

Settlement Provider Organizations

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



www.langleylip.ca

Settlement Provider Organizations in Langley

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

ISSofBC (Immigrant Services Society of BC)

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

LCSS (Langley Community Services Society)

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

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

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

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

SETTLEMENT WORKERS help newcomers to:

Provide information and orientation on topics related to:

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

Help learn to fill out government application forms such as:

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

Help navigate local systems such as:

- Health Care
- School
- Recreation services
- Language services

Assist with application for:

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

and provide many other services and supports!

Settlement Services by Agency

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

Immigrant Services Society of BC (ISSofBC)

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

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

Langley Community Services Society (LCSS)

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

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

Yazmin Cepele*	Settlement Outreach Worker	Spanish	ycepele@lcss.ca	Conducts client intake and needs assessment, connects clients to LCSS services and other community resources
Yoona Ahn	Program Coordinator	Korean	yahn@lcss.ca	English Conversation Circles • Women's Group, Senior's Group, Youth Group, Financial Literacy program
Yuka Hamblet	Employment Counsellor	Japanese	yhamblet@lcss.ca	Assists clients looking for work, need assistance with resume/cover letter creation, practicing for interviews, career planning

Settlement Workers in School (SWIS)

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

Name	Job Title	Language	Email Address	Services
Ahmad Hamedi	Settlement Worker in Schools	Dari, Farsi, Pashto	ahamedi@sd35.bc.ca	Provides information & orientation for parents that have children in the school district, provide case management services to newcomers with limited English or other settlement needs
Brenda Rivera	Youth Settlement Worker	Spanish	brivera@sd35.bc.ca	Provides information & orientation for parents and their children in the school district, provide case management services to newcomers with limited English or other settlement needs
Cherry Yan	Youth Settlement Worker	Mandarin	cyan@sd35.bc.ca	Provides information & orientation for parents and their children in the school district, provide case management services to newcomers with limited English or other settlement needs
Connie Lu	Settlement Worker	Mandarin	clu@sd35.bc.ca	Provides information & orientation for parents and their children in the school district, provide case management services to newcomers with limited English or other settlement needs
Irene Hohng	Settlement Worker in Schools	Korean	ihohng@sd35.bc.ca	Provides information & orientation for parents and their children in the school district, provide case management services to newcomers with limited English or other settlement needs
Jaeylinn Cho	Youth Settlement Worker	Korean	jcho@sd35.bc.ca	Provides information & orientation for parents and their children in the school district, provide case management services to newcomers with limited English or other settlement needs
Jaswinder Sandhu	Settlement Worker	Hindi/Punjabi/Urdu	jsandhu@sd35.bc.ca	Provides information & orientation for parents that have children in the school district, provide case management services to newcomers with limited English or other settlement needs

Juan Sanchez Villa	Career Facilitator/Teacher	Spanish	jsanchezvilla@sd35.bc.ca	Assists youth in Secondary School with career exploration and planning
Minh Vu	Multicultural Worker	Vietnamese	mvu@sd35.bc.ca	Provides information & orientation for parents and their children in the school district, provide case management services to newcomers with limited English or other settlement needs
Nadia Al-Hamdoni	Settlement Worker	Arabic	nalhamdoni@sd35.bc.ca	Provides information & orientation for parents and their children in the school district, provide case management services to newcomers with limited English or other settlement needs
Olena Balkashynova	Settlement Worker	Ukrainian/ Russian	obalkashynova@sd35.bc.ca	Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, can do home visits, appointment accompaniments, evening/weekend meetings
Sami Rashid	Settlement Worker	Arabic	srashid@sd35.bc.ca	Conducts client intake and needs assessment, connects clients to settlement services and other community resources
Venus Rollo	Settlement Worker	Tagalog	vrollo@sd35.bc.ca	Provides information & orientation for parents that have children in the school district, provide case management services to newcomers with limited English or other settlement needs
Zipporah Devadas	Multicultural Worker	Burmese/Karen	zdevadas@sd35.bc.ca	Provides information & orientation for parents that have children in the school district, provide case management services to newcomers with limited English or other settlement needs

