



Questions and Answers For New Immigrants 2011

Welcome to the section of Questions & Answers (Q&A) for New Immigrants! The Settlement Workers in Burnaby School District have compiled these comprehensive frequently asked questions by new immigrants, who have school-age child/ren attending public schools, to address their initial settlement needs. Although we make every effort to update information on our website, please be advised that we are **NOT** responsible for any outdated information provided by other sources such as government programs or community agencies. If you have any further questions or require more information, please contact the Settlement (SWIS) Worker at your school.

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Section 1

UPON ARRIVAL



1.1 Federal programs/resources

What is a Social Insurance Number (SIN)?

Social Insurance Number (SIN) is an Identity number for individuals living in Canada as a permanent resident, Canadian citizen or individuals with temporary stay as approved by government of Canada. Each individual needs a SIN in order to access employment or receive government benefit. Click [here](#) for more details and the [application form](#).

The completed application form, along with original supporting documents, can be submitted at a local [Service Canada Centre](#). The closest centre is located at 3480 Gilmore Way, suite 100, Burnaby, BC.

Who can apply for Canada Child Tax Benefit (CCTB)?

A parent or legal guardian of a child under the age of 18 may apply for Canada Child Tax Benefit. The child must live with their parent or legal guardian, of whom has been responsible for the child since birth.

Requirements for CCTB include immigration and residence status. CCTB is calculated based on the family's net income. Click here for more information including [application forms](#) or [contact](#) CRA directly.

What is Universal Child Care Benefit (UCCB)?

[Universal Child Care Benefit \(UCCB\)](#) is for a child under the age of 6 years and is paid in installments of \$100 per month per child. Separate application is not needed. Enrolment for the UCCB is done through the [Canada Child Tax Benefit \(CCTB\)](#) application.

What is GST/HST Credit and who can apply for it?

GST/HST Credit is a tax-free quarterly payment from both Federal and BC governments. The credit is determined based on income and paid on July 5, October 5, January 5 and April 5. All residents of Canada for income tax purposes, 19 years of age or older may apply. Those individuals in a marital relationship, only one spouse/partner may apply. Application for GST/HST

credit is made by marking a designated box on an Individual Tax Return. New immigrants who have not been filed an Individual Tax Return are required to complete a separate application form. Click [here](#) for more details.

How to check the processing time for your Permanent Resident Card (PR Card)?

Information about processing time for Permanent Resident Card is available [here](#).

How to change your address for Permanent Resident Card?

If an address is changed before you receive your Permanent Resident Card, click [here](#). This information will help notify Citizenship and Immigration Canada (CIC) of your new address.

1.2 Provincial programs/resources

How to apply for Medical Service Plan (MSP) of BC?

The Medical Services Plan (MSP) of BC is available for those who have lived in BC for three months (the remainder of the month of arrival + 2 months). Applications should be submitted upon arrival in BC. The coverage is required by law and each family must be enrolled. MSP of BC offers a basic medical coverage. There is a monthly fee. Click [here](#) for more details.

How to change/add more/new family members on your MSP account?

See [MSP Account Change](#). More information about MSP account change is available [here](#).

What is the contact phone number for the Health Insurance BC?

Call 604.683.7151 or toll-free at: 1.800.663.7100. Additional information is available online from the [Health Insurance BC](#).

How to find a family doctor/physician?

Often, every BC resident has a family doctor (family physician). A child's school needs information such as the child's [MSP CareCard](#) number, the name and phone number of your family doctor, on file.

To find a family doctor,

- Go to a Walk-in Clinic and ask
- Be referred by a friend
- Check the Yellow Pages (telephone book), look under "Physicians"
- Check online [The College of Physicians and Surgeons of BC](#) to search for a family doctor in the community, or in a neighbouring community who is accepting new patients.

What is Fair PharmaCare and how to register?

B.C. residents are eligible to apply for Fair PharmaCare, a plan that provides financial help with eligible prescription drugs and medical supplies. The coverage is based on the family's net income from the two previous years. Each family only need to register once and may complete the first step of registration [online](#) after receiving their Social Insurance Number, and when their MSP CareCard becomes active. All family members on the same MSP account are to be registered together.

Check more Fair PharmaCare [Frequently Asked Questions](#).

How to find a daycare in Burnaby?

- Contact YMCA Child Care Resource and Referral (CCRR) at 604.294.1109 or 604.931.3400 ext: 1200, email: tricrr@vanymca.org or click [here](#) for their website. Information on the child's age and postal code must be provided.
- Ministry of Children and Family (MCFD) [Child Care resource search tool](#)
- Check the display board in the child's school.

How to get financial help for daycare services if parents are at school or working?

Daycare financial aid depends on the family's financial situation. Check the following links to get additional information.

- [Child Care Subsidy eligibility and application](#)
- [Subsidy rate](#)

How to obtain BC Identification card or BC Driver's License?

Before applying for a BC identification card or BC Driver's License the individual must have a Permanent Resident Card. Upon receiving a Permanent Resident Card, go to a Motor Vehicle Branch to apply for BC Identification Card (BCID). Click [here](#) for more information. Check [here](#) to learn how to get a BC Driver's License.

1.3 Municipal programs/resources

How to find activity programs for children?

There are many programs available in the community centres and neighbourhood houses for children of different age groups. Click [here](#) for more details.

