

Multicultural Services

CityPlan

Riley Park/South Cambie **RPSC**

A wide range of services are offered to multicultural groups in Vancouver. The services are funded by various levels of government and non-profit agencies.

Multicultural services do not exclusively refer to language or ethno-specific programmes. These services also provide a bridge to help integration into the broader community and to help overcome barriers to using existing services.

City Role

City Policy

City Council's policy on multicultural relations endorses and encourages efforts by civic staff to ensure that civic services are provided in the appropriate and adequate measure to those Vancouver residents for whom English is a second language.

Multilingual Telephone Service

The City has a multilingual telephone service, which began in July 1996, to provide information on City services. The numbers are:

English: 873-7011

Punjabi: 871-6565

Spanish: 871-6464

Cantonese/Mandarin: 871-6868

Vietnamese: 871-6969

For written material, a variety of City material is translated. However, there is no general city policy on translation at this time.

Special Advisory Committee on Cultural Communities

This committee is appointed by City Council. Its mandate and mission include promoting cultural harmony, inclusion, and communication in Vancouver's diverse communities, and promoting sensitivity, fairness, and effectiveness of City policies, action plans, services and programmes.

City Grants

The City provides funding to a

number of immigrant service organizations through the Community Services Grant Program, including SUCCESS and MOSAIC. The City also funds other service organizations, such as local neighbourhood houses and community centres which provide a range of integration programs (e.g., Multicultural Family Drop-in, Youth Services) for new residents in the community.

Other City Boards

The Library Board and Park Board, which are separate City Boards, provide multicultural services through local libraries and community centres.

City-Wide Services

The following is a sample list of prominent agencies:

- M.O.S.A.I.C. (Multilingual Orientation Services Association for Immigrant Communities)
- S.U.C.C.E.S.S. (United Chinese community Enrichment Services Society)
- Immigrant Services Society
- Pacific Immigrant Resources Society
- Immigrant Services Society
- Family Services of Greater Vancouver
- Taiwanese Canadian Cultural Society

Services in Riley Park/South Cambie

Riley Park Community Centre, 50 E. 30th Avenue

Buddy Program:

The Buddy Program is designed to help integrate new immigrant youth into Canadian society by pairing them with another youth who is well situated in the community and has strong English skills. Youth will participate in a multitude of social, education, cultural and recreational activities. Hosts will gain valuable leadership skills and volunteer experience. For more information, call 604-257-8644.

Little Mountain Neighbourhood House

Many needed educational, cultural, recreational and social programs for different age groups at the Little Mountain Neighbourhood House are catered to ethnic specific groups. Cross cultural programs are also provided to enhance active participation of newcomers to the community.

Educational/Social:

- English Language services for adults (open ESL, ELSA- English Language Services for Adults)
- Saturday ESL Tutoring Program for students of all ages (to get support for home work and participate in exercises enhancing literacy level)
- Cantonese Gathering Parent Group
- Vietnamese Parenting Group
- ESL & Asian Gathering Group (through English conversation, workshops, field trips and activities, this group will explore issues that affect immigrant families in Cantonese)
- Weekly Chinese Seniors Group gathering

Adaptation programs for immigrants/newcomers:

- Chinese Orientation Group and Cantonese Gathering Groups
 - Basic orientation sessions for newcomers on how the Canadian system works in the following languages: Spanish, Vietnamese, Cantonese, Oromo, Amharic, French and English
 - One on one services help in completing application, forms and referrals
 - interpretation and translation services for newcomers
 - orientation sessions on topics like Tenants Rights, BC Housing, Income Assistance School System, Legal System
 - Citizenship classes
 - Basic injury workshop in Spanish facilitated by Canadian Red Cross
- Call 604-879-7104 for details.

Mid Main Community Health Centre, 3998 Main Street

This is a non-profit community health centre (CHC) providing medical, dental, massage, family counselling, and clinical pharmacist services. Languages spoken by staff include Vietnamese, Punjabi, Tagalog, Cantonese, and Mandarin. Parents as Teachers, which is a parent education and family support program, is available in Cantonese. Inquiry call 604-873-3666.

Riley Park Branch Library, 3981 Main Street

This local store front library is situated in the same building as the Little Mountain Neighbourhood House. Adult and children collection including books and magazine are available in Chinese. The electronic data base helps local users to be linked to the multi-lingual collection available in other locations of the Vancouver Public Library system. For more details in services, call 604-665-3964.

Local Schools**ESL Programmes**

Most of Vancouver's elementary schools and all secondary schools have ESL classes and programmes helping students to integrate into the school learning environment.

Services Nearby**Bridge Community Health Clinic**

This is a walk-in clinic for new comers located at Mount Saint Joseph Hospital, 3080 Prince Edward Street. Forward inquiry to 604-877-8550.

Pre-natal Class in Cantonese

The class is being held at the B.C. Women's Hospital and for more information call 604-253-3575.

Dial-A-Dietitian

Call 604-732-9191 and talk to a dietitian about eating for good health and diets for health problems, service also available in Cantonese, Mandarin and Punjabi.

Multicultural Family Support Services Society

This society specializes in helping immigrant and visible minority women and their families who are experiencing family violence by providing counselling, support and referral services. Call 604-436-1025 for more information.