

Settlement Workers in Schools (SWIS) Program Burnaby School District



Questions and Answers For Newcomers 2025



Welcome to the Questions & Answers (Q&A) for Newcomers!

This Manual was prepared by the Settlement Workers in Schools (SWIS) Program at the Burnaby School District. The questions presented in this Q&A were collected from newcomers who have school-aged children and who received settlement services and support through Burnaby SWIS.

Although every effort has been made to keep the information in this Manual up to date, please note that Burnaby SWIS is **NOT** responsible for any inaccuracies or outdated information provided by other sources and/or service providers, such as government programs, community organizations, or agencies. If you have any questions or require more information, please contact the Settlement (SWIS) Worker at your child's school.

Our primary mandate is to provide settlement support to Permanent Residents in Canada. These immigration streams are reflected in the content and structure of this Manual. However, the information presented will be useful for all newcomers with settlement needs, regardless of their immigration category.

Burnaby SWIS would like to express sincere gratitude to all our colleagues, community partners, and co-workers for their valuable contributions to this Q&A Manual. A special thank you goes to Selina Zhou for her tireless work in compiling, editing, and keeping this Manual up to date.

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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 each individual to work in Canada or access government programs and benefits. Service Canada is responsible for issuing SINs, which comes in a paper format (Confirmation of SIN letter) or digitally if you are eligible by signing in or registering for [My Service Canada Account \(MSCA\)](#). If you have a plastic SIN card that has not expired, it is still valid. Remember to keep your Social Insurance Number [safe](#). There is **no fee** to apply for a SIN. You can [apply, update or obtain a SIN confirmation online](#), upload your **digital** documents securely (**clear, legible** and **complete** by showing the entire document including the borders) and, if eligible, view your SIN on [MSCA](#) once your application has been processed. You can also apply in person at a Service Canada Centre 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, check [Contact Social Insurance Number](#) or simply 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 who 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](#). Requirements for CCB include immigration and residence status. CCB is calculated based on the family's net income and is generally paid on the 20th 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 that helps individuals and families with low and modest incomes offset the GST or HST that they pay. The credit is determined based on the family's net income and paid on July 5th, October 5th, January 5th and April 5th. 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 are automatically considered for the GST/HST Credit when you file your taxes.

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 apply for GST/HST Credit, for *the year that you became a resident of Canada*. You may [apply online](#) or download and open the fillable [RC151 GST/HST Credit application form](#) and mail to CRA with supporting documents.

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 into my bank account?

You can enroll for direct deposit online if you are registered for the [My Account](#) service (after you filed your 1st income tax return) with Canada Revenue Agency (CRA) or [Direct deposit through participating financial institutions](#). You may also fill out the [Direct Deposit Request - Individuals](#) form, sign and mail it to the address on the form.

[Direct deposit](#) is a convenient and secure way to receive your payments from the Government of Canada. 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)?

You can [check your application status online](#) about your PR Card processing time, or find answers to some frequently asked questions in [IRCC Help Centre](#). You may also get general information on their [website](#).

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 of 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 the [IRCC Web form](#). Follow the instructions and include all the details.

To contact IRCC, you may use the online [IRCC Client Support Centre Services](#). Please note that when you call IRCC 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) walk-in service location 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

Documents to bring with you:

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

[Memorandum D2-2-1](#) outlines and explains the conditions under which a settler may import goods into Canada for personal or household use without the payment of duties. Use [BSF186](#) form to list all goods to follow.

Please note while there's no expiry date on the list nor minimum/maximum items to be listed, you can only have the list stamped/authenticated **ONCE**.

[Border Information Service \(BIS\)](#): 1-800-461-9999 toll-free in Canada and the USA. Automated telephone service provides information in English and French on CBSA programs, services and initiatives through recorded scripts 24 hours a day 7 days a week.

Live agents are available: Monday to Friday 8 am to 4 pm local time, as per time zones in Canada and USA (closed on federal statutory holidays).

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](#). 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](#) link, 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 Managing Your MSP account including FAQs 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 [Personal Health Number \(PHN\)](#), 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,

- Register on [Health Connect Registry](#) to get a doctor or nurse practitioner in your community. You may also call **8-1-1** to register for the Health Connect Registry in languages **other than** English. Translation services are available in over 130 languages.
After you register, when a family doctor or nurse practitioner in your area becomes available, the team in your community will contact you. They may also contact you by phone or email for more information or to offer health care support while you wait to be matched. You can access health care services in your community by visiting an [Urgent and Primary Care Centre](#), a walk-in clinic or through your [local pharmacy](#).
- 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 then phone the doctor's office to find out if s/he is accepting new patients.

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 covered for all MSP beneficiaries including adults aged 19-64.

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?

New residents of British Columbia can register for [Fair PharmaCare](#), a plan that provides financial help with eligible prescription drugs and medical supplies, at the same time or once you are enrolled in Medical Services Plan (MSP). If you register at the same time, your Fair PharmaCare account will be active as soon as your MSP enrolment is complete. Register for Fair PharmaCare [online](#) or by [Paper](#) or by [phone](#).

Fair PharmaCare coverage is based on your family **net** income for the relevant tax year, which is **2 years before** the current year (e.g., coverage for 2025 is based on 2023 family net income). To get coverage, you consent for PharmaCare to check your family income with the Canada Revenue Agency (CRA) when you register, and every year after.

If you are newcomer and did not file an income tax return in Canada for that tax year, you can submit a [Fair PharmaCare Proof of Income Affidavit \(PDF\)](#). For this affidavit, you will provide your income for the calendar year (January to December) immediately before the current year (i.e., last year), whether you were working in or outside of Canada. You, and your spouse if applicable, must sign the affidavit in front of a notary public or a Commissioner for Taking Affidavits at a [Service BC office](#). Service BC charges a small fee to witness the signing of an affidavit; a notary public will likely charge more.

Be sure that your affidavit:

- Is submitted for the correct tax year.
- Declares income for you **and** your spouse, if applicable
- Is notarized or witnessed by a Commissioner for Taking Affidavits at a Service BC office.
- Is **mailed in**, not faxed. The original affidavit copy is required.

Check out more about the [Fair PharmaCare calculator](#), [Updating 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 childcare 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 childcare (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, 3rd floor - 4460 Beresford Street, Burnaby) or email: ygv.crr@bc.ymca.ca or fill out the [find a child care provider form](#) online. Information on the child's age and postal code must be provided.

How to get financial help for childcare 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. Childcare by a family member who lives with you, licensed occasional care and recreational 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 portal](#). 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** (option 1) 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 download the [BC Services Card app](#) on your phone and log in to [many government websites](#), including [Health Gateway](#), [Canada Revenue Agency My Account](#), [StudentAid BC](#), [Family Portal on MyEducation BC](#) (to access your child's school report cards, etc.) and more. 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 [activity 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 24/7 **online Webreg** to create an account for course registration using your email address.

