

# MISSION

*Community Services Society*



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# Welcome to Mission

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## **NEW ARRIVALS: TO DO LIST**

- 1) Find a place to live
- 2) Learn about health care and safety services
- 3) Find settlement services
- 4) Open a bank account
- 5) Get a telephone
- 6) Learn about transportation
- 7) Apply for a social insurance number (SIN)
- 8) Register for the medical services plan (MSP)
- 9) Apply for a B.C. drivers license or identification card (BCID)
- 10) Register children for school
- 11) Read about Canadian customs and norms
- 12) Find employment

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## SETTLEMENT SERVICES

For everyone new to Canada ...

**Services include:**

- Settlement and Integration Services
- Information, orientation, and referrals
- Assessment, action plans and community orientation
- Employment services
- Interpretation and translation
- Referrals to English as a Second Language (ESL) classes
- Community connections and workshops



**Other useful resources:**

- **Work BC** – [Jobs] Toll Free 1-877-952-6914
- **Mission Community Skills Centre** – [Skills Updates] Unit #209 33123 1st Ave | 604-826-0626
- **Child Care Resource & Referral** – [Child care advice] 7369 James St | 604-826-6194
- **Mission Public Library** – [Local Resources] 33247 2nd Ave | 604-826-6610
- **Foreign Credentials Referral Office** – [Assessing qualifications] 1-888-854-1805
- **Mission Literacy in Motion** – [English Classes] Room 172, Windebank Elementary, 33570 11th Avenue 604-820-2027
- **Language Instruction for Newcomers to Canada (LINC)** | 604-859-7681

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## HOUSING

It is important to find a place to live that matches your personal housing needs.

### Here are some essential terms to know:

- **Apartment/ suite/ flat:** A building that has a living unit with a separate bedroom(s), a bathroom, a kitchen and a living room.
- **Bachelor suite:** A living unit that has everything combined into one room except usually the bathroom.
- **Duplex/ Townhouse:** A house or an apartment divided into two, with two separate entrances.
- **Condominium (Condo):** Same as an apartment but you usually own the living unit.
- **Mobile homes:** A moveable home that is usually fixed to one location.
- **Room for rent/ Shared living:** A room in a house where all the roommates share and use the amenities in the house.
- **Room and board:** A fully furnished house where meals are included.

### Where to look for Houses:

- **Local Newspaper:** Classified Rental Section
- **Look for signs on houses:** For Sale, For Rent, Vacancy
- **Realtor Offices examples:** Engh Team | 604-855-2444, Landmark Realty | 604-820-2055, Top Producers Realty | 604-826-9000
- **Websites:** Craigslist, Kijiji, BC Classified



### When Renting:

- Sign a tenancy agreement (in writing) and make sure you understand everything
- Check for damage BEFORE moving in and sign a document with your landlord stating the damages in the house

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## HEALTH CARE AND SAFETY

### Finding Emergency Help:

If you require any emergency help for situations involving a fire, a police officer or an ambulance please **Call 9-1-1**. This number is free of charge and you can ask for help in your own language if necessary.

### Finding a Police Officer:

For non-urgent local police assistance phone (604)-826-7161 or visit Mission RCMP Municipal Detachment at 7171 Oliver Street , Mission, BC V2V 6H2 .

### Finding a Hospital:

For emergency help that does not require an ambulance please visit Mission Memorial Hospital at 7324 Hurd Street Mission, BC, V2V 3H5.

### Finding Non-emergency Health Information:

For any non-emergency medical inquires contact HealthLinkBC at 8-1-1 any time or visit HealthLinkBC online at [www.healthlinkbc.ca](http://www.healthlinkbc.ca). This service is available 24 hours a day, 7 days a week and in addition is available in more than 130 languages.

### Finding a Doctor:

You will need to register with a family doctor (General Practitioner - G.P) who will assist you with most health problems and if necessary will refer you to a specialist in your specific health needs. 'Walk In' Clinics are also available if you are unable to register with a GP in the first few months - there are a number of these in Mission -

Examples :

- **Mission Hills Medical Centre-** 32471 Lougheed Hwy | 604-826-7751
- **Mission Oaks Medical Centre-** 32136 Lougheed Hwy | 604-826-7996
- **Cedar Care Clinic- Suite-104-32423 Lougheed Hwy | 604-820-7676**



### Finding a Dentist:

Refer to the Yellow pages in a phone book. Dental Clinics are usually always accepting new patients.



