

## When to Contact Your Settlement Worker in Schools

Services provided by Settlement Workers in Schools are:

- Systematic outreach to all newly-arrived families
  - Obtaining lists and reaching out to newly-arrived families
- Settlement counselling for student, parent, or family
  - Provide information and orientation sessions
- Referral and service linking to appropriate school/community programs, workshops, or support groups relating to settlement
- Organizing and conducting workshop and group activities on settlement related issues
- Translating and interpreting in settlement context only

Contact Settlement Workers in Schools when information relating to OUTSIDE the school is required. For example, our Settlement Workers in Schools:

- Assist with registration of English Language Learner students into schools
- Provide information about English language programs and assist with accessing programs
- Provide information about MSP and assist with applications
- Assist with accessing no/low-cost medical/dental clinics and provide information re: eligibility of services for families
- Assist with low-cost housing and provide information about eligibility, rental agreements, etc.
- Provide information about landlord/tenant rights
- Assist with resume writing and obtaining references
- Assist with obtaining volunteer and/or paid positions
- Explain how to take public transit, purchase transit tickets and passes, and obtain transit maps.
- Explain where and how to obtain a driver's license and assist with forms
- Provide information about income assistance
- Assist with setting-up bank accounts and other banking services
- Assist with income taxes
- Assist with applying for Permanent Resident Cards

### What Settlement Workers in Schools Don't Do

- Settlement Workers in Schools are not certified translators and therefore are not able to translate school notices for distribution on SD36 Letterhead
- Mediate conflicts
- Teach ELL/ESD
- Act as a certified professional, ie., youth worker, social worker, bilingual instructor, teaching assistant, etc.
- Conduct professional assessments without the supervision of certified professionals
- Conduct after school extra-curricular activities
- Provide educational support, ie., homework help, tutoring, etc.
- Provide multicultural support to meet educational needs, ie., develop resources

### SD36 English Language Learner Welcome Centre

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