Check [location of facilities](#) including Parks, Community Centres, Art Galleries and Museums in Burnaby.

What is Burnaby Recreation Credit program?

The program is administered by the Burnaby Community Connections. Upon approval of the application it provides credit points (equal to dollars) to low income families residing in Burnaby. The points are to be used within 12 months to access services in Burnaby's community centres, recreational facilities and parks, and after-school programs in Burnaby schools organized by Burnaby Parks, Recreation & Cultural Services. For information please click [here](#).

Click here for Burnaby Recreation Credit [application form](#).

Through the same agency, if applying in the appropriate season to [Burnaby Camping Bureau](#) or [Burnaby Christmas Bureau](#), they may provide financial assistance.

Where can I find a Burnaby Public Library?

Click here for more information about Burnaby public libraries and how to get a [public library card](#).

Section 2

AFTER 12 MONTHS IN

CANADA



How can I apply for MSP Premium Assistance?

Eligibility for [MSP Premium Assistance](#) is for a Canadian citizen or a permanent resident who has been residing in Canada for the past 12 consecutive months and has a low net income. There are two types of premium assistance programs that offer financial help to eligible families: Regular Premium Assistance and Temporary Premium Assistance.

Check here for Regular Premium Assistance [application form](#) and Temporary Premium Assistance [application form](#).

What is BC Healthy Kids Program?

The BC Healthy Kids Program helps families, who are partially or fully eligible for MSP premium assistance, with the cost of basic dental care and prescription eyewear for their dependent children under the age 19.

How can I apply for BC Healthy Kids Program?

When your MSP premium assistance application has been approved, the BC Healthy Kids Program begins at the start of the next month. No separate application is necessary. Check for more information about [BC Healthy Kids Program](#).

Or call 1.866.866.0800 (Press 4 and then 2)

How can I find a dentist who provides services under BC Healthy Kids Program?

Please note that it is the parent's responsibility to check whether a dentist or optical supplier provides services to children through the BC Healthy Kids Program.

To find a dentist who accepts patients under this program click [here](#) and check the option of "Children: Healthy Kids Program".

Is a routine eye examination covered by MSP?

People age 65 and older, or age 18 and younger, can use their MSP CareCard to get free [routine eye examinations](#). Routine eye examinations for individuals between 19-64 years old are NOT covered by MSP. However, all medically required eye examinations (family doctor ordered eye examination or doctor's examination referral) are still covered by MSP for all age groups.

How can I find an optometrist/eye doctor?

Check [here](#) to find an optometrist or eye doctor. Please be aware that some optometrists may charge extra fees whereas others don't charge any extra fees for your child's routine eye examinations. Find it out through the optometrist's office before making an appointment.

What is the Rental Assistance Program and how can I apply for it?

Families may be able to receive monthly financial assistance from BC Housing through Rental Assistance Program if they:

- have lived in BC for the past 12 consecutive months
- have filed an annual income tax return
- are a low-income, working family
- have at least one dependent child
- have a gross household income of \$35,000 or less
- have been employed at some point over the last year or is currently employed for three consecutive months
- was not sponsored when immigrated to Canada
- do not own property (house, cottage, land, etc.)

For more information about eligibility and applying are available [here](#).

Section 3

OTHER RESOURCES

(In alphabetical order)



3.1 ADULT CONTINUING EDUCATION

3.1.1 Language Training

What is ELSA program?

The [ELSA](#) (English Language Services for Adults) program, a government-funded program, provides free English language training to adult newcomers to Canada. First, complete an application form for an assessment, then mail, fax or drop off the application form at one of the assessment centres. When eligibility is determined by the assessment result, go to the assessment centre to get your assessment letter and select an [ELSA school](#).

The ELSA assessment centre for individuals living in Vancouver, North Vancouver, West Vancouver, Richmond, South Delta, Burnaby or New Westminster:

Western ESL Services
ELSA Assessment and Referral Centre
#208 – 2525 Commercial Drive
Vancouver, BC V5N 4C1
Tel: 604.876.5756 Fax: 604.876.0134

The ELSA assessment centre for individuals living in Surrey, North Delta, Coquitlam, Port Coquitlam, Maple Ridge or the Fraser Valley:

Surrey Language Assessment Centre
#202-7337 137th Street
Surrey, BC V3W 1A4
Tel: 604.507.4150 Fax: 604.507.4155

What programs does Burnaby School District Community & Continuing Education provide?

Burnaby is one of the largest districts in the province offering Community & Continuing Education Programs. Educational areas include:

- High School Completion
- Literacy Foundations

- English Language Services for Adults
- Vocational Certificates and Diplomas
- Community Interest Courses

For more information check [Burnaby Community & Continuing Education](#).

Are there any other Free or low cost English Language classes in Burnaby?

There are some free or minimal charge English classes provided by different agencies or organizations in Burnaby or neighboring cities. Please note that information may change so it is best to inquire with the agency/organization directly regarding the up-to-date information.