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## TELEPHONE

### A list of popular cell phone provider locations in Mission:

- **Bell:** Real Canadian Superstore, 32136 Lougheed Hwy | 604-814-4570
- **Fido–** London Drugs 200-32555 London Avenue | 604-820-5115
- **Koodo Mobile:** Real Canadian Superstore, 32136 Lougheed Hwy | 604-814-4570
- **Rogers:** Kinetic Wireless 230-32530 Lougheed Hwy | 604-820-0811
- **Telus:** Tom Harris Cellular #318– 32555 London Avenue | 604-820-0882
- **Virgin Mobile:** The Source #338– 32555 London Avenue | 604-814-0918

**\*Note:** The stores listed will have information on of all the cellular phone services available in B.C.

### Helpful Telephone Communication information:

- Phone numbers generally consist of 10 digits and the first 3 numbers are the area codes.
- Local calls in Metro Vancouver start with the area code 604, 778, or 236.
- For long distance numbers in Canada and United States dial 1 + area code + local number.
- For long distance numbers overseas dial 01 + country code + city code + local number.
- Telephone books have many useful resources inside.
  - \* The front pages have emergency numbers, community information, and area codes.
  - \* White pages have names, numbers, and phone numbers of people.
  - \* Grey pages have names, addresses, and phone numbers of businesses, schools and community services.
  - \* Blue pages list government offices.
  - \* Yellow pages list businesses under type of work



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## BANK ACCOUNT

### A list of banks, Credit Unions, and Financial Institutions:

- TD Canada Trust: 32555 London Ave Unit 140 | 604-820-5600
- Vancity Credit Union- 32555 London Ave | 604-877-7000
- Envision Financial- 120- 32555 London Avenue | 604-557-7510
- Scotiabank- 33217 1st Avenue | 604-820-5475
- BMO Bank of Montreal- 32530 Lougheed Hwy | 604-814-3800
- RBC Royal Bank- 33114 1st Ave | 604-820-4700
- Prospera Credit Union- 32423 Lougheed Hwy | 604-826-3644
- CIBC- 33165 1st Ave | 604-820-6070



### Useful Money and Banking Information:

- Once you open a bank account you are able to access your money through the companies branches, online banking, and at automated teller machines (ATM's).
- You are able to pay for items with cash, cheque (you need to show identification), credit card or debit card. Be careful using your debit and credit card, know all the possible charges you can acquire.
  - \***Note:** If your bank cards are stolen or lost immediately inform your bank.
- It is possible to send money to banks in most countries. This can be achieved through your bank, and a foreign exchange company. These locations can do a bank transfer and a money draft.
- If you need to borrow money, contact the banks or credit unions and ask for a loan.
- When buying a house and you need to borrow money you can contact a bank, a credit union, or a mortgage company to inquire about mortgage rates, and repayment terms.
- If you borrow from these institutions and have problems making the payments please contact your bank or Credit Union first to discuss the issues, if they remain unresolved you can contact the Credit Counselling Society at 1-888-527-8999.



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## TRANSPORTATION IN MISSION

### BC Transit:

- When using the public bus it is advised to refer to [www.bctransit.com/regions/cfv/](http://www.bctransit.com/regions/cfv/), [www.translink.ca](http://www.translink.ca), [www.google.com/transit](http://www.google.com/transit), or call Translink 604-953-3333 to help plan your route and to know the bus schedule.
- To ride the bus you will need exact change, a bus ticket, or a monthly pass.

### West Coast Express:

- This is a train service Monday to Friday between Mission and Vancouver. To see the full schedule visit [www.translink.ca](http://www.translink.ca). The station is located at 33200 North Railway Avenue.

### Taxi:

- A taxi-cab is the most convenient but expensive mode of transportation.
- The meter in the taxi-cab will indicate how much you need to pay. In Canada it is customary, but not compulsory to tip the driver, and typically this is 10– 15% of the fare.

