

Glossary of Terms

SERVICE TYPES

THIS PROJECT IS FUNDED BY WORKSAFEBC.



Glossary of Terms: Service Types

The following glossary of terms provides short descriptions of service types listed under the BC Migrant Worker Supports Service Map. The service types listed on the map, were collected through self-identification of organizations and individuals. AMSSA did not verify the accuracy of listings, nor did we verify the effectiveness of services provided.

This glossary can be used to understand and navigate the different types of services listed as provided by an organization, but should not replace connecting with organizations directly in assessing the services provided and the effectiveness.

LANGUAGE TRAINING

- Includes any type of English Language training provided; can include formal language training such as the English Language Learner (ELL) classes or informal language training such as conversation circles.

EMPLOYMENT SKILLS TRAINING

- Includes any type of training that helps to develop skills essential for obtaining employment; can include formal skills training education, vocational language training, building resumes etc.

ORIENTATION/INFORMATION SERVICES

- Includes any type of support provided aimed at orienting the person to the life in Canada; can include providing information and helping with navigating things like rights and responsibilities, community resources and government programs. Also includes providing connection and referral to organizations who can provide support.

TRANSLATION SERVICES

- Includes any type of support provided where written text is being translated into another language in a form of a text; can include translation of government letters, forms etc.

INTERPRETATION SERVICES

- Includes any type of support where translation is provided verbally; can include supports with translating during doctors' appointments etc.

COMMUNITY CONNECTION

- Includes any type of services provided where the aim is to promote community participation, connection and engagement; can include community events, small group activities, volunteering, mentorship etc.

SOFT ADVOCACY

- Includes bringing attention to a particular issue that is done through indirect actions such as information sharing, research, and recommendations.

HARD ADVOCACY

- Unlike soft advocacy, hard advocacy includes any type of advocacy efforts that are done through direct actions such as formal government processes, meetings, organized protests, media etc.

COUNSELLING SERVICES

- Includes services or supports that are aimed to promote emotional and mental health of an individual; can include professional therapy, group counseling and other forms of mental wellbeing supports.

CRISIS INTERVENTION SERVICES

- Includes supports provided immediately in an event of high emotional, mental, and physical distress; can include suicide prevention, support with getting out of high-risk situations of abuse etc.

EMERGENCY TRANSPORTATION SUPPORT

- Includes providing access to transportation in cases of emergency; can include transporting to hospital in case of injury/disease, providing means such as money or bus pass to access transportation in emergencies etc.

EMERGENCY ACCESS TO SHELTER

- Includes providing access to housing or shelter in emergency situations such as fleeing abuse etc.

EMERGENCY ACCESS TO FOOD

- Includes providing access to food in emergency cases; can include providing gift-cards, money or other means of accessing food in emergencies.

WORKSAFEBC CASE MANAGEMENT SUPPORT

- Includes providing support in instances where WorkSafeBC needs to be contacted; can include support with making a claim, support with understanding the claim process, connecting with the WorkSafeBC case manager etc.

WORKPLACE RIGHTS AND RESPONSIBILITIES INFORMATION

- Includes orienting an individual to their rights and responsibilities in the workplace by providing information in regards to these rights, as well as the rights and responsibilities of the employers.

HEALTH SERVICES

- Includes any type of medical support provided; can include directly providing healthcare services to an individual, as well as indirectly providing support such as accompanying an individual during a medical appointment.

NON-EMERGENCY ACCESS TO FOOD, HOUSING OR SUPPLIES

- Includes providing access to resources such as food, housing or supplies to individuals at a more than just one-time emergency basis.

OPEN WORK PERMIT APPLICATION SUPPORT

- Includes providing support* to an individual in regards to applying for an open work permit (work permit that is not tied to a particular employer); includes information sharing, support with filling out an application, referrals, connecting with experts etc. (*please note that according to section 91 of the Immigration and Refugee Protection Act, a person or an organization cannot directly or indirectly represent or advise a person on immigration matters for a fee or any other form of consideration¹ unless they are a listed representative authorized² to do so.)

PERMANENT RESIDENCE APPLICATION SUPPORT

- Includes any type of support provided to an individual in regards to applying for permanent residence such as information sharing and support with collecting and filling out appropriate applications and documents. (*please note that according to section 91 of the *Immigration and Refugee Protection Act*, a person or an organization cannot directly or indirectly represent or advise a person on immigration matters for a fee or any other form of consideration³ unless they are a s.91 listed professional representative authorized⁴ to do so.)

¹ Consideration is compensation or a reward that is given or done in return for a service. Consideration can include personal services or material goods, such as gifts and promises of future mutual professional service exchange. If an individual or organization requests consideration and/or there are concerns they may be receiving outside consideration for representation and advice to you individually, it is recommended to request proof of their status.

² Authorized representatives who may charge a fee or receive any other form of compensation for providing immigration representation or advice include lawyers, Quebec notaries, and other members in good standing of provincial/territorial law societies, and immigration consultants who are members in good standing of the Immigration Consultants of Canada Regulatory Council.

³ See above: *supra* note 1.

⁴ See above: *supra* note 2.

DISCLAIMER: As many of the service types listed are broad in definition, we encourage contacting the particular organization of interests for more specific information on the particular services provided.