- [Burnaby Family Life](#) ESL classes for immigrant women
- [Burnaby Multicultural Society](#) English Conversation classes for new immigrants & seniors
- [Burnaby Public Library](#) ESL Conversation Circle
- Church of Jesus Christ of Latter-day Saints (LDS), Burnaby, ESL classes (604.418.0453)
- [Collingwood Neighborhood House](#), Vancouver
- [Family Services of Greater Vancouver](#), New Westminster, African ESL Mother and Preschool Program
- [Family Services of Greater Vancouver](#), New Westminster, ESL for Arabic Speaking Women
- [MOSAIC](#), various locations, Community English Classes
- Nelson Avenue Community Church, Burnaby, ESL classes for immigrants and refugees, \$35.00 (604.435.4123)
- [South Burnaby Neighbourhood House](#)
- South Burnaby United Church, Burnaby, ESL classes for upper intermediate level, \$40 per week (604.521.9500)
- [Southside Community Church](#), Burnaby, Casual English conversation group for intermediate English speakers
- Vancouver [Access Community through English \(ACE\)](#), an ESL/life skills program for adults with mental illness in the Vancouver/Richmond area
- [Vancouver Refugee Services Alliance](#) ESL & Life skills program for adult refugee claimants

3.1.2 Post Secondary Education

What is Education Planner?

[Education Planner](#) is an online search tool for finding information on undergraduate program availability, application dates, tuition costs, admission requirements, lengths, and much more at post-secondary institutions in British Columbia.

How can I find information about colleges and universities in Canada?

[The Association of Universities and Colleges of Canada \(AUCC\)](#) or [Canlearn.ca](#) (an online search tool) may be used to find post-secondary programs and institutions in Canada.

How can I afford the financial cost for post secondary education?

Financial assistance for post secondary education may be received through the provincial and/or federal government programs.

Check [StudentAid BC](#) (Provincial) and [The Canada Student Loans Program, and the Canada Student Grants Program](#) (Federal) for more information about eligibility and application.

For other post secondary education financing option for a child/ren also see RESP.

3.2 BURNABY COMMUNITY RESOURCES

Where can I find Burnaby Community Resources?

Look for [Community Resource Guide](#) provided by Burnaby Community Connections.

Where can I find programs or services for parents or family members in the community?

Click here for more information

- [South Burnaby Neighborhood House \(SBNH\)](#)
- [Burnaby Family Life \(BFL\)](#)
- [S.U.C.C.E.S.S.](#)
- [Immigrant Services Society of B.C. \(I.S.S.\)](#)
- [M.O.S.A.I.C.](#)

What is the Helping Families in Need Society?

The Helping Families in Need Society has a group of volunteers who collect and distribute household goods (beds, chairs, tables, microwaves, etc.) to help families in need. To be eligible, families must be referred by an individual or staff of an organization. Click [here](#) for information and application.

What is KidSport™ Burnaby Grant?

It is a community based sport-funding program to help children ages 18 and under participate in sport programs. For more info please check [here](#).

3.3 CHANGE OF ADDRESS

How can I notify different provincial government programs and/or offices my new address?

If moving within British Columbia, use this [online tool](#) to notify various provincial government programs and/or offices of the new address. This includes Medical Services Plan (MSP account holder only), BC Driver's License and BC Enhanced Driver's License (individual driver).

Do I need to notify Canada Revenue Agency about my address change?

In order to continue receiving federal government benefit payments, such as the GST/HST credit, Universal Child Care Benefit, and Canada Child Tax Benefit payments, please notify Canada Revenue Agency of any change of address **as soon as possible** (even when using CRA [direct deposit](#) services to receive these benefits).

How can I notify Canada Revenue Agency about my new address?

Notify the Canada Revenue Agency by using:

The internet:

If you are using Canada Revenue Agency's online service, change the address through "[My Account](#)" option.

Mail or Fax a letter:

[Mail](#) or [fax](#) a letter which includes the following information and send it to your CRA tax centre.

Social Insurance number

New address

Date of your move

Your signature

Phone:

Call CRA Individual Income Tax Enquiries telephone service at 1.800.959.8281 and a CRA representative will change the address over the phone after s/he verifies identification.

Which other parties do I need to notify about my address change?

If an individual has a child who is attending a school in Burnaby, notify the [school](#) office of the new address (and new phone number if applicable) as soon as possible. Contact a Settlement Worker ([SWIS](#)) if it is difficult to communicate with the school due to the language barriers. To find out how to transfer your child to a different school due to address change, please see section "3.14 School" under "How can I transfer my child to a new school?"

Other parties you usually need to notify about your new address include:

- Utility billers, such as [FortisBC](#) (natural gas or electricity), [TELUS](#) or [Shaw](#) (telephone, internet, cable), [BC Hydro](#) (electricity) and any long distance telephone service provider;
- Banks;
- Credit card financial companies
- Any individuals who wish to send receive mails regularly.

3.4 EMPLOYMENT

I'm a new immigrant. Where can I find help with job searching?

To begin with, find any employment agencies called the Employment Resource Centres (ERC). Their services are free. At the ERC meet with a Case Manager or an Employment Counsellor, who will assess skills and career goals, and offer one-to-one support in meeting employment goals.

Check here to find a local [Employment Resource Centre](#) and their websites.

More information about employment services funded by the Government of Canada can be found at [Your Employment Services](#).

There are a number of other agencies in Greater Vancouver which offer employment services/programs as well. Please see the list below:

- [Back In Motion](#)
- [Douglas College](#)
- [ISSofBC](#)
- [MOSAIC](#)
- [S.U.C.C.E.S.S.](#)
- [Training Innovations](#)

What is Skill Connect for Immigrants Program?