What is the FAIR Play Program?

[FAIR Play program](#) (Financial Access and Inclusion for Residents), replacing the previous Burnaby Recreation Credits Program, provides eligible Burnaby residents in financial need an annual Be Active Pass, and a credit on account to be used at any Burnaby Parks, Recreation and Culture facility for activity registration. The FAIR Play Program pass and credit have no cash value and are valid for one year. You must complete the application process each year. If you have questions about FAIR Play, or to confirm the start or expiry of your credit, contact the FAIR Play office:
Phone: 604-320-2227 | Email: fairplay@burnaby.ca

What other financial support my family might get as Burnaby Residents?

[Burnaby Community Services](#), under the umbrella of [Burnaby Neighborhood House](#) and partnership with [City of Burnaby](#) and some other non-profit organizations in Burnaby, offer programs and resources to support families with low income and seniors experiencing isolation, which include but not limit to:

- [Burnaby Camping Bureau](#) (available to eligible family with children 5 - 15 yrs old for Summer break)

- [Burnaby Christmas Bureau](#) (available to eligible family with newborn – 16 yrs old children and low income seniors, apply in November)

Note: The income eligibility for these two benefits aligns with the [FAIR Play program](#).

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 (an adjusted net income of **\$42,000** a year or less), 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 (not linked with PR status)
- 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 **\$60,000** or less (Line 15000).
- have less than \$100,000.00 in assets.
- pay more than **30%** of household income towards household rent, 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.
- didn't come to Canada under a private sponsorship agreement that is still in force.
- 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.

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, funded by Immigration, Refugees and Citizenship Canada (IRCC), is one of the immigrant settlement services provided through the National Settlement Program. It offers **free** English classes for beginning to intermediate learners and supports adult newcomers (17 years or older) to integrate and navigate daily life in British Columbia. First, complete a **LINC Application Form** for an assessment. Then, mail, fax or bring the completed application form **and** a photocopy of your immigration document to one of the assessment centres. After your application is received, they will call, email or mail you a letter with the assessment appointment date and time. Following your assessment, you will receive your results **the same day** before you leave the assessment centre. 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.

If you have more questions, contact the [SWIS](#) worker in your child's school.

People living in Burnaby are encouraged to complete this [LINC Application Form \(Coquitlam\)](#) and apply to:

Options Language Assessment and Referral Centre

#407 – 2963 Glen Drive, Coquitlam, B.C. V3B 2P7

Tel: 672.886.2100 Fax: 604.474.0327

Email: linc.assessment@options.bc.ca

People living in Burnaby also have the option to complete this [LINC Application Form \(Vancouver\)](#) and apply to:

Vancouver Language Assessment and Referral Centre

#208 – 2525 Commercial Drive

Vancouver, BC V5N 4C1

Tel: 604.876.5756 Fax: 604.876.0134 Email: lincinfo@vanlac.ca

People living in other cities in BC can apply to the following Language Assessment and Referral Centres/LARCs. For more information, please call or email the specific location.

Options Language Assessment and Referral Centre

13520 78th Avenue

Surrey, BC V3W 8J6

Tel: 604.547.3322 Fax: 604.547.3330 Email: linc.assessment@options.bc.ca

Surrey Language Assessment and Referral Centre

#408 – 7337 137th Street

Surrey, BC V3W 1A4

Tel: 604.507.4150 Fax: 604.507.4155 Email: lincinfo@surreylac.ca

Archway Community Services (Abbotsford & Mission residents)

Unit #102- 31943 S. Fraser Way, Abbotsford BC

Tel: (604) 859-7681 ext. 216 Email: LINC@archway.ca

www.englishclassesabbotsford.com/linc

[LINC Application Form \(Archway\)](#) (Bring the form and documents in person)

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 can 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](#) English Conversation Circles led by a librarian in different locations, registration is required.
- [MOSAIC Engage](#) provides affordable English language training to newcomers of various immigration statuses including Visitors, Temporary Worker Visa holders, Refugee claimants and Citizens.
- [ISSofBC](#), English conversation circles in-person or online.
- [Pacific Immigrant Resources Society \(PIRS\)](#) offers free online and in-person community English classes to newcomer women with various English Levels (beginner to pre-intermediate) at different locations, Email: osw@pirs.bc.ca or use their online form.
- [Burnaby Neighborhood House](#) offers Everyday English classes or English Conversation circles both at BNH North House (4908 Hastings St.) and at South House (4460 Beresford St). Registration is required, phone 604.294.5444 or 604.431.0400 to enquire or check the [website](#).
- [YMCA of Greater Vancouver](#), English Conversation Clubs (For anybody including Permanent Residents, Convention Refugees and in Canada under CUAET measures, except for visitor visa holders), 778.990.4856 or email connections@bc.ymca.ca

3.1.2 Post-Secondary Education

What is an Education Planner?

[Education Planner](#) is an online tool for you to plan your post-secondary journey, search for programs, discover post-secondary programs and related careers, and apply to any of the 25 public post-secondary institutions in British Columbia. Sign up for a free EducationPlannerBC account and explore.

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 a single [application process](#) 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](#)
- [Eliminated interest on student loans](#): Effective in February 2019, students are no longer charged interest on the B.C. portion of Canada - B.C. Integrated student loans. The Government of Canada eliminated interest on the Canada portion in 2023.
- [StrongerBC Future Skills Grant](#): Most B.C. residents can get \$3,500 to cover short-term skills training in high-demand, well-paid careers.
- [B.C. Access Grant](#): Low- and middle-income students can automatically get up to \$4,000 a year for full-time studies when applying for student aid.
- [Single parent employment initiative](#): Single parents receiving income or disability assistance can get job training and support. Visit WorkBC.

- [Free tuition for former youth in care](#): All former youth in care, no matter their age, can get a post-secondary education tuition free. Apply online.
- [Free upgrading and English courses](#): Canadian citizens, permanent residents and refugees adults can take free courses to get a high school diploma, upgrade skills for post-secondary or learn English through school districts and many public post-secondary institutions.
- [Student grants and loans](#)
- [Scholarships](#)
- [Windmill](#), a national charity, provides skilled immigrants with funding up to \$15,000 to help you return to your profession in Canada with low-interest loans for higher education, and access free career coaching and professional mentorship. Check your [eligibility](#).

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.

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, on Saturdays at 9:30am until supplies last) and the Gleaner's Closet (free donated clothing for children, on Saturdays and Wednesdays, except on long weekends from 10:00 AM to 12:00 PM) are available at [New Life Community Church](#), located at 8765 Government Street, Burnaby, BC.

