

# Settlement Provider Organizations

Settlement Workers help newcomers to adjust their life in Canada. They assess the individual needs of each client and then provide them the information, guidance, counselling and training needed.



## Settlement Provider Organizations in Langley

*This is a listing of all settlement service providers and workers in Langley. The workers have been organized by agency and by languages spoken. This list will be updated each quarter to ensure information is current*

### ISSofBC (Immigrant Services Society of BC)

ISSofBC's Settlement Workers provides quick, in-bound services in a variety of languages.

### LCSS (Langley Community Services Society)

LCSS's Settlement Outreach Workers and Family Support Workers are able to go with newcomers out in the community.

### SWIS (Settlement Workers in Schools - Langley School District).

SWIS staff support parents of children from outside Canada in the school district.

In addition to the three settlement agencies listed above, **New Directions manages LINC, Language Instruction for Newcomers to Canada**, to provide language instruction and information about life in Canada to all levels of learners across Langley.

## SETTLEMENT WORKERS help newcomers to:

Provide information and orientation on topics related to:

- Life in Canada
- Your rights and responsibilities
- Community resources
- Government programs
- Health and wellbeing
- Family matters
- Job search

Help learn to fill out government application forms such as:

- Social Insurance Number (SIN)
- Health Card (MSP)
- Driver's License
- BCID
- Citizenship
- Permanent Residency
- Canada Child Tax Benefits

Help navigate local systems such as:

- Health Care
- School
- Recreation services
- Language services

Assist with application for:

- Income Assistance
- Employment Insurance
- BC Housing
- Food Bank
- Affordable Child Care Benefit or GST and BCCATC

*and provide many other services and supports!*

# Settlement Services by Agency

The following table is a list of settlement workers by agency. The list is organized alphabetically by the first name of the settlement worker.

## Immigrant Services Society of BC (ISSofBC)

Open from Monday to Friday from 9 am - 4:30 pm. Please call 604-510-5136 to book an appointment.

| Name            | Job Title  | Language                         | Email Address  | Services  |
|-----------------|--|----------------------------------|--|---|
| Bahana Safi     | Settlement Worker                                      | Dari/Pashto/<br>Farsi/Hindi/Urdu | <a href="mailto:bahana.safi@issbc.org">bahana.safi@issbc.org</a>         | Conducts client intake and needs assessment, connects clients to settlement services and other community resources (in-office service)  |
| Dian Kohoutek   | Employer Relations Specialist - Job Quest              | Indonesian                       | <a href="mailto:dian.kohoutek@issbc.org">dian.kohoutek@issbc.org</a>     | Connects with employers to find job placement for clients (in-office service)   |
| Leo Cabasag     | Volunteer Programs Coordinator                         | Filipino                         | <a href="mailto:leo.cabasag@issbc.org">leo.cabasag@issbc.org</a>         | Connects clients with volunteering, settlement mentoring & conversation circles (in-office service)   |
| Miyoung Suh     | Settlement Worker                                      | Korean                           | <a href="mailto:miyoung.suh@issbc.org">miyoung.suh@issbc.org</a>         | Conducts client intake and needs assessment, connects clients to settlement services and other community resources (in-office service)  |
| Nisreen Fahham  | Career Strategist, Career Paths for Skilled Immigrants |                                  | <a href="mailto:nisreen.fahham@issbc.org">nisreen.fahham@issbc.org</a>   | Provides support with accessing training funds, occupation-specific language training, and assists in connecting with employers to acquire Canadian work experience (in-office service) |
| Noel Soares     | Case Manager, Job Quest                                | Hindi/Gujarati/<br>Marathi       | <a href="mailto:noel.soares@issbc.org">noel.soares@issbc.org</a>         | Assists clients who are looking for work, need assistance with resume/cover letter creation, practicing for job interviews, and career planning (in-office service)                     |
| Rahtoo Trawgaye | Settlement Worker                                      | Burmese/Karen                    | <a href="mailto:rahtoo.trawgaye@issbc.org">rahtoo.trawgaye@issbc.org</a> | Conducts client intake and needs assessment, connects clients to settlement services and other community resources (in-office service)  |
| Shanshan Wang   | Settlement Worker                                      | Mandarin                         | <a href="mailto:shanshan.wang@issbc.org">shanshan.wang@issbc.org</a>     | Conducts client intake and needs assessment, connects clients to settlement services and other community resources - (in-office service)  |
| Suha Saleh      | Settlement Worker                                      | Arabic/Tigrinya                  | <a href="mailto:suha.saleh@issbc.org">suha.saleh@issbc.org</a>           | Conducts client intake and needs assessment, connects clients to settlement services and other community resources - (in-office service)  |