Skills Connect for Immigrants Program is part of the [WelcomeBC](#) umbrella of services, funded by the Government of Canada and the Province of British Columbia. The program aims to help skilled immigrants move quickly into jobs that match their experience and background. It provides specialized assistance to skilled immigrants by helping them to prepare for and obtain employment in such areas as **transportation, construction, manufacturing, tourism, and healthcare.**

Skill Connect for Immigrants Program is free, offered by the following agencies/organizations in BC:

- [Abbotsford Community Services](#) (604.859.7681)
- [Back in Motion](#) (604.575.3800)
- [Douglas College](#) (604.438.3045 – Burnaby; 604.777.6099 – Coquitlam; 604.588.7772 – Surrey (Whalley); 604.777.6141 – Langley)

- [ISSofBC](#) in Surrey (604.684.2561 ext 2123)
- [MOSAIC](#) (604.254.0244)
- [Training Innovations](#)
(604.298.4720 or toll-free 1.866.298.4757, ext. 278)
- [ASPECT](#) (Victoria)
- [Immigrant & Multicultural Services Society \(IMSS\)](#) (Victoria)

Where can I find information about employment standards?

Here are the links of employment standards for workers protected by provincial or territorial laws:

- [Employment Standards \(BC\)](#)
- [Workplace health and safety \(BC\)](#)
- [Human rights \(BC\)](#)

Link for workers protected by federal laws:

http://www.hrsdc.gc.ca/eng/labour/employment_standards/index.shtml

Also call 1 800 O-Canada (1.800.622.6232) to find out more about federal government employment standards and how to contact the provincial or territorial government. More information is also available on Service Canada website [Service Canada - Worker's Rights](#).

Where can I find information about Employment Insurance?

Check the following links for the eligibility for different types of Employment Insurance benefits:

- [Employment Insurance Regular Benefits](#)
- [Employment Insurance Maternity and Parental Benefits](#)
- [Employment Insurance Sickness Benefits](#)
- [Employment Insurance Compassionate Care Benefits](#)

Check [Service Canada](#) website for more questions related to Employment Insurance, or call Toll-Free: 1.800.206.7218, TTY: 1.800.529.3742, or visit your [local Service Canada Centre](#).

3.5 GENERAL INFORMATION FOR NEWCOMERS

How to obtain general information for Newcomers to British Columbia?

Click here for BC [Newcomers' Guide](#) in multiple languages. Another good resource is [BC 211](#). Use the [Red Book Online](#) or simply call “211” for free and confidential information, multilingual, 24/7 from anywhere in the BC Lower Mainland.

3.6 HEALTH

Where do I go for medical care, if I do not have a family doctor?

Go to any Walk-in clinic in the community. Service hours of walk-in clinics may vary and change at any time. Please call and check before going.

Station Square Medical Clinic
146-6200 McKay Avenue, Burnaby
Tel: 604.438.8288
Second language: Mandarin

Welcome Walk-in Medical Clinic
7885 6th Street, Burnaby
Tel: 604.526.8905
Second language: Mandarin, Cantonese

Metro Town Medical Clinic
201 – 6411 Nelson Avenue, Burnaby
Tel: 604.451.4100
Second language: Mandarin, Cantonese, Punjabi

Dr. Ross Shelly Office
406 – 4603 Kingsway, Burnaby
Tel: 604.439.8993

Dr. Wang Xin-Yong Office
M37 – 4277 Kingsway, Burnaby
Tel: 604.438.9991
Second language: Mandarin

10th Street Medicentre
75 – 10th Street, New Westminster
Tel: 604.526.3308
Second language: German

Brentwood Medical Clinic
4567 Lougheed Highway, Burnaby
Tel: 604.294.3848

Burnaby Royal Oak Clinic
102B – 6440 Royal Oak, Burnaby
Tel: 604.433.1703
Second language: Mandarin

Care Point Medical Centre
140 – 555 6th Street, New Westminster
Tel: 604.552.1166

Columbia Medical Walkin Clinic
107 – 301 East Columbia Street, New Westminster
Tel: 604.522.7363
Second language: Serbian, sometimes Chinese

Harvan Medical Office
7605 6th Street, Burnaby
Tel: 604.521.1321

Hasting Village Medical Clinic
3994 Hasting Street, Burnaby
Tel: 604.298.4491

Highgate Medical Centre
7188 Kingsway, Burnaby
Tel: 604.777.9101
Second language: French, Persian

Kensington Children’s Walk-in Clinic
6548 East Hasting, Burnaby
Tel: 604.299.9769
Second language: French

Kensington Walk-in Clinic
6548 East Hasting, Burnaby
Tel: 604.299.9769
<http://www.kensingtonmedicalclinic.com/the-clinic/walk-in/>

Lougheed Medical Clinic
145 – 9855 Austin Avenue, Burnaby
Tel: 604.421.2555

Metro-Health Clinic
4879 Kingsway Avenue, Burnaby
Tel: 604.433.3341

Can I go to a hospital? Where are the hospitals in or near Burnaby?