- [The Society to End Homelessness In Burnaby](#), located at The Neighborhood Church – 7135 Walker Ave, Burnaby (near Kingsway & Edmonds St) runs [Outreach Resource Centres \(ORC\)](#), a "One-Stop Shop" of services for vulnerable neighbors to easily access basic life necessities and resources on Thursdays. They also run [The Burnaby Neighborhood Pantry](#), a safe, non-judgmental space where the community's most vulnerable can receive essential grocery items weekly with dignity.
- 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 and Telephone Number 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 [Rogers \(Shaw\)](#) (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 [Register for WorkBC Centre Services](#) by completing an [Online Employment Services \(OES\)](#) application. WorkBC Centres offer a wide range of employment services --all for free-- to help people in B.C. find and keep jobs. The following [WorkBC Centre](#) help people in Burnaby:

1. WorkBC Centre – Burnaby – Metrotown
601-4211 Kingsway, Burnaby, BC V5H 1Z6
Phone: 778-357-0566
Email: info-burnaby-metrotown@workbc.ca
Website: <http://workbccentre-burnaby-metrotown.ca>
Hours of Operation:
Monday & Wednesday: 8:30 am to 5:00 pm
Tuesday & Thursday: 8:30 am to 6:30 pm
Friday: 9:00 am to 3:00 pm
Saturday, Sunday & Statutory Holidays – Closed
2. WorkBC Centre – Burnaby - Brentwood
101-3999 Henning Drive, Burnaby, BC V5C 6P9
Phone: 778-357-0445
Email: info-burnaby-brentwood@workbc.ca
Website: <http://workbccentre-burnaby-brentwood.ca>
Hours of Operation:
Monday & Wednesday: 8:30 am to 5:00 pm
Tuesday & Thursday: 8:30 am to 6:30 pm
Friday: 9:00 am to 3:00 pm
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: info-ats@workbc.ca
Website: <http://workbc-ats.ca>
Hours of Operation:
Monday to Wednesday: 8:30 am to 4:30 pm
Thursday: 8:30 am to 7:30 pm
Friday: 10:00 am to 3:00 pm
Saturday, Sundays & 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 10 years.
- Are a protected person/refugee.
- Have been approved, inside or outside of Canada, to become a permanent resident, and have been informed by a letter from IRCC.
- Have 1 year of work experience in your home country (Stream 1 and 2)
- Have 2 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 (Stream 3)
- 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-credentialling (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](#), 604.375.2105, 236.985.7359, careerpaths@issbc.org
- Business: [M.O.S.A.I.C.](#), 604.438.8214, careerpaths@mosaicbc.org
- Health A: [Douglas College](#), 604.588.7772, careerpaths@douglascollege.ca
- Health B: [Back in Motion](#), 604.575.3800, info@careerpaths.ca
- Education and Social Services: [Douglas College](#) 604.438.3045, careerpaths1@douglascollege.ca
- Management (retail, sales, restaurant, real estate, insurance, financial brokerage manager) : [Progressive Intercultural Community Services Society \(PICS\)](#), 604.596.7722, 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](#) delivers the Career Paths Program under **Stream 2 & 3** for Vancouver, **Burnaby**, New Westminster and Cariboo North. 604.375.2105, 236.985.7359, email: 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)
- [YMCA Employment Programs](#) (Multiple programs & locations)
- [AWARE Society](#) (Burnaby and New Westminster, Co-op programs provide employment services to youth at risk and indigenous youth)

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, Canadian Dental Care Plan/CDCP, Canada Disability Benefit/CDB, etc.) by completing a Service Request Form.
- book an appointment for Passport or Biometrics Collections services.
- apply for a Social Insurance Number (SIN) online.

3.5 FRANCOPHONE RESOURCES

Where can I find Francophone resources in British Columbia?

- [La Fédération des Francophones de la Colombie-Britannique](#) (The BC Francophone Federation), acts as the official organization which represents the British Columbia Francophone community. In partnership with its [members](#), the BC Francophone Federation mobilizes and gathers the community in order to develop and ensure Francophone areas in British Columbia. From there you may find important links to Francophone services throughout BC.
 - <https://www.ffcb.ca/ressources/liens-utiles/>, produced by the Federation, is an online directory of French-language services, events, and job offers available across the province.
 - <https://www.ffcb.ca/opportunites/offres-demploi/>, job offers.
 - <https://www.ffcb.ca/opportunites/benevolat/>, volunteer opportunities.
 - <https://www.ffcb.ca/contactez-nous/>, contact the Federation.
- [Conseil scolaire de la Colombie-Britannique](#) (the Francophone School District in BC), is a public school board nationally recognized for its dynamism and innovative spirit. With nearly 1,200 employees, 6000 students in 47 schools across British Columbia, the CSF de la Colombie-Britannique is one of the largest Francophone employers in Western Canada.
- [Réseau en immigration francophone de la Colombie-Britannique – RIFCB](#) (The Francophone Immigration Network of British Columbia), funded by Immigration, Refugees and Citizenship Canada (IRCC) and hosted by the Francophone Federation of British Columbia (Fédération des francophones de la Colombie-Britannique), brings together several francophone community organizations that work collaboratively to support the welcoming, integration, and retention of newcomers within the province's francophone community.
- [Fédération des parents francophones de Colombie-Britannique](#) bring together, represent, support, and equip parents in their role as first educators, and promote their commitment and participation in creating a vibrant and exemplary Francophone environment.

- [Le Relais francophone](#), an organization offering a variety of services including employment, housing, settlement and more to the Francophone community in the Vancouver Great Region.
- [Éducacentre College](#), the only French-language college in British Columbia, offers a wide variety of college courses and programs tailored to the needs of the job market. All courses and programs are offered remotely and only in French.

3.6 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](#), a searchable online directory of community, government, and social services throughout British Columbia that connects people to helpful and vital resources in their community. Use this [Online Red Book Directory](#) or simply call, text 211 or web chat to speak with a 211 Navigator for free and confidential information, from 9am – 9pm Mondays to Fridays excluding statutory holidays.

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.

3.7 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 may vary and change at any time. Since the COVID-19 pandemic, **many clinics require online appointment scheduling or provide telemedicine only for walk-in.** Please call or check online before going.

[Station Square Medical Clinic](#)

150-6200 McKay Ave, Burnaby

Tel: 604.438.8288, [book appointment online](#) and click "First Available Physician".