### Vehicle:

- Motor vehicle drivers drive on the right side of the road, have a license and insurance to drive in BC. For more details visit [www.icbc.com](http://www.icbc.com), 1-33498 Bevan Ave, Abbotsford, or call 1-888-715-7775.

### Walking:

- To cross a street you need to be at a street corner or a crosswalk (wide white lines in the middle of the road). As a pedestrian, you must obey traffic lights as well or you face the possibility of receiving a fine called 'jaywalking'.

### Bicycle:

- Bicyclist must obey all the same rules as car drivers but you do not need a license
- You must wear a helmet and where designated, ride in the bike lane (not the sidewalk)



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## SOCIAL INSURANCE

In order to work or apply for any government programs and benefits in Canada you need a social insurance number (SIN). The federal government will deliver you a nine digit number from Service Canada.

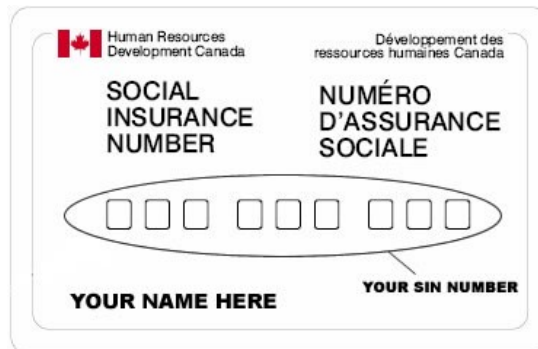
### Who can apply:

Anyone can apply for a SIN but children under the age of 12 years need their parents or legal guardian to apply for them. For more details please visit [www.servicecanada.gc.ca/eng/sin/apply/proof.shtml](http://www.servicecanada.gc.ca/eng/sin/apply/proof.shtml)

### Documentation needed:

**Permanent Resident's** need one of the documents below:

- Confirmation of permanent residency and visa counterfoil affixed to a foreign passport or a travel document.
- Confirmation of permanent resident and foreign passport for visa exempt countries.
- Record of landing issued before June 28, 2002
- Verification of landing
- Status verification



### How to apply:

Go to a service Canada office and they will help you fill out the appropriate paperwork.

The closest location:

**Service Canada Centre** – 32525 Simon Avenue, Suite 100, Abbotsford, BC

**NOTE: Keep all documentation regarding immigration or past status in Canada in a safe place. Never throw it away.**

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## MEDICAL SERVICES PLAN

The province of British Columbia offers health insurance called the Medical Services Plan (MSP). This service covers medical costs for physicians and supplementary health care practitioners, laboratory services and diagnostic procedures after 90 days from application. It is advisable for new immigrants to have private health insurance until MSP is valid. For more information visit the Ministry of Health website [www.health.gov.bc.ca/msp/](http://www.health.gov.bc.ca/msp/)

### Who can apply:

First, you must be a resident of British Columbia, plus fall into one of the categories below.

- Canadian Citizen
- Landed immigrant
- Government-assisted refugee
- Post-Secondary international student with a study permit
- Temporary worker with a work permit for 6 months or more

### Required Documents:

It is necessary to verify your immigration status. The following documents are deemed acceptable:

#### **Permanent Residents**

- Record of Landing
- Permanent Resident Card (front and back)
- Confirmation of Permanent Residence document

### Fees:

The price for MSP varies as it depends on an individuals income and family size. Please visit the Ministry of Health website or call Toll free 1-800-663-7100

### How to apply:

It is important to apply immediately as the process can take approximately two months. The MSP form can be completed online (faster option), or printed and sent to Ministry of Health, Room 337, Parliament Buildings, Victoria, BC, V8V 1X4. Visit the Ministry of Health website to complete the form.



# DRIVERS LICENSE AND IDENTIFICATION CARD

## Driver's License

A driver's license is required to drive in British Columbia - drivers from other countries may be able to convert their driving license to a BC one. [Reciprocal driving licenses] Ask at the driver licensing office.