In case of emergency, a patient can always go to any Emergency Room in a BC hospital. A MSP CareCard is required. If the situation is not an

emergency, please acquire a family doctor's referral in order to see any doctor/specialist in a hospital setting. Some hospitals in or near Burnaby are:

Burnaby Hospital
3935 Kincaid St, Burnaby, BC V5G 2X6
General Enquiry: 604.434.4211

BC Children's Hospital
4490 Oak Street, Vancouver, BC V6H 3V5 (Oak St. & W. 28th Ave.)
604.875.2852

Vancouver General Hospital (VGH) - Jim Pattison Pavilion - Emergency Department
920 West 10th Avenue
Vancouver, B.C. V5Z 1M9
Tel : 604.875.4111

You might also want to check the following links for more information about hospitals:

[Providence Health Care](#)

It is one of the largest faith-based health care organizations in Canada, operating 15 sites in Vancouver, BC.

[Fraser Health](#)

[Vancouver Coastal Health](#)

What is the New Canadian Clinic?

For new immigrants and refugees living in the BC Lower Mainland, medical services are provided by Fraser Health Authority and by appointment. Click [here](#) for more details. Other health services such as prevention, support & promotion are provided by [Fraser Health](#).

What is "811" Nurse Line?

"811" is a 24-hour BC Nurse line. A Registered Nurse will answer questions about health concerns any time, day or night. A Pharmacist is available from 5:00 pm to 9:00 am and Dietician also available for consultation. Simply pick up a telephone and dial number "811".

3.7 HOUSING, AFFORDABLE & TENANTS' RIGHT

What is BC Housing?

The best resource for finding more affordable accommodation is BC Housing listings. Please check [BC Housing](#) website for more information.

What resources does BC Housing have to offer?

Families are assisted either through Rental Assistance Program (See "Section 2 After 12 months in Canada") or Subsidized Housing. To learn more about these opportunities please check [here](#).

Where should I go if I have tenancy related questions and/or concerns?

For any tenancy related questions and/or concerns please check [Residential Tenancy Office \(RTO\)](#) website.

For more information see an RTO officer in person (no appointment necessary) at

400 - 5021 Kingsway
Burnaby, BC V5H 4A5

Office Hours: Monday to Friday 9:00 am - 4:00 pm

or

520 Richards Street

Vancouver, BC V6B 3A2

Office Hours: Monday to Friday 9:00 am - Noon

RTO Information Line (for Lower Mainland): 604.660.1020.

I'm a tenant. What other help can I get if I have tenancy related issues?

A non-governmental resource for tenancy related issues is [Tenant Resource and Advisory Centre \(TRAC\)](#)

3.8 IMMIGRATION

How can I correct mistakes in my name or date of birth on my immigration documents?

If there is a mistake in either your name or date of birth, please visit the Citizenship and Immigration Canada website and go to [Request to Amend the Immigration Record of Landing or Confirmation of Permanent Residence](#) for more information. Also, discuss this with a settlement worker at ISS. S/he will help complete the appropriate forms.

How can I reunite with my family members who are outside of Canada?

If qualified, there are options that help reunite family members after arriving in Canada:

- If qualifying under the “one-year window opportunity” follows [this link](#).
- To sponsor a spouse, common-law or conjugal partner and dependent children, please visit the following [link](#) for more information.

3.9 LANGUAGE CLASSES OTHER THAN ENGLISH

Where can I find Chinese classes for my child?

- Langara First Mandarin School (兰加拉第一国语学校)
Tel: 604.323.5624
<http://www.langarafirstmandarinschool.com/>
- Vancouver Beijing Chinese School (温哥华北京中文学校)
Burnaby Campus:
Moscrop Secondary School
4433 Moscrop Street, Burnaby BC
Tel: 604.277.6835 (Monday - Friday 10:30am – 5:30pm)
Email: vbcs1996@gmail.com
<http://www.vbcs.ca/index.html>
- Vancouver South East Chinese School (温哥华东南中文学校)
Tel: 604.430.4038
<http://www.chineseschool.ca/eng/index.shtml>
- Pui Ying Chinese Schools (培英中文学校)
Tel: 604.821.1262 (Monday – Friday 9:00am – 5:00pm)
Email: info@puiying.org
<http://www.puiying.org/english/cschoo/cschoo/main.html>
- Union Mandarin School (温哥华联合中文学校)
Campus: Moscrop Secondary School
4433 Moscrop Street, Burnaby BC
Tel: 604.517.8451
Email: unionmandarin@gmail.com
<http://www.ksoup.com/>

Where can I find Korean classes for my child?

- Vancouver Korean Schools (Vancouver, Coquitlam and Surrey)
Tel: 604.811.4751
- Christian Korean School in Burnaby
Tel: 604.649.7021
- [Daegun Korean School in Surrey](#)
Tel: 604.588.5831

Where can I find Japanese classes for my child?

- Burnaby Japanese Language School
6990 Aubrey Street (at Lochdale Community School)
email: info@bjls.ca
<http://bjls.ca>

Where can I find Tagalog classes for my child?

- <http://flavors.me/tagalog>

Where can I find Farsi classes for my child?

- Ghadir School www.ghadirmasjid.com
- Hadaf School: www.hadafbc.com
- Mehr School: <http://www.mehracademy.com/>
- Akhavan School: 604.551.9593
- Khyam School: 604.258.7440

Where can I find Russian classes for my child?

Check the advertisement section in Russian newspapers available in public libraries for information about Russian schools and extracurricular activities. Please contact the school directly for information about fees, class duration and schedules.

3.10 MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

What does the Ministry of Children and Family Development do?

