



# Information Sheet: Role Of Settlement Services In Healthcare Access For Refugees

## What Are Settlement Services?

Settlement services are provided to newcomers to Canada, including refugees. Most settlement services are funded by the federal government through Immigration, Refugees and Citizenship Canada (IRCC). Some services are also funded by Province of BC.

Settlement services include:

- » Information and orientation on living in Canada (i.e. navigating different systems: housing, health, banking, education, employment rights and responsibilities, etc.)
- » Connecting newcomers with community services and resources
- » Facilitating newcomers' connections with local community through hosting / referrals to community events, volunteering, work opportunities, and other information sharing / social networking opportunities
- » Providing emotional support and short-term adaptation counselling (non-therapeutic)

## Types Of Settlement Services

Settlement services have different levels of support, depending on the complexity of the newcomer's needs.

### Resettlement Assistance Program (RAP) Counsellors

- » Provide immediate and essential services to Government Assisted Refugees (GARs) that are usually needed in the first 4-6 weeks in Canada
- » Provide assessment, support, and referral to other services in the first year in Canada

### Settlement Workers

- » Provide direct, frontline services to newcomers who do not have significant barriers to integration
- » Assist newcomers with accessing / navigating systems

### Settlement Workers in Schools (SWIS)

- » Similar to the responsibilities of Settlement Workers
- » Provide services to newcomer students and their families
- » Services include client-school liaison to facilitate culturally-sensitive communication among school staff, students and families
- » May provide mentoring and leadership development activities and specialized supports for at-risk refugee youths

### Settlement Case Managers

(a.k.a: Guided Pathways Coach)

- » Provide case management support to newcomers who require more support
- » Supervise or guide Settlement Workers in developing and implementing action plans
- » Accompaniments are limited and depend on individual case needs

### Enhanced Settlement Workers







(a.k.a: Moving Ahead Program (MAP) Counsellors, Vulnerable Immigrant Populations Program (VIP) Counsellors)

- » Work with high-needs and high-risk newcomers who have complex barriers that limit their ability to integrate
- » Offer individualized, wrap-around support plans outlining a case-managed approach to service delivery
- » Link newcomers to community resources by providing accompaniment, cultural brokerage, and language assistance where appropriate\*

*\*Note: Enhanced Settlement Workers are unable to provide interpretation at any medical appointment or situation.*



## Role Of Settlement Workers In Supporting Healthcare Access For Refugees

	 <b>Information on Healthcare System</b>	 <b>Making Appointments</b>	 <b>Assistance in Navigating the Transportation System</b>	 <b>Accompaniment</b>	 <b>Language and Cultural Interpretation</b>	 <b>Medical Interpretation / Translation</b>
<b>RAP Counsellor</b>	Yes	Yes	Yes	No	Yes	No
<b>Settlement Worker</b>	Yes	Yes	Yes	No	Yes	No
<b>Settlement Worker in Schools (SWIS)</b>	Yes	Yes	Yes	Limited	Limited	No
<b>Settlement Case Manager</b>	Yes	Yes	Yes	Limited	Yes	No
<b>Enhanced Settlement Worker</b>	Yes	Yes	Yes	Yes	Yes	No

### For More Information:

- » **ISSofBC: RAP and Settlement Services for GARs**  
[refugeehub.issbc.org/wp-content/uploads/2016/12/RAP-and-Settlement-Services-for-GARs.pdf](http://refugeehub.issbc.org/wp-content/uploads/2016/12/RAP-and-Settlement-Services-for-GARs.pdf)
- » **WelcomeBC: Handout 3 – Role of a Settlement Worker**  
[mytrainingbc.ca/SST/media/PDF/GP\\_Mod2\\_Handout3.pdf](http://mytrainingbc.ca/SST/media/PDF/GP_Mod2_Handout3.pdf)
- » **Immigration, Refugees and Citizenship Canada (IRCC) – Immigrant Services in British Columbia**  
[cic.gc.ca/english/newcomers/map/bc.asp](http://cic.gc.ca/english/newcomers/map/bc.asp)
- » **Settlement.Org – What are settlement services?**  
[settlement.org/ontario/immigration-citizenship/landing-and-leaving/living-in-ontario/what-are-settlement-services](http://settlement.org/ontario/immigration-citizenship/landing-and-leaving/living-in-ontario/what-are-settlement-services)

## Settlement Service Providers In The Fraser Valley

The following organizations are funded by Immigration, Refugees and Citizenship Canada (IRCC) to deliver settlement and integration services to refugees in the Fraser Valley:

### Abbotsford

#### Abbotsford Community Services

2420 Montrose Avenue, Abbotsford, BC, V2S 3S9

**w:** [abbotsfordcommunityservices.com](http://abbotsfordcommunityservices.com)

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### Chilliwack

#### Chilliwack Community Services

45938 Wellington Avenue, Chilliwack, BC, V2P 2C7

**w:** [comserv.bc.ca](http://comserv.bc.ca)

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### Delta

#### School District #37

4585 Harvest Drive, Ladner, BC, V4K 5B4

**w:** [web.deltasd.bc.ca/content/programs/specialprograms/culturaldiversity/swis](http://web.deltasd.bc.ca/content/programs/specialprograms/culturaldiversity/swis)

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### Langley

#### ISSofBC

204-20621 Logan Avenue, Langley, BC, V2X 7X7

**w:** [issbc.org](http://issbc.org)

#### Langley Community Services Society

5339 207th Street, Langley, BC, V3A 2E6

**w:** [lcss.ca](http://lcss.ca)

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#### School District #35

4875 222nd Street, Langley, BC, V3A 3Z7

**w:** [sd35.bc.ca](http://sd35.bc.ca)

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### Maple Ridge / Pitt Meadows

#### ISSofBC

320-22470 Dewdney Trunk Road, Maple Ridge, BC, V3M 1J2

**w:** [issbc.org](http://issbc.org)

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#### SUCCESS at School District #42

20575 Thorne Avenue, Maple Ridge, BC, V2X 9A6

**w:** [sd42.ca/programs/settlement-workers-schools](http://sd42.ca/programs/settlement-workers-schools)

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### Mission

#### Mission Community Services Society

33179 2nd Avenue, Mission, BC, V2V 1J9

**w:** [missioncommunityservices.com](http://missioncommunityservices.com)

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### Surrey

#### DIVERSEcity Community Resources Society

13455 76 Avenue, Surrey, BC, V3W 2W3

**w:** [dcrs.ca](http://dcrs.ca)

#### Options Community Services Society

13520 78 Avenue, Surrey, BC, V3W 8J6

**w:** [options.bc.ca](http://options.bc.ca)

#### Pacific Community Resources Society

#205-14727 108th Avenue, Surrey, BC, V3R 1V9

**w:** [pcrs.ca](http://pcrs.ca)

#### Progressive Intercultural Community Services Society

205-12725 80th Avenue, Surrey, BC, V3W 3A6

**w:** [pics.bc.ca](http://pics.bc.ca)

#### SUCCESS

#206-10090 152nd Avenue, Surrey, BC, V3R 8X8

**w:** [successbc.ca](http://successbc.ca)

#### School District #36

14033 92nd Avenue, Surrey, BC, V3V 0B7

**w:** [surreyschools.ca/Pages/default.aspx](http://surreyschools.ca/Pages/default.aspx)

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**DIVERSEcity**  
community resources society



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WelcomeBC

B.C. Refugee Readiness Fund is part of the WelcomeBC Umbrella of services,  
made possible through funding from the Province of British Columbia

[fraservalleyrrt.ca](http://fraservalleyrrt.ca)