## Langley Community Services Society (LCSS)

Open from Monday to Friday at 8:30 am - 4:30 pm. Please call 604-534-7921 to book an appointment. Note that some staff (\*) are able to do visits, appointment accompaniments or evening/weekend meetings.

| Name             | Job Title                                   | Language                          | Email Address  | Services  |
|------------------|---|-----------------------------------|--|---|
| Adriana Badillo* | BCNSP Settlement Worker                     | Spanish                           | <a href="mailto:abadillo@lcss.ca">abadillo@lcss.ca</a>   | Provides support with newcomer settlement and economic integration (serves temporary residents and naturalized Canadian citizens)   |
| Alvin Dela Peña  | Administrative Assistant                    | Tagalog                           | <a href="mailto:adelapena@lcss.ca">adelapena@lcss.ca</a> | Manages files, and assists with client intakes  |
| Anosh Dilshad    | BCNSP Employment Counsellor                 | Dari, Farsi, Hindi, Punjabi, Urdu | <a href="mailto:adilshad@lcss.ca">adilshad@lcss.ca</a>   | Provides support with newcomer settlement and economic integration (serves temporary residents and naturalized Canadian citizens)   |
| Ellen Lee        | Early Childhood Educator                    | Korean                            | <a href="mailto:elee@lcss.ca">elee@lcss.ca</a>           | Hosts Early Learning Program for families with children ages 0-6  |
| Ghazala Baker*   | Family Support Worker                       | Arabic/Kurdish                    | <a href="mailto:gbaker@lcss.ca">gbaker@lcss.ca</a>       | Assists clients facing multiple barriers/complex situations (e.g. family breakdown, literacy challenges, financial hardship, social isolation, mental/medical health issues, etc.), provides in-home visits, accompaniments to appointments, and evening/weekend meetings |
| Hong Wang*       | Health Care Navigator                       | Mandarin/Taiwanese                | <a href="mailto:hwang@lcss.ca">hwang@lcss.ca</a>         | Provides support with clients in need of family doctor or specialist referrals, clients who have questions about medical forms (MSP/health benefits/healthcare system), provides in-home visits, accompaniments to appointments, and evening/weekend meetings             |
| Miggy Ferrera*   | Family Support Worker/BCNSP Program Manager | Tagalog                           | <a href="mailto:mferrera@lcss.ca">mferrera@lcss.ca</a>   | Assists clients facing multiple barriers/complex situations (e.g. family breakdown, literacy challenges, financial hardship, social isolation, mental/medical health issues, etc.)  |
| Pam Samra        | Employment Counsellor                       | Hindi                             | <a href="mailto:psamra@lcss.ca">psamra@lcss.ca</a>       | Assists clients looking for work, need assistance with resume/cover letter creation, practicing for interviews, career planning   |
| Rasool Habibi*   | Settlement Outreach Worker                  | Dari/Pashto/Farsi/Urdu/Hindi      | <a href="mailto:rhabibi@lcss.ca">rhabibi@lcss.ca</a>     | Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, provides in-home visits, accompaniments to appointments, and evening/weekend meeting  |
| Sunshine Lim*    | Settlement Outreach Worker                  | Korean                            | <a href="mailto:slim@lcss.ca">slim@lcss.ca</a>           | Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, provides in-home visits, accompaniments to appointments, and evening/weekend meeting  |

|                |                            |          |  |  |
|----------------|----------------------------|----------|--|--|
| Yazmin Cepele* | Settlement Outreach Worker | Spanish  | <a href="mailto:ycepele@lcss.ca">ycepele@lcss.ca</a>   | Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, provides in-home visits, accompaniments to appointments, and evening/weekend meeting |
| Yoona Ahn      | Program Coordinator        | Korean   | <a href="mailto:yahn@lcss.ca">yahn@lcss.ca</a>         | Conducts group workshops (English Conversation Circles, Women's Group, Senior's Group, Youth Group, and Financial Literacy program)  |
| Yuka Hamblet   | Employment Counsellor      | Japanese | <a href="mailto:yhamblet@lcss.ca">yhamblet@lcss.ca</a> | Assists clients looking for work, need assistance with resume/cover letter creation, practicing for interviews, career planning  |

