

Vancouver Newcomers Resources

“I am not an outsider. I am the new foundation of this nation.”

If you're interested in learning more about the following resources, reach out to the listed emails or phone numbers.

I. Resource Listing

AMSSA

Offers services to support settlement, language and diversity service providers

- amssa.org
- amssa@amssa.org; 604-718-2780
- Metrotower II, Suite 2308-4720 Kingsway, Burnaby, V5H 4N2

BC Newcomer Services Program

A combined program offering settlement services, language skills, and employment support all in one place

- issbc.org/our-programs-service/bc-nsp
- bcemployment@issbc.org; 604-684-2561
- 2610 Victoria Dr, Vancouver, V5N 4L2

BC Refugee Hub

Facts, resources, and much more to help refugees and those supporting them

- bcrefugeehub.ca

Canoo

This app gives newcomers free access to 1,400 cultural and outdoor experiences

- forcitizenship.ca/canoo
- info@forcitizenship.ca; 647-531-6919

Career Paths for Skilled Immigrants

Helps professionals use their skills, training, and foreign qualifications for work in BC

- welcomebc.ca/work-in-b-c/career-paths-for-skilled-immigrants
- 604-775-2227

Chimo Community Services

Assists recent immigrants and PR/citizenship applicants with meeting a variety of settlement-related needs

- chimoservices.com/bc-saf-haven-program
- chimo@chimoservices.com; 604-279-7077
- 120 – 7000 Minoru Bld, Richmond, V6Y 3Z5

Citizenship Test Preparation

Learn what's on the citizenship test and prepare with these resources. Info on how to apply is also available through the Government of Canada at tinyurl.com/35ztcz5m.

- vpl.ca/guide/citizenship-test
- canadiancitizenshiptests.ca/practice-questions
- yourlibrary.ca/citizenship

Community Airport Newcomers Network

Facilitates the pre-settlement and integration of all new immigrants arriving in Canada through the Vancouver International Airport

- cannyvr.ca
- info@cannyvr.ca; 604-270-0077
- PO Box 32373, YVR Domestic Terminal, 3880 Grant McConachie Way, Richmond, V7B 1W2

Culture Chats

Promotes cultural diversity through engagement with literary and other arts among local communities

- culturechats.org
- culturechats@gmail.com; 604-256-2007

Immigrant Services Society of BC

Provides free immigrant services including settlement support, housing, employment programs, English classes, and more

- issbc.org
- info@issbc.org; 604-684-2561
- 2610 Victoria Dr, Vancouver, V5N 4L2

Interim Federal Health Program

Covers certain pre-departure medical services for refugees coming to Canada. This coverage includes assistive devices, medical supplies, and equipment, such as mobility aids, orthopedic and prosthetic equipment, and hearing aids

- tinyurl.com/2s4fxkr6
- 1-888-614-1880

International Credential Evaluation Service

Compares education earned outside of Canada to the general education ladder in Canada; the reports offer a general comparability of the years and levels of study

- bcit.ca/ices
- icesinfo@bcit.ca
- 3700 Willingdon Ave, Burnaby, V5G 3H2

Kinbrace

Welcomes refugee claimants with housing, education, and support

- kinbrace.ca
- info@kinbrace.ca; 604-255-9691
- PO Box 21732, 1424 Commercial Dr, Vancouver, V5L 5G3

Migrant Worker Hub

A hub of resources and tools to enhance the knowledge and capacity of individuals, employers, unions, professional associations and other organizations supporting migrant workers in BC

- migrantworkerhub.ca
- migrantworkerhub@amssa.org; 604-718-2780
- 4445 Norfolk St, Burnaby, V5G 0A7

MOSAIC

Addresses issues affecting immigrants and refugees during their settlement into Canadian society. Employment, language, counselling, children and family, and more.

- mosaicbc.org
- info@mosaicbc.org; 604-254-9626
- 5575 Boundary Rd, Vancouver, V5R 2P9

Multicultural Helping House

Helps people with disabilities to have access to buildings and services in the community

- helpinghouse.org
- info@helpinghouse.org; 604-359-1809
- 4802 Fraser St, Vancouver, V5V 4H4

Multilingual Legal Services

Personalized legal help to clients in English, Mandarin, Cantonese, Punjabi, Hindi, and French

- justiceeducation.ca/ask-jes-multilingual
- 1-855-875-8867

Newcomer Guide To Vancouver

Features stories shared by newcomers and long-time residents, and highlights resources on a wide range of topics, from getting around the city to obtaining information about key services to finding volunteer opportunities

- tinyurl.com/3hbcchut3

NewToBC

Information to help newcomers settle in BC

- newtobc.ca
- 1-888-242-2100

Nisa Homes

Safe homes for women, focusing on newcomer and Muslim women

- nisafoundation.ca
- 1-888-711-6472
- 1-10318 Whalley Blvd, Surrey, V3T 4H4

Pacific Immigrant Resources Society

Supports newcomer women in breaking through language barriers, accessing information, meeting material needs, and overcoming social isolation

- pirs.bc.ca
- info@pirs.bc.ca; 604-298-5888
- 1874 Kingsway, Vancouver, BC V5N 2S7

Progressive Intercultural Community Services Society

Helps people find and maintain employment. Services are available to all unemployed or precariously employed BC citizens legally eligible to work in the province

- pics.bc.ca
- pics@pics.bc.ca; 604-596-7722
- 205-12725 80th Ave, Surrey, V3W 3A6

Rainbow Refugee

Provides support, information, and system navigation to LGBTQ refugees and refugee claimants seeking refugee status in Canada