Le Relais Francophone de la Colombie Britannique

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

Name	Job Title	Language	Email Address	Services
Jesuine Nsabimana	Francophone Settlement Worker	French	jnsabimana@lerelaiscb.ca	Conducts intake and needs assessment for French speakers, connects clients to settlement services and other community resources

Settlement Services by Language

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

Arabic

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

Burmese

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

Dari

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

Farsi

Agency	Name	Job Title	Email Address	Services
SWIS	Ahmad Hamed	Settlement Worker in Schools	ahamedi@sd35.bc.ca	Conducts client intake and needs assessment, connects clients to settlement services and other community resources
LCSS	Anosh Dilshad	BCNSP Employment Counsellor	adilshad@lcss.ca	Supports with newcomer settlement and economic integration (serves temporary residents and naturalized Canadian citizens)
ISSofBC	Bahana Safi	Settlement worker	bahana.safi@issbc.org	Conducts client intake and needs assessment, connects clients to settlement services and other community resources
LCSS	Rasool Habibi	Settlement Outreach Worker	rhabibi@lcss.ca	Conducts client intake and needs assessment, connects clients to LCSS services and other community resources can do home visits, appointment accompaniments, evening/weekend meetings

French

Agency	Name	Job Title	Email Address	Services
Le Relais	Jesuiine Nsabimana	Francophone Settlement Worker	jnsabimana@lerelaiscb.ca	Connect clients with volunteering, settlement mentor & conversation circles

Filipino

Agency	Name	Job Title	Email Address	Services
LCSS	Alvin Dela Peña	Administrative Assistant	adelapena@lcss.ca	Files administration, assist with client intakes
ISSofBC	Leo Cabasag	Volunteer Coordinator - Settlement	leo.cabasag@issbc.org	Connects clients with volunteering, settlement mentor & conversation circles
LCSS	Miggy Ferrera	Family Support Worker	mferrera@lcss.ca	Assists clients facing multiple barriers/complex situations (e.g. family breakdown, literacy challenges, financial hardship, social isolation, mental/medical health issues, etc.), can do home visits, appointment accompaniments, evening/weekend meetings
SWIS	Venus Rollo	Settlement Worker in School	vrollo@sd35.bc.ca	Provides information & orientation for parents that have children in the school district, provide case management services to newcomers with limited English or other settlement needs

Gujarati

Agency	Name	Job Title	Email Address	Services
ISSofBC	Noel Soares	Case Manager, Job Quest	noel.soares@issbc.org	Supports clients looking for work, need assistance with resume/cover letter creation, practicing for interviews, career planning

Hindi

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

Indonesian

Agency	Name	Job Title	Email Address	Services
ISSofBC	Dian Kohoutek	Employer Relations Specialist - Job Quest	dian.kohoutek@issbc.org	Connects with employers to find job placement for clients

Japanese

Agency	Name	Job Title	Email Address	Services
LCSS	Yuka Hamblet	Employment Counsellor	yhamblet@lcss.ca	Assists clients looking for work, need assistance with resume/cover letter creation, practicing for interviews, career planning

Karen

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

Korean

Agency	Name	Job Title	Email Address	Services
LCSS	Ellen Lee	Early Childhood Educator	elee@lcass.ca	Hosts Early Learning Program for families with children ages 0-6
SWIS	Irene Hohng	Settlement Worker in School	ihohng@sd35.bc.ca	Provides information & orientation for parents that have children in the school district, provide case management services to newcomers with limited English or other settlement needs
SWIS	Jaeylinn Cho	Youth Settlement Worker	jcho@sd35.bc.ca	Provides information & orientation for parents and their children in the school district, provide case management services to newcomers with limited English or other settlement needs
ISSofBC	Miyoung Suh	Settlement Worker	miyoung.suh@issbc.org	Conducts client intake and needs assessment, connects clients to settlement services and other community resources
LCSS	Sunshine Lim	Settlement Outreach Worker	slim@lcass.ca	Conducts client intake and needs assessment, connects clients to LCSS services and other community resources can do home visits, appointment accompaniments, evening/weekend meetings
LCSS	Yoona Ahn	Program Coordinator	yahn@lcass.ca	<ul style="list-style-type: none"> • English Conversation Circles • Women's Group, Senior's Group, Youth Group, Financial Literacy program