## Settlement Workers in School (SWIS)

Open from Monday to Friday at 8:30 am - 3 pm. Note that some staff are able to do visits and appointment accompaniments.

| Name             | Job Title                    | Language            | Email Address  | Services  |
|------------------|------------------------------|---------------------|--|---|
| Ahmad Hamedi     | Settlement Worker in Schools | Dari, Farsi, Pashto | <a href="mailto:ahamedi@sd35.bc.ca">ahamedi@sd35.bc.ca</a>                   | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| Brenda Rivera    | Youth Settlement Worker      | Spanish             | <a href="mailto:brivera@sd35.bc.ca">brivera@sd35.bc.ca</a>                   | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| Cherry Yan       | Youth Settlement Worker      | Mandarin            | <a href="mailto:cyan@sd35.bc.ca">cyan@sd35.bc.ca</a>                         | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| Connie Lu        | Settlement Worker in Schools | Mandarin            | <a href="mailto:clu@sd35.bc.ca">clu@sd35.bc.ca</a>                           | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| Gurnaaz Randhawa | Settlement Worker in Schools |                     | <a href="mailto:gurnaaz.randhawa@sd35.bc.ca">gurnaaz.randhawa@sd35.bc.ca</a> | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| Hanan Hessien    | Settlement Worker in Schools | Arabic              | <a href="mailto:hhessien@sd35.bc.ca">hhessien@sd35.bc.ca</a>                 | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| Irene Hohng      | Settlement Worker in Schools | Korean              | <a href="mailto:ihohng@sd35.bc.ca">ihohng@sd35.bc.ca</a>                     | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs |

|                    |                              |                        |  |   |
|--------------------|------------------------------|------------------------|--|---|
| Jaeylenn Cho       | Youth Settlement Worker      | Korean                 | <a href="mailto:jcho@sd35.bc.ca">jcho@sd35.bc.ca</a>                   | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| Jaswinder Sandhu   | Settlement Worker in Schools | Hindi/Punjabi/<br>Urdu | <a href="mailto:jsandhu@sd35.bc.ca">jsandhu@sd35.bc.ca</a>             | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| Juan Sanchez Villa | Career Facilitator/Teacher   | Spanish                | <a href="mailto:jsanchezvilla@sd35.bc.ca">jsanchezvilla@sd35.bc.ca</a> | Assists youth in Secondary School with career exploration and planning  |
| Minh Vu            | Multicultural Worker         | Vietnamese             | <a href="mailto:mvu@sd35.bc.ca">mvu@sd35.bc.ca</a>                     | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| Nadia Al-Hamdoni   | Settlement Worker            | Arabic                 | <a href="mailto:nalhamdoni@sd35.bc.ca">nalhamdoni@sd35.bc.ca</a>       | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| Olena Balkashynova | Settlement Worker            | Ukrainian/<br>Russian  | <a href="mailto:obalkashynova@sd35.bc.ca">obalkashynova@sd35.bc.ca</a> | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| Venus Rollo        | Settlement Worker            | Tagalog                | <a href="mailto:vrollo@sd35.bc.ca">vrollo@sd35.bc.ca</a>               | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| Zipporah Devadas   | Multicultural Worker         | Burmese/Karen          | <a href="mailto:zdevadas@sd35.bc.ca">zdevadas@sd35.bc.ca</a>           | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs |

## Le Relais Francophone de la Colombie Britannique

The Francophone Settlement Worker is available in-person at ISSofBC's office on Thursdays at 9 am - 4:30 pm. Please book an appointment.

| Name              | Job Title                     | Language | Email Address  | Services  |
|-------------------|-------------------------------|----------|--|---|
| Jesuine Nsabimana | Francophone Settlement Worker | French   | <a href="mailto:jnsabimana@lerelaiscb.ca">jnsabimana@lerelaiscb.ca</a> | Conducts intake and needs assessment for French speakers, connects clients to settlement services and other community resources |

# Settlement Services by Language

The following table is a list of settlement workers by language. The list is organized alphabetically by the first name of the settlement worker.

