Partnership Practices For Pre-arrival Services In Western Canada: A Concept Map

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1 author:

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North South University

Some of the authors of this publication are also working on these related projects:

- "An Inventory of Pre-Arrival Services in Canada's West" View project
- SERF Program (N.E.E.D.S. Inc.) Evaluation Project 2010-2013 View project
Partnership Practices
For Pre-arrival Services
In Western Canada

A Concept Map

Md Mahmudur Rahman Bhuiyan, PhD
Immigration Research West
University of Manitoba
There are three major types of pre-arrival services.

- **National Programs**: These are one of the first points of contact for immigrants during the pre-arrival stage. They work directly with Canadian embassies overseas for recruiting clients through their overseas offices or online.

- **Agency Programs**: Besides the national programs, there are some settlement services agencies or organizations which operate pre-arrival services through their overseas offices or stations in Canada. Some of them also act as the first points of contact for immigrants while they are still abroad. In recruiting clients, either they work with Canadian embassies abroad or other organizations in the countries of overseas operation or they recruit clients through their online portals.

- **Focal Point / Referral Programs / Service**: There are other agencies that partner with the national or agency programs to recruit clients. Instead of being the first point of contact for immigrants, these programs receive referrals from the national or agency programs and provide localized settlement and integration support to immigrants and refer them to local settlement and community services while they are still abroad.

This concept map visualizes how pre-arrival services in Western Canada collaborate among themselves.
Pre-Arrival Services Delivery

Click on each category to navigate to specific program listings.
Partnerships among pre-arrival services take two forms and are reflected in the concept map through the use of arrows. A one-way arrow indicates a unidirectional (top-down) partnership. A two-way arrow indicates a collaborative or multidirectional partnership.
Active Engagement & Integration Program (AEIP)
- National Program: Canadian Immigrant Integration Program (CIIP)
- National Program: Canadian Orientation Abroad (COA)
- National Program: Settlement Online Pre-Arrival (SOPA)

Agency Program: Set Up Pathways to Canada
- An overseas pre-arrival orientation, settlement and employment support program implemented by Multicultural Helping House Society of British Columbia

Agency Program: Francophone Federation of British Columbia
- Provides settlement information and services to BC-bound Francophone immigrants and refugees who intend to live in British Columbia

YMCA of Vancouver
- Partners with COA in developing program and resources and delivering services for the Refugee Youth Program

Agency Program: India2Canada
- Has an overseas station in Chandigarh, India and provides pre-arrival documentation, orientation, and referral services to immigrants to Canada.

National Program: Planning For Canada

DIVERSEcity Focal Point / Referral Partner
- Provides pre-arrival guidance and support to Northern BC-bound immigrants referred by Planning for Canada

Referral Partner: Facilitating Access to Skilled Trades in British Columbia (FASTBC)
- Implemented by British Columbia Construction Council (BCCA).
- Targets BC-bound immigrants with background and interested in Carpenter, Automotive Service Technician, Power Engineering and connect them with BC employers after necessary assessment and gap training.

MOSAIC Service Delivery / Referral Partner
- Provides pre-arrival advice, information and referral for BC-bound immigrants referred by SOPA and India2Canada

Agency Program: International Credential Evaluation Service (ICES)
- A credential evaluation program of British Columbia Institute of Technology

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**Saskatchewan**

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An Inventory of Pre-Arrival Services in Canada’s West

Objectives

Interest in and emphasis on pre-arrival immigrant services have been increasing in Canada in recent years. Immigrants serving professionals, academics, and those interested in immigrating to Canada are now more willing to learn about pre-arrival services. However, there is confusion among many in regards to what constitutes pre-arrival services, who provides them and how. The primary objective of this inventory is to address some of those confusions, especially with regard to the availability of pre-arrival services in the western region of Canada. Of particular interest is in how or if pre-arrival services cooperate with other organizations in assisting newcomers successfully settle. This inventory contains information about the organizations providing pre-arrival services in Alberta, British Columbia, Manitoba, Saskatchewan and Yukon. The service offerings, locations, delivery methods, eligibility requirements, referral activities, partnering, and contact information of the identified agencies were gathered. It is hoped that this inventory will serve as a guidebook for a variety of stakeholders in Canada’s settlement and immigration system.
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<td>Centro Organizzativo Scuole Tecniche Italiane (Organizational Center Technical Schools Italian)</td>
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<td>SODS</td>
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<td>USA</td>
<td>United States of America</td>
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<tr>
<td>WELARC</td>
<td>Winnipeg English Language Assessment and Referral Centre</td>
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Active Engagement & Integration Program

**Organization:** S.U.C.C.E.S.S.  
**Funded by:** IRCC  
**Category:** National Program

**Services Provided:** Pre-departure orientation, Outreach orientation workshops, Themed workshops, Individual and family consultations, Foreign-credential recognition, Post-landing connection in Canada, Community Connection, Access to AEIP’s virtual resource centre.

**Service Delivery Method(s):** Face-to-face in overseas offices and during our outreach support. Telephone/email/online support for clients who are unable to meet in person but would like to access services.

**Targeted Client Group(s):** Immigrants from China, South Korea, Taiwan USA, Australia, Hong Kong, India, Indonesia, Japan, Malaysia, Singapore, Thailand and Vietnam.

**Accessibility Criterion:**
- Permanent residency pending completion of medical, security and criminal verifications and whom a letter from IRCC has informed.
- Received Permanent Resident visa from IRCC
- Live-in Caregivers who have

**Post-Arrival Services:** Settlement, employment, business and economic development, family and youth, group and community, community development and advocacy, education and training, health services, senior Care.

**Knowledge/Information Sharing Partners:** SODS, ICTC, COSTI, La Federation des francophones de Columbia Britannique.

**Referral Services for Pre-Arrival Clients:** Pre-arrival online advice, labour market information, internship programs virtual seminars for clients overseas, credential assessment, job search workshops, language testing and assessment, access to job banks, online job screening, pre-arrival webinars, online language training.

**Location of Services:** Vancouver, British Columbia; Beijing, China; Seoul, South Korea; Taipei, Taiwan

**Domestic Office(s):** 28 West Pender Street, Vancouver, British Columbia, V6B 1R6

**Overseas Office(s):**
- China office  
  11th Floor, Building D, 18 South Zhongguancub Road  
  Haidan District  
  Beijing, China 100081  
  Telephone: +86-10-6216-6928  
  Email address: AEIPBeijing@success.bc.ca  
  Website: www.aeipsuccess.ca

**Additional Contact Information:**
- 206-181 Keefer Place, Vancouver  
  British Columbia V6B 6C1  
  604.893.8222 ext. 103  
  604.893.8223
- AEIPVan@success.bc.ca
- www.success.bc.ca (organization)  
  www.aeipsuccess.ca (Active Engagement and Integration Project Website)
**Canadian Immigrant Integration Program**

**Organization:** Colleges and Institutes Canada (CICan)  
**Funded by:** IRCC  
**Category:** National Program

**Services Provided:** Pre-departure orientation, information, planning, and referral.

**Service Delivery Method(s):** Face-to-face, online.

**Targeted Client Group(s):** All Economic Class immigrants (including FSW, PN...) and Family Class applicants, including their spouses and adult dependants.

**Accessibility Criterion:** All Economic Class immigrants (including FSW, PN) and Family Class applicants, including their spouses and adult dependants pending medical examination, and security background check who has received one of the followings:

- an invitation letter and CIIP brochure
- a medical/security notification letter
- a visa pick-up notification letter
- a Canadian visa (but have not landed permanently in Canada yet)

**Overseas Partners:** COA

**Pre-arrival Service Delivery Partners:** Focal Point Partners (18), Support Partners (5) and Platform Partners (15), immigrant serving organizations, youth newcomers serving organizations, educational institutions, provincial governments, employers and recruitment agencies, credential assessment agencies, sector councils, regulatory bodies.

**Location of Services:** China, Philippines, India, including mobile sessions in other countries on demands, and online sessions worldwide.

