- [Basketball Division of SBMC](#) Grades 2 to 9.
- [Burnaby Lake Field Hockey Club](#), Contact through email on their website.
- [Burnaby Minor Lacrosse Club](#), Contact through [email on website](#).
- [Wesburn Football Club](#) Age 5 to 17.

Burnaby's Recreation Credit Program and KidSport™ Burnaby Grant (see "Section 3.2: Burnaby Community Resources") will, partially or fully, help to cover the cost of the sport programs.

## 3.19 UKRAINIAN MIGRATION RESOURCES

The Government of Canada, and the Province of B.C. have dedicated support to those affected by the Russian invasion of Ukraine. The Government of Canada's response includes special programs to help Ukrainian nationals and their family members find safety in Canada. Immigration, Refugees and Citizenship Canada (IRCC) has amended the Settlement Program's Terms and Conditions to temporarily extend eligibility to Ukrainian temporary residents and their dependents to all federally-funded settlement services (Including the SWIS Program) which are typically only available for permanent residents. This temporary measure is effective immediately until March 31st, 2023.

### **What is CUAET and Who can apply?**

The [Canada-Ukraine authorization for emergency travel \(CUAET\)](#) is one of the many special measures the Government of Canada has introduced to support for Ukrainians and their family members who want to come to Canada temporarily due to the Russian invasion of Ukraine. It is **not** a refugee immigration stream. It offers Ukrainians and their family members **free, extended temporary status** and allows them to work, study and stay in Canada until it is safe for them to return home.

Ukrainian nationals and family members of Ukrainian nationals (can be any nationality) can apply through CUAET for a free visitor visa and may be allowed to stay in Canada for 3 years. They have the option to apply, free of charge, for an open work permit with their visa application, enabling them to find work as quickly as possible. Ukrainians and their family members who already have temporary status in Canada may apply for free through CUAET to extend their temporary resident status, renew their work or study permit or apply for a new one for up to 3 years. Check [here](#) for more details.

### **What kind of financial assistances are available for CUAET arrivals?**

The **Transitional Financial Assistance (TFA)** is a **one-time**, direct payment from the federal government of Canada to Ukrainians through the Canada-Ukraine Authorization for Emergency Travel (CUAET) to meet their immediate and essential needs as they settle in Canada. Eligible adults (18 years and older at the time of the transitional financial assistance application) will receive a direct deposit of CA \$3,000 each, and CA \$1,500 per child (17 years and under at the time of the transitional financial assistance application) into their Canadian bank account. Applications **must** be submitted online by visiting the [transitional financial assistance](#) website.

You can also apply for monthly payment amounts of **temporary hardship assistance** from B.C. government for up to 6 months. Payments are based on need **and** family size. [Review eligibility requirements and learn how to apply.](#)

### **Can Ukrainian newcomer families with children receive Canada Child Benefit?**

The CUAET is a special, accelerated **temporary residence** pathway for Ukrainians seeking safe haven in Canada while the war in their home country continues. As of now, like all other temporary residents in Canada, the Ukrainian newcomer families with a child under the age of 18 can apply for [Canada Child Benefit](#) in the 19<sup>th</sup> month if they had lived in Canada throughout the previous 18 months, still have a valid permit in the 19<sup>th</sup> month, and the permit DOES NOT have a remark stating “does not confer status” or “does not confer temporary resident status”. Fill out Forms [RC66](#) & [RC66SCH](#) to apply by then. If the applicant/mother is still married at the time of application, she **must** enter world income information for the spouse in order to receive CCB, even if the spouse is still a non-resident/in Ukraine.

### **Can CUAET arrivals receive GST/HST Credit?**

CUAET arrivals **can** apply for GST/HST credit when they receive the SIN. For adults 19 years and older **who don't have children**, use the [RC151 form](#) to apply for GST/HST Credit. For parent(s) **who have children**, use the Forms [RC66](#) & [RC66SCH](#) to apply for GST/HST Credit for the whole family. Please note for those who is still married but the husband is left in Ukraine, check the box “married” in marriage status, enter the spouse's name and write “non-resident” for the spouse. In this case the mother **does not** have to enter income information for the spouse, *if she's only applying for GST/HST Credit upon arrival.*

### **What kind of health care services in B.C. are available to CUAET arrivals?**

The 3-month wait period for [MSP coverage](#) is **waived** for returning Canadians, permanent residents and people arriving in Canada through CUEAT. Check [here](#) if CUAET arrivals need help paying medications in BC, register for Fair PharmaCare, access emergency drugs coverage and psychiatric medications while not enrolled in MSP yet.

