



**ADDRESS**  
Suite #120  
7525 King George Boulevard  
Surrey, BC V3W 5A8  
CANADA



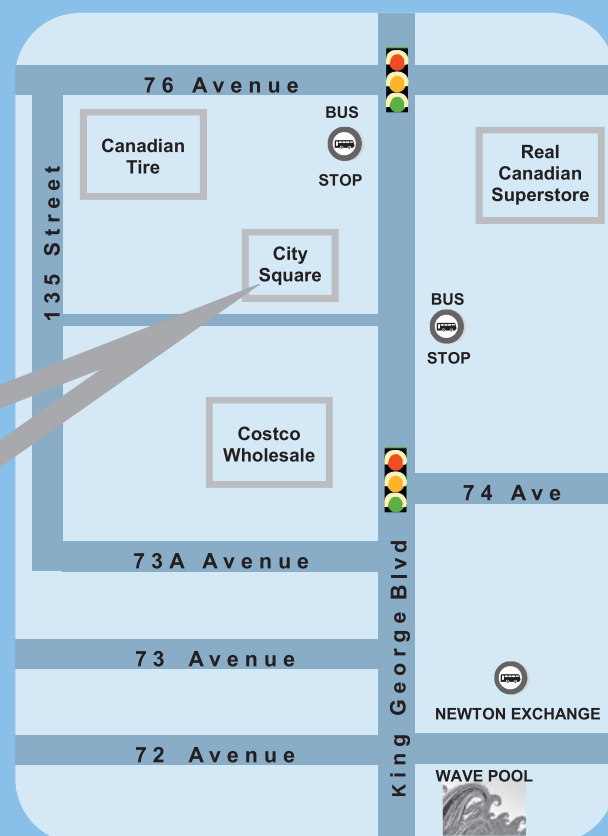
**OFFICE HOURS**  
Monday - Friday  
8:30am - 4:00pm



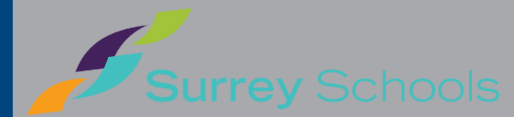
**TELEPHONE**  
604.543.3060



**FACSIMILE**  
604.592.2139



English Language Learner  
Welcome Centre

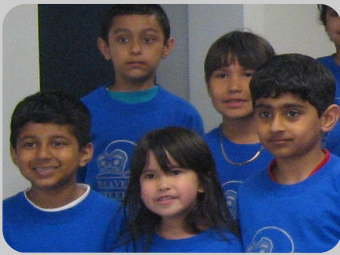


## English Language Learner Welcome Centre



LEADERSHIP IN LEARNING

SD36 English Language Learner Welcome Centre



The Surrey School District English Language Learner Welcome Centre is centrally located in Surrey on the main floor of the City Square building at #120 - 7525 King George Boulevard. We are here to welcome English Language Learner (ELL) students and their families and ease their integration into the Surrey school system and community.

The staff at the Welcome Centre is committed to assisting our District's ELL students with their transition to a new school system and community by facilitating effective reception, language assessment, and appropriate placement. The Welcome Centre staff provides registration support, information about the B.C. education system, school programs/services, and community programs/services.

The Welcome Centre staff supports Surrey schools by assisting with ELL student registration and by conducting the initial language assessment. In addition, school staff can access a wide range of resources at the Welcome Centre library to support our English Language Learners with their language needs and integration into the schools.

Our Goals

- For our students and families, the Welcome Centre will provide:
- Initial support from Multicultural and Settlement Workers in Schools for all English Language Learners in the District
  - Consistent reception, orientation services, and information about our schools and the B.C. School System
  - Links to continuing education opportunities
  - Links to community and government agencies and services

- For our schools, the Welcome Centre will provide:
- Insight into the ELL students' individual and collective impact on schools, as the data collection centre for the District
  - Coherent understanding of diverse populations and community needs
  - A more consistent and holistic assessment of student needs, with lead time to prepare for incoming students and to coordinate school-specific support in an effective and timely manner
  - A library of resources and Pro-D day workshops for staff who support ELL students and their families



Our Services - Registration Support

The Welcome Centre staff will assist families in finding their neighbourhood school and completing their registration forms, if necessary. Students whose parents hold work permits, study permits or are refugee claimants may be directed to our District's International Education Department.

At the time of registration parents must bring the following documents to their neighbourhood school:

- Proof of Birth Date for the student (birth certificate or passport)
- Proof of guardianship (parents' or guardians' as shown on birth certificate or other appropriate legal documentation)
- Proof of status in Canada for both the parent and the student (Canadian birth certificate, citizenship card, passport, landed immigrant document, permanent resident card)
- Proof of Residence (purchase or rental agreement, utility bill, etc.)

Documents which are helpful, but not required to register:

- Health Documents (Care card, immunization records, medical condition information)
- Education Background Information (i.e., report cards for the last 2 years)



Our Services - Assessment

The purpose of the initial language assessment is to identify the English Language Learner's need for English language service. The initial assessment is intended to identify:

- The student's current level of English proficiency
- The student's eligibility for ELL services
- The extent and range of ELL services needed



The holistic language assessment will examine both receptive English (listening and reading) and expressive English (speaking and writing).

The assessment will address the differences between language used for communication in social settings (the language of everyday use) and the language used for learning in academic settings (the language of the classroom). Therefore, the assessment will include questions related to the appropriate social use of English as well as questions related to subject-specific academic language (Social Studies, Science, and Literature).

Upon completion of the assessment the results will be electronically transferred to the ELL's school where school personnel will meet with the parents or guardian and the student to discuss program and/or placement.

Our Services - Multicultural Workers

Services provided by our Multicultural Workers in schools are:

- Facilitating communication between home and school through supporting school staff, including arranging meetings and interpreting in academic contexts such as parent-teacher meetings, IEP meetings, etc.
- Enhancing cross-cultural understanding by providing information to schools about family/cultural background to facilitate appropriate educational support for the student
- Facilitating cross-cultural understanding by providing information in the first language to the student and his/her family about Canadian culture
- Assisting school staff with conducting education activities involving ELL students



Our Services - Settlement Workers in Schools

Services provided by our Settlement Workers in Schools are:

- Outreach services to all ELL families new to the District and community
- Settlement counselling for students, parents, or families through information and orientation sessions
- Organizing and conducting workshops and group activities
- Translation and interpretation in settlement contexts
- Referral and service linking to appropriate school/community programs, workshops, or support groups relating to settlement within the community which may include:

Canadian Parenting  
Employment Search  
Library Resources  
Subsidized Housing

Counselling  
Immigration  
Medical / Dental  
Transportation

ELL Classes  
Legal Issues  
Social Assistance  
Volunteering

Our staff provides services in the following languages:

Arabic

Azeri

Burmese

Cantonese

English

Farsi

French

Hindi

Karen

Korean

Kurdish

Lao

Mandarin

Polish

Punjabi

Rohingyan

Russian

Somali

Spanish

Swahili

Tagalog

Taiwanese

Turkish

Urdu

Vietnamese

If assistance is required in a language that is not listed, the Welcome Centre staff could assist by contacting our community partners who may have service available in that language.