**Domestic Office(s):** 1 Rideau Street, Suite 701 Ottawa, Ontario K1N 8S7

**Overseas Office(s):**

- **China office**
  Suite 730, Main Tower Office
  Guangdong International Building
  339 Huanshi Dong Lu, Guangzhou, Guangdong
  P.R. China, 510098
  Telephone: +86-20-3610-5257 ; +86-20-3610-5230

+2 more...
Canadian Orientation Abroad

Organization: International Organization for Migration (IOM)  
Funded by: IRCC  
Category: National Program

Services Provided: Orientation sessions, a one-on-one personalized planning session, referrals to local settlement, educational, or employment services, interpretation and translation, transportation assistance and child minding services.

Service Delivery Method(s): Face-to-face (mainly), online.

Targeted Client Group(s): Visa-ready refugees, economic and family class immigrants, including their spouses and dependents.

Accessibility Criterion: Visa-approved Immigrants and Refugees at pre-arrival stage.

Referral Services for Pre-Arrival Clients: Pre-arrival online advice, labour market information, internship programs, virtual seminars for clients overseas, credential assessment, job search workshops, language testing and assessment, on-site support and preparation for licensing/proctored exams, access to job banks, online job screening, pre-arrival webinars, online language training.

Overseas Partners: UNHCR, UN Agencies, CICan, YMCA, Canadian organizations implementing activities overseas.

Knowledge/Information Sharing Partners: CICan, CIIP, YWCA Associations in Halifax, Ottawa, Vancouver and Winnipeg.

Pre-arrival Service Delivery Partners: Focal Point Partners (18), Support Partners (5) and Platform Partners (15), immigrant serving organizations, youth newcomers serving organizations, educational institutions, provincial governments, employers and recruitment agencies, credential assessment agencies, sector councils, regulatory bodies.

Location of Services: 20 permanent overseas training sites to provide orientation and support to refugees, Economic Immigrants, and Family Class immigrants.

Domestic Office(s): 151 Slater Street, Suite 50, Ottawa, ON Canada K1P 5H3

A  151 Slater Street, Suite 505 Ottawa, ON Canada K1P 5H3
T  613.237.0651
W  www.coa-oce.ca
Accessibility Criterion: Pre-arrival Economic Class Immigrants or their dependents pending medical examinations, and security and background checks who has received one of the followings:

• an invitation letter and CIIP brochure
• a medical/security notification letter
• a visa pick-up notification letter
• a Canadian visa (but have not landed permanently in Canada yet)

Targeted Client Group(s): Economic and Family Class immigrants, including their spouses and adult dependents.

Services Provided: Pre-departure orientation, information, planning, and referral.

Service Delivery Method(s): Face-to-Face, Online.

Referral Services for Pre-Arrival Clients: Pre-arrival online advice, labour market information, internship programs, virtual seminars for clients overseas, credential assessment, job search workshops, language testing and assessment, on-site support and preparation for licensing/proctored exams, access to job banks, online job screening, pre-arrival webinars, online language training.

Pre-arrival Service Delivery Partners: Focal Point Partners, Support Partners, Platform Partners (including pre-arrival services), immigrant serving organizations, youth newcomers serving organizations, educational institutions, provincial governments, employers and recruitment agencies, credential assessment agencies, sector councils, and regulatory bodies.

Location of Services: 12 permanent overseas training sites to provide orientation and support to refugees, Economic Immigrants, and Family Class immigrants by CIIP and COA.

Domestic Office(s):
CIIP: 1 Rideau Street, Suite 701 Ottawa, Ontario K1N 8S7
COA: 151 Slater Street, Suite 50, Ottawa, ON Canada K1P 5H3

Overseas Office:
CIIP’s and COA’s Overseas Offices

E | info@PlanningforCanada.ca
W | www.planningforcanada.ca
Settlement Online Pre-arrival (SOPA)

Organization: Immigrant Services Association of Nova Scotia (ISANS)  
Funded by: IRCC  
Category: National Program

Services Provided: Basic information, needs assessment, individualized action plan development, and connecting with local settlement agencies and services before they arrive, pre-arrival settlement and economic integration courses.

Service Delivery Method(s): Face-to-face via Adobe Connect or Big Blue Button (for initial interviews and ongoing communication); Moodle learning management system (for delivering online courses), email.

Targeted Client Group(s): Targets of CIIP and COA.

Accessibility Criterion: Possession of one of the following:
  • a Confirmation of Permanent Residence;
  • a letter notifying pick up of Canadian visa (visa for permanent resident applicants only);
  • a medical notification/security notification letter;
  • a Canadian visa (but have not landed in Canada yet).

Referral Services for Pre-Arrival Clients: Pre-arrival online advice, labour market information, internship programs, virtual seminars for clients overseas, credential assessment, job search workshops, language testing and assessment, on-site support and preparation for licensing/proctored exams, access to job banks, Pre-arrival webinars, online language training, education & training programs, school divisions re registration for children, childcare/daycare, legal information.

Knowledge/Information Sharing Partners: Altered Minds, Manitoba; MOSAIC, British Columbia; Calgary Catholic Immigration Society, Alberta; Regina Open Door Society, Saskatchewan; Catholic Centre for Immigrants, Ontario; World Skills Employment Centre, Ontario.

Pre-arrival Service Delivery Partners: Altered Minds (MB), MOSAIC (BC), Calgary Catholic Immigration Society (AB), Regina Open Door Society (SK), Catholic Centre for Immigrants (ON), World Skills Employment Centre (ON).

Location of Services: Halifax (NS); Winnipeg (MB), Regina (SK), Calgary (AB), Vancouver (BC), Ottawa (ON).

Domestic Office(s):
Suite 2120, 6960 Mumford Rd, Halifax, NS, B3L 4P1

A  Suite 2120, 6960 Mumford Rd, Halifax, NS, B3L 4P1
T  902.423.3607
F  902.423.3154
W  www.settlementonlineprearrival.ca
Accessibility Criterion:

1. A completed a degree or certificate in the targeted career area
2. In any of the following occupations: Accounting, Finance, Human Resources, Engineering (all disciplines), Marketing & Communications, Information Technology, Supply Chain/Procurement, Lawyers, Administrative Assistants, Claims Advisors, Project Management
3. At least three years of experience in their area of expertise
4. A minimum (CLB) of 6.5 or equivalent level IELTS (6.0) CELPIP (7.0)
5. Arriving in Calgary between 2 and 10 months from date of application
6. Strong MS Office skills
7. Ineligible clients: healthcare or trades
8. Referred by CIIP

Pre-Arrival Connector

1. 3, 6, and 8 for pre-arrival mentoring PLUS
   - A minimum Canadian Language Benchmark (CLB) of 7 or equivalent level IELTS (6.5) CELPIP (7.0)
   - Arriving in Calgary – no time limit
   - In addition to occupations above, includes trades and health occupations.

Post-Arrival Services: Career path planning; Profession accreditation; Mentoring; Connecting and networking.

Overseas Partners: Colleges and Institute Canada (CICan), International Organization for Migration (IOM).

Knowledge/Information Sharing Partners: Bow Valley College, Various immigrant serving agencies in Calgary

Service Delivery Partners: Bow Valley College, Immigrant serving agencies in Calgary, professional associations, post-secondary schools and social service agencies.
Abbostford Community Services

**Organization:** Abbotsford Community Services

**Program:** India2Canada

**Category:** Agency Programs

**Services Provided:** Need assessment, Orientation about life in Canada, Employment support

**Service Delivery Method(s):** Face to face (for walk-in and local clients), telephonic and online services (for any out station queries); live webinar is currently being developed.

**Targeted Client Group(s):** Anyone is eligible

**Accessibility Criterion:** Possession of one of the following:
- Permanent residents pending completion of medical, security and criminal verification statutory requirements
- Letter of approval from IRCC

**Post-Arrival Services:** Pre-arrival online advice, labour market information, internship programs, virtual seminars for clients overseas, credential assessment, job search workshops, language testing and assessment, on-site support and preparation for licensing/proctored exams, access to job banks, online job screening, pre-arrival webinars.

