



Life After War:
Professional Learning,
Agencies, and
Community Supports
2012

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This resource is also available on the Manitoba Education website at
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Available in alternate formats upon request.

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This project is the result of the work of a network of immigrant and refugee serving agencies and organizations who felt that educators would benefit from support materials that dealt with the psychosocial and educational needs of children and youth from refugee and immigrant backgrounds. Manitoba Education wishes to thank Manitoba Immigration and Multiculturalism (formerly Manitoba Immigration and Labour) for providing the initial support for this document and the many individuals who contributed to its development. Many educators, advocates for immigrant and refugee communities in Manitoba, and professionals involved in social and health development have contributed to the development of this document. Most importantly, it has been inspired by the thousands of refugee children and families who have made Manitoba their new home in the last decade. Their courage, resiliency, and hopes and dreams have inspired educators and other Manitobans from all walks of life and continue to do so.

Companion Publications

Two companion documents have been published separately but were developed as part of this initiative. These are:

- **Life After War: Education as a Healing Process for Refugee and War-Affected Children**
- **War-Affected Children: A Comprehensive Bibliography**

Acknowledgements

This document draws on Canadian, Australian, American, and international research, educational literature, and support materials that have been developed with the intent of improving the educational and life outcomes of children and young people who have been forced to seek asylum in or immigrate to distant lands because of war, conflict, and displacement. While best efforts have been made to ensure the accuracy of the information in this publication, readers are reminded that it is a guide only. It is important that teachers and other professionals using this resource remain vigilant to their professional responsibilities, and exercise their professional skill and judgement at all times.

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* Please note that at the time of the collaboration between Manitoba Immigration and Multiculturalism and Manitoba Education, the departments were referred to as Manitoba Immigration and Labour and Manitoba Education, Citizenship and Youth, respectively.

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Teacher Education and Professional Learning

Counseling Refugee and War-Affected Learners

Generally, teacher education programs offer complementary or elective courses that assist teachers in developing skills related to diverse student populations. These include courses in cross-cultural education, educational psychology, and inclusive education. Post-graduate certificates and diplomas as well as master and doctoral programs allow teachers to focus more specifically on refugee and war-affected learners. In addition, summer institutes may be offered that specifically focus on the issues and needs of learners from refugee and war-affected backgrounds. Both the University of Manitoba and the University of Winnipeg have offered such courses over the years.

There are also agencies and organizations which provide training and other opportunities for professional learning related to refugee and war-affected learners, trauma, and counseling. The information that follows provides an overview of some of the more relevant opportunities for professional learning.

Manitoba School Counsellors' Association

The Manitoba School Counsellors' Association (MSCA) is a group within the [Manitoba Teachers' Society](#). The organization promotes and develops guidance and counselling services for children and youth, and promotes and provides training for school counsellors and professionals in related areas. MSCA has monthly meetings, a quarterly journal, as well as professional development opportunities.

The members of the MSCA include school counsellors, resource teachers, administrators, therapists, social workers, social service agency workers, vocational educators, vocational rehabilitation counsellors, career counsellors, university professors, and government officials.

Information on future conferences, courses, and related items are available on the MSCA's website on their [Professional Development](#) page.

Provincial Student Services Administrators Association of Manitoba (SSAAM)

Through advocacy, promotion of best practices, and collaboration, the SSAAM provides appropriate educational programming for students. Visit their website at <www.ssaam.mb.ca/> for more information.

Université de Saint-Boniface (USB)

The USB is a Francophone University in Manitoba. The USB's [Faculty of Education](#) offers teacher education and professional learning opportunities on counseling. The following faculty members of the USB have expertise in immigration and refugee studies:

- Dr. Mamadou Ka (see <www2.ustboniface.ca/liste_personnel/detail.php?id=124>)
- Dr. David Alper (see <www2.ustboniface.ca/cusb/dalper/>)

University of Manitoba

Faculty of Education

The Faculty of Education provides teacher education and professional learning opportunities on education counseling and cross-cultural education. The faculty also occasionally offers institutes or courses pertaining to refugee and war-affected learners. Several members of the Faculty of Education, including the following, specialize in youth, and refugee and immigrant research:

- Dr. Yatta Kanu
- Dr. Yi Li
- Dr. Nathalie Piquemal
- Dr. Priya S. Mani
- Dr. Clea Schmidt
- Dr. Grace C. Ukasoanya

The Faculty of Education in collaboration with the Arthur V. Mauro Centre for Peace and Justice has offered a **Summer Institute on Storytelling for Peace and Human Rights** with a course specifically designed for educators.

This course looks at storytelling in human rights work, peace education, and community building. It also touches on theories of conflict, peace, and human rights, as well as the theory about the role of story in discovering and sharing knowledge. For further information, contact Dr. Jessica Senehi at 204-474-7978 or <Jessica_Senehi@umanitoba.ca>, or visit <http://umanitoba.ca/colleges/st_pauls/mauro_centre/sparc/summer_institute.html>.

Arthur V. Mauro Centre for Peace and Justice Peace Studies

The Arthur V. Mauro Centre for Peace Studies is located in St. Paul's College at the University of Manitoba. It offers a joint M.A. program in Peace and Conflict Studies as well as a Ph.D. program in Peace and Conflict Studies. See <http://umanitoba.ca/colleges/st_pauls/mauro_centre/> for more information. SPARC (Storytelling for Peace and Renewing Community) is a global initiative that includes the Winnipeg International Storytelling Festival, Storytelling on the Path to Peace, and the Youth Forum on Human Rights. It also includes an annual storytelling festival for students in Manitoba's schools. The festival promotes storytelling as a tool for peace and community building. For information on the festival, see <http://umanitoba.ca/colleges/st_pauls/mauro_centre/outreach/storytelling/about.html>.

