



## IMMIGRANT AND SETTLEMENT SERVICES

101-120 FIRST AVE EAST, PRINCE RUPERT

**Naturalized Canadian Citizen    Permanent Resident**  
**Temporary Foreign Worker    Provincial Nominee**



**IF YOU NEED ASSISTANCE**  
**CALL 250.624.9494**

Monday - Friday 8:30am - 4:00pm



Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada



BRITISH  
COLUMBIA

WelcomeBC

## Questions & Answers for new immigrants in Prince Rupert

Our Immigrant and Settlement Service workers have compiled a list of comprehensive questions that are frequently asked by new immigrants in our community.

Although we make every effort to update information in this resource guide, please be advised that we are NOT responsible for any outdated information provided by other sources such as government programs or community agencies.

Our Settlement Workers are available to assist you with any further questions or provide you with additional support with your re-settlement in Canada.

In partnership with Association des Francophones et Francophiles du Nord-Ouest we also offer support for new Francophone immigrants in Prince Rupert. All our services are FREE. You can drop by our office next to (Mariners Park) or give us a call.

### IMMIGRANT AND SETTLEMENT SERVICES



101- 120 1st AVE EAST PRINCE RUPERT, BC  
250.624.9498

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WELCOME BC

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## SECTION 1 - UPON ARRIVAL

### 1.1 Newcomers checklist

☐ Apply for a Social Insurance Number (SIN)  
Go to Service Canada 309 2nd Ave West

☐ Register for the Medical Service Plan (MSP)  
Go to Service BC at 201 3rd Ave West

They have application forms and will help you to submit appropriate paperwork.  
NOTE: You will not have MSP for at least 3 months. Be sure to buy private medical insurance for that time.

☐ Open a bank account. Prince Rupert has 5 banks and 1 Credit Union to serve you.

☐ Buy insurance for your home and belongings. There are two insurance brokers in Prince Rupert;

1. Archibald Clarke & Defieux Insurance Services Ltd  
Rupert Square Shopping Centre 500 2 Ave West
2. Northern Savings Insurance Agency LTD 138 3rd Ave West

☐ Apply for the Canada Child Tax Benefit for children under 18 years old. Call 1-800-387-1193, go to the Service Canada Office, or on the website: [www.cra.gc.ca](http://www.cra.gc.ca).

☐ Register your children in school. The School District 52 office  
634 6th Ave East

☐ Get a BC Driver's License. You must apply for a BC Driver's License within 90 days of arriving in BC, Contact Service BC for more information.

☐ British Columbia Newcomers' Guide. The provincial Newcomers' Guide is available at the Immigration and Settlement Services office. 101 - 120 1st Ave East prince Rupert, BC.

## 1.2 Federal programs/resources

### What is a Social Insurance Number (SIN)?

Social Insurance Number (SIN) is a 9-digit identity number for a Canadian citizen, individuals living in Canada as a permanent resident, or individuals with temporary stay as approved by the Government of Canada. Each individual needs a SIN in order to access employment or receive government benefit. On March 31, 2014, Service Canada began issuing SINs in a paper format and stopped producing plastic SIN cards. Remember to keep your **Social Insurance Number safe**. Service Canada requires individuals to apply in-person. Simply gather all the original documents required and go to a local [Service Canada Centre](#). The closest centre is located at 309 2<sup>nd</sup> Ave West Prince Rupert BC behind the BMO Bank of Montreal.

Special measures are in place to accommodate individuals who cannot apply in-person at a Service Canada point of service. Click [here](#) for more details. You may also call Service Canada at (250) 624-9633.

### Prince Rupert Service Canada

Hours of service

Monday to Friday 8:30 am to 4:00 pm

Office is closed: From 12:00 pm to 1:00 pm



Wheel chair accessibility is available at the entrances of the Ocean Centre Mall on 2<sup>nd</sup> Ave West and 3<sup>rd</sup> Ave West.

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

A parent or legal guardian of a child under the age of 18 may apply for Canada Child Benefit which is a tax-free monthly payment. The child must live with their parent or legal guardian, someone whom is **primarily responsible** for the care and upbringing of the child. For CCTB purposes, when both parents live together with the child, the **mother** is usually considered the primary responsible parent and **should apply**. Requirements for CCTB include immigration and residence status. CCTB is calculated based on the family's net income and is generally paid on the 20<sup>th</sup> of each month. Click [here](#) for more information including [application forms](#)

## What is Universal Child Care Benefit (UCCB)?

[Universal Child Care Benefit \(UCCB\)](#) is for a child under the age of 6 years and is **NOT** income-based. It is paid in installments of \$100 per month for every eligible child. Separate application is not needed. Enrollment for the UCCB is done through the [Canada Child Benefit \(CCTB\)](#) application.

## What is BC Early Childhood Tax Benefit?

BC Early Childhood Tax Benefit is a tax-free monthly payment of up to a maximum of \$55 per month – or \$660 dollars per year – for each child under the age of six. This new benefit is introduced by BC government to improve the affordability of child care and assist families with the cost of raising young children. Separate application is not necessary. It will be administered on a monthly basis through the Canada Child Tax Benefit system. To be eligible to receive the benefit, families must file their personal income tax returns even if they have no income to report. The maximum benefit will be available to eligible families with family net incomes under \$100,000. Families with net income between \$100,000 to under \$150,000 will receive a partial benefit. For more details, check [here](#).