The Ministry of Children and Family Development (MCFD) provides programs and services to ensure that children and families are living in safe, caring and inclusive communities. For more information check the [MCFD](#) website.

What should I do if I suspect child abuse is taking place?

Call the Helpline for Children - Dial 310.1234 (no area code required). The Helpline operates 24 hours a day and is operated by child protection social workers. There's no charge for the call.

What happens after I make a report?

If it appears that the child may or indeed need protection, a child protection social worker will start an investigation. This involves seeing and talking to the child and people who know the child, such as their parents, extended family members, teacher, family doctor or child care worker.

Depending on the kind of abuse or neglect involved, the social worker may contact other agencies such as the police, the school principal, or the local Medical Health Officer.

3.11 PARENTING

Can you provide parenting tips for newcomer parents?

- Set a good example for children so they may integrate into Canadian society comfortably.
- Parents should equip themselves with information about the new country (e.g. watch local TV shows, visit new places beyond one's neighborhood, learn about the school system, etc.)
- Participate in school activities (e.g. volunteer for the school; attend parent nights and meetings of Parent Advisory Councils (PAC), etc.).
- Attend Adult ESL classes to improve English language skill.
- Join parenting workshops or talks organized by the school or community organizations.
- Join activities that allow children to interact with other children of their age in a safe environment.
- Expand one's social network beyond relatives/friends from the same country of origin or those speaking the same language.
- Regardless of one's schedule, spend regular quality time with children (e.g. have dinner together, Sunday outings, shopping).
- Learn to encourage children through praise and acceptance.
- Encourage children to express their inner feelings. They also experience challenges adjusting to the new environment.
- Respect children and allow autonomy appropriate to their age
- Be open-minded and accept that teenagers want to try new things and that they may make mistakes.
- Be willing to say sorry when mistakes are made – parents can be wrong sometimes.

- Help children to build a sense of belonging, in their new environment/school. Avoid habitual criticism of the local systems when comparing to those of the country of origin.
- Recognize that children require a balanced and healthy lifestyle. Refraining a child from sports or recreational activities in order to achieve academic excellence is not an example of a balanced or healthy lifestyle.

Also refer to the MCFD Positive Parenting videos in the following languages:

[Mandarin](#), [Cantonese](#), [Korean](#) and [Vietnamese](#)

For more information refer to [Child Abuse Prevention](#) website.

In case of emergency whom should I contact at school?

School counselors are available to help students who are dealing with difficulties in school or at home. However, if urgent help is needed after school hours, try the resources below for help.

If there is an emergency that requires police, fire or ambulance, call “911” immediately.

Other emergency contact numbers include:

Suicide Hot Line 1.800.784.2433

Kids Help Line 1.800.668.6868

Crisis Line 604.872.3311

After-hour Chinese Crisis Line (through S.U.C.C.E.S.S.) 604.270.8222 (Mandarin), or 604.270.8233 (Cantonese)

Which agencies provide parenting services?

For more information for parenting refer to the following agencies:

- [Parent Support Services Society of BC](#) (604.669.1616)
- [B.C. Council for Families](#) (604.678.8884)
- [Burnaby Family Life Institute \(BFLI\)](#) (604.659.2205)
- [MOSAIC Family Services](#) (604.636.0120)

- [East Burnaby Family Place](#) (604.444.1090)
- [Cameray Child and Family Services](#) (604.436.9449)
- [Autism Community Training \(ACT\) Society](#) (604.250.5467)
- [Iranian Educators Society for Families](#)

3.12 PUBLIC TRANSPORTATION

How do I use public transportation in the BC Lower Mainland (Vancouver, Burnaby, Richmond, Coquitlam, North Vancouver, West Vancouver, etc)?

Public transportation (buses, sky train and sea buses) in the BC Lower Mainland is operated by Translink. It provides services in different zones, using various modes of transportation like, bus, sea bus or sky train. For information about commuting by using public transportation, click [here](#), and then go to “Plan My Trip”. Or call Translink Customer Information at 604.953.3333

3.13 REGISTERED EDUCATION SAVINGS PLANS (RESP)

What is Registered Education Savings Plans (RESP)?

Registered Education Savings Plan is designed to help a child to pay for college or university since post-secondary education is not free in Canada. Open a special “registered” account at a bank or a financial institution of your choice, the government will contribute to this account based on the amount of your contributions. The government makes their contributions from the year when the child was born (if s/he was born in Canada) or from the year of arrival Canada until December of the year the child turns 17.

Please check [here](#) to learn more.

3.14 SCHOOL

How do I enroll my child in school?

To find out information about Burnaby public schools, call the Burnaby School Board at 604.664.8441 or refer to [Burnaby School Board](#) website.

Which grade will my child enter when we move to Burnaby, BC?

In elementary and secondary schools, children are usually placed in a grade according to their age.

How often will I receive a report card for my child?

Three formal written reports are issued each year: in late fall, in early spring and in June. Check the child's school calendar or newsletter for report dates, conference dates and more.

Do I have to attend parent-teacher conferences?

It's important to attend a parent-teacher conference to discuss a child's progress. If there is difficulty understanding English, take a friend to help.

What do I do when my child is sick or needs to be absent from school?

Please contact the school every time a child needs to be absent. High schools have designated absentee phone lines. While reporting your child's absence, please indicate his/her grade/division number, name and reason for absence.