**Knowledge/Information Sharing Partners:** DIVERSEcity in Surrey, Mosaic in Vancouver

**Service Delivery Partners:** Informal partnership with community services in Abbotsford, Surrey, Vancouver.

**Location of Services:** Abbotsford, British Columbia

**Domestic Office(s):**
2420 Montrose Avenue, Abbotsford, BC, V2S 3S9

**Overseas Office(s):**
- India office
  B-412, Fourth Floor, Elante Offices, Industrial Area Phase 1, Chandigarh, India 160002
  Telephone: +91-708-707-0902, +91-172-506-0156
  Email address: info@india2canada.ca
  Website: www.india2canada.ca

**Contact Information:**
- A | 2420 Montrose Avenue, Abbotsford, BC, V2S 3S9
- T | 1.604.859.7681
- F | 1.604.859.6334
- E | info@abbotsfordcommunityservices.com
- W | www.abbotsfordcommunityservices.com
- W | www.india2canada.ca
British Columbia Construction Association

**Organization:** British Columbia Construction Association  
**Funded by:** IRCC, BC Ministry of Jobs Tourism & Skills Training  
**Type:** Employment/Support Services  

**Program:** Integrating Newcomers Program  
**Category:** Agency Programs, Referral Partners (COA Platform Partner)

**Services Provided:** Information on the trades & opportunities in the construction industry in BC, assessments on the construction employability, liaison with potential employers, Resume review and upgrading, information and referral for credential assessment and other services (e.g. ESL).

**Service Delivery Method(s):** Email, Skype, online presentations/webinars, telephone

**Targeted Client Group(s):** Immigrants interested and appropriate for job opportunities in the construction industry in British Columbia.

**Accessibility Criterion:** Possession of one of the following:
- Approved in principal for permanent residency
- Permanent residents
- Refugees

**Post-Arrival Services:** Job placement & follow up and referrals to settlement services

**Referral Services for Pre-Arrival Clients:** Credential assessment, language testing and assessment, online language training.

**Overseas Partners:** CIIP, IOM, SUCCESS, Multi-Cultural Helping House Society, Canadian embassies

**Knowledge/Information Sharing Partners:** IEC-BC, CIIP, SUCCESS, IOM, Multi-Cultural Helping House Society

**Service Delivery Partners:** SUCCESS, Mosaic, ISS, Multicultural Helping House Society

**Location of Services:** Victoria, Vancouver and Kelowna, British Columbia

**Domestic Office(s):**
- **Victoria:** 401-655 Tyee Road, Victoria, BC, V9A 6X5  
- **Vancouver:** 3636 East 4th Avenue, Vancouver, BC, V5M 1M3  
- **Kelowna:** 104-151 Commercial Drive, Kelowna, BC, V1X 7W2

**Funded by:** IRCC, BC Ministry of Jobs Tourism & Skills Training

**Domestic Office(s):**
- **Victoria:** 401-655 Tyee Road, Victoria, BC, V9A 6X5  
- **Vancouver:** 3636 East 4th Avenue, Vancouver, BC, V5M 1M3  
- **Kelowna:** 104-151 Commercial Drive, Kelowna, BC, V1X 7W2

**Contact Information:**
- **A**  
  401-655 Tyee Road, Victoria, BC, V9A 6X5  
- **T**  
  250.475.1077
- **F**  
  250.475.1078  
- **E**  
  info@bccassn.com  
- **W**  
  www.bccassn.com
Francophone Federation of British Columbia

**Organization:** Francophone Federation of British Columbia  **Funded by:** IRCC  **Category:** Agency Programs

**Program:** Livraison des services d'établissement avant l'arrivée (Delivery of Settlement Services Prior to Arrival)

**Services Provided:** Settlement Information and services.

**Service Delivery Method(s):** Online

**Targeted Client Group(s):** Francophone immigrants and refugees who intend to live in British Columbia

**Accessibility Criterion:** Francophone permanent residents, refugees, protected persons, or live-in caregivers who have been notified by IRCC and intend to live in British Columbia.

**Location of Services:** Vancouver, British Columbia

**Domestic Office(s):**
1575 7th West Avenue, Vancouver, BC, V6J 1S1

**Contact Information:**
- A 1575 7th West Avenue, Vancouver, BC, V6J 1S1
- T 604.732.1420
- F 604.732.3236
**Organization:** Immigrant Employment Council of BC (IEC-BC)  
**Funded by:** IRCC  
**Category:** Agency Programs, Referral Partners, Platform Partners  
**Program:** Facilitating Access to Skilled Trades in British Columbia (FASTBC)  
**Type:** Employment/Support Services

**Services Provided:** Online competency assessment, gap training, mentoring and job matching for overseas clients in three trades – Carpentry, Automotive Service Technician, Power Engineering.

**Service Delivery Method(s):** Online

**Targeted Client Group(s):** Prospective immigrants interested in exploring Carpentry, Automotive Service Technician and Power Engineering as their occupation in BC.

**Accessibility Criterion:** Possession of the following:
- Approval of permanent residency
- English proficiency of CLB 5 or above
- Skills and experience in targeted trades or related areas

**Post-Arrival Services:** Mentoring

**Referral Services for Pre-Arrival Clients:** Labour market information, credential assessment, pre-arrival webinars.

**Overseas Partners:** COA, S.U.C.C.E.S.S.-AEIP, CIIP

**Knowledge/Information Sharing Partners:** COA, S.U.C.C.E.S.S.-AEIP, CIIP

**Location of Services:** Vancouver, British Columbia

**Domestic Office(s):**
306-535 Thurlow St, Vancouver, BC, V6E 3L2

**A** 306-535 Thurlow St, Vancouver, BC, V6E 3L2  
**T** 604.629.5364 ext 105  
**E** info@iecbc.ca  
**W** www.iecbc.ca
Multicultural Helping House Society (MHHS)

**Organization:** Multicultural Helping House Society (MHHS)
**Funded by:** IRCC  
**Category:** Agency Programs

**Program:** Pathway to Canada

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**Services Provided:** Orientation, needs assessment, documentation support, settlement and employment information and advice, career planning.

**Service Delivery Method(s):** In-person seminars, workshop, one-on-one personal sessions, online.

**Targeted Client Group(s):** Filipino immigrants to Canada

**Accessibility Criterion:** Possession of the following:
- Permanent Residents who have not landed yet
- Protected persons
- Individuals who have been selected by IRCC to become permanent residents pending completion of medical or security and criminal verification.
- Convention refugees selected for resettlement in Canada by IRCC
- Live-in Caregivers

**Post-Arrival Services:** Orientation and information, form filling assistance, cultural adaptation and integration support, life skill training, employment support and job search mentoring, youth and seniors support.

**Referral Services for Pre-Arrival Clients:** BCCA, IEC-BC

**Pre-arrival Service Delivery Partners:** Commission on Filipino Overseas (CFO), BCCA

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**Location of Services:** Manila, The Philippines

**Domestic Office(s):**
- 4802 Fraser Street, Vancouver, BC, V5V 4H4

**Overseas Office(s):**
- Philippines office
  - 502 Prestige Tower, Condominium, Emerald Avenue
  - Barangay San Antonio, Ortigas Center, Pasig City
  - Metro Manila, Philippines
  - Telephone: (02) 942-1460
  - Email: pathwaystocanada@helpinghouse.org

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**Accessibility Criterion:**
- Possession of the following:
  - Permanent Residents who have not landed yet
  - Protected persons
  - Individuals who have been selected by IRCC to become permanent residents pending completion of medical or security and criminal verification.
  - Convention refugees selected for resettlement in Canada by IRCC
  - Live-in Caregivers

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**Contact Information:**
- A 4802 Fraser Street, Vancouver, BC, V5V 4H4
- T 604-879-3277
- F 604-879-3327
- W www.helpinghouse.ca/pathway-to-canada/
English Online Inc.