**\*Note:** the closest driver licensing office is *Abbotsford Driver licensing Unit #1* - 33498 Bevan Ave, Abbotsford, BC, V2S 5G6

To apply:-

- Visit a driver licensing office in BC
- Bring two pieces of ID (primary and secondary), current driver's license, money for licensing fee, and proof of two years' driving experience.
- If you have two years of non-learner driving experience - you will need to take the knowledge and Class 5 road test
- If you do not have two years of non-learner driving experience - you will need to go through the graduated licensing program.



## British Columbia Identification card (BCID)

To obtain an BCID you must be 12 years old or older. Also, an individual under 19 years of age must have a parent or legal guardian at the driver licensing office to give consent.

### **How to apply:**

To acquire a BCID you need to go to a driver licensing office with accepted ID and pay the fee for the card.

### **In case of car accident:**

Always remain at the scene and exchange insurance information with other driver.

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## SCHOOL REGISTRATION

In Canada all children have the opportunity to attend school. The Canadian school system offers public and private institutions for schooling. For further details about BC education visit the Ministry of Education website

<http://www2.gov.bc.ca>

### **Preschool:**

Preschool is for children under the age of 5 years. A program called Strong Start BC provides these services free of charge.

### **Elementary and Secondary School:**

Children from 5 to 17 years of age need to go to school and BC offers free public schools to support them. Parents have the option to home school their child and register them for private school (for an additional fee) as well. When a child turns 5 years old they can attend Kindergarten (K), the first level of elementary school. Also, children generally attend the closest public school to their home. Mission is School District 75 and offers many schools, please visit the Ministry of education website to locate a school near you. Additionally, schools have a settlement worker in schools (SWIS) that assist children new to Canada.

For information about the schools in your area; contact Mission School District at

Mission Public Schools 33046 Fourth Ave. Mission, BC V2V 1S5 Tel: 604-826-6286

**You can also contact the Settlement Worker in Schools (SWIS) on 604-826-3634.**





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## CANADIAN LIFE

### Language:

There are two official languages in Canada: French and English. In BC the main language spoken is English, and new Canadians do not have to be able to speak French.

### BC Diversity:

The city of Mission has a population of approximately 36, 426 people who are from a variety of different countries. Multiculturalism is prominent within the community and BC as different ethnicities, cultures, religions, and languages can be noticed on a regular bases.

### The Charter of Rights and Freedoms:

Canada guarantees political and civil rights for everyone in Canada under the Charter of Rights and Freedoms (the charter). These principles include people's fundamental freedoms, democratic rights, mobility rights, legal rights, equality rights, language rights, and clauses and provisions.

### Climate:

Generally the climate in Mission is mild and enjoyable. Mission has four distinct seasons: autumn (September to November), winter (December to February), spring (March to May), and summer (June to August). The weather in the winter is mild and wet, and the summer is warm and dry.

### Geography:

Mission is a mountainous area with forest, lakes, rivers and grassy plains. More than forty percent of Mission consists of tree farms.

### Religion:

In Canada everyone is free to believe in and be a follower of, any religion they want.

### Cost of Living:

It is anticipated that the average adult living in Mission will spend around \$14,000 on consumables, \$900 on transportation, \$12, 000 on housing and \$1, 400 on health care per year.

### Minimum Wage:

The minimum wage in BC is \$10.25 per hour but \$9.00 for liquor servers.



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## EMPLOYMENT

Finding a job in Canada can be challenging. Although, there are many resources available to help you find work. The information below provides some helpful hints on how to secure a job. To observe the demands of the current labor market please visit the WorkBC website [www.workbc.ca](http://www.workbc.ca)

### Prepare a resume and cover letter:

A resume (curriculum vitae) and cover letter is an important document when applying for a job in Canada. It is essential that the style and format of your documents match Canadian standards. The main organization in Mission to help with this is :

- **WorkBC** | 604-575-3800

### How to search for a job:

There are many different ways to find a new employer. A person can search for a job by going in person to a company and dropping off a resume, examining the local newspaper employment section, calling an organization, emailing an employer, and exploring websites, etc.

### Volunteering:

Volunteering is when an individual performs a service willingly and free of charge. This will let you gain Canadian work experience, build contacts, and create a reference. Find an organization whose work interests you

### Networking:

Networking is a powerful tool for making contacts within the community. Look out for networking events run by local groups and attend all that you can.