## Arabic

| Agency  | Name             | Job Title                   | Email Address  | Services   |
|---------|------------------|-----------------------------|--|--|
| LCSS    | Ghazala Baker    | Family Support Worker       | <a href="mailto:gbaker@lcss.ca">gbaker@lcss.ca</a>               | Assists clients facing multiple barriers/complex situations (e.g. family breakdown, literacy challenges, financial hardship, social isolation, mental/medical health issues, etc.), can do home visits, appointment accompaniments, evening/weekend meetings |
| SWIS    | Nadia Al-Hamdoni | Settlement Worker in School | <a href="mailto:nalhamdoni@sd35.bc.ca">nalhamdoni@sd35.bc.ca</a> | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs  |
| SWIS    | Hanen Hessien    | Settlement Worker in School | <a href="mailto:hhessien@sd35.bc.ca">hhessien@sd35.bc.ca</a>     | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs  |
| ISSofBC | Suha Saleh       | Settlement Worker           | <a href="mailto:suha.saleh@issbc.org">suha.saleh@issbc.org</a>   | Conducts client intake and needs assessment, connects clients to settlement services and other community resources   |

## Burmese

| Agency  | Name             | Job Title            | Email Address  | Services  |
|---------|------------------|----------------------|--|---|
| ISSofBC | Rahtoo Trawgaye  | Settlement Worker    | <a href="mailto:rahtoo.trawgaye@issbc.org">rahtoo.trawgaye@issbc.org</a> | Conducts client intake and needs assessment, connects clients to settlement services and other community resources  |
| SWIS    | Zipporah Devadas | Multicultural Worker | <a href="mailto:zdevadas@sd35.bc.ca">zdevadas@sd35.bc.ca</a>             | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs |

## Dari

| Agency  | Name          | Job Title                    | Email Address  | Services   |
|---------|---------------|------------------------------|--|--|
| SWIS    | Ahmad Hamed   | Settlement Worker in Schools | <a href="mailto:ahamedi@sd35.bc.ca">ahamedi@sd35.bc.ca</a>       | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs            |
| LCSS    | Anosh Dilshad | BCNSP Employment Counsellor  | <a href="mailto:adilshad@lcss.ca">adilshad@lcss.ca</a>           | Provides support with newcomer settlement and economic integration (serves temporary residents and naturalized Canadian citizens)  |
| ISSofBC | Bahana Safi   | Settlement worker            | <a href="mailto:bahana.safi@issbc.org">bahana.safi@issbc.org</a> | Conducts client intake and needs assessment, connects clients to settlement services and other community resources   |
| LCSS    | Rasool Habibi | Settlement Outreach Worker   | <a href="mailto:rhabibi@lcss.ca">rhabibi@lcss.ca</a>             | Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, provides in-home visits, accompaniments to appointments, and evening/weekend meeting |

## Farsi

| Agency  | Name          | Job Title                    | Email Address  | Services   |
|---------|---------------|------------------------------|--|--|
| SWIS    | Ahmad Hamed   | Settlement Worker in Schools | <a href="mailto:ahamedi@sd35.bc.ca">ahamedi@sd35.bc.ca</a>       | Conducts client intake and needs assessment, connects clients to settlement services and other community resources   |
| LCSS    | Anosh Dilshad | BCNSP Employment Counsellor  | <a href="mailto:adilshad@lcss.ca">adilshad@lcss.ca</a>           | Provides support with newcomer settlement and economic integration (serves temporary residents and naturalized Canadian citizens)  |
| ISSofBC | Bahana Safi   | Settlement worker            | <a href="mailto:bahana.safi@issbc.org">bahana.safi@issbc.org</a> | Conducts client intake and needs assessment, connects clients to settlement services and other community resources   |
| LCSS    | Rasool Habibi | Settlement Outreach Worker   | <a href="mailto:rhabibi@lcss.ca">rhabibi@lcss.ca</a>             | Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, provides in-home visits, accompaniments to appointments, and evening/weekend meeting |

## French

| Agency    | Name              | Job Title                     | Email Address  | Services  |
|-----------|-------------------|-------------------------------|--|---|
| Le Relais | Jesuine Nsabimana | Francophone Settlement Worker | <a href="mailto:jnsabimana@lerelaiscb.ca">jnsabimana@lerelaiscb.ca</a> | Conducts intake and needs assessment for French speakers, connects clients to settlement services and other community resources |