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

GST/HST (goods and services tax/harmonized sales tax) Credit is a tax-free quarterly payment from both Federal and Provincial governments. The credit is determined based on the family's net 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. For those individuals in a marital relationship, only one spouse/partner may apply. Starting with the filing of your **2014** income tax and benefit return, you **no longer** have to apply for the (GST/HST) credit. The Canada Revenue Agency (CRA) will determine your eligibility and will issue the GST/HST credit to all entitled individuals.

To apply for GST/HST credit based on your 2013 and/or prior returns, see question 2 "How do I apply for the GST/HST credit?" [here](#).

New immigrant families who have not filed Individual Income Tax Return may apply using a separate [GST/HST Credit application form](#).

## **How much can I get for CCTB and GST/HST Credit?**

You may use the Canada Revenue Agency (CRA) [Child and family benefits calculators](#) to check if you are entitled to the benefit and receive an estimated amount for each benefit.

## **How to have child and family benefits directly deposited to my bank account?**

You can enroll for direct deposit immediately if you are registered for the [My Account](#) service with Canada Revenue Agency (CRA). You may also fill out the [Direct Deposit Request - Individuals](#) form, sign and mail it to  
RECEIVER GENERAL FOR CANADA  
PO BOX 5000  
MATANE QC G4W 4R6

The Government of Canada is switching to direct deposit payments. If you already provided your bank account information to the CRA for one or more payments, this bank account will be used to deposit all government benefit payments to you on or after January 1, 2015. For more information, go to [frequently asked questions about direct deposit](#).

## **How to check the processing time for my Permanent Resident Card (PR Card)?**

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

## **How do I change my address on my Permanent Resident Card?**

If an address is changed before you receive your Permanent Resident Card (PR Card), in most cases you may use the [Change my address](#) online service to notify Immigration, Refugee and Citizenship Canada (IRCC) of your new address.

If you were told to provide your address to IRCC within 180 days of your admission to Canada in order to receive a PR Card and your address is in Canada, you may use the [Address Notification](#) online service. If you do not receive your PR Card within 30 days after sending in your address, please contact the [IRCC Call Centre](#) at 1 888 242-2100. You must choose one of the first few recorded options before you can press "0" to speak with an agent.

### 1.3 Provincial programs/resources

#### How to apply for the 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). [Application for MSP Enrolment](#) form 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 called MSP premium. After enrolment each family member receives a unique lifetime identifier for health care called Personal Health Number (PHN), which is printed at the back of your [BC Services Card](#) (formerly BC CareCard). Click [here](#) for more details.

#### Service BC Prince Rupert

201 3<sup>rd</sup> Ave West

(250) 624-7415

Hours of service: Monday to Friday 8:30 am to 4:30 pm

#### How do I change and/or remove family members from my MSP account?

Use the [MSP Account Change](#) (Form # HLTH 203) form. If you are adding family members, use the Fill, Print and Mail form and attach required documents. More information about MSP account changes is available [here](#).

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

Call 604.683.7151 or toll-free at: 1 800 663-7100 about health related questions. Additional information is available online from the [Health Insurance BC](#).

#### How do I 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 Personal Health Number \(PHN\)](#), formerly known as CareCard number, and the name and phone number of your family doctor, to keep on file.

To find a family doctor,

- Be referred by a friend
- Check the Yellow Pages (telephone book), by looking under "Physicians", or this online [BC Doctor Directory](#) for Prince Rupert doctors.



## Prince Rupert Medical Clinics:

### **2<sup>nd</sup> Avenue Medical Clinic**

330 2<sup>nd</sup> Ave West  
(250) 624-5500

### **Large Clinic**

1-101 1<sup>st</sup> Ave East  
(250) 624-9651

### **Dr. Michael Ryeburn MC Inc**

515 3<sup>rd</sup> Ave West  
(250) 622-2811

### **Dr. George Watson**

815 1<sup>st</sup> Ave West  
(250) 624-3331

### **Casey Clinic**

320 2<sup>nd</sup> Ave West  
(250) 624-4114

### **Dr. Marius Pienaar OB/GYN**

1305 Summit Ave  
(250) 622-6295

## Is a routine eye examination covered by MSP?

People aged 18 and younger, or age 65 and older, may use their MSP Personal Health Number (PHN) to receive 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 (ordered by your family doctor or by a doctor's examination referral) are still covered by MSP for all age groups.

## How can I find an optometrist/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. It is advised to call the optometrist's office and ask about any additional charges before making an appointment.

### **Kaien Island Optometry**

327 3<sup>rd</sup> Ave West  
(250) 627-1318

### **Coastal Eye & Vision**

639 2<sup>nd</sup> Ave West  
(250) 627-8892

## What is Fair PharmaCare and how do I 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 calculated based on the family's net income from two years prior (e.g. coverage for 2013 is based on 2011 family net income). If you are a new Canadian resident who has not yet filed a tax return in Canada, you need to enter **your income from all sources inside and outside Canada for previous year**. Each family only needs to register once and may complete the first step of registration [online](#) after receiving their Social Insurance Number, and when their MSP Personal Health Number (PHN) becomes active. All family members on the same MSP account are to be registered together.

Check out more about the [Fair PharmaCare Calculator](#), [PharmaCare Drug Benefit Search](#) (to see if your drug is covered by PharmaCare), [Income Reviews and Family Changes](#) (Fair PharmaCare assistance might change when family circumstances change). For further answers please check [Fair PharmaCare Frequently Asked Questions](#).