**Organization:** English Online Inc.
**Funded by:** IRCC
**Category:** Agency Programs

**Services Provided:** Settlement Information Services
**Service Delivery Method(s):** Online
**Post-Arrival Services:** Settlement information

**Knowledge/Information Sharing Partners:** WELARC, Entry Program, Manitoba Start, University of Manitoba, University of Winnipeg, Various School Divisions, Immigrant Center

**Location of Services:** Winnipeg, Manitoba

**Domestic Office(s):**
610-294 Portage Avenue, Winnipeg, MB, R3C 0B9

A 610-294 Portage Avenue, Winnipeg, MB, R3C 0B9
T 204.946.5140 ext. 200
W www.bcit.ca/ices
Immigrant Centre Manitoba

Organization: Immigrant Centre Manitoba
Category: Agency Programs, Referral Partners
Type: Local Settlement Services
Funded by: IRCC

Services Provided: Bilingual services: one-on-one settlement and employment facilitation; development of a tailored settlement plan; webinars and online information on Manitoba-specific employment and settlement topics; discussion forums for clients to connect with each other; resources about preparing to move to Manitoba and settling in Manitoba; referrals to partnered organizations.

Accessibility Criterion: Possession of the following:
- Manitoba-bound immigrants
- Received initial approval through a letter or other documentation from IRCC
- Has an IRCC unique client identifier number

Post-Arrival Services: Intake and referral; settlement services; computer training; nutrition services; citizenship classes; language bank services; Access English Centre; Neighborhood Immigrant Settlement Program; volunteer services.

Referral Services for Pre-Arrival Clients: Pre-arrival online advice; labour market information; virtual seminars for clients overseas; credential assessment; job search workshops; on-site support and preparation for licensing/proctored exams; access to job banks; pre-arrival webinars; online language training; community and government services and programs.

Knowledge/Information Sharing Partners: English Online; S.U.C.C.E.S.S. BC (AEIP); ICTC Go Talent Initiative; InTAC.

Knowledge/Information Sharing Partners: New Journey Housing; English Online; Society of Manitobans with Disabilities; A and O Support Services for Older Adult Immigrants; Community Futures Parkland Inc.; Mosaic Newcomer Family Resource Network; Portage Learning and Literacy Centre Inc.; Newcomer Welcome Centre; Regional Connections; CKB Settlement Services; Mount Carmel Clinic-Multicultural Wellness Program; N.E.E.D.S. Inc.; NorWest Co-op; SEED Winnipeg (SERC); Neepawa and Area Development Corporation Ltd. Immigrant Settlement Services; Jewish Child and Family Services.

Location of Services: Winnipeg, Manitoba
Domestic Office(s):
100 Adelaide St, Winnipeg, MB, R3A 0W2

Accessibility Criterion:
Possession of the following:
- Manitoba-bound immigrants
- Received initial approval through a letter or other documentation from IRCC
- Has an IRCC unique client identifier number
Jewish Child and Family Services

**Organization:** Jewish Child and Family Services  
**Funded by:** Jewish Federation of Winnipeg  
**Category:** Agency Programs

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**Services Provided:** Meeting on settlement information; workshop on employment; informational letter with links and identifying available housing supports.

**Service Delivery Method(s):** Telephone, email and online-skype

**Targeted Client Group(s):** Immigrants to Winnipeg's Jewish Community

**Post-Arrival Services:** Employment information and referral, educational and training information, networking, job search information and resources, community integration.

**Referral Services for Pre-Arrival Clients:** Pre-arrival online advice, labour market information, credential assessment job search workshops, language testing and assessment, access to job banks, pre-arrival webinars, online language training.

**Service Delivery Partners:** Settlement and arrival services in Manitoba.

---

**Location of Services:** Winnipeg, Manitoba

**Domestic Office(s):**
C200-123 Doncaster Street, Winnipeg, MB R3N 2B2

---

**A**
C200-123 Doncaster Street, Winnipeg, MB R3N 2B2

**T**
204.477.7430

**F**
204.477.7500

**E**
jcf@jcfswinnipeg.org

**W**
www.jcfswinnipeg.org
Manitoba Nursing Union

**Organization:** Manitoba Nursing Union  
**Funded by:** MNU, Government of Canada  
**Program:** Canadian Culture and Communication for Nurses (CCCN)  
**Category:** Agency Programs

**Services Provided:** Training on English skill and knowledge related to Canadian nursing culture.

**Service Delivery Method(s):** Online, live webinar, email

**Targeted Client Group(s):** Internationally educated nurses immigrating to Canada

**Post-Arrival Services:** Employment information and referral, educational and training information, networking, job search information and resources, community integration.

**Accessibility Criterion:** Possession of the following:

- A Permanent resident, refugee, Canadian Citizen, or have a letter of approval from IRCC or Manitoba Provincial Nominee Program
- An Internationally-educated nurse who is preparing for Nursing licensure in Canada, or who is already working as a nurse in Manitoba.
- A nurse or nursing student whose first language is not English.
- Have a minimum of IELTS 5 or a CLB/LINC 6.
- Have access to a computer with internet for 5-8hrs per week.

**Location of Services:** Winnipeg, Manitoba

**Domestic Office(s):**  
Suite 301 - 275 Broadway, Winnipeg, MB, R3C 4M6

**Contact Information:**  
A Suite 301 - 275 Broadway, Winnipeg, MB, R3C 4M6  
T 204.942.1320 ext.233  
E kkiciuk@manitobanurses.ca  
W https://cccn.manitobanurses.ca/
University of Manitoba

Organization: University of Manitoba  Program: Ready for Manitoba Program (RMP)
Funded by: IRCC  Category: Agency Programs

Services Provided: Needs Assessment and Orientation, individualized Settlement Plan, Employment in Manitoba Workshop (including writing clinics, mock interview sessions, soft skills and strategic training), Learn about Manitoba Online Video Series, The Manitoba Classroom – Live! Webinar; Finding Success in Manitoba Webinar; Discuss Manitoba Online Message Board.

Service Delivery Method(s): Face-to-face, email, Skype video calling, virtual support (online video, live webinars).

Targeted Client Group(s): Manitoba-bound potential immigrants.

Accessibility Criterion: Completed RMP Client Registration Form and meeting at least one of the following:
- Letter of approval from IRCC
- Confirmation of nomination letter from Manitoba Provincial Nominee Program
- Letter of notification to pick up your Permanent Visa
- Permanent Visa

Referral Services for Pre-Arrival Clients: Pre-arrival online advice; labour market information; internship programs; virtual seminars for clients overseas; credential assessment; job search workshops; language testing and assessment; on-site support and preparation for licensing/proctored exams; access to job banks; pre-arrival webinars.

Overseas Partners: Embassy of Canada (Makati); Philippines Commission on Filipinos Overseas; Fortrust Education Services; Canadian Professional Immigration Services, Inc. (Makati).

Knowledge/Information Sharing Partners: Commission on Filipinos Overseas; International Organization for Migration; Colleges and Institutes of Canada

Service Delivery Partners: Adult ESL Program for Newcomers (University of Manitoba); Altered Minds Inc.

Location of Services: Philippines

Overseas Office(s):
Philippines Office
Rufino Pacific Tower, Level 26-A, 6784 Ayala Avenue, Makati City, Metro Manila, 1226, Philippines

A  Rufino Pacific Tower, Level 26-A, 6784 Ayala Avenue, Makati City, Metro Manila, 1226, Philippines
T  011632.917.8163
F  011632.917.8169
British Columbia Institute Of Technology

Organization: British Columbia Institute Of Technology
Category: Agency Programs

Program: International Credential Evaluation Service (ICES)

Services Provided: Credential assessment
Service Delivery Method(s): Primarily by mail.