Faculty of Social Work

Since 2007, the University of Manitoba's Faculty of Social Work has sponsored an annual conference: [Social Reconstructing of "Home" Among Immigrants in the Diaspora](#). The faculty also offers related courses. The following faculty members specialize in youth, and refugee and immigrant research:

- Dr. Michael Baffoe (see <http://umanitoba.ca/social_work/staff/161.htm>)
- Dr. Ousmane Ba (see <http://umanitoba.ca/social_work/staff/160.htm>)
- Dr. Tuula Heinonen (see [University of Manitoba: Faculty of Social Work—Fort Garry Faculty and Staff Directory](#))

University of Winnipeg

Faculty of Education

The Faculty of Education offers teacher education and professional learning opportunities on education counseling and cross-cultural education. The faculty also occasionally offers institutes or courses pertaining to refugee and war-affected learners. The following faculty members specialize in youth, and refugee and immigrant research:

- Dr. John Anchan (see <<http://ion.uwinnipeg.ca/~janchan/>>)
- Dr. Karen Magro
- Dr. Jan Stewart (see [UW—Jan Stewart](#))

Aurora Family Therapy Centre (University of Winnipeg)

Recognizing that many members of the community were being disadvantaged because of things such as language barriers, cultural differences, and stigmas linked to mental health issues, the Aurora Family Therapy Centre began offering a therapy program for immigrant and refugee families. See <<http://aurora.uwinnipeg.ca/programs-and-services/immigrant-refugee-project/>> for more information.

Global College: War Affected People

This institute has offered summer courses and has been involved in partnership initiatives to assist war-affected children in Africa and other regions of the world. Their activities are centered on research and education pertaining to war-affected children. For more information see <www.uwinnipeg.ca/index/gc-wac>.

The institute also offers programs and supports ranging from specialized degrees, to conferences and courses. For further information, see <www.uwinnipeg.ca/index/global-college-index>.

Menno Simons College

International Development Studies and Conflict Resolution Studies

Menno Simons College is a college of the Canadian Mennonite University which is located and affiliated with the University of Winnipeg. Courses in international development or conflict resolution are offered at the University of Winnipeg (204-953-3855) or the Canadian Mennonite University Shaftsbury Campus (204-487-3300). For further information, see <www.mscollege.ca/ids.html>.

Other Agencies

This section offers information on selected counseling and mental health agencies that specialize, to some extent, in immigrant and refugee mental health, and that offer some form of training services.

Mental Health Services

The Winnipeg Regional Health authority offers a [Working With Immigrant Communities](#) guide for service providers. A section of the guide deals with [Mental Health Services](#) in Manitoba and includes information on the services and service providers, including youth mental health services.

Aulneau Renewal Centre (French and English)

The Aulneau Renewal Centre believes that renewal is a journey and that this journey engages the mind, heart, body, and spirit. To that end, they promote the active engagement of children, youth, and adults with family and community. Training is provided for the certificate in trauma counselling for line workers. For more information, see <www.aulneau.com/training.html>.

Crisis and Trauma Resource Institute, Inc. (CTRI)

CTRI's services are designed to help cope with and prevent unfortunate and distressing events. The following training and services are offered:

- public workshops
- on-site training
- webinars
- train-the-trainer
- consulting services

For more information, see <www.ctrinstitute.com/index.html>.

Qualtrica Associates

Established in 2006, members (educators, social workers, graduate students, and young professionals working on qualitative research and training in intercultural areas) have developed courses to “help professionals” in Manitoba work well with newcomers from war-affected areas. For more information, see <<http://qualtrica.ca/training.htm>>.

Riverbend Counselling

Riverbend Counselling employs several counselors, some of which specialize in trauma. Specifically, Susan Wenzel is a referral therapist for

- Compensation for Victims of Crime Program (CVCP)
- Aurora Family Therapy Centre (University of Winnipeg—external therapist for immigrant and refugee families)
- West Region Child and Family Services (provides therapy to individuals and families and administers Parental Capacity Assessments)
- Manitoba School Improvement Program: The Peace Village (theatre workshops)
- Emergency Response Work Inc—Flight Critical Incident and Trauma Response Services (therapist)

Susan also facilitates workshops (e.g., applied suicide intervention skills training (ASIST), safe TALK, women's support group, grief support group, and multicultural parenting classes). For more information see, <www.riverbendcounselling.ca/swenzel.html>.

Ushindi Counselling & Consulting Services (UCCS)

In Swahili, **Ushindi** means “to overcome” or “recovery from a challenging situation”. UCCS offers **couple, teen, marriage, family, individual, grief, trauma, intercultural, and cross-cultural counseling** as well as consultation and training services. All services are available in both English and Swahili. For more information, see <www.ushindicounselling.ca/>.

Mount Carmel Clinic

The Community Services Department of this organization offers programming, services, popular education/health promotion, and advocacy to the inner-city, with particular interest in the areas of women's, community's, and immigrant/refugee's health. They build on strengths and promote social justice at both the individual and community levels.

The Multicultural Wellness Program (see <www.mountcarmel.ca/programs/community/MCWP.php>) offers services that promote mental, emotional, and physical health for immigrants and refugees.

Services include

- culturally appropriate counselling and follow up
- advocacy with social services, government, and other agencies
- bridging between social services agencies and clients
- public education and awareness about immigrant and refugee health issues
- free, confidential, and multilingual counselling
- Strengthening Families in Canada: Violence Prevention Education and Outreach Project for Immigrant and Refugee Families

English as an Additional Language

Teaching English as an Additional Language to children and youth is a field that requires its own set of professional knowledge and skills. There are several different options available to increase one's professional learning in this field, especially with respect to the education of diverse students, newcomers, and war-affected learners.

People who want to become EAL teachers can earn TEAL or TESL certificates or degrees from several post-secondary institutions in Manitoba. TEAL stands for Teaching English as an Additional Language, whereas TESL stands for Teaching English as a Second Language. Although both terms are used, Manitoba favours the term TEAL.

EAL Teacher Education

Listed here are a variety of courses and programs for individuals in Manitoba interested in becoming EAL teachers. For more information, contact the program offices directly.

University of Manitoba

- The Bachelor of Education offers six elective courses in TESL. Students are encouraged to take linguistic courses through the Bachelor of Arts program.
- The Post-Baccalaureate Certificate in Education offers a concentration of TESL courses.
- The Master of Education offers a major in TESL so that experienced EAL teachers can take advanced courses and do research and development in TEAL.
- The Faculty of Education, together with the Extended Education Department, offers the Certificate in Teaching English as a Second Language. The program consists of five courses. For more information, phone 204-474-8738 or visit [<www.umanitoba.ca/extended/english/ctesl/>](http://www.umanitoba.ca/extended/english/ctesl/).