## How to find a daycare in Prince Rupert?

- To search for ministry-funded licensed child care (including licensed Group and licensed Family) in your community by city, address and license type, use the [Child Care Map](#).
- Ask the school secretary in your child's school.

## Prince Rupert Daycare List:

### **Berry Patch Child Care**

300 2 Ave West  
(250) 622-2434

### **Lighthouse Daycare/Preschool**

806 Richie Street  
(250) 622-2232

### **K I D S Daycare**

1200 Hays Cove Avenue  
(250) 627-5437

### **Growing Space Society**

309 2<sup>nd</sup> Ave West  
(250) 624-9777

**Westview Child Care Centre**

800 Summit Avenue  
9250) 622-2298

**Lax Kxeen StrongStart**

601 William Booth Way  
(250) 624-6218

**Discover Child Care Centre**

195 Prince Rupert Blvd  
(250) 624-6979

**Graham Avenue Childcare**

2324 Graham Avenue  
(250) 627-4781

**Fellowship Baptist Pre-School**

651 7<sup>th</sup> Ave East  
(250) 624-5217

**Beyond the Bell Child Care Centre**

1700 Sloan Ave  
(250) 622-2273

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

Daycare financial aid depends on the family's residence and immigration status, parents' work or education status and the family's financial situation. Check the links below to get more information about Child Care Subsidy.

- [Child Care Subsidy eligibility and application](#)
- [Subsidy rate](#)
- [Child Care Subsidy Frequently Asked Questions for Parents](#)
- [How to renew Child Care Subsidy](#)

You may contact Child Care Subsidy at 1 888 338-6622. [Translation Services](#) are available upon request.

**Do I need a BC Identification (BCID) card and how do I get it?****Service BC Prince Rupert**

201 3<sup>rd</sup> Ave West

(250) 624-7415

Hours of service

Monday to Friday 8:30 am to 4:30 pm

If you don't drive, you can use a B.C. identification card as a picture ID instead of a driver's license. Anyone 12 or older can apply for a BCID card. Before applying for a BCID card you must have a Permanent Resident (PR) Card. Upon receiving a

Permanent Resident Card, you may go to **Service BC** to apply for a BC Identification Card (BCID). Click [here](#) for more information. Now you can use [BC Services Card](#) as an alternative to a BCID.

### **How to get a B.C. Driver's License?**

As a new immigrant you must be 16 or older, have a Permanent Resident (PR) Card before you can take a knowledge test, a vision screening test and then a road test in order to get a B.C. Driver's license. Check [here](#) to learn more about how to get a B.C. Driver's License. Starting February 15, 2013 you may combine your B.C. Driver's License Card with [B.C. Services Card](#) if you're enrolled in Medical Services Plan (MSP).

### **What is a B.C. Services Card and how can I get one?**

Starting February 15, 2013 the new [B.C. Services Card](#) is launched to make it easier for B.C. residents to access provincial government services. The B.C. Services Card replaces the CareCard and can be combined with your driver's license. There is no fee to get a BC Services Card. However, if you're combining your BC Services Card with your driver's license, fees that apply to the regular [driver's license renewal process](#) still apply. Most people may use it as a CareCard, a BC Driver's License and a photo ID to access services that need one. Check [here](#) to find out which kind of B.C. Services Card you should get, and [how to get a B.C. Services Card](#).

## **1.4 Municipal programs/resources**

### **How to find activity programs for children?**

Check the online [The City of Prince Rupert website](#). This section of the website highlights the many facilities and parks Prince Rupert has to offer and provides information on upcoming events and recreational activities taking place within the community

### **Where can I find a Prince Rupert Public Library?**

Your library card is your key to the resources and services of the Prince Rupert Library. Library cards are FREE for residents of Prince Rupert and Port Edward. You can use your library card to borrow library materials, reserve a computer, download digital media, search dozens of electronic databases, and more. Check out more information about Prince Rupert's library (across from the RCMP) and how to get a free [public library card](#)

## HOURS AND LOCATION

Prince Rupert Library  
101 6<sup>th</sup> Ave West  
(250) 627-1345

Mon. 1pm - 5pm  
Tues. - Thu. 10am - 9pm  
Fri. 10am - 5pm  
Sat. & Sun. 1pm - 5pm



## Section 2 - AFTER 12 MONTHS IN CANADA

### 2.1 MEDICAL SERVICE PLAN PREMIUM ASSISTANCE

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

### 2.2 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 (\$1400 of basic dental services every two years) and prescription eyeglasses (lenses and basic frames once in a twelve-month period) for their dependent children under the age 19 (including the month they turn 19). To use services under the BC Healthy Kids Program you will need to show your child's BC CareCard or BC Services Card to the dental office or optical provider.

#### How can I apply for the BC Healthy Kids Program?

When your MSP premium assistance application has been approved, the BC Healthy Kids Program usually 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 to check your child's status.

When you call please follow the steps:

Press 2 first, then you'll be asked to enter your 10-digit phone number, press 1 to confirm; then you'll be given 3 options, press 3 brings you to the "Provincial Services Menu"; then press 2 for "Healthy Kids Program".