Location of Services: Burnaby, British Columbia

Domestic Office(s):
3700 Willingdon Avenue, Burnaby, BC, V5G 3H2

A 3700 Willingdon Avenue, Burnaby, BC, V5G 3H2
T 604.454.2200
F 604.435.7055
W www.bcit.ca/ices
Bow Valley College

Organization: Centre of Excellence in Immigrant and Intercultural Advancement at Bow Valley College
Program: Planning for Canada
Funded by: COA and CIIP (Planning for Canada)
Category: Focal Point Partner
Type: Post-Secondary Institutions

Services Provided: Pre-arrival guidance and support

Service Delivery Method(s): Email (Establishes connection with the clients once they are referred by Planning for Canada to Bow Valley College)

Targeted Client Group(s): Calgary-bound immigrants referred by the Planning for Canada program to Bow Valley College.

Accessibility Criterion:
- Must have participated in Planning for Canada orientation in home country
- Visa must be currently in processing
- Referred by Planning for Canada program to Bow Valley College

Post-Arrival Services: Language training, Career development services, Workshops and study groups for designation, Coaching and mentoring

Referral Services for Pre-Arrival Clients: Internship programs, job search workshops, language testing and assessment, on-site support and preparation for licensing/proctored exams

Location of Services: Calgary, Alberta

Domestic Office(s):
345-6th Avenue SE, Calgary, Alberta, T2G 4V1

A | 345-6th Avenue SE, Calgary, Alberta, T2G 4V1
W | www.centre.bowvalleycollege.ca
Calgary Catholic Immigrant Society

**Organization:** Calgary Catholic Immigration Society (CCIS)

**Funded by:** COA and CIIP (Planning for Canada)

**Category:** Focal Point Partner

**Program:** Focal Point Partner for Planning for Canada, Services Partner for SOPA, Referral Partner of S.U.C.C.E.S.S.-AEIP

**Type:** Local Settlement Services

**Services Provided:** Employment and settlement services, individual employment and settlement plan, group employment workshop, settlement and economic integration courses, pre-departure orientation, one-to-one counselling, settlement information.

**Service Delivery Method(s):** SOPA website, website group discussion, Adobe Connect, webinar

**Accessibility Criterion:** Alberta-bound immigrants referred by SUCCESS-AIEP and SOPA; Calgary or South Alberta-bound Immigrants referred by Planning for Canada.

**Post-Arrival Services:** Settlement and employment services, family and child services, training in power engineering, trade specific training such as electricians, cooking, drilling, engineering and technology skill upgrading, networking, mentoring, youth employment program, language instruction.

**Referral Services for Pre-Arrival Clients:** Pre-arrival online advice, labour market information, internship programs, virtual seminars for clients overseas, credential assessment, job search workshops, language testing and assessment, on-site support and preparation for licensing/proctored exams, access to job banks, online job screening, pre-arrival webinars, online language training, continuing education to colleges and universities.

**Knowledge/Information Sharing Partners:** COA and CIIP (Planning for Canada)

**Pre-arrival Service Delivery Partners:** All AAISA members for referral of clients for post-arrival services.

**Location of Services:** Calgary, Alberta

**Domestic Office(s):**
5th Floor, 1111 - 11 Avenue SW, Calgary, Alberta, T2R 0G5

A 5th Floor, 1111 - 11 Avenue SW, Calgary, Alberta, T2R 0G5
T 403.262.2006
E contact@ccis-calgary.ab.ca
W www.ccisab.ca/
Edmonton Menonnnite Centre For Newcomers

Organization: Edmonton Mennonite Centre for Newcomers (EMCN)
Category: Focal Point Partner

Funded by: COA and CIIP (Planning for Canada)
Program: Planning for Canada
Type: Local Settlement Services

Services Provided: Settlement, integration and employment information and advice.

Service Delivery Method(s): Email, Phone, Skype

Targeted Client Group(s): Northern Alberta-bound immigrants referred by the Planning for Canada program.

Accessibility Criterion: Eligible for the Planning for Canada Program and referred by Planning for Canada to EMCN.

Post-Arrival Services: Settlement services, employment services, language services, some training programs, community integration programs.

Referral Services for Pre-Arrival Clients: Pre-arrival online advice; labour market information; credential assessment.

Knowledge/Information Sharing Partners: Norquest College, CRIEC, Calgary Immigrant Services.

Location of Services: Edmonton, Alberta

Domestic Office(s):
11713 82 Street NW, Edmonton, AB, T5B 2V9

A 11713 82 Street NW, Edmonton, AB, T5B 2V9
T 780.462.6924 ext 224
E info@emcn.ab.ca
W www.emcn.ab.ca
NorQuest College

**Organization:** NorQuest College  
**Type:** Post-Secondary Institutions  
**Program:** Planning for Canada  
**Funded by:** COA and CIIP (Planning for Canada)  
**Category:** Focal Point Partner

**Pre-arrival Service Delivery Partners:** CIIP and COA

**Location of Services:** Edmonton, Alberta

**Domestic Office(s):**  
10215 – 108 Street NW, Edmonton, Alberta, T5J 1L6

**Address:** 10215 – 108 Street NW, Edmonton, Alberta, T5J 1L6

**Phone:** 780.644.6000

**Fax:** 780.644.6013

**Email:** info@norquest.ca

**Website:** www.norquest.ca/home.aspx
Diversity Community Resources Society (DIVERSEcity)

**Organization:** Diversity Community Resources Society (DIVERSEcity)

**Category:** Focal Point Partner

**Funded by:** COA and CIIP (Planning for Canada)

**Program:** Planning for Canada

**Category:** Local Settlement Services

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**Services Provided:** Settlement information, services and guidance.

**Accessibility Criterion:** Eligible for the Planning for Canada Program and referred by Planning for Canada to DIVERSEcity

**Pre-arrival Service Delivery Partners:** Abbotsford Community Service, MOSAIC, CIIP and COA

**Knowledge/Information Sharing Partners:** Diversecity in Surrey, Mosaic in Vancouver

**Service Delivery Partners:** Informal partnership with community services in Abbotsford, Surrey, Vancouver.

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**Location of Services:** Surrey, British Columbia

**Domestic Office(s):**
13455 76 Avenue, Surrey, BC, V3W 2W3

---

**A** 13455 76 Avenue, Surrey, BC, V3W 2W3
**T** 604.547.1237
**F** 604.597.4299
**E** info@dcrs.ca
**W** www.dcrs.ca
YWCA of Greater Vancouver

Organization: YWCA of Greater Vancouver  Program: Service Delivery Partner for COA Refugee Youth Program
Funded by: COA  Category: Service Delivery Partners  Type: Local Community Services

Services Provided: Individualized information for Refugee Youth and referral to community partners.

Service Delivery Method(s): Online

Targeted Client Group(s): British Columbia-bound refugee youth.

Accessibility Criterion: Refugee youth referred by COA.

Knowledge/Information Sharing Partners: COA

Pre-arrival Service Delivery Partners: COA

Location of Services: Vancouver, British Columbia

Domestic Office(s):
2nd floor - 955 Burrard Street, Vancouver BC, V6Z 1Y2

A 2nd floor - 955 Burrard Street, Vancouver BC, V6Z 1Y2
T 604.685.8066
W https://gv.ymca.ca/Programs/Categories/Immigrant-Services/Settlement
**Organization:** MOSAIC  
**Type:** Local Settlement Services  
**Program:** Partner for SOPA and India2Canada programs  
**Category:** Referral Partner, Service Delivery Partner

### Services Provided
Overseas in-person meeting and needs assessment, online settlement information, mentorship, guidance and employment support under India2Canada; Online pre-arrival orientation, employment and workplace culture communication support, settlement and economic integration courses under SOPA.

### Service Delivery Method(s)
Online, Whatsapp, Skype, Email

### Targeted Client Group(s)
**For India2Canada:** Immigrants of Indian origin destined to BC.  
**For SOPA:** N/A

### Accessibility Criterion
**For India2Canada**
- Living in India  
- A notice for security/medical examination  
- Issued Papers for landing

**For SOPA**
- Currently living outside Canada  
- Have notification from IRCC  
- Have an English level (IELTS) 5.5 or higher  
- Have access to a computer and high speed Internet

### Post-Arrival Services
Settlement and employment services, LINC classes, workplace communication support, children and family services, interpretation and translation.