[Edmonds Health Center](#)

Unit C - 7487 Edmonds Street, Burnaby

Tel: 604. 540.9222

Note: This centre is **no longer** for walk-in patients. You may get on the Patient Acceptance Waiting List by filling out [Patient Registration online](#), or download the [fillable patient registration form](#), print and bring your filled form into the clinic or email your filled form to edmondshealthcenter@gmail.com. This does not guarantee a family doctor. Patient Acceptance Waiting List is actively managed, and Registrations are given to the doctor for review.

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

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

Tel: 778.999.9966

[Book online](#) and **Phone consult only** for unassigned patients. New patients need to fill out [online form](#) and email or print and bring to the 1st visit.

[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](#).

[Highgate Medical Centre](#)

103B-7188 Kingsway, Burnaby

Tel: 604.777.9101, walk-in or pre-book by phone call.

[Total Life Care Medical](#) at Highgate Village

250 - 7155 Kingsway, Burnaby

Tel: 604.438.9991, create an account online before making appointments.

[Kensington Medical Clinic](#)

*Children's Clinic onsite, family doctor's referral to pediatricians acceptable

6548 Hastings Street, Burnaby

Tel: 604.299.9769

This clinic offers Walk-In Appointments 364 days/year with times opening each day at **7am**. Due to high demand and limited availability, all [same-day appointments](#) are often fully booked within seconds to one minute.

[MedCare Plus Medical Clinic](#)

7618 6th Street, Burnaby

Tel: 604.600.3911

Walk-in service is by same-day bookings only and limited to daily capacity.

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

105-7885 6th Street, Burnaby

Tel: 604.526.1303

Clinic is BY APPOINTMENT ONLY.

[AVEE HEALTH - Virtual Walk-In Clinic](#)

Unit C-2800 Douglas Rd, Burnaby

Tel: 604.484.0637

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.

What is an Urgent and Primary Care Centre (UPCC) and where can I find one in Burnaby?

[Urgent and Primary Care Centres \(UPCCs\)](#) provide access to **same-day, urgent, non-emergency** health care. UPCCs are often open evening, weekends, and statutory holidays (actual hours vary by clinic). UPCCs provide an alternative to visiting an emergency department for non-emergency issues. For example, patients who require medical attention within 12 to 24 hours for something like a sprain, minor cut or burn can visit an Urgent and Primary Care Centre. The following UPCCs are located in Burnaby:

- [Edmonds Urgent and Primary Care Centre – Burnaby](#)
- [Metrotown Urgent and Primary Care Centre – Burnaby](#)

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

In case of [emergencies](#), 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 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 (Oak St. & W. 28th Ave.)
Vancouver, BC V6H 3V4
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 care services to new Canadians living in Burnaby, New Westminster, and the surrounding area. It was created to assist those who struggle to access the health care system because of barriers such as language, finances, and lack of family and social support.

The clinic was created through a partnership between the Burnaby Division of Family Practice and Fraser Health Authority. With access to interpreters who speak 150 languages, the Global Family Care Clinic is a transitional place where individuals and families are seen for 18-24 months while they settle into community life and learn about our health care system. When they are ready, patients are offered help finding a family doctor in the community for ongoing care.

This is not a walk-in clinic and service is by appointment only. ***A referral is required.** Check the [Fraser Health](#) website for more details. Current address is 204 – 7315 Edmonds Street, Burnaby.

Do I need a doctor referral for mammogram in BC?

Mammograms are x-rays of the breasts completed in privacy by a specially trained female technologist. Screening mammograms are available for BC women 40 years or older. A doctor referral is **not** required. Check [here](#) to watch videos about mammogram screening in [English](#), [Cantonese](#), [Mandarin](#), & [Punjabi](#), as well as Fact Sheet in multiple languages and more.

To book a mammogram phone 1-800-663-9203 or use the [clinic locator](#) to find a location or mobile service visit near you. Appointments can be made at locations across BC. Appointments can also be booked [online](#) using the booking code in your [reminder letter](#).

Mammography Screening Centre in Burnaby
115 - 4980 Kingsway, Burnaby, BC, V5H 4K7
Phone: 604-436-0691

Where can I find information about cancer screening services in BC?

[BC Cancer](#) is a comprehensive cancer control program for BC, which covers the full spectrum of cancer care from prevention, screening, diagnosis and treatment, to research and education, to supportive and palliative care.

Anyone seeking care needs to be referred by their family doctor/GP and go through the standard intake process. Once a referral is made, BC Cancer's triage systems ensure that patients receive the most appropriate care. Check [here](#) about screening services on [breast](#), [cervix](#), [colon](#), [lung](#) and other information including [mouth \(oral\)](#), [prostate](#), [skin](#) cancer screenings, [contacts](#) and more.

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.

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, state the language you are looking for, and an interpreter will join the call.

What is Canadian Dental Care Plan and How can I apply for it?

The [Canadian Dental Care Plan \(CDCP\)](#) is helping make the cost of dental care more affordable for eligible Canadian residents.

You must meet **all** the [eligibility criteria](#) to qualify for the CDCP.

- You don't have access to dental insurance.
- You and your spouse/common-law-partner (if applicable) **must** have filed your tax returns in Canada so that your family income can be assessed for the previous year.
- Your **adjusted** family net income is less than \$90,000.
- You're a Canadian resident for tax purposes.

If you have dental coverage through a provincial, territorial, or federal government social program, you **can still qualify** for the CDCP. If you [qualify](#), your coverage will be coordinated between the plans to make sure there are no duplication or gaps in coverage.

You can **apply or renew** for CDCP online [here](#), or through [My Service Canada Account \(MSCA\)](#). Once you've [applied](#) and you're confirmed to qualify to CDCP, you will receive a letter from the Government of Canada with your CDCP member ID, coverage start date and co-payment level (if applicable). You can also get a copy of your letter through your [My Service Canada Account \(MSCA\)](#). You can use your letter with your member ID to book your first appointment with one of [Oral Health Professionals](#) **on or after** your coverage start date.

Your information will also be shared with Sun Life who will enroll you in the CDCP and send you a welcome package.

Note: You should only pay for services not covered under the CDCP. If you pay the full cost yourself, you will not get reimbursed by Sun Life. Oral health care services received during a gap in coverage will not be covered nor reimbursed retroactively.

Check more information online about [when you can visit an oral health provider](#), [what services are covered](#), and [CDCP Contacts](#).

3.8 HOUSING/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](#) (long-term housing for low-income people who permanently reside in BC including Canadian citizen, Permanent Residents, Refugee sponsored by the Government of Canada, Individual who has applied for refugee status and CUAET arrivals), [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 Tenancies](#) website.

For more information contact the [Residential Tenancy Branch \(RTB\)](#) by phone, Email or in person at:

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 weekends, on the last Wednesday of each month from 9 am to 11 am (including phone and email service) and holidays. The office will be open from 11 am to 4 pm on the last Wednesday of each month (including phone and email service).