### **How can I find a dentist who provides services under the 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.

## **2.3 RENTAL ASSISTANCE PROGRAM**

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

Eligible low-income working families may be able to receive cash assistance from BC Housing through Rental Assistance Program to help with their monthly rent payments 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 or more dependent children
- have a gross household income of \$35,000 or less
- have less than \$100,000.00 in assets
- pay more than 30 per cent of household income towards rent for their home, or pay pad rental for a manufactured home (trailer) that they own and occupy
- have been employed at some point over the last year or has currently been employed for three consecutive months
- were not privately sponsored when immigrating to Canada
- do not own property (house, cottage, land, etc.)
- are not living in subsidized housing or co-operative housing must permanently reside in BC when applying, and each member of the whole family must be one of the following:

- Canadian citizens not under private sponsorship or Individuals lawfully admitted into Canada for permanent residence and not under private sponsorship
- Refugees sponsored by the Government of Canada or Individuals who have applied for refugee status

More information about eligibility and application are available [here](#).

## **Section 3 - OTHER RESOURCES**

### **3.0 COMMUNITY RESOURCE DIRECTORY**

#### **3.1 ADULT CONTINUING EDUCATION**

##### **3.1.1 Language Training**

###### **Northwest Community College - English as a Second Language classes**

###### **Overview**

The ESL program offers Beginner, Intermediate and Advanced levels. ESL helps students develop the speaking, listening, reading and writing skills needed for everyday life in Canada. Program activities include conversation, pronunciation and listening exercises, reading, writing and field trips. Students with advanced speaking and listening skills may enrol in a combination of ESL and other NWCC programs and courses. TOEFL or IELTS scores are not required to enroll in the ESL program. The ESL program also provides support and referrals for students needing help to complete forms and make phone calls. We offer assessment services to help students determine their language level (Canadian Language Benchmarks)

###### **Admission Requirements**

After completing an assessment interview or simple assessment test, ESL students are placed into the appropriate classes where they can work with students studying at a similar level. No TOEFL or IELTS score is required to enrol in the ESL program.

## **LINC – Home Study**

LINC Home Study is a free English language training program for eligible newcomers to Canada who cannot attend regular classes. The LINC curriculum allows students to learn about Canada and the Canadian way of life while learning English. Students study online or by correspondence and work one-on-one with a TESL certified teacher each week.

LINC Home Study is funded by Immigration, Refugees and Citizenship Canada and delivered by the Centre for Education & Training through LEAD (Language Education at a Distance)

### **Find Out If You Qualify**

To be referred to the LINC Home Study program, you must book an appointment at a Language Assessment Centre to test your English language skills and confirm your eligibility. The minimum entry benchmarks are CLB 3 for listening and speaking and CLB 2 for reading and writing.

### **What Do I Need?**

To get started in the LINC Home Study program you will need:

- 5-7 hours to study on your own every week
- A telephone for weekly calls with your teacher
- A computer with high speed internet that meets our [system requirements](#) if taking the program online, OR
- A CD player if taking the program by correspondence

Visit the [Centre for Education & Training](#) website for more information on how to register, eligibility and suitability.

### **Are French classes available?**

AFFNO offers from time to time, in partnership with Canadian Parents for French (CPF), French classes. Dates of these classes are always published in [AFFNO newsletters](#), or on the [CPF Facebook pages](#). For more information you call Patrick 250-627-1313 or by email [affno@citywest.ca](mailto:affno@citywest.ca). Also, we currently offer a Coffee Club in French in Prince Rupert every 1st and 3rd Friday of the month, at 2 p.m.



### 3.1.2 Post-Secondary Education

#### What is an Education Planner?

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

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

[The Association of Universities and Colleges of Canada \(AUCC\)](#) (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 provincial and/or federal government programs.

Check [StudentAid BC](#) and [CanLearn](#) website about [Student Loans, Grants and Scholarships](#) and for more information about eligibility and application. For other post-secondary education financing options for a child, or children, also see [RESP](#).

### 3.2 CHANGE OF ADDRESS

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

If your family are already enrolled in Medical Services Plan (MSP) and will be moving within British Columbia, you can change your address [online](#) for your BC Services Card and your B.C. driver's license. If your BC Services Card has a photo, you will receive an updated address sticker to attach to your card. If you have an enhanced driver's license (EDL), a B.C. identification card (BCID) or an enhanced ID (EIC), you **CANNOT** update your address online – you must contact [ICBC](#) directly.

To cancel your coverage when you are moving outside BC, use online form [Permanent Move outside BC](#) (HLTH#7063).

## 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 [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 ONE of the following ways:

The internet:

If you are using Canada Revenue Agency's online service, change the address through the "[My Account](#)" option. By mail or fax (604.585.5769):

Send to [Surrey Tax Centre](#):

- a completed [Form RC325, Address change request](#), or  a **signed** letter

In your letter include your:

- social insurance number
- new address
- moving date

To change someone else's address, including your spouse's or common-law partner's:

- Include their social insurance number
- Have them **sign** the letter authorizing the change to their new address

Phone:

Call [CRA Individual Income Tax and Trust Enquiries](#) at 1 800 959-8281 and a CRA representative will change the address over the phone after they verify your identification.

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

- Utility billers, [City West](#) (telephone, internet, cable), [BC Hydro](#) (electricity) and any long distance telephone service provider;
- Banks;
- Credit card financial companies;
- Any individuals/organizations from whom you wish to regularly receive mail

### 3.3 EMPLOYMENT

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

The first step in accessing the Employment Program of B.C.'s employment services and support is to contact a [WorkBC Employment Services Centre](#) near you. This free program will make it easier to find work and provide stability for families through a wide range of integrated employment services and support.