University of Winnipeg

- The Bachelor of Education program and the Faculty of Arts and Science offer a variety of TESL and related courses. For more information, phone 204-786-9491.
- The University of Winnipeg also offers an ESL Teacher Certificate Program (ESL TCP) that is fully accredited with TESL Canada. It is an intensive eight-week program where the first six weeks focus on theory, methods, and techniques for teaching English locally and abroad. Students also participate in a 20-hour supervised practicum (10 hours of observation and 10 hours of teaching). For more information, visit <www.uwinnipeg.ca/index/elp-esltcp>.

Providence College and Seminary

- The TESOL Certificate can be taken for undergraduate or graduate credit. Without previous Bible college training, the program takes one year of full-time study to complete, with previous Bible college training, the program can be completed in a one-month intensive training program. A 4-week, intensive summer program is also offered.
- There is a TESOL concentration in the Bachelor of Arts, Intercultural Studies, Masters of Arts, Educational Ministries, and MA Global Christian Studies.
- For more information, visit <www.providencecollege.ca/college/contact_providence>.

More TESL Canada-approved Programs

- Assiniboine Community College: ACE TESOL certificate course—professional, internationally recognized ESL teaching certificate (For more information, visit <<http://public.assiniboine.net>> or call 204-725-8725 or 1-800-862-6307, extension 6002.)
- University of Saskatchewan (Saskatoon, Saskatchewan): Teaching English as a Foreign Language (For more information, visit <<http://ccde.usask.ca/certes>> or call 306-966-5563.)
- University of Alberta: Teaching English as a Second Language (For more information, visit <www.edpsychology.ualberta.ca> or call 780-492-5478.)
- University of Calgary: teaching second language certificates (For more information, visit <<http://conted.ucalgary.ca/>> or call 403-220-2866 or toll free at 1-866-220-4992.)
- University of British Columbia Language and Literacy Education (LLED): TESL Coursework Certificate or TESL Certificate with Practicum (For more information, visit <<http://lled.educ.ubc.ca>> or call 604-822-5788.)
- Simon Fraser University (British Columbia): Certificate Program in TESL Linguistics (For more information, visit <www.sfu.ca/linguistics.html> or call 788-782-4585.)
- University of Victoria (British Columbia): Bachelor of Arts in Applied Linguistics (For more information, visit <www.uvic.ca/ling/applied/index.htm> or call 250-721-7432.)

- University of Toronto (Ontario) Institute for Studies in Education (OISE): TESL Certificate, Masters of Arts in Second Language Education (For more information, visit <www.oise.utoronto.ca/> or call 416-923-6641.)
- Concordia University (Quebec): Bachelor of Education specialization in TESL <<http://doe.concordia.ca/>> (For more information, visit 514-848-2424, extension 2031.)
- McGill University (Quebec): Bachelor of Education Teaching English as a Second Language (TESL) (For more information, visit <www.mcgill.ca/contact-us/> or call 514 -398-7878.)
- University of New Brunswick: Bachelor of Education with TESL concentration; Certificate in TESL (For more information, visit <www.unb.ca/slec/>, call 506-453-5136, or fax 506-453-4777.)
- Saint Mary's University (Nova Scotia): Diploma in TESL/TEFL (For more information, visit <www.smu.ca/academic/tesl>, or call 902-420-5691, or fax 902-420-5122.)

Professional Organizations

Manitoba Teachers' Society

- Rotating topics at conferences
- Beginning teacher (1st to 5th year) symposiums
- Updated information available at <www.mbteach.org>

TEAL Manitoba—Teachers of English as an Additional Language in Manitoba

TEAL Manitoba is an organization for educators (in schools, adult learning centres, and university settings) with an interest in English as an Additional Language (EAL).

- TEAL Manitoba supports professional development via conferences, their journal, EAL Cafes, and other activities.
- TEAL Manitoba is linked to the national professional organization for EAL/ESL teachers.
- For more information, visit <www.tealmanitoba.ca/TEAL_Manitoba/Welcome.html>.

TESL Canada Federation

- TESL Canada works in partnership with its constituent provincial and territorial associations, and like-minded national and international organizations.
- The TESL website offers information about the TESL Canada Journal; TESL Canada Bulletin; Teachers' Resource Centre (TRC); TESL Canada Professional Certification; TESL Canada Professional Certification Directory; TESL Canada Recognized Teacher Training Programs; English Language Proficiency Testing; TESL Canada Conferences; and TESL Canadian Educational Foundation.
- For more information, visit <www.tesl.ca/>.

TESOL Teachers of English to Speakers of Other Languages

- TESOL seeks the development and retention of professional expertise in English language teaching and learning for those for whom English is not their first language.
- For more information, visit <www.tesol.org/s_tesol/index.asp>.

Manitoba Education

Manitoba Education provides professional learning resources and opportunities related to EAL, student diversity, and immigrant/refugee education.

- English as an Additional Language <www.edu.gov.mb.ca/k12/cur/eal/index.html>
- Diversity Education <www.edu.gov.mb.ca/k12/diversity/educators/index.html>

What Community Resources Are Available for Referral or Additional Support?

Settlement Services for Newcomers in Manitoba: Centralized Services in Winnipeg

Accueil francophone Unit 104–420 Des Meurons Street Winnipeg, Manitoba R2H 2N9 Phone: 204-975-4250 Fax: 204-948-3020 accueil@sfm-mb.ca www.accueilfrancophonemb.com/ Contact: Bintou Sacko	▪ Initial welcome and orientation, needs assessment, and referral to services for French-speaking immigrants ▪ Resettlement Assistance Program (RAP)
Entry Program 400–259 Portage Avenue Winnipeg, Manitoba R3B 0C9 Phone: 204-944-0133 Fax: 204-944-8062 ep_general@mts.net www.entryprogram.ca Contact: Grace Eidse	▪ Orientation and language programming for newcomers ▪ Information about employment services, getting settled in Winnipeg, health services, and the law ▪ Regular program is 4 weeks; express program (if proficient in English) is 1 week ▪ Classes offered mornings, afternoons, and evenings
Manitoba Start 228 Notre Dame Avenue Winnipeg, Manitoba R3B 1N7 Phone: 204-944-8830 www.manitobastart.com Contact: Cheri Wright	▪ Centralized intake service for new immigrants in Winnipeg ▪ First stop after arrival in Manitoba; information and referrals to employment and settlement services
Nominee Application Centre c/o Immigrant Centre Manitoba 100 Adelaide Street Winnipeg, Manitoba R3A 0W2 Phone: 204-943-2240 Fax: 204-949-0734 info@icmanitoba.com www.icmanitoba.com Contact: Linda Lalande	▪ Information sessions for individuals, or their families, who want to apply for the Provincial Nominee (PN) Program ▪ One-on-one consultations about PN applications ▪ Notary services

