

# **When to Contact Your Settlement Worker in Schools**

## **Services provided by Settlement Workers in Schools are:**

- Systematic outreach to all newly arrived families
- Settlement counselling and orientation to life in for students, parents, and families
- Introducing the school system , programs and services
- Referral and service linking to appropriate school/community programs, workshops, or support groups relating to settlement
- Delivering a wide array of information and orientation workshops in increase knowledge of life in Canada (i.e., BC education system, language training for adults, tax system, health care, adult education, employment, parenting, community services and resources etc.)
- Facilitating community connections, opportunities for social bonding and linking students and families to community resources and services
- Translating and interpreting in settlement context only

## **Contact Settlement Workers in Schools when information relating to OUTSIDE the school is required. For example, our Settlement Workers in Schools:**

- Assist with school registration and orientation to the school system
- Provide information on school programs and services and facilitate connections with school staff
- Provide information about MSP and guidance on registering for provincial health care
- Provide general orientation to life in Canada
- Provide information about English language programs and assist with accessing programs
- Provide general information on job search and referral to employment programs and services
- Provide information on public transit, obtaining a driver's licence and transportation.
- Provide information about provincial and federal benefits
- Provide information on banking, income tax, and financial literacy
- Provide information and referral for immigration-related applications (i.e., permanent resident card renewals)

- Provide information on health care services, including referral to mental health services and crisis lines
- Provide information on community services, activities, and opportunities to networks and socialize with others in the community
- Assist with accessing no/low-cost medical/dental clinics and provide information re: eligibility of services for families
- Provide information and referral to low-cost housing and provide information about eligibility, rental agreements, etc.
- Provide information about landlord/tenant rights

## What Settlement Workers in Schools Don't Do

- Settlement Workers in Schools are not certified translators and therefore are not able to translate school notices for distribution on SD36 Letterhead
- Mediate conflicts
- Teach English Language courses or other BC education curriculum-based courses
- Act as a certified professional, i.e., youth worker, social worker, bilingual instructor, teaching assistant, etc.
- Conduct professional assessments without the supervision of certified professionals
- Conduct after school extra-curricular activities
- Provide educational support, i.e., homework help, tutoring, etc.
- Provide multicultural support to meet educational needs, i.e., develop resources

Surrey Schools Welcome Centre  
 Unit #120, 7525 King George Boulevard, Surrey, BC, V3W  
 5A8  
 Tel: 604-543-3060 | Fax: 604-592-2139  
[www.surreyschools.ca/welcomecentre](http://www.surreyschools.ca/welcomecentre)

Funded by:

Financé par :



Immigration, Refugees  
 and Citizenship Canada

Immigration, Réfugiés  
 et Citoyenneté Canada