[Residential Tenancy Branch \(RTB\)](#) Information Line (for Lower Mainland):
604.660.1020, 1-800-665-8779
Email: HSRTO@gov.bc.ca

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.

3.9 IMMIGRATION

How can I correct mistakes in my name or date of birth on the 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](#).

I have lost my Record of landing or Confirmation of Permanent Residence paper. What should I do?

You can no longer get a copy of a Confirmation of Permanent Residence (COPR) or a copy of a Record of Landing documents. Instead, what you have to do is to apply for a [Verification of Status \(VOS\)](#) that gives the same information contained in your COPR such as the date and place of entry to Canada. If you require specific information that was originally captured on the immigration document (immigration category, document validity dates, etc.), you must specify this in your application for a Verification of Status document. Please note that the Verification of Status document **cannot** be used for travel and is **not** an identity document. It's a plain paper document that provides information about your immigration history.

3.10 LANGUAGE CLASSES OTHER THAN ENGLISH

Where can I find Arabic classes for my child?

- [Al- Mustafa Academy Society](#), classes on Saturdays
5441-125A ST, Surrey, BC, V3X 1W6
Tel: 604.900.2773
- [Az-Zahraa Islamic Academy](#), classes on Sundays
8580-No 5 RD, Richmond, BC, V6Y 2V4
Tel: 604.274.7869

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: vbcs1996@gmail.com
- [Union Mandarin School \(温哥华联合中文学校\)](#)
Campus: Moscrop Secondary School (Saturdays from 1:45pm)
4433 Moscrop Street, Burnaby BC
Email: 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
- [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.
- [U-Wing Education \(育文教育\)](#), Afterschool Non-profit Chinese programs in two Burnaby school locations.
Marlborough Elementary: Fridays 3:30-5:30 pm
Aubrey Elementary: Wednesdays 3:30-5:30 pm
Tel: 778.998.9516 or 778.989.9721 or fill out the [online form](#).

Where can I find Dari classes for my child?

- In person and online Dari classes at [Language Trainers](#) in Vancouver and Burnaby
Tel: 1.289.272.0100
- Afghan Community Dari classes for kids at Tommy Douglass library
7311 Kingsway, Burnaby, BC V5E 1G8
Contact Coordinator (Mr. Mohammad Yaseen Ahmadi): 672.673.9830

Where can I find Farsi classes for my child?

- [Ghadir School](#)
* Mailing Address: 1520 Richmond St, North Vancouver, BC V7J 1B2
* Events Address: 3250 Commercial Dr., Vancouver
E-mail: info@ghadir.ca
- [Vanda Farsi school](#)
370-233 W 1ST, North Vancouver, BC V7M 1B3
Tel: 6024-726-9430, Email: info@vandaschool.com
- [BC Farhangian Educators in Coquitlam](#)
3000 Albion Dr., Coquitlam, BC
Tell: 604-809-2294, Email address: bcfarhangian@yahoo.com
- [Farsi Forever](#)
Tel: (604) 442-5632, Appoint booking: <https://farsiforever.com/booking>
- [Farsi Dar BC](#), After school programs in Farsi available in multiple schools in different cities, program usually only for students from that school.

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
It provides language classes to both adult and children on languages such as **Arabic, Farsi, French, German, Italian, Japanese, Korean, 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 Ukrainian classes for my child?

- [Ridne Slovo](#) (on Saturdays)
502 5th Street, New Westminster BC V3L 1S2
Tel: 778.927.6436, Email: support@ridneslovo.ca

Where can I find Vietnamese classes for my child?

- Vietnamese Language Institute in Vancouver at Mount Pleasant Neighborhood House

800 East Broadway, Vancouver, BC

Contacts:

Mr. Viet Vu, Tel: 604.773.4559; Email: hoai_son@yahoo.com or

Mrs. Teresa Khac Tu, Tel: 604.366.5815; Email: khatu.tran1@gmail.com

3.11 LEGAL ADVICE AND INFORMATION SERVICES

3.11.1 Help from a Lawyer

How can I get free or low-cost legal information, advice, or representation from a lawyer?

- [Access Pro Bono](#) (call 604.878.7400) offers all British Columbians a full spectrum of free legal services, from information to advice to representation, so they can move on with their lives. Low- and modest-income individuals qualify for the full range of pro bono services, while others can consult one of the 2000+ volunteer lawyers for free. Access Pro Bono programs include:
 - [Lawyer Referral Service](#) helps British Columbians find a suitable legal professional to resolve their legal problem. Any BC resident can call 604-687-3221 (Monday to Friday from 8:30am to 4:30pm) to meet with [a lawyer](#) or [a lower-cost articling clinician](#). The regular Lawyer Referral Service includes about 15 minutes of free consultation with a lawyer to determine your legal need, possibly an hourly rate for any time exceeding 15 minutes, and at an agreeable rate of charge if further legal help is agreed upon by you and your lawyer.
 - [Everyone Legal Clinic](#) offers low-cost legal services to all British Columbians on a fixed-fee basis— in person or by virtual connection. Articling clinicians work under the supervision of practicing lawyers, and provide affordable help for **family, tenancy/strata, employment, wills/estates, civil, corporate, consumer or criminal law** issues. British Columbians can access Clinic legal services via its [24/7 online booking service](#) or by calling 778.200.4478 on weekdays between 9:30am and 4:30pm. They can schedule their initial meeting online or by phone, and then meet their clinician by videoconference or phone.

Note: Everyone Legal Clinic does not offer **pro bono (free) legal advice or services**. It offers affordable legal services on a fixed fee basis. If you're looking for **free legal help**, please fill out [Access Pro Bono's Online Triage Form](#) to see if you're eligible for free legal advice through its Summary Advice Program.

- [Residential Tenancy Program](#) provides free legal assistance and representation to low- and modest-income tenants who are contending with tenancy law issues before the Residential Tenancy Branch. Contact them via email: tenancylaw@accessprobono.ca and provide your name, contact information, and hearing date if one has been set. Please allow up to two business days for them to call you back.
- [Roster Program](#) provides free legal representation services for particular case types to low- and modest-income individuals. The staff and volunteer coordinators screen client applications, and then send successful applications to a number of volunteer lawyers for their consideration. If a volunteer lawyer chooses to take on a particular case, they choose the scope of their services. Enquire about Roster Program services at roster@accessprobono.ca.
- [Solicitors' Program](#) provides free legal help to BC-based charities and non-profit organizations of limited means. The staff receive requests from organizations throughout the province, and then do their best to match each request to a volunteer lawyer within workable reach. Enquire about Solicitors' Program at roster@accessprobono.ca.
- [Summary Advice Program](#) offers free legal advice to low- and modest-income individuals by telephone, video link or in person in some locations. It does not offer free legal advice regarding corporate or business matters, or for other specific areas of law. Volunteer lawyers provide up to a half-hour of advice at each appointment, with the possibility of more appointments as may be needed. To book a clinic appointment, please call the Access Pro Bono Client Line at 604.878.7400 from 9:30 AM to 12:30 PM or from 1:30 PM to 4:30 PM, Monday to Friday (excluding holidays). Alternatively, you can fill out the [Online Triage Form](#).
- [Virtual Family Mediation Program](#) offers free online family mediation and advice services to low- and modest-income families across BC. The program aims to facilitate early resolution of family law matters, while saving users' money and freeing up BC's court resources.