##### **WorkBC Services Centre**

125 Market Place

Prince Rupert BC V8J 4M8

Phone: 250-624-9498

Toll Free 1-800-808-3988

Email: [workbc-pr@hseds.ca](mailto:workbc-pr@hseds.ca)

Website: [www.hseds.ca](http://www.hseds.ca)

Hours of Operation:

8:30 am to 5:00 pm, Monday to Thursday

11:00 am to 5:00, Friday

#### **Where can I find websites that list job opportunities?**

Finding a job in Canada might be different from finding a job in your home country. Challenges you might face include: your credentials may not be recognized, your English language skills may not be sufficient, and you may need Canadian work experience. [WelcomeBC](#) provides some information and resources to help you understand what you can do to find a job in British Columbia. Once you're ready to apply for jobs, you may visit the following websites WelcomeBC suggests:

- [WorkBC Job Bank](#)
- [WorkBC Labour Market Navigator Tool](#)
- [Canada Job Bank](#)
- [Service Canada](#)
- [Planning to work in B.C., Canada Workbook](#)
- [WelcomeBC Job Profiles](#)

Prince Rupert's local [job bank](#)

## **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](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 the Service Canada website [Service Canada - Worker's Rights](#).

## **Where can I find information about Employment Insurance?**

Check the following links for 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 including [Employment Insurance Special Benefits for Self-Employed People](#), or call Toll-Free: 1 800 206-7218, Teletypewriter for the Deaf (TTY): 1 800 529-3742, or visit your [local Service Canada Centre](#).

## **3.4 GENERAL INFORMATION FOR NEWCOMERS**

### **How to obtain general information for Newcomers to British Columbia?**

Click here to view the BC [Newcomers' Guide](#) videos, download as a PDF, or view the book in multiple languages.

### **3.5 HEALTH**

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

Bring your Care Card or BC Services Card

#### **What is the “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. On weekdays, you can speak to a dietitian about nutrition and healthy eating. At night, pharmacists are available to answer your medication questions.

Simply pick up a telephone and dial number “811”. More information is available [online](#).

### **3.6 AFFORDABLE HOUSING & TENANTS’ RIGHT**

#### **What is BC Housing?**

The best resource for finding more affordable accommodation is [BC Housing Listings](#). Please check the [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 the [Residential Tenancy Office \(RTO\)](#) website.

#### **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 & Advisory Centre \(TRAC\)](#)

## 3.7 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 in our Prince Rupert office. They will help you 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” follow [this link](#).
- To sponsor a spouse, common-law or conjugal partner and dependent children, please visit the following [link](#) for more information.

## 3.8 LEGAL ADVICE AND INFORMATION SERVICES

### 3.8.1 Help from a Lawyer

#### How can I get free or low cost legal representation from a lawyer?

- [BC Public Interest Advocacy Centre \(BCPIAC\)](#) (604.687.3063, Vancouver) provides free legal advice and representation for clients with problems in specific areas of law, including utilities regulation, social justice law and poverty law.
- [Community Legal Assistance Society \(CLAS\)](#) (604.685.3425, Vancouver) provides legal assistance to disadvantaged people throughout BC and currently specializes in areas of poverty, disability, workers’ compensation, employment insurance, mental health, human rights and equality law.
- [Legal Services Society of BC \(LSS or Legal Aid\)](#) (toll-free 1.866.577.2525) Provides legal representation on legal aid tariff matters. Duty counsel provides, without charge at various courthouses throughout BC, legal advice and assists with court appearances regarding certain matters in family and criminal law

cases. Recorded messages are in Cantonese, English, French, Mandarin, Punjabi and Spanish. LSS also produces [publications](#) and websites with legal information.

- [Access Pro Bono](#) (toll-free 1.877.762.6664) offer several programs serving the critical legal needs of BC's individuals and nonprofit organizations of limited means, ranging from summary legal advice clinics to full legal representation services. To book a clinic appointment, please follow the 3 steps outlined on their [main page](#).
- Click [here](#) for many free legal resources available to the public.
- [West Coast Environmental Law](#) (604.684.7378, Vancouver) lawyers and staff provide free information and advice to help citizens confronting environmental legal barriers and disputes. It also administers an environmental legal aid program to assist citizens and groups with the legal costs associated with dispute resolution.

### **How can I get free or low cost legal advice from a lawyer?**

- [The Lawyer Referral Service](#) (toll-free elsewhere in BC 1.800.663.1919) can provide the name of a family law or immigration lawyer who can meet with clients for a 30-minute appointment. The cost is \$25 plus taxes for the half hour.
- [Legal Services Society of BC \(LSS or Legal Aid\)](#) (toll-free 1-866-577-2525 elsewhere in BC) provides subsidized legal services including legal information and advice in the areas of criminal, family and immigration law for clients who qualify under financial eligibility guidelines.

### **3.8.2 Legal Advocacy Resources and Services**

#### **What kind of legal advocacy resources and services can I get in BC?**

- [BC Centre for Elder Advocacy and Support \(BCCEAS\)](#) (604.437.1940) provides public legal education and advocacy assistance to seniors and their intermediaries through its legal advocacy program and provides legal representation through the Elder Law Clinic.