Winnipeg English Language Assessment and Referral Centre (WELARC) 400–275 Portage Avenue Winnipeg, Manitoba R3B 2B3 Phone: 204-943-5387 Fax: 204-943-9614 info@welarc.net www.welarc.net Contact: Shannon MacFarlane	- English language assessments for adults prior to participating in English language classes or training programs - Referrals to settlement services or employment preparation programs
<i>Settlement Services</i>	
Immigrant Centre 100 Adelaide Street Winnipeg, Manitoba R3A 0W2 Phone: 204-943-9158 Fax: 204-949-0734 info@icmanitoba.com www.immigrantcentremanchitoba.com Contact: Linda Lalande	- Settlement and employment services - Language bank provides free verification of translations, interpretation, and notary services for landed immigrants (fewer than 3 years in Manitoba) - Assistance with Provincial Nominee (PN) applications; regular information sessions on how to complete PN applications
Jewish Child and Family Services C200–123 Doncaster Street Winnipeg, Manitoba R3N 2R2 Phone: 204-477-7430 Fax: 304-477-7450 jcfs@jcfswnnipeg.org www.jcfswnnipeg.org Contact: Emily Shane	- Pre-migration assistance and settlement services for newcomers of Jewish ancestry - Assessment, settlement, and employment assistance; counselling and referral; volunteer programs match newcomers with Jewish families; individual and group counselling and support groups (e.g., family relationships and parenting) - Counselling open to the general public, not exclusive to Jewish people - Services are offered in Hebrew, Russian, Slavic languages, Spanish, and Ukrainian
Welcome Place Manitoba Interfaith Immigration Council 521 Bannatyne Avenue R3A 0E4 Phone: 204-977-1000 Fax: 204-956-7548 sysadmin@miic.ca www.miic.ca Contact: Carlos Vialard	- Services for refugees and refugee claimants, and their families - Initial reception and accommodations, orientation, referrals, adjustment counselling, and support - Inland protection, private sponsorship, support to sponsoring groups, and volunteer services

Neighbourhood Immigrant Settlement Programs (NISWs)

There is a Neighbourhood Immigrant Settlement Program in several Winnipeg neighbourhoods. In each neighbourhood, a settlement worker

- welcomes, visits, and helps new families access community resources
- organizes community events to help newcomers and other community members meet (which helps newcomers understand Canadian culture and systems)
- liaises with other organizations to share issues, concerns, and solutions related to newcomer immigrants

Elmwood

Contact: Jamie Matwshyn
Phone: 204-982-1720
Elmwood Community Resource Centre
200 Levis Street, Winnipeg, Manitoba
nisw.elmwood@elmwoodcrc.com

Fort Garry/Fort Richmond

Contact: Yobi Tessema
Phone: 204-261-0163
Dalhousie School
262 Dalhousie Drive, Winnipeg, Manitoba
ytessema@pembinatrails.ca

Inkster

Contact: Emmy Bacani-Tipan
Phone: 204-940-1697
Nor' West Health Centre
103-61 Tyndall Avenue, Winnipeg, Manitoba
nisw.inkster@norwesthealth.ca

River East / Transcona

Contact: Vera Schroeder
Phone: 204-223-2786 or
204-669-9412, ext. 2263
Bernie Wolfe Community School
95 Bournais Drive, Winnipeg, Manitoba
vschroeder@retsd.mb.ca

St. Vital

Contact: Audrey Owens or Iftu Ibrahim
Phone: 204-255-5390
René Deleurme Centre
511 St. Anne's Road, Winnipeg, Manitoba
vmaudrey@shaw.ca; nisw.stvital@shaw.ca

Seven Oaks

Contact: Vaska Karamanova or Randean Kopytko
Phone: 204-632-6314, ext. 238 or
204-880-7826
A.E. Wright Community School
1520 Jefferson Avenue, Winnipeg, Manitoba
nisw1@7oaks.org; nisw2@7oaks.org

St. James-Assiniboia

Contact: Fatima Labib or Lee Lederer
Phone: 204-831-7405
Jameswood Community School
1 Braintree Crescent, Winnipeg, Manitoba
St.James-diversity@hotmail.com

Tuxedo/ Edgeland/ Doncaster

Contact: Selam Tesfai
Phone: 204-488-2133
Tuxedo Resource Centre
1-225 Doncaster Street, Winnipeg, Manitoba
nisw.tuxedo@hotmail.com

West Central

Contact: Warda Ahmed
Phone: 204-774-7990
101-B 583 Ellice Avenue, Winnipeg, Manitoba
nisw.westcentral@mts.net

William Whyte

Contact: Lisa Martin, Th'lay Htoo, or
Fitsum Getahun
Phone: 204-582-9091
William Whyte Residents' Association
295 Pritchard Avenue, Winnipeg, Manitoba
lisamwwra@gmail.com
thlaywwra@mts.net
fitsumwwra@gmail.com