Click [here](#) for some more self-help legal resources online.

- [BC Public Interest Advocacy Centre \(BCPIAC\)](#) (604.687.3063, Vancouver Email: support@bcpiac.org) is a small, not-for-profit law office focusing on energy regulation including regular interventions before the BC Utilities Commission on **electricity, natural gas, and ICBC matters** on

behalf of low and fixed-income residential ratepayers; as well as anti-poverty and anti-oppression work. They provide advice and assistance to advocacy groups throughout British Columbia in social justice work including human rights complaints, judicial reviews, litigation, negotiation, and public education.

- [Community Legal Assistance Society \(CLAS\)](#) (604.685.3425, Vancouver) operates as “umbrella” organization consisting of a number of [programs and projects](#). As a nationally recognized non-profit law firm, CLAS specializes in **housing, income security, workers’ rights, mental health, and human rights law** and is committed to assisting those who are marginalized or face discrimination anywhere in British Columbia.
- [Legal Aid BC](#) (604.408.2172 in Lower Mainland or toll-free 1.866.577.2525 elsewhere in BC) is a provincial Crown Corporation providing legal aid including [legal information](#), [advice](#), and [representation](#) (a lawyer to take your case) services in
 - [Child protection/MCFD](#)
 - [Family Law](#)
 - [Criminal](#) charges
 - [Mental health and prison law](#) and
 - [Refugee and Immigration](#) issues.

Check on the website to see if you [qualify](#) for their legal representation and other services and [how to apply](#).

Recorded messages are in Cantonese, English, French, Mandarin, Punjabi and Spanish when you phone the Legal Aid BC Call Centre. An [interpreter](#) in more than 100 languages can be arranged if needed when calling in.

[Legal aid navigators](#), who are Legal Aid BC (LABC) staff, can guide eligible clients through the legal aid process.

Legal Aid BC also provides [free legal information and resources](#) online.

- [West Coast Environmental Law](#) (604.684.7378, email: admin@wcel.org) is a non-profit group of environmental lawyers and strategists and communicators in Vancouver dedicated to safeguarding the environment through law. West Coast lawyers and staff offer free legal advice and support to groups and individuals who are facing environmental problems, working with a diverse range of partners to develop winning strategies to protect land, air, water, and the climate.

3.11.2 Law Student Legal Clinics

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

- [UBC Law Students' Legal Advice Program \(LSLAP\)](#) is a non-profit **poverty law clinic** run by law students at the Peter A. Allard School of Law at the University of British Columbia. They provide free legal advice and representation to clients in the Lower Mainland who would otherwise be unable to afford legal assistance. Please check [here](#) for who LSLAP CAN help and CANNOT help. LSLAP is NOT affiliated with Allard School of Law and UBC. Please DO NOT contact Allard or UBC for LSLAP matters. Call 604. 822.5791 or go online to check the recommended [referral list](#) if you need immediate legal support.

3.11.3 Legal Advocacy Resources and Services

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

- [Seniors First BC](#) is a charitable, non-profit society that provides information, legal advocacy, support, and referrals to older adults across BC who are dealing with issues affecting their well-being, as well as those who care for them. Leave a message [online](#) or call 604.437.1940 or Toll-Free at 1.866.437.1940 weekdays 8 am to 8 pm and weekends 10 am to 5:30 pm, excluding statutory holidays. Language interpretation is available.
- [Disability Alliance BC](#) support people with all disabilities to live with dignity, independence, and as equal and full participants in the community through direct services, community partnerships, advocacy, research, and publications.
- [Family justice counselors \(FJs\)](#) work in [Family Justice Centres](#) and [Justice Access Centres](#) provide free services to people going through separation and divorce throughout BC. FJs are specially trained to help families resolve their issues about guardianship, parenting arrangements, contact with a child and support. To find the location nearest you, see Clicklaw's [directory](#). Or contact [Service BC](#) at 604 660-2421 or 1 800 663-7867 toll free between 7:30 am and 5:00 pm, Monday to Friday and ask the operator to transfer you to the nearest centre.
- [MOSAIC Legal Advocacy Program](#) (Email lap@mosaicbc.org or call 236.479.7153) provides legal info, advice, referrals, legal support, and representation to low-income immigrants and refugees. They help newcomers navigate the Canadian legal system, ensuring that they know their legal rights and responsibilities. Program includes support on **Disability Benefits**, **Family Law**, **Community Law** (Tenancy issues for tenants), **Employment Law** (Employment Insurance, Employment Standards, Worker's rights), and **Civil Resolution Tribunal/CRT** (Co-op, Non-RTA housing, Small claims-limited issues for persons without means). In-person services are available. No drop-ins. Emailing them is preferred as they are often working remotely. Check online about eligibility.
- [Rise Women's Legal Centre](#) (General inquiries 604.451.7447, Client intake line 236.317.9000) Rise is a community legal centre providing accessible legal services to self-identified women and gender diverse people in BC,

primarily in the area of Family Law. Rise clients are often caught in the gap between being ineligible for legal aid yet unable to afford legal representation. They provide compassionate and trauma informed legal assistance to their [clients](#).

- [TRAC - Tenant Resource & Advisory Centre](#) 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. TRAC's [Housing Law Clinic](#) consists of Lawyers and Legal Advocates who provide free legal advice and/or representation for tenants living in British Columbia. Check [here](#) about how to access their services.
- [VictimLINK BC](#) is a toll-free, confidential, multilingual telephone support program for victims of crime and trauma 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. 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 240 languages, including many North American aboriginal languages.
- [Workers' Advisers Office \(WAO\)](#), operating independently of WorkSafeBC, is a branch of the Ministry of Labour providing workers, their dependants and other stakeholders with free advice, assistance, representation, training and mentoring with respect to workers' compensation issues. Being injured or disabled from work can be very stressful. Check for some [Tips For Improving Claim Outcomes](#). Similar to email, the [WAO Worker Portal](#), accessible 24/7, provides a fast and secure way to send and receive information. If you need assistance, feel free to email: wao@wao-bc.org or call 1-800-663-4261.