- [BC Civil Liberties Association \(BCCLA\)](#) (604.687.2919, email [alyssa@bccla.org](mailto:alyssa@bccla.org)) provides pro bono legal advice and representation in specific cases concerning civil liberties and human rights.
- [Disabilities Alliance BC \(Formerly BCCPD\)](#) (Contacts are [here](#)) provides advocacy services for people with disabilities and publishes legal information materials on disability issues.
- [BC Human Rights Coalition \(BCHRC\)](#) (toll free 1.877.689.8474) has a provincial human rights clinic
- Family justice counselors can provide information about the law and the court process and help people work on agreements. They work at Family Justice Centres across the province. Call [Service BC](#) and ask the operator to transfer you to the nearest centre. BC: toll-free 1.800.663.7867
- [MOSAIC Legal Advocacy Program](#) (604.254.9626) provides free information, summary advice, referral, and legal representation in welfare, tenancy, and employment matters. The organization is known for its expertise in immigration law.
- [Pivot Legal Society](#) (604.255.9700) provides pro bono legal information, advice, and representation in criminal, housing, immigration, mental health, and child protection law.
- [TRAC Tenant Resource & Advisory Centre](#) (1.800.665.1185) is a Vancouver-based non-profit organization that offers legal information services via a province wide information hotline for tenants, publications on tenants' rights, and provides workshops to advocates and the public.
- [VictimLINK BC](#) is a toll-free, confidential, multilingual telephone service available across BC and Yukon 24 hours a day, 7 days a week at 1.800.563.0808. It provides information and referral services to all victims of crime, and immediate crisis support to victims of family and sexual violence. VictimLINK BC provides service in more than 110 languages, including 17 North American aboriginal languages.
- [Workers' Advisers Office \(WAO\)](#) (1.800.663.4621)



is a branch of the Ministry of Jobs, Tourism and Skills Training, operating independently of WorkSafeBC. WAO provides workers, their dependents and other stakeholders with free legal services including independent advice, assistance, representation, training and mentoring in workers' compensation (WCB) matters. WAO also offers clients a [secure online inquiry service](#) available 24 hours a day, 7 days a week.

### **Are there other legal information resources?**

- The [Law Foundation of BC](#) website lists all the projects funded by the Foundation that provide legal advocacy and representation, legal education, legal research, law reform, or provide legal library services.
- [PovNet](#) is an online information service about poverty issues. The website has information about and links to groups that work on poverty issues. It has a helpful link for finding an advocate in various BC communities. Online discussion groups provide an opportunity for advocates to discuss issues with others working on similar topics.
- [Clicklaw](#) provides links to legal information, education and self-help resources. It also has a [HelpMap](#) that lists resources in each community that can be useful when dealing with legal issues.
- [Dial-A-Law](#) is a library of legal information prepared by lawyers. It offers general information on a variety of topics on law in British Columbia. DialA-Law is a free service that is available in English, Chinese and Punjabi by telephone and on the Internet.
  - Lower Mainland: 604.687.4680
  - Elsewhere in BC: 1.800.565.5297 (call on charge)
  - You can also read or listen to transcripts of the Dial-A-Law tapes on their [website](#)
- [Legal Help for British Columbians](#) is a booklet that provides information about many different legal problems and resources in rural BC to help people dealing with these problems.
- [Legal Services Society \(LSS\)](#) has numerous legal publications that are free. View it online or follow the instructions online to order a hard copy.

- [People's Law school](#) has a variety of publications about legal issues as well as online resources.
- BC Supreme Court Self-Help Information Centre is a drop-in service for anyone who has to go to Supreme Court but cannot afford a lawyer. This service is available only at the office: there is no phone consultation service. Several self-help resources for people going to Supreme Court on civil matters are available on the Centre's [website](#).

### **3.9 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 is no charge for the call.

#### **What happens after I make a report?**

If it appears that the child may or indeed needs 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.

### 3.10 PARENTING

#### Parenting tips for newcomer parents?

- Parents should prepare 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 the Parent Advisory Council (PAC), etc.)
- Attend Adult ESL classes to improve your 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 your 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 independence 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 regular criticism of the local systems when comparing to those of your country of origin.
- Recognize that children require a balanced and healthy lifestyle. By refraining a child from sports or recreational activities in order to achieve academic excellence is not an example of a balanced or healthy lifestyle.

### **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 Phone 1.800.668.6868
- Crisis Line 1.604.872.3311
- Helpline for Children 1.604.310.1234 (report child abuse)

## **3.11 SCHOOL**

### **How do I enroll my child in school?**

To find out information about Prince Rupert & Port Ed public schools, call the Prince Rupert School Board office at 250.624.6717 or refer to the [School District 52](#) website.