Youth and Family

Family Centre 401–393 Portage Avenue Winnipeg, Manitoba R3B 3H6 Phone: 204-947-1401 staff@familycentre.mb.ca www.familycentre.mb.ca Contact: Holly Puckall	▪ In-home family and educational support for refugee families ▪ Focus on families with limited support networks to aid in transitioning, building independence, and accessing resources ▪ Needs assessment and case management ▪ Services are offered in several languages
IRCOM—Immigrant and Refugee Community Organization of Manitoba 95 Ellen Street Winnipeg, Manitoba R3A 1S8 Phone: 204-943-8765 Fax: 204-943-4810 info@ircom.ca www.ircom@shaw.ca Contact: Dorota Blumczynska	▪ Housing for newcomer families (for one year, with the possibility of renewing for another two years) ▪ After-school and recreation programs: free games, arts and crafts, reading and homework club, films, and EAL tutoring for children, youth, and adults ▪ Community groups can use sports facilities assigned to IRCOM ▪ Help in adapting to life in Canada through orientation (by a community worker) to housing, social services, and the Winnipeg community
NEEDS Centre 251–A Notre Dame Avenue Winnipeg, Manitoba R3B 1N8 Phone: 204-940-1260 Fax: 204-940-1272 needsinc@mts.net www.needsinc.ca Contact: Margaret Von Lau	▪ Programs to adapt to life in Manitoba ▪ Various other programs: computer training, homework help, youth recreation, and employment
Wolseley Family Centre LL (lower level)–691 Wolseley Ave. Winnipeg, Manitoba R3G 1C3 Phone: 204-788-8052 Fax 204-772-6035 Contact: Sharon Taylor	▪ Community-based education and service to families (provides education, information, activities, material support, and other resources to families across a number of program areas) ▪ Program areas: parent/child education, family activities, life skills and awareness workshops, employment support, community development, literacy programs, and leadership development

Health and Wellness

Age and Opportunity 200–280 Smith Street Winnipeg, Manitoba R3C 1K2 Phone: 204-956-6440 Fax: 204-946-5667 esl@ageopportunity.mb.ca www.ageopportunity.mb.ca Contact: Lan Doan	▪ English classes for older adults—EAL Program ▪ Social activities for older adults ▪ Child care for grandparents with their grandchildren ▪ Resources on healthy aging
Aurora Family Therapy Centre Sparling Hall—2nd floor, 515 Portage Avenue University of Winnipeg Winnipeg, Manitoba R3B 2E9 Phone: 204-786-9252 Fax: 204-772-2547 http://aurora.uwinnipeg.ca Contact: John Smyth	▪ Therapy program ▪ Issues addressed include • family and relationships • war-related trauma • parenting in a new country • negotiating cultural differences ▪ Services are offered in several languages ▪ Staff can meet with clients in their homes, when needed
Child and Adolescent Mental Health Centralized In-Take Phone: 204-958-9660 Fax: 204-958-9626 Contact: Leslie Shafer, Program Manager	▪ Consultative call with possible referrals to resources ▪ If educator is calling on behalf of parent/guardian, must have their permission ▪ Preferable if parent/guardian calls ▪ Interpreters available
Healthy Start for Mom & Me 2nd floor, 400 Edmonton Street Winnipeg, Manitoba R3B 2M2 Phone: 204-949-5350 Fax: 204-949-4800 healthystart@mts.net www.hsmm.ca/ Contact: Gail Wylie	▪ Prenatal and postnatal classes ▪ Information on having a baby in Canada ▪ Interpreters available ▪ Babysitting for children up to 5 years of age ▪ Nurse and dietician available There are 8 other Healthy Start Programs in Winnipeg. Call 204-949-5350 to find out where they are located.

Immigrant Women's Counselling Services 200–323 Portage Avenue Winnipeg, Manitoba R3B 2C1 Phone: 204-940-2172 Fax: 204-940-1971 iwcs@mts.net www.norwesthealth.ca/ Contact: Kim Storeshaw	▪ Counselling for immigrant women who face violence or trauma ▪ Group counselling on healthy relationships, anger management, parenting, and self-esteem ▪ Support clients by accompanying them to court, as well as to appointments with lawyers and doctors ▪ Translation and interpretation in African dialects, Chinese, Tagalog, Portuguese, Spanish, Tamil, Vietnamese, and other languages ▪ Emergency Food Program for families in financial crisis ▪ Information, referral, and public education (i.e.: health, legal issues, immigration, social services, family violence, etc.) ▪ Legal services for women who are in or leaving abusive relationships at 204-940-6624
Mount Carmel Clinic Multicultural Wellness Program 886 Main Street Winnipeg, Manitoba R2W 5L4 Phone: 204-589-9420 cross_cultural@mountcarmel.ca www.mountcarmel.ca/ Contact: Jaime Carrasco	▪ Counselling and support when experiencing mental health difficulties and stresses resulting from culture change or traumatic events prior to coming to Canada ▪ Services are offered in several languages ▪ Community education
Nine Circles Community Health Centre 705 Broadway Winnipeg, Manitoba R3G 0X2 Phone: 204-940-6000 or 1-888-305-8647 Fax: 204-940-6027 ninecircles@ninecircles.ca www.ninecircles.ca/ Contact: Mike Payne	▪ Support for people living with HIV/AIDS ▪ Testing and assessment for HIV and sexually transmitted infections (STIs) ▪ HIV/STI Information Line at 204-945-2437 or 1-800-782-2437

Pluri-Elles 570 Des Meurons Street Winnipeg, Manitoba R2H 2P8 Phone: 204-233-1735 or 1-800-207-5874 plurielles@shaw.ca/www.pluri-elles.mb.ca Contact: Mona Audet	▪ Counselling for women and therapy for children ▪ Services offered in French to all people living in Manitoba
SERC (Sexuality Education Resource Centre) 200–226 Osborne Street North Winnipeg, Manitoba R3C 1V4 Phone: 204-982-7800 Fax: 204-982-7819 info@serc.mb.ca www.serc.mb.ca Contact: Lori Johnson	▪ Information on reproductive health, family planning, sexually transmitted infections, HIV/AIDS, sexuality, and family communication ▪ Ethno-specific workshops on intergenerational conflict and sexual reproductive health ▪ Referral to other services
SMD Services Society for Manitobans with Disabilities 825 Sherbrook Street Winnipeg, Manitoba R3A 1M5 www.smd.mb.ca <u><i>Ethnocultural Program</i></u> Phone: 204-975-3121 or 1-866-282-8041 TTY: 204-975-3012 or 1-800-225-9108 Fax: 204-975-3073 communityeducation@smd.mb.ca Contact: Traicy Robertson <u><i>Deaf and Hard of Hearing Services</i></u> Phone: 204-975-3080 TTY: 204-975-3083 Fax: 204-975-3073 slysachok@smd.mb.ca Contact: Sandy Lysachok	▪ Assists immigrant adults and children with disabilities in accessing appropriate services in the community; provides rehabilitative supports, presence of staff from various cultural and linguistic groups ▪ Language and math programs for Deaf and Hard of Hearing adult newcomers; American Sign Language (ASL), EAL, English Literacy, Math, and orientation to living in Canada