After enrolling in MSP and receiving a SIN, CUAET arrivals should [register for Fair PharmaCare](#). CUAET arrivals need to fill out two forms:

- [Application for BC Health and Drug Coverage \(HLTH 101\)](#)
- [Current-Year Income for CUAET Arrivals \(HLTH 5409\)](#)

### **What kind of employment services are available for CUAET arrivals?**

CUAET arrivals can:

- Apply jobs through the [federal Job Bank](#);
- Visit a [WorkBC Centre](#) to get help finding work or training;
- Learn about [Work in B.C.](#)

### **How can I find information if I would like to support the Ukrainian newcomers?**

The Province of B.C. has launched a [Welcoming Ukraine portal](#) providing information on services available to Ukrainian citizens arriving in communities across the Province. As well, the website provides B.C. residents information on how to get involved with support efforts.

The [Service BC phone line](#), **1 800 663-7867**, is available with translation services in Ukrainian, Russian and 140 other languages and is available from 7:30 a.m. to 5 p.m. (Pacific time) every day. It will serve two main purposes:

- to help people arriving from Ukraine and their families in locating and accessing the services they need, such as employment, health care, housing and education; and
- to co-ordinate British Columbians who want to volunteer or donate to help displaced Ukrainians feel welcome in British Columbia.

### **What other community resources are available for CUAET arrivals?**

The [AMSSA](#) website has detailed information and updates about the Government of Canada and Province of B.C. government on Ukraine migration resources as well as many community resources. You may also find Frequently Asked Questions, including the immigration medical examination (IME), accommodation or housing to newly arrived Ukrainians, banking, immigration status, language training (LINC Program) and more.

**Food Bank** information can be found in section "3.2 BURNABY COMMUNITY RESOURCES" under "**How can I find a Food Bank and free donated children's clothing?**".



## 3.20 VOLUNTEERING OPPORTUNITIES

\*Please note that due to the COVID-19 pandemic, some volunteering opportunities might have been paused\*

### How can I volunteer at school?

Ways you can volunteer vary from school to school. Some involve a short-term commitment, others require longer involvement time.

- “Field Trips” or “Field Studies”

Teachers often ask adults to help when taking classes on special trips outside of the school. Helping with these trips will make the trip safer and more enjoyable for all children.

- Special School Events

Schools often have special events that require extra help from adults. These may include concerts and plays, science fairs, multicultural evenings, dinners and sports day. Contact your child’s school PAC and join in their meetings to find out more.

Other areas that may require longer term volunteering commitment include assisting in the library by helping with such tasks as shelving or checking out books. Please contact the school office about how to join.

### I am a student; how can I find volunteering opportunities?

Volunteering as a young person makes meaningful contributions to the community while gaining valuable experience that will help in the future when applying to university and looking for employment. Energy and enthusiasm make a difference through involvement in activities in the community.

Here are some guidelines to start:

If under 14 years old, volunteer work must be supervised by a parent or guardian;

If 14-16, volunteer in suitable positions with parental consent;

If 16+, volunteer without parental consent, some positions may require being over the age of nineteen (19+) for background/criminal record checks.

If interested in how volunteering can contribute to Career and Personal Planning, contact the Career Centre Coordinator at school.

### **I am not fluent in English/French, may I volunteer?**

Yes, volunteering is encouraged. Some positions may have specific language requirements specified in the position description. Speaking a second language can be beneficial. If the volunteer position does not list any specific language requirements, please contact the organization directly to discuss volunteering with English/French as a second language.

### **How can I get involved in the community?**

Offer to participate in various programs within the community. For more information about volunteering programs visit the following websites:

- [Volunteer Burnaby](#) (604.294.5533, or [info@volunteerburnaby.ca](mailto:info@volunteerburnaby.ca))
- [Volunteering](#) with the City of Burnaby.
- Check [Burnaby Neighborhood House](#) website for current volunteer opportunities, or
  - Questions regarding volunteering, Contact Janice Ho, Coordinator of Volunteers and Community Programs, 604.294.5444, Email: [janiceh@burnabynh.ca](mailto:janiceh@burnabynh.ca)
  - Questions regarding leading a community program, contact Gisela Briceno, Community Engagement Supervisor 604-431-0400 Ext.128, Email: [volunteer@burnabynh.ca](mailto:volunteer@burnabynh.ca)
- [Volunteer BC](#) (604.379.2311, email [info@volunteerbc.bc.ca](mailto:info@volunteerbc.bc.ca))
- [Go Volunteer](#)