- rainbowrefugee.com
- info@rainbowrefugee.ca
- 620-1033 Davie St, Vancouver, V6E 1M5

Sher Vancouver

Provides support through education and outreach to South Asian members of the LGBTQ+ community

- shervancouver.com
- info@shervancouver.com

Travel Documents

Provides support through education and outreach to South Asian members of the LGBTQ+ community

- tinyurl.com/2dn2nss2

Vancouver Public Library: Immigration and Settlement

Resources, programs, and events to support newcomers

- vpl.ca/guide/immigration-and-settlement
- info@vpl.ca; 604-331-3603

Vancouver School Board: Newcomer Welcome Centre

Support services and resources for newcomer parents and students

- vsb.bc.ca/nwc
- nwc@vsb.bc.ca; 604-713-5999
- 1000 East 59th Ave, Vancouver, V5X 1Y7

Welcome BC

Helps newcomers navigate life in BC

- welcomebc.ca
- 310-1234

YMCA Immigrant Services

Offers various programs for newcomers, including language clubs, employment training, Canadian citizen preparation, fitness groups, and more

- gv.ymca.ca/newcomer-services
- connections@bc.ymca.ca; 604-374-5465
- Various locations

II. Newcomers Benefits and Funding

Interim Federal Health Program

Covers certain pre-departure medical services for refugees coming to Canada. This coverage includes assistive devices, medical supplies, and equipment, such as mobility aids, orthopedic and prosthetic equipment, and hearing aids. Contact 1-888-614-1880 or visit tinyurl.com/2s4fxkr6 to find more.

Multigenerational Home Renovation Tax Credit

A refundable credit to assist with the cost of renovating to establish a secondary unit that enables a senior or disabled adult to live with a qualifying relative.

Resettlement Assistance Program

Provides income support and assistance for a range of immediate essential services, such as temporary accommodation upon arriving in Canada, life skills training, assistance in finding permanent housing, and more. Call Immigration and Citizenship Canada at 1-888-242-2100 to learn more.

III. General Questions & Answers

Who can newcomers turn to if they need help with an issue?

- To start, if you are currently part of a program for newcomers, ask your peers and the program coordinators for advice on who can help. There is a good chance one of them has dealt with the same issue, so this can be a great way to find support.
- Your MLA and MP's offices can connect you to resources, provide information, and help advocate for you. See the last page of this document for their contact info.

- Neighbourhood houses often have many services specifically for newcomers. Find a neighbourhood house by visiting anhbc.org/about-us/neighbourhood-houses-camp or phoning 604-875-9111.

Where can I take free English classes?

If you're a permanent resident or a protected person, you can take language classes at no cost. They are funded by the government.

These classes are called:

- Language Instruction for Newcomers to Canada (LINC)
- Cours de langue pour les immigrants au Canada (CLIC)

To take a language class:

- Visit an organization that helps newcomers get a formal language assessment
 - ircc.canada.ca/english/newcomers/services
- Register for language classes
- Start taking your classes

Free, informal English classes are also available through English Corner

- englishcorner.ca/locations

What resources are there to help my prepare for my citizenship test?

Neighbourhood houses, community organizations for immigrants, and libraries offer programs and resources to help your prepare. You can also find an online practice tests [here](#) and [here](#).

Are there meal programs to help newcomers get more affordable food?

Many neighbourhood houses run food programs. These can include weekly meals, groceries, and community fridges. While low-cost membership with the neighbourhood house is usually required for full access, often a community fridge will be open to all members of the public.

Churches and other community organizations also offer drop-in meal programs too. The City of Vancouver's emergency meal map is a good resource to look at:

vancouver.ca/files/cov/emergency-meal-program-map.pdf.

You can also phone the Greater Vancouver Food Bank at 604-876-3601 for info on how to receive items from a nearby food bank.

IV. Government Services

Get help with municipal issues at city hall, provincial government services through Service BC and your MLA, and federal government services through Service Canada and your MP.

Find Your MLA & MP

- Your MLA is your provincial government representative. Their office can advocate for you and connect you to support. You can find your MLA at leg.bc.ca/members/mla-by-community. If you don't have a computer, you can also phone 1-800-663-7867.
- Your MP is your federal government representative, and immigration and citizenship issues fall mostly under their responsibility. Their office can advocate for you and connect you to support. You can find your MP at ourcommons.ca/members. If you don't have a computer, you can also phone 1-866-599-4999.

Citizenship and Immigration Centre

- **Immigration office**
 - IRCC.VOS-VDS.IRCC@cic.gc.ca; 1-888-242-2100
 - 1148 Hornby St, Vancouver, V6Z 2C3
- **Citizenship office**
 - 1-888-242-2100
 - 200-877 Expo Bld, Vancouver, V6B 8P8

City of Vancouver

- **City Hall**
604-873-7000 | 453 West 12th Ave, Vancouver
- **Van 3-1-1**
Report non-urgent issues and provide input on city proposals van311.ca

Service BC

- 1-800-663-7867 | servicebc.mva@gov.bc.ca
865 Hornby St, 7th Floor, Vancouver, V6Z 2G3

Service Canada

- [East Kingsway](#)
1-800-622-6232 | 1420 Kingsway, Vancouver, V5N 2R5
- [Sinclair Centre \(Passport Office\)](#)
1-800-622-6232 | #125-757 West Hastings St, Vancouver, V6C 1A1
- [West Broadway](#)
1-800-622-6232 | 1263 West Broadway, Vancouver, V6H 1G7