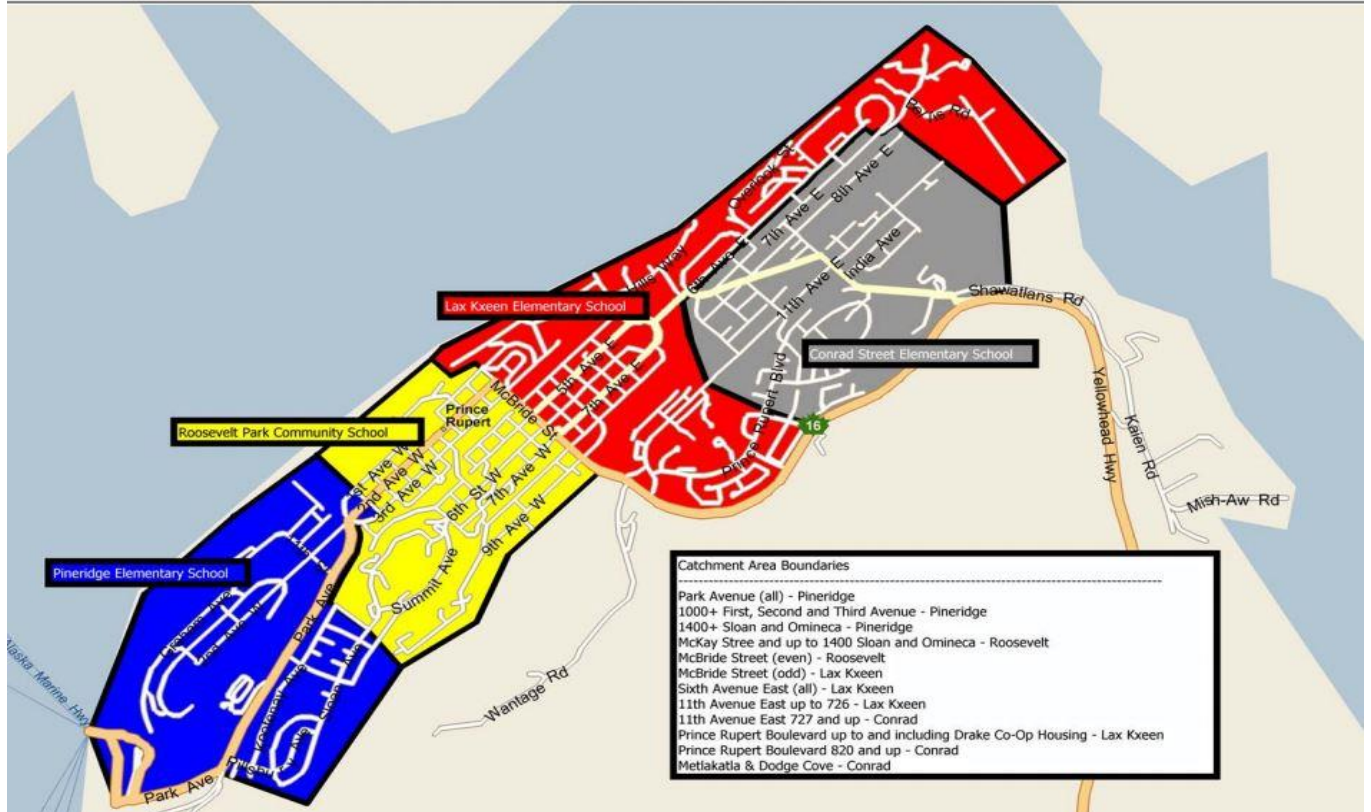
### **When do I register my child for Kindergarten?**

Students entering kindergarten in September should register within their catchment area. Registration starts in February of that year.

## ELEMENTARY SCHOOLS

Kindergarten to Grade 5

School District 52 2011/2012 School Year Catchment Areas



### Conrad Street Elementary School

825 Conrad Street

250-624-4935

School times: 9:00 – 12:00 / 12:45 - 2:45

### Lax Kxeen Elementary School

601 William Booth Way

250-624-6218

School times: 9:00 – 12:00 / 12:45 - 2:45

### Pineridge Elementary School

1700 Sloan Avenue

250-627-7054

School times: 9:00 – 12:00 / 12:45 - 2:45

**École Roosevelt Park Community School** (English & French Immersion)

800 Summit Avenue

250-624-6126

School times: 9:00 – 12:00 / 12:45 – 2:45

**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.

For more information contact on the French Immersion Program contact École Roosevelt Park Community School (250)-624-6126

**Port Edward Community School**

772 Pacific Avenue, Port Edward

250-628-3551

School times: 8:45 to 11:45 / 12:30 to 2:30

\*The District of Port Edward is a district municipality of approximately 577, located 15 km (9 mi) south of Prince Rupert.

**MIDDLE SCHOOL**

Grades 6 - 8

**Prince Rupert Middle School**

417 9th Avenue West

250-624- 6717

School times: 8:50 – 12:30 / 1:10 – 3:00

**SECONDARY SCHOOL**

Grade 9 - 12

**Charles Hays Secondary School**

201 Prince Rupert Blvd

250-624-5031

School times: 8:40 – 11:35 / 12:15 – 3:10

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

Elementary and Middle School has three formal written report cards are issued each year: in late fall, in early spring, and in June. Check the child's school calendar or newsletter for report card issue dates, conference dates and more.

Charles Hays Secondary School has 2 semesters and two formal report cards are issued each semester. 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.

### **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, you are welcome to bring a friend/interpreter 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 your child's grade (secondary) or division number (elementary), 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 assignment due dates, school and extracurricular 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 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 will look at 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 Prince Rupert 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 Parent Advisory Council (PAC)?**

Every public school in British Columbia has a Parent Advisory Council (PAC). It is made up of a group of parents, and administrators, and may include teachers. The 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, contribute ideas and ask questions.

## **What are Strong Start and Early Learning Programs?**

STRONGSTART: A school based, early learning, free program for 0 to 5 year old preschool children and their parents or caregivers.

### **Conrad Street Elementary School**

825 Conrad Street (Room 102), Prince Rupert, BC V8J 3B8

Anne-Marie Helin Phone: 250-627-5303

Monday to Friday 8:30 - 11:30

### **Lax Kxeen Elementary School (Room 148)**

601 William Booth Way, Prince Rupert BC V8J 4R9

Candace Sampson Phone: 250-624-6218

Monday to Friday 9:00 to 12:00

### **Pineridge Elementary School (Room 5)**

1700 Sloan Avenue, Prince Rupert, BC V8J 2B6

Diane Hopkins Phone: 250-627-5801

Monday to Friday 8:30 to 11:30

### **Rupert Square Strong start**

500 2nd Avenue West

Prince Rupert BC

Candace Sampson or Diane Hopkins Phone 250-600-5540

Wednesday, Thursday and Friday 1:30 to 4:30

## What is the Foundation Skills Assessment (FSA)?

FSA is an annual province-wide assessment in Reading Comprehension, 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 over a single year. For more information check the [Ministry of Education](#) website.