Kurdish

Agency	Name	Job Title	Email Address	Services
LCSS	Ghazala Baker	Family Support Worker	gbaker@lcss.ca	Assists clients facing multiple barriers/complex situations (e.g. family breakdown, literacy challenges, financial hardship, social isolation, mental/medical health issues, etc.), can do home visits, appointment accompaniments, evening/weekend meetings

Mandarin

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

Marathi

Agency	Name	Job Title	Email Address	Services
ISSofBC	Noel Soares	Case Manager, Job Quest	noel.soares@issbc.org	Conducts client intake and needs assessment, connects clients to settlement services and other community resources

Pashto

Agency	Name	Job Title	Email Address	Services
SWIS	Ahmad Hamed	Settlement Worker in Schools	ahamed@sd35.bc.ca	Provides information & orientation for parents that have children in the school district, provide case management services to newcomers with limited English or other settlement needs
ISSofBC	Bahana Safi	Settlement Worker	bahana.safi@issbc.org	Conducts client intake and needs assessment, connects clients to settlement services and other community resources
LCSS	Rasool Habibi	Settlement Outreach Worker	rhhabibi@lcsc.ca	Conducts client intake and needs assessment, connects clients to LCSS services and other community resources can do home visits, appointment accompaniments, evening/weekend meetings

Punjabi

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

Russian

Agency	Name	Job Title	Email Address	Services
SWIS	Olena Balkashynova	Settlement Worker in School	obalkashynova@sd35.bc.ca	Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, can do home visits, appointment accompaniments, evening/weekend meetings

Spanish

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

Taiwanese

Agency	Name	Job Title	Email Address	Services
LCSS	Hong Wang	Health Care Navigator	hwang@lcss.ca	Clients in need of family doctor or specialist referrals, those who have questions about medical forms/MSP/health benefits/healthcare system, can do appointment accompaniments, evening/weekend meetings
LCSS	Hui(Joy) Zhou	Early Childhood Educator	hzhou@lcss.ca	Hosts Early Learning Program for families with children ages 0-6

Tigrinya

Agency	Name	Job Title	Email Address	Services
ISSofBC	Suha Saleh	Settlement Worker	suha.saleh@issbc.org	Conducts client intake and needs assessment, connects clients to settlement services and other community resources

Ukrainian

Agency	Name	Job Title	Email Address	Services
SWIS	Olena Balkashynova	Settlement Worker in School	obalkashynova@sd35.bc.ca	Conducts client intake and needs assessment, connects clients to LCSS services and other community resources, can do home visits, appointment accompaniments, evening/weekend meetings

Urdu

Agency	Name	Job Title	Email Address	Services
LCSS	Anosh Dilshad	BCNSP Employment Counsellor	adilshad@lcsc.ca	Supports with newcomer settlement and economic integration (serves temporary residents and naturalized Canadian citizens)
SWIS	Jaswinder Sandhu	Settlement Worker in School	jsandhu@sd35.bc.ca	Provides information & orientation for parents that have children in the school district, provide case management services to newcomers with limited English or other settlement needs
LCSS	Rasool Habibi	Settlement Outreach Worker	rhhabibi@lcsc.ca	Conducts client intake and needs assessment, connects clients to LCSS services and other community resources can do home visits, appointment accompaniments, evening/weekend meetings

Vietnamese

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