Talking Oaks Counselling Services Box 57. Group 2, RR1, Anola, Manitoba Phone: 204-866-4237 jwolf1@mts.net Contact: Jim Wolf	▪ Assistance for community-based trauma recovery programming
YMCA–YWCA Family Recreation Project 301 Vaughan Street Winnipeg, Manitoba R3B 2N7 Phone: 204-947-3110, ext. 241 www.ywinnipeg.ca	▪ Provision of the following by the downtown YMCA-YWCA: • a free, four-month membership (if in Canada less than two years) • use of fitness facilities and programs, on a limited basis
<i>Other Supports</i>	
Bilingual Service Centres <u>St. Boniface/ St. Vital Region</u> 100–614 Des Meurons Street Winnipeg, Manitoba R2H 2P9 Phone: 204-945-2189 Fax: 204-948-3020 and 1005 St. Mary’s Road Winnipeg, Manitoba R2M 5S4 Phone: 204-945-0600 Fax: 204-948-2628 Contact: Angèle Bernardin Angele.Bernardin@gov.mb.ca www.csbsc.mb.ca	▪ Offers a wide range of information about federal, provincial, and municipal services, as well as community based organizations—available in English and French (For example, buying a Driver’s Handbook, purchasing bus tickets, ordering a birth certificate, obtaining a street parking permit, contacting Family Services and Housing, finding information about Human Rights, registering a business name, just to name a few.)

Global Welcome Centre for Immigrants and Refugees University of Winnipeg Room 1E04–511 Ellice Avenue Winnipeg, Manitoba R3B 2E9 Phone: 204-258-2946 globalwelcomecentre@uwinnipeg.ca www.uwinnipeg.ca/index/gwc-index Contact: Miranda Santolini	▪ Support services for immigrants and EAL students addressing transition to post-secondary education ▪ Mentorship and tutoring programs available ▪ Bridging program for high-school students ▪ Academic advising for immigrants and refugees
New Journey Housing 312–393 Portage Avenue Winnipeg, Manitoba R3B 3H6 (in Portage Place Mall, opposite IMAX) Phone: 204-942-2238 Fax: 204-942-2239 info@newjourneyhousing.com www.NewJourneyHousing.com Contact: Susan Radstrom	▪ Housing counselling for rental or home ownership ▪ Consultation with landlords, caretakers, and others regarding newcomer housing ▪ Volunteer program—established Canadians are paired with newcomers to support the newcomer with finding a home ▪ Training classes to inform newcomers about renting or purchasing a home ▪ Education and advocacy
<i>Employment Services</i>	
Academic Credentials Assessment Service 5th floor–213 Notre Dame Avenue Winnipeg, Manitoba R3B 1N3 Phone: 204-945-6300 www.immigratemanitoba.com/ Contact: Shannon MacKay	▪ Free service that compares secondary and post-secondary education earned outside of Canada to educational standards in Manitoba when they are required by an employer or an educational institution
Apprenticeship Branch 1010–401 York Avenue Winnipeg, Manitoba R3C 0P8 Phone: 204-945-3337 www.gov.mb.ca/tce/apprent	▪ Helps people enter apprenticeship programs and gain credit for experience obtained outside of Canada

Credentials Recognition Program 5th floor–213 Notre Dame Avenue Winnipeg, Manitoba R3B 1N3 Phone: 204-945-6300 www.immigratemanitoba.com/ Contact: Sandra Simpson	Helps professionally or technically trained immigrants wanting to work in regulated professions in Manitoba, provides financial reimbursement for a portion of the licensing fees as well as wage subsidies for up to six months (for clients seeking employment in their field)
Employment Manitoba 391 York Avenue, Wpg, MB R3C 0P4 1122 Henderson Hwy, Wpg, MB R2J 1L1 3338 Portage Avenue, Wpg, MB R3K 0Z1 1005 St. Mary's Road, Wpg, MB R2M 3S4 www.gov.mb.ca/employment/index	Refers clients to training, upgrading, and employment programs and services
Employment and Income Assistance (EIA) 2–640 Main Street Winnipeg, Manitoba R3B 0L8 Phone: 204-940-8441 www.gov.mb.ca/fs/assistance/eia.html	Offers financial assistance for people who have no other financial resources, refers clients to training programs and job opportunities
Employment Projects of Winnipeg 990–167 Lombard Avenue Winnipeg, Manitoba R3B 0V3 204-949-5300 www.epw.ca/ Contact: Penny Will	- Project for immigrants with a Canadian Language Benchmark (CLB) level of 5 and up - Employment preparation and job search programs for entry level, semi-skilled, highly-skilled, and trades - Clients must be referred by Manitoba START
Employment Solutions for Immigrant Youth 200–249 Notre Dame Avenue Winnipeg, Manitoba R3B 1N8 Phone: 204-944-8833 Contact: Fatima Soares employmentsolutions@mts.net www.esiy.ca/	- Employment preparation program for out-of-school and unemployed immigrant youth (15 to 30 years old); Canadian Language Benchmark (CLB) level of 5 is recommended; self-support, Income Assistance, or RAP - Clients must be referred by Manitoba START