### Pre-arrival Service Delivery Partners
Abbotsford Community Services, DIVERSEcity, SOPA

### Location of Services
Vancouver, British Columbia

**Domestic Office(s):**
1720 Grant St (2nd Floor), Vancouver, BC, V5L 2Y7

### Contact Information
- **A** 1720 Grant St (2nd Floor), Vancouver, BC, V5L 2Y7  
- **T** 604.254.9626  
- **F** 604.254.3932  
- **E** mosaic@mosaicbc.com  
- **W** www.mosaicbc.com/general-support/india2canada-pre-arrival-services  
- **W** www.mosaicbc.com/looking-work/sopa
### Altered Minds Inc.

**Organization:** Altered Minds Inc.  
**Program:** Manitoba partner for the Settlement Online Pre-Arrival (SOPA) project  
**Funded by:** IRCC  
**Category:** Service Delivery Partners  
**Type:** Local Settlement Services

<table>
<thead>
<tr>
<th>Services Provided:</th>
<th>Basic information, needs assessment, individualized action plan development, and connecting with local settlement agencies and services before they arrive, referral to SOPA pre-arrival settlement and economic integration courses.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Delivery Method(s):</strong></td>
<td>Face-to-face via Adobe Connect or Big Blue Button (for initial interviews and ongoing communication); Moodle learning management system (for delivering online courses), email.</td>
</tr>
</tbody>
</table>

**Targeted Client Group(s):** Prospective Manitoba-bound Immigrants proficient in English (approximately 5.5 IELTS).

**Accessibility Criterion:** Possession of the following:

- Currently live outside Canada
- Have applied for permanent residence in Canada
- Have a good level of English (about 5.5 in the IELTS)
- And possess one of the following:
  - a Canadian permanent resident visa, landing paper or permanent resident card
  - a letter notifying them to pick up their Canadian permanent resident visa
  - a medical checkup or security check notification letter

**Post-Arrival Services:** In person and online Information and Orientation classes; ESL classes.

**Referral Services for Pre-Arrival Clients:** Pre-arrival online advice, labour market information, internship programs, virtual seminars for clients overseas, credential assessment, job search workshops, language testing and assessment, on-site support and preparation for licensing/proctored exams, access to job banks, Pre-arrival webinars, online language training, education & training programs, school divisions re-registration for children, childcare/daycare, legal information

**Knowledge/Information Sharing Partners:** Calgary Catholic Immigration Society (AB), Immigrant Services Association of Nova Scotia (ISANS), MOSAIC (BC), Catholic Centre for Immigrants / World Skills Employment Centre (ON), Regina Open Door Society (SK)

**Pre-arrival Service Delivery Partners:** School Divisions, Daycare Centres, New Journey Housing, Manitoba Start.

**Location of Services:** Winnipeg, Manitoba

**Domestic Office(s):**
400-259 Portage Ave, Winnipeg, MB, R3B 2A9

**Address:** 400-259 Portage Ave, Winnipeg, MB, R3B 2A9

**T** 204.949.1015

**F** 204.944.8062

**W** [www.entryprogram.ca](http://www.entryprogram.ca)
Manitoba Start

**Organization:** Manitoba Start  
**Type:** Employment/Support Services  
**Program:** Planning for Canada Focal Point Partner  
**Category:** Focal Point Partners

**Post-Arrival Services:** Settlement referral, career support, credential recognition, interview preparation, job matching, diversity and intercultural training, job mentorship, English skill training.

**Location of Services:** Winnipeg, Manitoba

**Domestic Office(s):**  
271 Portage Avenue, Winnipeg, MB, R3B 2A8

**A**  
271 Portage Avenue, Winnipeg, MB, R3B 2A8

**T**  
204.944.8833

**E**  
frontdesk@manitobastart.com

**W**  
www.manitobastart.com/
Red River College

**Organization:** Diversity and Intercultural Services, Red River College  
**Program:** Planning for Canada  
**Category:** Focal Point Partner  
**Funded by:** COA and CIIP (Planning for Canada)  
**Type:** Post-Secondary Institutions

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**Services Provided:** Educational and career advising.

**Service Delivery Method(s):** E-mail

**Targeted Client Group(s):** Clients (Manitoba-bound immigrants) referred by the Planning for Canada program; no specific group.

**Referral Services for Pre-Arrival Clients:** Labour market information; credential assessment; online language training; licensing for regulatory professions; post-secondary education; settlement services.

**Location of Services:** Winnipeg, Manitoba

**Domestic Office(s):**
D206-2055 Notre Dame Avenue, Winnipeg, MB, R3H 0J9

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**A**
D206-2055 Notre Dame Avenue, Winnipeg, MB, R3H 0J9

**T**
204.632.2404

**F**
204.632.4225

**W**
www.rrc.ca/diversity
Battlefords Immigration Resource Centre

Organization: Battlefords Immigration Resource Centre
Program: Planning for Canada
Funded by: IRRC, Government of Saskatchewan (Ministry of the Economy)
Category: Regional Newcomer Gateways
Type: Local Settlement Services

Services Provided: Sends pre-arrival Welcome Letter and provides pre-arrival information and support upon request to Saskatchewan-bound immigrants referred by CIIP or COA.

Service Delivery Method(s): Email

Targeted Client Group(s): North Battleford, Saskatchewan-bound immigrants referred by CIIP and COA

Accessibility Criterion: Immigrants who intend to settle in Saskatchewan.

Post-Arrival Services: Settlement information, referral for language training, support for credential assessment, interpretation, cultural mentoring, computers with internet access, need-based referral to community services and resources.

Overseas and Key Information-Sharing Partners: CIIP, COA

Location of Services: North Battleford, Saskatchewan

Domestic Office(s):
761C 106th St. North Battleford, SK

A | 761C 106th St. North Battleford, SK
T | 306.446.0622
E | immigration2@accesscomm.ca
W | www.battlefordsimmigration.ca/home.html
Humboldt Regional Newcomer Centre

Organization: Humboldt Regional Newcomer Centre  
Program: Planning for Canada  
Funded by: IRRC, Government of Saskatchewan (Ministry of the Economy)  
Category: Regional Newcomer Gateways  
Type: Local Settlement Services

Services Provided: Sends pre-arrival Welcome Letter and provides pre-arrival information and support upon request to Saskatchewan-bound immigrants referred by CIIP or COA.

Service Delivery Method(s): Email

Targeted Client Group(s): Saskatchewan-bound immigrants referred by CIIP and COA.

Post-Arrival Services: Settlement and education related information and services, assistance and referral for language assessment and English Language classes, interpretation, referral for settlement services.

Overseas and Key Information-Sharing Partners: CIIP, COA

Location of Services: Humboldt, Saskatchewan

Domestic Office(s):  
636 - 9th St., Humboldt, SK, S0K 2A0

A 636 - 9th St., Humboldt, SK, S0K 2A0
T 306.682.4277
F 306.682.4278
E info@thehrnc.com
W www.thehrnc.com/index.html
Lloydminster Regional Newcomer Gateway

**Organization:** Lloydminster Regional Newcomer Gateway  
**Program:** Planning for Canada  
**Funded by:** Government of Saskatchewan (Ministry of the Economy)  
**Category:** Regional Newcomer Gateways  
**Type:** Local Settlement Services

**Services Provided:** Sends pre-arrival Welcome Letter and provides pre-arrival information and support upon request to Saskatchewan-bound immigrants referred by CIIP or COA.

**Service Delivery Method(s):** Email

**Targeted Client Group(s):** Saskatchewan-bound immigrants referred by CIIP and COA.

**Post-Arrival Services:** Settlement information, assistance in language assessment, career planning session, community connection.

