FLOWCHART FOR REFERRALS TO SETTLEMENT AGENCIES

Which Settlement Agency?

START HERE

Refer to the school registration form. Is the student or a parent is a **Permanent Resident (PR)**, **Refugee or Refugee Claimant?**

YES

Inter-Cultural Association of Greater Victoria

Ask the family if you can refer them to the Inter-Cultural Association (ICA). Find the Referral Form in the ICA, VIRCS, VICCIR folder on Teams. ICA will reach out to tell them about their BC Newcomer Services and Settlement Workers In Schools (SWIS) Program, and ask if they want to sign up as a client. Note that only PR and Refugee qualify for SWIS support.
NOTE: SD62 has a partnership and confidentiality agreement with ICA's SWIS workers. They may do school visits, join parent meetings, or help with culture clubs / presentations. They support home-school communication.

If the family doesn't speak English, you can submit the referral for SWIS support, and let ICA know that the school needs help with translation. Also let them know that the family does not know that the referral has been submitted.

ICA's **Translation Department** is available to anyone for a fee, whether or not they are clients of ICA. Interpreters are professionally trained and may attend parent meetings at the school. The service is free for families that are clients of SWIS. See the **'Interpreters and Translation' folder** on Teams more info.

NO, but one parent is a:
Naturalized Canadian
International Student (study permit)
Temporary Foreign Worker (work permit)
*ICA now also has a Temporary Foreign Worker program
Refugee Claimant
*ICA now also supports refugee claimants and asylum seekers

Victoria Immigrant and Refugee Centre

Provide the family with contact information and offer to facilitate a referral to the Victoria Immigrant and Refugee Centre Society (VIRCS).

If the family doesn't speak English, let PVP know that you are asking VIRCS to contact the family, to inform about their services and see if they want to sign up as a client.

VIRCS may have contacts who can support translation, but parents must approve it. Usually, there is no fee but check before you book. Occasionally, they have translated for families with PR status, when there is no-one available through ICA.

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