Immigrant Centre 100 Adelaide Street Winnipeg, Manitoba R3A 0W2 Phone: 204-943-9158 info@icmanitoba.com www.icmanitoba.com/ Contact: Linda Lalande	▪ Settlement and employment services for newcomers ▪ Free verification of translations, interpretation, and notary services by language bank
Manitoba START 228 Notre Dame Avenue Winnipeg, Manitoba R3B 1N7 Phone: 204-944-8830 Fax: 204-944-8838 www.manitobastart.mb.com	▪ Referrals to appropriate employment services (based on individual needs and skills profile)
MFL Occupational Health Centre 102—275 Broadway Winnipeg, Manitoba R3C 4M6 Phone: 204-949-0811 mflohc@mflohc.mb.ca	▪ Trainers from Philippines, India, El Salvador, Somalia, and Vietnam provide informational workshops ▪ Physicians see workers with work-related injuries and illnesses and provide medical opinions on Worker Compensation claims
Pluri-Elles Manitoba 570 Des Meurons Street Winnipeg, Manitoba R2H 2P8 Phone: 204-233-1735 www.pluri-elles.mb.ca Contact: Mona Audet	▪ Francophone Resource Centre—available throughout Manitoba ▪ Specialized employment, career counselling, and job search assistance ▪ Counselling for women of all ages and therapy for children ▪ Literacy program for families ▪ Specialized French literacy classes for men and women ▪ CAPC Program—Community Action Program for Children
Success Skills Centre 12th floor, 330 Portage Avenue Winnipeg, Manitoba R3C 0C4 Phone: 204-975-5111 www.successskills.mb.ca/ Contact: Monika Feist	▪ Specialized employment and career counselling for immigrant professionals with a Canadian Language Benchmark (CLB) level of 5 and up ▪ Intensive job search preparation workshops and job search support ▪ Clients must be referred by Manitoba START

Edge Skills Centre Inc. 533 St. Anne's Road Winnipeg, Manitoba R2M 3E8 Phone: 204-254-1618, ext. 213 www.edgeinc.ca/ Contact: Joan Embleton	▪ Employment and career counselling, upgrading, and vocational training ▪ Financial support ▪ Canadian Language Benchmark (CLB) level of 5 and up recommended
For more employment information, see Career Destination Manitoba for Newcomers: Testimonials from newcomers working successfully in their professions in Manitoba at <www.immigrantsandcareers.mb.ca/> Manitoba Immigration and Multiculturalism at <www.immigratemanitoba.com/>	
<i>Regional Settlement Services</i>	
Arborg and Riverton Immigrant Settlement Services 337 River Road, Box 582 Arborg, Manitoba R0C 2A0 Phone: 204-376-3623 Fax: 204-376-5379 Email: ariss@mts.net www.rivertoncanada.com/settlement-guide Contact: Koby Wiebe	▪ Information, orientation, and referral to community resources for immigrants settling in the Arborg and Riverton areas
Asessippi Parkland Settlement Services P.O. Box 1359, 178 Main Street Russell, Manitoba R0J 1W0 Phone: 204-773-4792 Fax: 204-773-3370 Email: immigration@russellmb.com www.asessippiparkland.com Contact: Lorraine Brown	▪ Information, orientation, and referral to community resources for immigrants settling in Russell, Inglis, Angusville, Binscarth, and the surrounding areas

Bilingual Service Centres

Box 336, 51–55 Rodgers Street
Notre-Dame-de-Lourdes, Manitoba
R0G 1M0

Phone: 204-248-7270

Toll Free: 1-866-267-6114

Fax: 204-248-7284

Contact: Monique Adam

Monique.Adam@gov.mb.ca

Box. 215, Lot 825 on Highway #6
Saint-Laurent, Manitoba R0C 2S0

Phone: 204-646-4095

Contact: Brigit McDaniels

Brigit.McDaniels@gov.mb.ca

C.P. Box 98

427 Sabourin Street

Saint-Pierre-Jolys, Manitoba R0A 1V0

Phone: 204-433-3340 Fax: 204-433-3988

Contact: Rosemarie David

Rosemarie.David@gov.mb.ca

- Access to federal, provincial, and municipal services, as well as community-based organizations
- Examples of services: purchasing a Driver's Handbook, buying bus tickets, obtaining street parking permits, contacting various provincial government organizations, registering a business name, ordering a birth certificate, etc.
- Employment services and small business development support.

Community Immigration and Settlement Services Dauphin Economic Development and Tourism City Hall—100 Main Street South Dauphin, Manitoba R7N 1K3 Phone: 204-622-3223 Fax: 204-622-3290 Email: tamarah@dauphin.ca www.dauphin.ca Contact: Tamara Hrychuk	▪ Settlement and employment support services to newcomers in Dauphin and the surrounding area
Eastman Immigrant Services D4, 284 Reimer Avenue Steinbach, Manitoba R5G 0R5 Phone: 204-346-6609 Fax: 204-346-3638 Email: info@eastmanimmigrantservices.com http://eastmanimmigrantservices.com Contact: Richard Harder	▪ Settlement support services for newcomers to Steinbach and the southeast area ▪ Examples of services • information, orientation, housing liaison, job search, and integration support • assessment and referral to community services • interpretation and translation services • school and community liaison • host family and volunteer coordination
Immigrant Resource Centre c/o Portage Learning and Literacy Centre 2nd floor, 110 Saskatchewan Avenue West Portage La Prairie, Manitoba R1N 0M1 Phone: 204-857-6304, ext. 229 Fax: 204-857-6358 Email: Luis.Luna@learningcentre.net www.learningcentre.net/immigrant-resource-program/index.html Contact: Luis Luna	▪ Services to help people integrate into the Portage-la-Prairie community and Canada ▪ Settlement services and community tours for existing visitors

Neepawa and Area Immigrant Settlement Services Box 598, Neepawa, Manitoba R0J 1H0 Phone: 204-476-2055 or 204-841-0229 Fax: 204-476-2188 Email: nadcoimmigrant@mts.net Contact: Marian Hijkoop	▪ Settlement information, orientation, and referral to community resources for newcomers to Neepawa, Gladstone, Minnedosa, and the surrounding areas
South Central Immigrant Services 2–295 Perry Street, Box 420 Winkler, Manitoba R6W 4A6 Phone: 204-325-4059 Fax: 204-325-4158 Email: lauries@regionalconnections.ca www.regionalconnections.ca/ Contact: Laurie Sawatzky	▪ Settlement support services for newcomers in the South Central region of Manitoba, including Morden and Altona ▪ Examples of services • information, orientation, housing liaison, job search, and integration support • school and community liaison • interpretation and translation services • assessment and referral to community services • job search support
Swan Valley Settlement Services 120–6th Avenue North, P.O. Box 370 Swan River, Manitoba R0L 1Z0 Phone: 204-734-3417, ext. 2239 Fax: 204-734-5271 Email: smullett@mts.net Contact: Shirley Mullett	▪ Provides settlement support services for newcomers in the region of Manitoba. ▪ Examples of services • information, orientation, housing liaison, job search, and integration support • school and community liaison • interpretation and translation services • assessment and referral to community services • job search support
Thompson Newcomer Settlement Service-Community Futures North Central Development Box 1208, 3 Station Road Thompson, Manitoba R8N 1P1 Phone: 204-677-1495 or 1-888-847-7878 Fax: 204-778-5672 Email: amatiasek@northcentraldevelopment.ca Contact: Angelica Matiassek	▪ Information, orientation, and referral to community resources for newcomers settling in Thompson and the surrounding area