**Overseas and Key Information-Sharing Partners:** CIIP, COA

**Location of Services:** Lloydminster, Saskatchewan

**Domestic Office(s):**
6612-35 Street, Lloydminster AB T9V 3H1

A 6612-35 Street, Lloydminster AB T9V 3H1
T 780.875.9084
F 780.875.5007
E newcomer@catholicsocialservices.ab.ca
W www.catholicsocialservices.ab.ca/CSSFindServicesbyLocation/default.aspx?id=8387
Moose Jaw Newcomer Welcome Centre

**Organization:** Moose Jaw Newcomer Welcome Centre  
**Program:** Planning for Canada

**Funded by:** Government of Saskatchewan (Ministry of the Economy)  
**Category:** Regional Newcomer Gateways  
**Type:** Local Settlement Services

**Services Provided:** Sends pre-arrival Welcome Letter and provides pre-arrival information and support upon request to Saskatchewan-bound immigrants referred by CIIP or COA.

**Service Delivery Method(s):** Email

**Targeted Client Group(s):** Saskatchewan-bound immigrants referred by CIIP and COA.

**Post-Arrival Services:** Settlement information, assistance in language assessment, referral for English classes, settlement services, employment related information, interpretation and translation, computer, telephone, printing, faxing support.

**Overseas and Key Information-Sharing Partners:** CIIP, COA

**Location of Services:** Moose Jaw, Saskatchewan

**Domestic Office(s):**
- 432 Main St N, Moose Jaw, SK S6H 3K2
- 306.692.6892
- 306.692.6894
- mjmcgateway@mjmcinc.ca
- www.mjnc.ca
Newcomer Information Centre

**Organization:** Newcomer Information Centre  
**Program:** Planning for Canada; AEIP  
**Funded by:** Government of Saskatchewan (Ministry of the Economy)  
**Category:** Regional Newcomer Gateways  
**Type:** Local Settlement Services

**Services Provided:** Information and orientation.

**Service Delivery Method(s):** Email

**Targeted Client Group(s):** Saskatchewan-bound immigrants referred by a partnering pre-arrival services agency (e.g. CIIP, COA, S.U.C.C.E.S.S., AEIP).

**Post-Arrival Services:** Computer, printing, photocopying, scanning, fax services, support for settlement and job search.

**Referral Services for Pre-Arrival Clients:** Pre-arrival online advice, Labour market information, Job search workshops, Language testing and assessment, Access to job banks, demand based-online sources.

**Overseas Partners:** CIIP, S.U.C.C.E.S.S.-AEIP, COA

**Knowledge/Information Sharing Partners:** CIIP, S.U.C.C.E.S.S.-AEIP, COA

**Service Delivery Partners:** Global Gathering Place, International Women of Saskatoon, Saskatoon Open Door Society, Saskatchewan Intercultural Association.

**Location of Services:** Saskatoon, Saskatchewan

**Domestic Office(s):**  
106-129 3rd Ave North, Saskatoon, SK, S7K 2H4

**Contact Information:**  
A 106-129 3rd Ave North, Saskatoon, SK, S7K 2H4  
T 306.343.8303  
F 306.343.1744  
E csrcoordinator@nicstoon.org  
W www.nicstoon.org
Newcomer Welcome Centre

**Organization:** Newcomer Welcome Centre  
**Program:** Planning for Canada  
**Funded by:** Government of Saskatchewan (Ministry of the Economy)  
**Category:** Regional Newcomer Gateways  
**Type:** Local Settlement Services

**Services Provided:** Sends pre-arrival Welcome Letter and provides pre-arrival information and support upon request to Saskatchewan-bound immigrants referred by CIIP or COA.

**Service Delivery Method(s):** Email

**Targeted Client Group(s):** Saskatchewan-bound immigrants referred by CIIP and COA.

**Post-Arrival Services:** Settlement information and referral for settlement services, needs assessment, hosting orientation sessions, computer, telephone, printing, faxing support.

**Overseas and Key Information-Sharing Partners:** CIIP, COA

**Location of Services:** Regina, Saskatchewan

**Domestic Office(s):**  
2332 11th Avenue, Regina, Saskatchewan

**Contact Information:**  
A 2332 11th Avenue, Regina, Saskatchewan  
T 306.352.5775  
E nwc@rods.sk.ca  
W www.reginanewcomercentre.ca
**Northeast Newcomer Services**

**Organization:** Northeast Newcomer Services  
**Program:** Planning for Canada  
**Funded by:** Government of Saskatchewan (Ministry of the Economy)  
**Category:** Regional Newcomer Gateways  
**Type:** Local Settlement Services

<table>
<thead>
<tr>
<th><strong>Services Provided:</strong></th>
<th>Sends pre-arrival Welcome Letter and provides pre-arrival information and support upon request to Saskatchewan-bound immigrants referred by CIIP or COA.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service Delivery Method(s):</strong></td>
<td>Email</td>
</tr>
<tr>
<td><strong>Targeted Client Group(s):</strong></td>
<td>Saskatchewan-bound immigrants referred by CIIP and COA.</td>
</tr>
<tr>
<td><strong>Post-Arrival Services:</strong></td>
<td>Settlement information, referral for language assessment and settlement services, interpretation and translation, notarization, employment information and support, computer, telephone, printing, faxing support.</td>
</tr>
<tr>
<td><strong>Overseas and Key Information-Sharing Partners:</strong></td>
<td>CIIP, COA</td>
</tr>
</tbody>
</table>

**Location of Services:** Tisdale, Saskatchewan

**Domestic Office(s):**  
1-904-99th Street (Wermac Mall), Tisdale, SK, S0E 1T0

**Contact Information:**  
- **A** 1-904-99th Street (Wermac Mall), Tisdale, SK, S0E 1T0  
- **T** 306.873.2672  
- **F** 306.873.2692  
- **E** info@northeastnewcomerservices.com  
- **W** www.northeastnewcomerservices.com/index.html
### Parkland College

**Organization:** Parkland College  
**Program:** Planning for Canada  
**Funded by:** COA and CIIP (Planning for Canada)  
**Category:** Focal Point Partner  
**Type:** Post-Secondary Institutions

**Services Provided:** Pre-arrival guidance and support.

**Targeted Client Group(s):** Saskatchewan-bound immigrants referred by the Planning for Canada program to Parkland College.

#### Location of Services:

Multiple locations in Saskatchewan

#### Domestic Office(s):

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone Number</th>
<th>Fax Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canora</td>
<td>418 Main Street, Canora, SK S0A 0L0</td>
<td>306.563.6808</td>
<td>306.563.4307</td>
</tr>
<tr>
<td>Kamsack</td>
<td>241 2nd Street, Kamsack, SK S0A 1S0</td>
<td>306.542.4268</td>
<td>306.542.3941</td>
</tr>
<tr>
<td>Esterhazy</td>
<td>501 Kennedy Drive, Esterhazy, SK S0A 0X0</td>
<td>306.745.2878</td>
<td>306.745.2080</td>
</tr>
<tr>
<td>Melville</td>
<td>200 Block, 9th Ave. East, Melville, SK S0A 2P0</td>
<td>306.728.4471</td>
<td>306.728.2576</td>
</tr>
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+3 more...

### Contact Information

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<tr>
<th>Type</th>
<th>Address</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>200 Block, 9th Ave. East, Melville, SK S0A 2P0</td>
<td>306.728.4471</td>
<td><a href="http://www.parklandcollege.sk.ca">www.parklandcollege.sk.ca</a></td>
</tr>
<tr>
<td>T</td>
<td></td>
<td>306.728.4471</td>
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<td>F</td>
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<td>306.728.2576</td>
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Regina Open Door Society

**Organization:** Regina Open Door Society Inc.  
**Funded by:** IRCC  
**Category:** Service Delivery Partners  
**Program:** A SOPA Partner  
**Type:** Local Settlement Services

**Services Provided:** Needs assessment, assistance in creating action plan, settlement information, referral to SOPA facilitated or self-directed courses on employment search strategies, settlement and economic integration.