## Filipino

| Agency  | Name            | Job Title                          | Email Address  | Services  |
|---------|-----------------|------------------------------------|--|---|
| LCSS    | Alvin Dela Peña | Administrative Assistant           | <a href="mailto:adelapena@lcss.ca">adelapena@lcss.ca</a>         | Manages files, and assists with client intakes  |
| ISSofBC | Leo Cabasag     | Volunteer Coordinator - Settlement | <a href="mailto:leo.cabasag@issbc.org">leo.cabasag@issbc.org</a> | Connects clients with volunteering, settlement mentoring & conversation circles   |
| LCSS    | Miggy Ferrera   | Family Support Worker              | <a href="mailto:mferrera@lcss.ca">mferrera@lcss.ca</a>           | Assists clients facing multiple barriers/complex situations (e.g. family breakdown, literacy challenges, financial hardship, social isolation, mental/medical health issues, etc.)      |
| SWIS    | Venus Rollo     | Settlement Worker in School        | <a href="mailto:vrollo@sd35.bc.ca">vrollo@sd35.bc.ca</a>         | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs |

## Gujarati

| Agency  | Name        | Job Title               | Email Address  | Services  |
|---------|-------------|-------------------------|--|---|
| ISSofBC | Noel Soares | Case Manager, Job Quest | <a href="mailto:noel.soares@issbc.org">noel.soares@issbc.org</a> | Provides support with clients looking for work, need assistance with resume/cover letter creation, practicing for interviews, and career planning |



## Hindi

| Agency  | Name             | Job Title                   | Email Address  | Services   |
|---------|------------------|-----------------------------|--|--|
| LCSS    | Anosh Dilshad    | BCNSP Employment Counsellor | <a href="mailto:adilshad@lcss.ca">adilshad@lcss.ca</a>           | Provides support with newcomer settlement and economic integration (serves temporary residents and naturalized Canadian citizens)  |
| SWIS    | Jaswinder Sandhu | Settlement Worker in School | <a href="mailto:jsandhu@sd35.bc.ca">jsandhu@sd35.bc.ca</a>       | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs            |
| ISSofBC | Noel Soares      | Case Manager, Job Quest     | <a href="mailto:noel.soares@issbc.org">noel.soares@issbc.org</a> | Provides support with clients looking for work, need assistance with resume/cover letter creation, practicing for interviews, and career planning  |
| LCSS    | Pam Samra        | Employment Counsellor       | <a href="mailto:psamra@lcss.ca">psamra@lcss.ca</a>               | Assists clients looking for work, need assistance with resume/cover letter creation, practicing for interviews, career planning  |
| LCSS    | Rasool Habibi    | Settlement Outreach Worker  | <a href="mailto:rhabibi@lcss.ca">rhabibi@lcss.ca</a>             | Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, provides in-home visits, accompaniments to appointments, and evening/weekend meeting |

## Indonesian

| Agency  | Name          | Job Title                                 | Email Address  | Services  |
|---------|---------------|---|--|---|
| ISSofBC | Dian Kohoutek | Employer Relations Specialist - Job Quest | <a href="mailto:dian.kohoutek@issbc.org">dian.kohoutek@issbc.org</a> | Connects with employers to find job placement for clients |

## Japanese

| Agency | Name         | Job Title             | Email Address  | Services  |
|--------|--------------|-----------------------|--|---|
| LCSS   | Yuka Hamblet | Employment Counsellor | <a href="mailto:yhamblet@lcss.ca">yhamblet@lcss.ca</a> | Assists clients looking for work, need assistance with resume/cover letter creation, practicing for interviews, career planning |

## Karen

| Agency  | Name             | Job Title            | Email Address  | Services  |
|---------|------------------|----------------------|--|---|
| ISSofBC | Rahtoo Trawgaye  | Settlement Worker    | <a href="mailto:rahtoo.trawgaye@issbc.org">rahtoo.trawgaye@issbc.org</a> | Conducts client intake and needs assessment, connects clients to settlement services and other community resources  |
| SWIS    | Zipporah Devadas | Multicultural Worker | <a href="mailto:zdevadas@sd35.bc.ca">zdevadas@sd35.bc.ca</a>             | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs |

## Korean

| Agency  | Name         | Job Title                   | Email Address  | Services   |
|---------|--------------|-----------------------------|--|--|
| LCSS    | Ellen Lee    | Early Childhood Educator    | <a href="mailto:elee@lcss.ca">elee@lcss.ca</a>                   | Hosts Early Learning Program for families with children ages 0-6   |
| SWIS    | Irene Hohng  | Settlement Worker in School | <a href="mailto:ihohng@sd35.bc.ca">ihohng@sd35.bc.ca</a>         | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs            |
| SWIS    | Jaeylinn Cho | Youth Settlement Worker     | <a href="mailto:jcho@sd35.bc.ca">jcho@sd35.bc.ca</a>             | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs            |
| ISSofBC | Miyoung Suh  | Settlement Worker           | <a href="mailto:miyoung.suh@issbc.org">miyoung.suh@issbc.org</a> | Conducts client intake and needs assessment, connects clients to settlement services and other community resources   |
| LCSS    | Sunshine Lim | Settlement Outreach Worker  | <a href="mailto:slim@lcss.ca">slim@lcss.ca</a>                   | Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, provides in-home visits, accompaniments to appointments, and evening/weekend meeting |
| LCSS    | Yoona Ahn    | Program Coordinator         | <a href="mailto:yahn@lcss.ca">yahn@lcss.ca</a>                   | Conducts group workshops (English Conversation Circles, Women's Group, Senior's Group, Youth Group, and Financial Literacy program)  |

## Kurdish

| Agency | Name          | Job Title             | Email Address                                      | Services  |
|--------|---------------|-----------------------|--|---|
| LCSS   | Ghazala Baker | Family Support Worker | <a href="mailto:gbaker@lcss.ca">gbaker@lcss.ca</a> | Assists clients facing multiple barriers/complex situations (e.g. family breakdown, literacy challenges, financial hardship, social isolation, mental/medical health issues, etc.), provides in-home visits, accompaniments to appointments, and evening/weekend meetings |

## Mandarin

| Agency  | Name           | Job Title                   | Email Address  | Services  |
|---------|----------------|-----------------------------|--|---|
| SWIS    | Connie Lu      | Settlement Worker in School | <a href="mailto:clu@sd35.bc.ca">clu@sd35.bc.ca</a>                   | Provides information & orientation for parents that have children in the school district, provide case management services to newcomers with limited English or other settlement needs  |
| SWIS    | Cherry Yan     | Youth Settlement Worker     | <a href="mailto:cyan@sd35.bc.ca">cyan@sd35.bc.ca</a>                 | Provides information & orientation for parents and their children in the school district, provide case management services to newcomers with limited English or other settlement needs  |
| LCSS    | Hong Wang      | Health Care Navigator       | <a href="mailto:hwang@lcss.ca">hwang@lcss.ca</a>                     | Provides support with clients in need of family doctor or specialist referrals, clients who have questions about medical forms (MSP/health benefits/healthcare system), provides in-home visits, accompaniments to appointments, and evening/weekend meetings |
| LCSS    | Hui (Joy) Zhou | Early Childhood Educator    | <a href="mailto:hzhou@lcss.ca">hzhou@lcss.ca</a>                     | Hosts Early Learning Program for families with children ages 0-6  |
| ISSofBC | Shanshan Wang  | Settlement worker           | <a href="mailto:shanshan.wang@issbc.org">shanshan.wang@issbc.org</a> | Conducts client intake and needs assessment, connects clients to settlement services and other community resources  |

## Marathi

| Agency  | Name        | Job Title               | Email Address  | Services  |
|---------|-------------|-------------------------|--|---|
| ISSofBC | Noel Soares | Case Manager, Job Quest | <a href="mailto:noel.soares@issbc.org">noel.soares@issbc.org</a> | Assists clients who are looking for work, need assistance with resume/cover letter creation, practicing for job interviews, and career planning - (in-office service) |

## Pashto

| Agency  | Name          | Job Title                    | Email Address  | Services  |
|---------|---------------|------------------------------|--|---|
| SWIS    | Ahmad Hamedi  | Settlement Worker in Schools | <a href="mailto:ahamedi@sd35.bc.ca">ahamedi@sd35.bc.ca</a>       | Provides information & orientation for parents that have children in the school district, provide case management services to newcomers with limited English or other settlement needs              |
| ISSofBC | Bahana Safi   | Settlement Worker            | <a href="mailto:bahana.safi@issbc.org">bahana.safi@issbc.org</a> | Conducts client intake and needs assessment, connects clients to settlement services and other community resources  |
| LCSS    | Rasool Habibi | Settlement Outreach Worker   | <a href="mailto:rhabibi@lcsc.ca">rhabibi@lcsc.ca</a>             | Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, provides in-home visits, accompaniments to appointments, and evening/weekend meetings |