Virden Settlement Services 585 Seventh Avenue South Virden, Manitoba Phone: 204-851-1432 Fax: 204-748-2895 Email: virdenssf@mts.net Contact: Marian Kalynuk	Information, orientation, and referral to community resources for newcomers settling in Virden, Kola, Hamiota, and the surrounding areas
Westman Immigrant Services 729 Princess Avenue Brandon, Manitoba R7A 0P4 Phone: 204-727-6031, ext. 227 Fax: 204-725-4786 Email: settadmin@mts.net www.westmanimmigrantservices.ca/ Contact: Leslie Allen	- Settlement and employment support services to newcomers - Coordination of English as an Additional Language (EAL) classes in the Westman area, including Brandon, Boissevain, Kola, and Rosburn

Manitoba Labour and Immigration: Youth Programming 2011/2012

NEEDS Centre Inc.

NEEDS offers programming for newcomer children and youth, which includes the following:

- **Introduction to Canadian Education Program**—Designed for refugee youth ages 6 to 17 awaiting placement in Canadian schools. The youth learn English language skills development, recreational activities, and computer skills.
- **Youth After-School Program**—Assists newcomer youth ages 12 to 17 with English language skills development and provides information designed to help youth successfully settle and integrate into Canadian society.
 - Educational activities: homework club, computer classes, and cooking classes
 - Skill development activities: life skills, interpersonal skills, cultural understanding, personal empowerment, and enhancement of healthy family interactions
 - Recreational activities: art, music and dancing, sports, storytelling, and photography
 - Regular field trips: Assiniboine Park Zoo, Manitoba Museum, Cinema City, The Forks, the Legislative Building, as well as skating and tobogganing
- **LINK (Crime Prevention and Youth Mentorship)**—Provides refugee youth with the support and life skills they need to successfully settle and integrate into Canadian society and abstain from involvement in criminal activities. This is done through workshops and recreational activities, as well as individual and family mentorship. Components include
 - pro-skills training (conflict resolution, anger management, decision-making skills, problem-solving skills, drug refusal skills, information and education about drugs and alcohol, community and personal safety, and the role of the police in Canada)
 - mentorship (using community resources, providing increased support and supervision for participants and their families, and positive adult role models, family support, peer support, and education about the settlement process)
 - educational support (contact with the school and engagement in the learning process)

- **Employment Program**—Helps immigrant and refugee high school students (grades 10 to 12) develop the employability skills required to successfully enter the Canadian labour market. This is done through employment preparation workshops and training, as well as hands-on, practical workplace experience with Manitoba employers. There are three programs (stream 1, 2, 3).
 - Stream 1: career-driven internship—helps with transition from high school to career-related work (one group of 30 students per year)
 - Stream 2: fast-track in hospitality industry (A&W)—helps students with little or no Canadian work experience who are interested in working or developing a career in the hospitality industry (3 groups of 15 students per year)
 - Stream 3: individual career coaching and work placement—helps students who do not need or want to be in a structured program and may have various employment needs (year-round program with ongoing groups)
- Individual or group psycho-social support is provided by social workers throughout all NEEDS programming.
- 251–A Notre Dame Avenue, Winnipeg, Manitoba, R3B 1N8, Phone: 204-940-1260, Contact: Margaret Von Lau

Boys and Girls Club—Sister MacNamara School

The Boys and Girls Club of Winnipeg provides after-school programming for children and youth throughout Winnipeg. Manitoba Immigration and Multiculturalism funds a community support worker who helps to integrate newcomer children and youth into the club. The worker also acts as a resource and provides intervention, if needed, to families of club members.

- 460 Sargent Avenue, Winnipeg, Manitoba, Phone: 204-982-4940, Contact: Karen Lambert

Spence Neighbourhood Association

615 Ellice Avenue, Winnipeg, Manitoba, R3G 0A4, Phone: 204-783-8607, Contact Jamil Mahmood

The Spence Neighbourhood Association runs an after school youth drop-in program at the Magnus Eliason Recreation Centre. The program is open to all youth 13 to 18 years old. A Newcomer Outreach Coordinator helps newcomer youth overcome the barriers they face in developing into successful citizens who contribute to their community in a positive way and connect to other youth. The program operates Monday through Friday, 6:30 p.m. to 9:30 p.m., with a full meal served each night. Program activities include the following:

- cooking classes
- sports tournaments
- movie nights
- access to swimming pool and gym

- special outings
- homework club/computer lab
- open gym and organized sports activities

IRCOM

95 Ellen Street, Winnipeg, Manitoba, R3A 1S8, Phone: 204-943-8765, Contact: Dorota Blumczynska

The Immigrant and Refugee Community Organization of Manitoba (IRCOM) has an after-school program which offers free educational and recreational programs for newcomer children and youth living at IRCOM and in the wider West Alexander and Central Park neighbourhood. Activities include games, arts and crafts, reading and homework club, films, outreach activities, sports, youth leadership, and other activities designed for newcomer children and youth. The program operates Monday through Friday, each week.

- Children's programs: 4 p.m. to 6 p.m.
- Youth programs: 7 p.m. to 9 p.m.

YMCA-YWCA

301 Vaughan Street, Winnipeg, Manitoba, R3B 2N7, Phone: 204-989-4106, Contact: Marlene Beaudet

The YMCA-YWCA Newcomer Membership Project allows newcomer families (within 2 years of arrival) a chance to experience a free four-month family membership at the YMCA-YWCA while they settle in Winnipeg. This program is operated out of the downtown branch of the YMCA-YWCA **but memberships are valid at all locations.**