**Service Delivery Method(s):** Online via Big Blue Button

**Post-Arrival Services:** Prospective immigrants possessing one of the following documents:
- a medical/security notification letter
- a visa pick-up notification letter
- a Canadian visa (but have not landed permanently in Canada yet)

**Post-Arrival Services:** Settlement and integration services. RODS serves all newcomers to Regina irrespective of live experiences or immigration status. Services include orientation to newcomers, language training, employment preparedness support, school support, child care, programs for the youth, needs assessment and referral, translation and interpretation, community connection.

**Referral Services for Pre-Arrival Clients:** Pre-arrival online advice, labour market information, credential assessment, job search workshops, language testing and assessment, access to job banks.

**Knowledge/Information Sharing Partners:** ISANS (Halifax), Catholic Centre for Immigrants (Ottawa), World Skills Employment Centre (Ottawa), Regina Open Door Society (Regina), Altered Minds Inc. (Winnipeg), CCIS (Calgary), Mosaic (Vancouver).

**Pre-arrival Service Delivery Partners:** ISANS (Halifax), Catholic Centre for Immigrants (Ottawa), World Skills Employment Centre (Ottawa), Regina Open Door Society (Regina), Altered Minds Inc. (Winnipeg), CCIS (Calgary), Mosaic (Vancouver).

**Location of Services:** Regina, Saskatchewan  
1855 Smith Street, Regina, SK, S4P 2N5

**A** 1855 Smith Street, Regina, SK, S4P 2N5  
**T** 306.537.9638  
**F** 306.352.0705  
**W** www.rods.sk.ca
Regional Newcomer Centre

Organizations: Regional Newcomer Centre

Program: Planning for Canada

Funded by: Government of Saskatchewan (Ministry of the Economy)

Category: Regional Newcomer Gateways

Type: Local Settlement Services

Services Provided: Sends pre-arrival Welcome Letter and provides pre-arrival information and support upon request to Saskatchewan-bound immigrants referred by CIIP or COA.

Service Delivery Method(s): Email

Targeted Client Group(s): Saskatchewan-bound immigrants referred by CIIP and COA.

Post-Arrival Services: Settlement information and orientation, needs assessment, settlement support, English language classes, employment support, interpretation and translation, computer with internet access, referral to other settlement or community services.

Overseas and Key Information-Sharing Partners: CIIP, COA

Location of Services: Prince Albert, Saskatchewan

Domestic Office(s):
107c - 15th Street West Prince Albert, SK, S6V 3P7

A 107c - 15th Street West, Prince Albert, SK S6V 3P7
T 306.765.2530
F 306.765.2533
W www.ywcaprincealbert.ca/regional-newcomer-centre.html
Southeast Newcomer Services

Organization: Southeast Newcomer Services  Program: Planning for Canada
Funded by: Government of Saskatchewan (Ministry of the Economy)  Category: Regional Newcomer Gateways
Type: Local Settlement Services

Services Provided: Sends pre-arrival Welcome Letter and provides pre-arrival information and support upon request to Saskatchewan-bound immigrants referred by CIIP or COA.

Service Delivery Method(s): Email

Targeted Client Group(s): Saskatchewan-bound immigrants referred by CIIP and COA.

Post-Arrival Services: Settlement information and support, needs assessment, assistance for referral for language assessment and employment support, computer, telephone, printing, faxing support.

Overseas and Key Information-Sharing Partners: CIIP, COA

Location of Services: Estevan, Saskatchewan

Domestic Office(s):
1108 - 6th Street, Estevan, SK, S4A 1A8

A  306.637.4920
T  306.637.3826
E  newcomerservices@sasktel.net
W  www.southeastnewcomer.com
Southwest Newcomer Welcome Centre

**Organization:** Southeast Newcomer Services  
**Program:** Planning for Canada  
**Funded by:** Government of Saskatchewan (Ministry of the Economy)  
**Category:** Regional Newcomer Gateways  
**Type:** Local Settlement Services

**Services Provided:** Sends pre-arrival Welcome Letter and provides pre-arrival information and support upon request to Saskatchewan-bound immigrants referred by CIIP or COA.

**Service Delivery Method(s):** Email

**Targeted Client Group(s):** Saskatchewan-bound immigrants referred by CIIP and COA.

**Post-Arrival Services:** Settlement information and support, needs assessment, assistance for referral for language assessment and employment support, computer, telephone, printing, faxing support.

**Overseas and Key Information-Sharing Partners:** CIIP, COA

**Location of Services:** Estevan, Saskatchewan

**Domestic Office(s):**
237 Central Ave North, Swift Current, SK, S9H 0L3

| A | 237 Central Ave North, Swift Current, SK, S9H 0L3 |
| T | 306.778.6262 |
| F | 306.778.6226 |
| E | nwc@newcomerwelcomecentre.com |
| W | www.newcomerwelcomecentre.com |
Yorkton Newcomer Welcome Centre

**Organization:** Yorkton Newcomer Welcome Centre

**Program:** Planning for Canada

**Funded by:** Government of Saskatchewan (Ministry of the Economy)

**Category:** Regional Newcomer Gateways

**Type:** Local Settlement Services

**Services Provided:** Sends pre-arrival Welcome Letter and provides pre-arrival information and support upon request to Saskatchewan-bound immigrants referred by CIIP or COA.

**Service Delivery Method(s):** Email

**Targeted Client Group(s):** Saskatchewan-bound immigrants referred by CIIP and COA.

**Post-Arrival Services:** Settlement and integration support, language assessment, skill enhancement and employment support, basic computer training.

**Overseas and Key Information-Sharing Partners:** CIIP, COA

**Location of Services:** Yorkton, Saskatchewan

222 Smith Street East, Yorkton SK Canada, S3N 3S6

**Domestic Office(s):**

222 Smith Street East, Yorkton SK Canada, S3N 3S6

**Contact Information:**

- **A** 222 Smith Street East, Yorkton SK Canada, S3N 3S6
- **T** 1.306.783.2777
- **F** 1.306.782.6967
- **W** www.yorktonnewcomercentre.ca
Multicultural Centre Of The Yukon

Organization: Multicultural Centre of the Yukon
Program: CIIP Partner ISO
Category: Referral Partners
Type: Local Settlement Services

Services Provided: Pre-arrival settlement and employment related information, advice and demand-based referral to other local services

Location of Services: Whitehorse, Yukon
Domestic Office(s):
4141D 4th Avenue, Whitehorse, Yukon Y1A 1J1

A 4141D 4th Avenue, Whitehorse, Yukon Y1A 1J1
T 867.667.6205
W www.mcyukon.com/en
YWCA-Winnipeg

Organization: YWCA-Winnipeg
Program: COA Refugee Youth Program
Funded by: COA
Category: Referral Partner
Type: Local Community Settlement

Services Provided: Individualized information for Refugee Youth and referral to community partners.

Service Delivery Method(s): Online

Targeted Client Group(s): Manitoba-bound refugee youth.

Accessibility Criterion: Refugee youth referred by COA.

Knowledge/Information Sharing Partners: COA

Pre-arrival Service Delivery Partners: COA

Location of Services: Winnipeg, Manitoba
Domestic Office(s):
301 Vaughan Street, Winnipeg, MB, R3B 2N7

A 301 Vaughan Street, Winnipeg, MB, R3B 2N7
T 204.953.7317
Click on each category to navigate to specific program listings.
Click on each category to navigate to specific program listings.
Local Settlement Services

- MOSAIC
- Altered Minds Inc.
- Battlefords Immigration Resource Centre
- Humboldt Regional Newcomer Centre
- Lloydminster Regional Newcomer Gateway
- Moose Jaw Newcomer Welcome Centre
- Regional Newcomer Centre
- Southeast Newcomer Services
- Yorkton Newcomer Welcome Centre
- Newcomer Welcome Centre

Local Community Services

- Northeast Newcomer Services
- Regional Newcomer Gateway
- Southwest Newcomer Welcome Centre
- Newcomer Information Centre

- YWCA-Winnipeg
- YWCA-Vancouver

Click on each category to navigate to specific program listings.