Are there other legal information resources?

- The [Law Foundation of BC](#) is an independent non-profit foundation which receives the interest on funds and in turn distributes these funds by way of grants in five areas: Legal Education, Legal Research, Legal Aid, Law Reform and Law Libraries.
- [PovNet](#) is an online community of advocates and front-line workers that addresses poverty and promotes access to justice for vulnerable residents

of British Columbia. It has a helpful link for [finding an advocate](#) in various BC communities.

- [Clicklaw](#) finds practical legal information for everyone. It guides you to trusted resources from non-profit organizations, the government, and the legal profession in British Columbia. Check [here](#) to find organizations that provide legal help in BC. Most services are free or low cost.
- [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
 - Dial-A-Law is available on the internet at dialalaw.ca, including audio recordings of all the information.
- [People's Law school](#) has a variety of publications about legal issues as well as online resources.
- [BC Supreme Court](#) has some resources for [Self-Represented Litigants](#) to learn regarding legal information.
- [Provincial Court of British Columbia \(Small Claims\)](#) website tells you the types and dollar value of dispute you can bring to Small Claims Court.

3.12 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 needs 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.

3.13 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/ELL 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](#): Text CONNECT to 686868, or [message online](#).

[Crisis Centre of BC](#) Vancouver Coastal Regional Distress Line 604.872.3311, Call or Text 988 to National Suicide Crisis Helpline.

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

[Help Line through S.U.C.C.E.S.S.](#) (volunteers): 1(888)-721-0596.

Mandarin: Extension 1, 7 days a week, 10 am to 10 pm

Cantonese: Extension 2, 7 days a week, 10 am to 10 pm

Korean: Extension 3, Mon – Fri: 10 am – 8 pm, Sat – Sun: 10 am – 5 pm

Farsi/Dari: Extension 4, Mon – Fri: 10 am – 8 pm, Sat – Sun: 10 am – 5 pm

Ukrainian: Extension 5, Mon – Fri: 10 am – 8 pm, Sat – Sun: 10 am – 5 pm

*All volunteers who answer calls receive intensive training in order to provide confidential and quality services.

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
- [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)
- [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 extension 2
Farsi Service: 604-468-6100 extension 1
- [YWCA Metro Vancouver/YWCA](#) Single Mothers' Support Services provides single moms with individual and/or group support, connects to resources and empowers to move forward. Check online for more details and their contacts.

3.14 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](#).

3.15 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.

3.16 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 District](#) 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 \(Settlement Workers In Schools\)](#) 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 District Welcome Centre? What is a SWIS worker?

The [District Welcome Centre](#) provides a welcoming environment where newcomer students and their families can access reliable, up-to-date information about the school system, community programs, and local resources.

[Settlement Workers in Schools \(SWIS workers\)](#) are available on-site to offer guidance, answer questions, and support the settlement process. SWIS workers also assist newcomer families who may be experiencing challenges with school registration, offering direct support at the Welcome Centre.

In addition, the Welcome Centre hosts a variety of SWIS group sessions and activities, such as computer literacy and digital navigation programs, conversation circles, and peer support groups.

The Welcome Centre serves as a hub for connection—helping families learn about the school system, the Burnaby School District, and the local community, while also offering newcomers opportunities to connect with other families, volunteer, and participate in settlement programs.

Contact information: 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 and Child Care](#) 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 summertime.

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 and Child Care](#) 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 Online Learning BC?

[Online Learning BC](#) is the hub for K-12 Provincial Online Learning Schools (POLS). This website provides information about online learning courses and programs offered by POLS-Public and POLS-Independent. POLS provide K-12 online learning services to students across B.C.

You can search for K-12 online courses, online programs, or Provincial Online Learning Schools and find the information you need to enroll, plan, or contact the school for more information.

- Use [School Finder](#) to find Provincial Online Learning Schools in B.C. You can search by keyword or use the filters (type or grades offered) to narrow down the results.
- Use [Course & Program Finder](#) to find courses and/or programs offered by Provincial Online Learning Schools in B.C. You can search by keyword or

use filters such as grade, delivery method, type, or subject (for courses only) to find exactly what you're looking for.

- Get tips and resource links in [Support Resources](#).

3.17 SOCIAL GROUPS FOR YOUR CHILD

Can you provide information about Social Groups for my child?

- [Scout Canada](#) (Click [Join](#) on top right 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 \(BC\)](#)

3.18 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 Support Team 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. 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 Ministry of Children and Family Development (MCFD) offers [two types of Autism Funding Programs](#) that provide families with access to money to purchase eligible services and supports from private practitioners that best meet the unique needs of their child.

- **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?

It can be overwhelming coping with a child or teen who has a disability or developmental delay. As primary caregivers, parents or guardians who have children or teens with support needs sometimes require extra support to maximize the quality of life for their child and family. 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?

A variety of services for children and youth with support needs (CYSN) and their families are available across the province. Check [here](#) to find support for specific needs. Or

- Call the resource line to learn about new services coming for families: 1-833-882-0024.
- Contact the ministry at MCF.Info@gov.bc.ca
- Contact a local [Child & Family Service office](#) to find out what services are available and talk about eligibility requirements.
- 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.

3.19 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 organized by City of Burnaby Parks, Recreation & Cultural Services.

What other extracurricular activities are available?

Here are some sports clubs in Burnaby.

- [South Burnaby Metro Club Baseball](#) Ages 3 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
- [Burnaby Minor Hockey Association](#) Ages 5 and up.
- [RingetteBC](#) Age 5 and up, like basketball (but played on ice), is a non-contact ice sport.
- [South Burnaby Metro Club \(SBMC\) Volleyball](#), boys and girls Gr 6 to 9.
- [Burnaby Lake Field Hockey Club](#), Contact through email on their website.
- [Burnaby Minor Lacrosse Club](#), [Register](#) online.
- [Wesburn Football Club](#) Age 5 to 17.
- [South Burnaby Metro Club Soccer](#) Age 3 – 17.
- [Burnaby Football Club](#) Age 4 – 18.

What financial assistance other than the FAIR Play Program I might get to help with the cost of my child's sport activities?

- [KidSport Burnaby](#): provide grants to help cover the costs of registration fees (up to \$300 per child, per calendar year) so that all kids aged 18 and under in Burnaby can play a season of sport. The child must reside in the City of Burnaby. KidSport eligibility aligns with the [Fair Play Program](#).
- [Athletics4Kids](#): provide grants to [eligible](#) families (net taxable family income less than \$45,000/yr) in British Columbia to cover sport registration fees. The average grant is \$200 per sport.