## Punjabi

| Agency | Name             | Job Title                   | Email Address  | Services  |
|--------|------------------|-----------------------------|--|---|
| LCSS   | Anosh Dilshad    | BCNSP Employment Counsellor | <a href="mailto:adilshad@lcsc.ca">adilshad@lcsc.ca</a>     | Provides support with newcomer settlement and economic integration (serves temporary residents and naturalized Canadian citizens)   |
| SWIS   | Jaswinder Sandhu | Settlement Worker in School | <a href="mailto:jsandhu@sd35.bc.ca">jsandhu@sd35.bc.ca</a> | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs |
| LCSS   | Pam Samra        | Employment Counsellor       | <a href="mailto:psamra@lcsc.ca">psamra@lcsc.ca</a>         | Assists clients looking for work, need assistance with resume/cover letter creation, practicing for interviews, career planning   |

## Russian

| Agency | Name               | Job Title                   | Email Address  | Services  |
|--------|--------------------|-----------------------------|--|---|
| SWIS   | Olena Balkashynova | Settlement Worker in School | <a href="mailto:obalkashynova@sd35.bc.ca">obalkashynova@sd35.bc.ca</a> | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs |

## Spanish

| Agency | Name               | Job Title                   | Email Address  | Services   |
|--------|--------------------|-----------------------------|--|--|
| LCSS   | Adriana Badillo    | BCNSP Settlement Worker     | <a href="mailto:abadillo@lcss.ca">abadillo@lcss.ca</a>               | Provides support with newcomer settlement and economic integration (serves temporary residents and naturalized Canadian citizens), provides in-home visits, accompaniments to appointments, and evening/weekend meetings |
| SWIS   | Brenda Rivera      | Youth Settlement Worker     | <a href="mailto:brivera@sd35.bc.ca">brivera@sd35.bc.ca</a>           | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs                                  |
| SWIS   | Juan Sanchez Villa | Career Facilitator/ Teacher | <a href="mailto:jsanchevilla@sd35.bc.ca">jsanchevilla@sd35.bc.ca</a> | Assists youth in Secondary School with career exploration and planning   |
| LCSS   | Yazmin Cepele      | Settlement Outreach Worker  | <a href="mailto:ycepele@lcss.ca">ycepele@lcss.ca</a>                 | Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, provides in-home visits, accompaniments to appointments, and evening/weekend meeting                       |

## Tigrinya

| Agency  | Name       | Job Title         | Email Address  | Services   |
|---------|------------|-------------------|--|--|
| ISSofBC | Suha Saleh | Settlement Worker | <a href="mailto:suha.saleh@issbc.org">suha.saleh@issbc.org</a> | Conducts client intake and needs assessment, connects clients to settlement services and other community resources |

## Ukrainian

| Agency | Name               | Job Title                   | Email Address  | Services  |
|--------|--------------------|-----------------------------|--|---|
| SWIS   | Olena Balkashynova | Settlement Worker in School | <a href="mailto:obalkashynova@sd35.bc.ca">obalkashynova@sd35.bc.ca</a> | Provides information & orientation for parents and their children in the school district, provides case management services to newcomers with limited English or other settlement needs |

## Urdu

| Agency | Name             | Job Title                   | Email Address  | Services   |
|--------|------------------|-----------------------------|--|--|
| LCSS   | Anosh Dilshad    | BCNSP Employment Counsellor | <a href="mailto:adilshad@lcss.ca">adilshad@lcss.ca</a>     | Provides support with newcomer settlement and economic integration (serves temporary residents and naturalized Canadian citizens)  |
| SWIS   | Jaswinder Sandhu | Settlement Worker in School | <a href="mailto:jsandhu@sd35.bc.ca">jsandhu@sd35.bc.ca</a> | Provides information & orientation for parents that have children in the school district, provides case management services to newcomers with limited English or other settlement needs            |
| LCSS   | Rasool Habibi    | Settlement Outreach Worker  | <a href="mailto:rhabibi@lcss.ca">rhabibi@lcss.ca</a>       | Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, provides in-home visits, accompaniments to appointments, and evening/weekend meeting |

## Vietnamese

| Agency | Name    | Job Title            | Email Address                                      | Services   |
|--------|---------|----------------------|--|--|
| SWIS   | Minh Vu | Multicultural Worker | <a href="mailto:mvu@sd35.bc.ca">mvu@sd35.bc.ca</a> | Provides information & orientation for parents that have children in the school district, provide case management services to newcomers with limited English or other settlement needs |