What is a combined (split) class?

A combined or split class refers to a class that is made up of students from two or more grades. Combined classes occur most frequently in elementary

schools and are the combination of students in two different grades with one teacher teaching both curricula.

For example, a school might have a grade 2/grade 3 class combination or a grade 6/grade 7 class combination. It is important to know that older students in combined classes are not held back to the level of the younger students nor are the children in the lower grade expected to do work beyond their abilities. The prescribed learning outcomes are grade appropriate for all students, whether or not they are in a combined class.

What are student agendas/planners?

Student agendas/planners are organizers for students. They are often introduced in grade 4. Students use them to help organize their assignments, record due dates, activities and plan their academic and personal goals. Student agendas/planners are also used by teachers and parents to communicate with each other.

Does my child have to purchase his or her own textbooks?

All standard school textbooks are loaned to students for the school year. Students may be required to purchase books for a special course. Students must pay for books that are lost or damaged.

Are notebooks, pencils and stationary supplied by the school?

Schools do not provide school supplies such as pencils, pens, notebooks or stationary. At the beginning of the school year, students are given a list of supplies that parents are expected to provide.

What do I do if my child is having a problem at school?

If a child is having a problem at school, speak first with the child's teacher with the help of a [SWIS](#) worker. If the problem still cannot be resolved, request to speak with the principal. It is recommended that an appointment is made in advance to ensure that the teacher or principal will be available to meet.

What is Advanced Placement (AP) Program?

Advance Placement is a program of university-level courses and examinations for secondary students. With successful completion, upon

admission to university, students are granted credit for some first-year courses.

What are the values of extracurricular activities?

Extracurricular school activities (activities that take place outside of classroom time) allow students to further develop skills, talents and interests in areas such as sport, music or visual arts. Most importantly, extracurricular activities provide an opportunity for newcomer students to make friends, practice their English and feel part of the school community. Many universities and colleges consider a student's extracurricular activities and community involvement when evaluating the student's application for admission, or for scholarships.

What is a Professional Development (Pro-D) day?

In Burnaby there are six days in the school year where there are no classes so that teachers can attend additional professional training. These days are called Pro-D days.

What is the difference between a semester or non-semester secondary school?

All schools in Burnaby are organized over a ten-month period that begins in September and ends in June. All students in secondary schools are able to enroll in eight courses during that period of time. Students in a semester secondary school take the same four courses each day for the first five months and then four different courses each day for the second five months. In a non-semester secondary school, students take all eight courses through the full ten months, alternating between taking four courses one day (Day 1) and four different courses the next day (Day 2). Both semester and non-semester secondary schools provide students with the same amount of instructional time.

What is the Parent Advisory Council (PAC)?

Every public school in British Columbia has a Parent Advisory Committee (PAC). It is made up of a group of parents, administrators, and may include teachers.

PAC meets about once a month, usually in the evening.

What are the benefits of joining the PAC?

Joining the PAC is optional. However, joining it gives parents an opportunity to meet other parents, learn more about the school, and contribute ideas and ask questions.

When do I register my child for Kindergarten?

Students entering kindergarten in September should register within their catchment area. Registration starts in February. To find the Burnaby school that the child is to attend, use the [school locator](#). For more information check [Burnaby School Board's](#) website.

How do I register my child in French Immersion program?

Any child residing in Burnaby may apply to enter the French Immersion program. Registration takes place in February. Please contact the French Immersion School that serves the area where the child resides. Students can enter the French Immersion program in kindergarten ([Early Immersion](#)) or grade 6 ([Late Immersion](#))

Will my child read and write in both English and French while enrolled in the French Immersion Program?

Pre-reading exercises in Kindergarten are in French. Reading and writing in French begins in Grade 1. Formal instruction in English Language Arts begins in Grade 4.

What is the Welcome Centre?

The Welcome Centre is a place where new students in Burnaby school district are assessed for their English language skills, and where new families are first welcomed and connected with the [Settlement Worker](#) in their child's school. The Settlement Worker will provide professional school-based settlement services.

What are Strong Start and Early Learning Programs?

Burnaby Schools offer free early learning opportunities for families and their preschoolers at our StrongStart Centres. For more information and location check [Burnaby School Board's](#) website.

What is the Foundation Skills Assessment (FSA)?

FSA is a set of tests in reading, writing and numeracy administered each winter for B.C. students in grades 4 and 7. It measures skills students have accumulated through several school years, not just a single year. For more information check the [Ministry of Education](#) website.

How can I transfer my child to a new school?

Students who are moving into a public school in Burnaby or transferring to another public school within Burnaby should follow the [registration](#) procedure established by Burnaby School District. Parents who are transferring their child to a new school in Burnaby are required to provide documentation establishing residency, guardianship, age, immigration status and/or citizenship.

Students who are moving out of Burnaby School District and transferring to another public school district in British Columbia, or another province, in Canada should follow the registration procedure established by their new school district. Parents should contact the new school district directly regarding details on student registration process.

Student's regular information, i.e. report card, is usually transferred between schools and/or districts without parent's request when the student moves. However, any student's confidential information, i.e. student's medical file from a doctor, can only be released to the new school with parent's written consent.

3.15 SOCIAL GROUPS FOR YOUR CHILD

Can you provide information about Social Groups for my child?