3.20 UKRAINIAN MIGRATION RESOURCES

The SWIS Program is funded by Immigration, Refugees and Citizenship Canada (IRCC). In accordance with funding requirements, the SWIS Program primarily supports newcomers who are permanent residents. While we warmly welcome all members of the community, the Program is not structured to provide comprehensive support to temporary residents, including those who arrived under the CUAET Program.

What is CUAET and How can I extend my status in Canada as a CUAET visa holder?

The [Canada-Ukraine authorization for emergency travel \(CUAET\)](#) is one of the many special measures the Government of Canada has offered 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.

Please note the special measures for the CUAET program **have now ended**. Those who arrive **on or after April 1, 2024** from Ukraine, will need to meet the [general requirements to enter Canada](#) and won't be eligible to receive supports and exemptions offered under the CUAET measures.

For those who have already arrived in Canada under CUAET measures, the **deadline** to apply for open [work permit](#) (new or extension), or [study permit](#) is extended till **March 31, 2026**. Please make sure to submit the application at least **30 days** before your current status expires.

What kind of financial assistances are available for CUAET arrivals?

The transitional financial assistance (TFA), a one-time financial assistance benefit provided by the federal government to CUAET clients **has ended**. The last day to apply was June 30, 2024.

You can 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. Please review eligibility requirements and learn how to apply [Online](#), [in person](#), or over the phone at toll-free **1-866-866-0800** Monday to Friday 9:00 am to 12:00 pm or 1:00 pm to 4:00 pm. Closed on statutory holidays.

Can Ukrainian newcomer families with children receive Canada Child Benefit?

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 19th month if they had lived in Canada throughout the previous 18 months, still have a valid permit in the 19th 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 Ukrainian newcomer families receive GST/HST Credit?

Ukrainian newcomer families **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?

A waiver of the wait period for [MSP coverage](#) is in place for eligible returning Canadians, permanent residents and deemed residents from Ukraine.

Effective October 1, 2022, CUAET individuals who are enrolled in MSP and who must complete the exam or diagnostic tests **will not** receive a bill. If you already completed and paid for your medical test, you can submit the receipts along with a [Reimbursement Request CUAET Medical Exam form](#).

As soon as CUAET arrivals are enrolled in the [BC Medical Services Plan \(MSP\)](#), you are 100% covered by PharmaCare's **Plan C** for one year. You **should apply** for [Fair PharmaCare](#) before their Plan C coverage ends to continue receiving help with drug costs. Fair PharmaCare is based on a person's income. The lower your income, the more help you get with eligible medication and medical supply costs. If you apply for Fair PharmaCare while

you still have Plan C coverage, your eligible medication will be covered by Plan C.

Emergency drug coverage is available to CUAET arrivals who are not yet enrolled in MSP.

BC PharmaCare will fully cover the eligible costs of the first fill of any urgently required medications prescribed by a B.C. prescriber.

[Find clinics, hospitals, and pharmacies near you](#)

When the prescriber (e.g., doctor, nurse practitioner) writes a prescription, they complete the [Emergency BC PharmaCare Coverage for Ukrainian Arrivals form](#). You present the form at the pharmacy with your prescription(s).

If you meet all the eligibility criteria for [Canada Dental Care Plan \(CDCP\)](#), CUAET arrivals can apply for this benefit like all other eligible residents in Canada. Go to Section **3.7 Health** - “**What is Canadian Dental Care Plan and How can I apply for it?**” for more details.

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.](#)

What kind of accommodation/housing services are available for CUAET arrivals?

CUAET arrivals are listed in BC Housing website under the same eligibility as Permanent Residents, Canadian Citizens for **Subsidized Housing**. Click [here](#) to check [Housing Listings](#), and about [Housing Registry Apply Online](#) under BC Housing, or apply directly to non-profit societies and co-operatives that manage their own application processes.

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. Its main purposes are:

- 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?

Please check in Section “**3.2 BURNABY COMMUNITY RESOURCES**” for all the resources in Burnaby and neighboring cities available for everyone including temporary residents.

City of Burnaby provides [FAIR Play Program](#) to CUAET arrivals and privately sponsored refugees to cover some program costs.

Also check in Section “**3.1.1 Language Training**” – “**Are there any other Free or low-cost English Language classes in Burnaby and neighboring cities?**” about free or low-cost English language classes for adults including temporary residents.

[The BC Newcomer Services Program \(BCNSP\)](#), funded by the Province of British Columbia supports many organizations across the province to deliver settlement services for temporary residents (including CUAET visa holders) and naturalized Canadian citizens. The types of services vary by organization, but often include:

- One-on-one information and referral
- Workshops and support groups
- Peer support and mentoring

In Burnaby, the following non-profit organizations receive funding for [The BC Newcomer Services Program \(BCNSP\)](#) and provide supports to temporary residents and naturalized Canadian citizens.

- [ISSofBC](#), 7355 Canada Way, Burnaby; Tues, Wed & Thurs 9am to 5pm. Tel: 604.942.1777, Email: info@issbc.org
- [MOSAIC](#), 310-7155 Kingsway, Burnaby; or 5575 Boundary Rd, Vancouver Email: bcsis@mosaicbc.org

- [S.U.C.C.E.S.S.](#) Multiple locations including Vancouver, Tri-Cities/Coquitlam, Surrey, Richmond and Fort St John. Appointments are required for in-person services.
Email: bcnsp@success.bc.ca
- [La Cooperative du Relais Francophone de la C.B.](#), Tel : 604.630.0316

[Ukrainian Canadian Congress \(UCC\)](#), a registered charity and non-profit organization, is the voice of Canada's Ukrainian community. The Congress brings together under one umbrella all the national, provincial and local Ukrainian Canadian organizations. Together with its member organizations, the UCC has been leading, coordinating and representing the interests of one of Canada's largest ethnic communities (1.4 million) since 1940 and has been instrumental in shaping Canada's social, economic and political landscape.

UCC Contact (Head office in Winnipeg):
Toll-free: 1.866.942.4627
Email: ucc@ucc.ca

3.21 VOLUNTEERING OPPORTUNITIES

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 Email info@volunteerburnaby.ca)
- [Volunteering](#) with the City of Burnaby.
- Check [Burnaby Neighborhood House](#) website for current volunteer opportunities, or contact Janice Ho, Manager of Volunteers and Community Programs. Email: janiceh@burnabynh.ca
- [Volunteer Opportunities](#) at Parent Support Services Society of BC (PSS) (604.669.1616, email volunteer@parentsupportbc.ca)
- [Volunteer](#) at Burnaby Family Life, apply [online](#) or download [form](#) and email to ghuang@burnabyfamilylife.org)
- [Volunteer BC](#) (604.379.2311, email info@volunteerbc.bc.ca)
- [Go Volunteer](#)