## What is LearnNowBC?

[LearnNowBC](#) is a one-stop web portal that provides free information and services about distributed learning (online learning) in British Columbia for students K-12, parents and educators. There are a lot of online learning resources on this portal, including:

- [Course Finder](#) database, which provides information on more than 2500 courses offered by Distributed Learning schools in BC.
- [Student Centre](#), which offers free tutoring for a number of academic courses such as Math, English and Science. A student may use his/her PEN (Personal Education Number) to sign up for a [free student account](#). By doing this, they can receive 20 minutes free one-on-one live tutor Sun – Thurs 6-10pm.
- [Young Learning Centre](#) for early learners.
- [Learning Resources](#) for all students in BC by subjects, and more.

## 3.12 SPECIAL NEEDS FOR CHILDREN

### What does “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.

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

### 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.

Contact the School District 52 office 250.624.6717 or your child's principal regarding the supports that are available in their school.

### **3.13 PUBLIC TRANSPORTATION**

#### **About the Prince Rupert & Port Ed Transit System**

Two kinds of transit service are provided: fixed-route with schedules and door-to-door handyDART. There are two fare zones: service within Prince Rupert and Port Edward, and summer service to the North Pacific Cannery National Historic Site [Riders Guide & Schedule](#)

**handyDART** is convenient, shared accessible transportation for people unable to use regular scheduled service. Customers must first register – there is no fee for registration. To register, contact 250-627-1201.

Registrants will be asked to provide their name, address, phone number, Date of birth, an emergency contact and any medical facts handyDART should be aware of, including the use of any special equipment (walker, wheelchair, cane, and scooter). This information is kept confidential. Medical confirmation of your disability may also be required

### **3.14 REGISTERED EDUCATION SAVINGS PLANS (RESP)**

#### **What are Registered Education Savings Plans?**

A Registered Education Savings Plan is designed to help a child 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, and the government will contribute to this account based on the amount of your contributions. The government makes their contributions from the year the child was born (if she or he was born in Canada) or from the year of arrival in Canada until December of the year the child turns 17.

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

### **3.15 RECREATION**

For information on sports and recreational activities for check like the Prince Rupert Recreation Department [Facebook page](#) and [Recreation Leisure Guide](#)

#### **Earl Mah Aquatic Centre:**

1000 McBride Street  
Phone: (250) 627-7946

The Aquatic Centre provides a place for individuals and families of all ages to enjoy themselves. Facilities include an indoor pool complete with diving pool, tot pool, swimming lanes, saunas, hot tub and a fitness area overlooking the pools. For pool events and operating hours or more information call the information line (250) 624-9000.

#### **Jim Ciccone Civic Centre:**

1000 McBride Street  
Phone: (250) 624-6707

Facilities include the Russell Gamble Gymnasium, activity rooms, an auditorium, a pottery room, a shibhori fabric arts room, a crafts room, and an ice arena. For up-to-date facility operating hours and schedule call (250) 624-9000.

#### **Prince Rupert Golf Course:**

523-9th Avenue West  
Pro Shop: (250) 624-2000

The Prince Rupert Golf Course is always lush, vibrant and challenging. It is an 18-hole golf course with a putting green, pro-shop, golf lessons, club house, restaurant and bar.

#### **The Racquet Centre:**

523-9th Avenue West  
Phone: (250) 627-1446

The Racquet Centre opened its doors in the early 1980s. Located next to the Prince Rupert Centennial Golf Course, the Racquet Centre is over 5000 square feet in size with 2 stories. The facility has two regulation size squash courts, two regulation

size racquetball courts. It also has change rooms, showers and a sauna. There is a licensed bar area and the entire facility is available for rental for special events.

### **3.15.1 RECREATION GROUPS**

Prince Rupert Amateur Swim Club 250-624-0823

Prince Rupert Minor Hockey 250-624- 9790

Prince Rupert Skating Club 250-622-2178

Prince Rupert Youth Soccer Association 250-627-7246

Rainbow Archery 250-624-9810

Renshikan Karate Club 250-624-9851

Tae Kwon Do 250-624-2344

Prince Rupert Springboard & Diving Club 250-627-4357

Dance Academy of Prince Rupert 250-624-3457

Spectrum City Dance 250-624-6131

### **3.16 VOLUNTEERING OPPORTUNITIES**

#### **How can I get involved in the community?**

Offer to participate in various programs within the community. For more information about volunteering programs visit the following websites or give them a call:

#### **Organizations**

[Association des Francophones et Francophiles du Nord-Ouest](#) (250) 627-1313

Better at Home (250) 622-2915

[Lester Centre of the Arts](#) (250) 627-8888

[Oldfield Creek Fish Hatchery](#) (250) 624- 6773

Prince Rupert Garden Club [Sunken Gardens](#) (250) 627-7567

[Prince Rupert Marine Rescue Society](#) [info@marinerescue.ca](mailto:info@marinerescue.ca)

[Prince Rupert SPCA](#) (250) 624-2859

[Prince Rupert Special Events Society](#) (250) 624-9218

### **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 time.

- “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 commitment include assisting in the library by helping with such tasks as shelving or checking out books.

### **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.