- [Scout Canada](#)
- [Girl Guide of BC](#)
- [St. John Ambulance](#)
- [Air Cadet](#)
- [Army Cadet](#)
- [Navy/Sea Cadet](#)

3.16 SPECIAL NEEDS

What is Autism Spectrum Disorder?

Check [Ministry of Children and Family Development](#) (MCFD) website for the definition of the term - Autism Spectrum Disorder (ASD). The website contains helpful information on [assessment and diagnosis](#), a [Parent's Handbook](#) in multi-languages, [best practices](#) for an ASD child, [forms](#) and much more.

What financial support can I get from the government if my child is diagnosed with Autism Spectrum Disorder?

The Ministry of Children and Family Development (MCFD) provides two types of Autism Funding Programs to families with ASD children and youth:

- Autism Funding: Under Age 6 (up to \$22,000 per year)
- Autism Funding: Ages 6-18 (up to \$6,000 per year)

More details about Autism Funding Programs application and [eligible autism intervention service costs](#) are available [here](#).

What do “Special Needs” mean?

Check the Ministry of Children and Family Development (MCFD) website for the definition of the term [children and youth with special needs \(CYSN\)](#) and more.

What help may I find for my child with special needs?

The Ministry of Children and Family Development (MCFD) works in partnership with the [Ministry of Health](#) and [Ministry of Education](#), and regional and community agencies throughout the province, to plan and coordinate services. The goal is to deliver accessible high-quality intervention and support services, for children and youth with special needs and their families, through an integrated service delivery approach. Check here for details about [Burnaby School District Learning Support Services](#) for all students from kindergarten to grade 12, specifically those students who have learning needs.

See the children and youth with special needs (CYSN) [Links](#) page for contact information on all the related resources.

3.17 SPORTS

For information on sports and recreational activities for children check City of Burnaby [Leisure Guide](#) (published twice a year in spring and fall). The publication is available at any recreational facility or at any school.

What other extracurricular activities are available?

Here are some sports clubs in Burnaby.

- [South Burnaby Metro Club - Youth Baseball Program](#) Ages 4 to 17.
- [Burnaby Girls Soccer Club](#) under 6 to 18.
- [Burnaby Lions Football](#) Ages 6 to 18.
- [Balloholics Basketball](#) Grade 2 to Grade 9.
- [Burnaby Mountain Mantas Swim Club](#) Call 604.291.2207 for more info.
- [Burnaby Minor Softball Association](#) Ages 5 to 19. Call 604.294.4153 for more info.
- [Hastings Community Little League Baseball](#) Ages 4 to 12. Call 604.253.5343 for more info.
- [Burnaby Water Polo Club](#) Ages 6-13 at Bonsor Pool.
- [Burnaby Haida Speedskating Club](#) Call 604.255.5156
- [Burnaby Minor Hockey](#) Ages 5 and up.
- [Ringette](#) Grade K to 7. Call 604.521.9300 for more info.
- [Eagles Basketball](#) Grades 2 to 9.
- [Burnaby Football](#) Ages 8 to 18. Call 604.351.9999 for more info.
- [Burnaby Field Hockey](#) Ages 10 to 18. Call 604.937.0499 for more info.
- [Burnaby Minor Baseball](#) Programs for ages 4 to 18 plus a Challenger Division.
- [Burnaby Minor Lacrosse Club](#) Boys age 5 to 16, Girls age 5 to 21.
- [Wesburn Youth Soccer Club](#) Age 5 to 17. Call 604.298.5958 or email to info@wesburnsoccer.com for more info.

Burnaby's Recreation Credit Program and KidSport™ Burnaby Grant (see "Section 3.2 Burnaby Community Resources") will, partially or fully, help to cover the cost of the sport programs.

3.18 VOLUNTEERING OPPORTUNITIES

How can I volunteer at school?

Ways you can volunteer vary from school to school. Some involve a short term commitment, others require longer involvement.

- “Field Trips” or “Field Studies”

Teachers often ask adults to help when taking classes on special trips outside of the school. Helping with these trips will make the trip safer and more enjoyable for all children.

- Special School Events

Schools often have special events that require extra help from adults. These may include concerts and plays, science fairs, multicultural evenings, dinners and sports day.

Other areas that may require longer term volunteering include assisting in the library by helping with such tasks as shelving or checking out books.

I am a student, how can I find volunteering opportunity?

Volunteering as a young person makes meaningful contributions to the community while gaining valuable experience that will help in the future. Energy and enthusiasm makes a difference through involvement in activities in the community.

Here are some guidelines to start:

If under 14 years old, volunteer work must be supervised by a parent or guardian;

If 14-16, volunteer in suitable positions with parental consent;

If 16+, volunteer without parental consent, some positions may require being over the age of nineteen (19+) for background checks.

If interested in how volunteering can contribute to Career and Personal Planning, contact the Career Centre Coordinator at school.

I am not fluent in English/French, may I volunteer?

Yes, volunteering is encouraged. Some positions may have specific language requirements specified in the position description. Speaking a second language can be beneficial. If the volunteer position does not list any specific language requirements, please contact the organization directly to discuss volunteering with English/French as a second language.

How can I get involved in the community?

Offer to participate in the programs in the community. For more information visit the following websites:

- [Volunteer Burnaby](#) (604.294.5533)
- [Volunteer BC](#) (604.873.5877)
- [Go Volunteer](#)