

January 2009

MCM Burnaby open to serve clients



Amid record snow and slush, Multilingual Case Management (MCM) opened for business on January 5th to serve clients through its new Burnaby office on Canada Way off Edmonds Street .

Sharing space with ISSofBC's Settlement and Employment Outreach Services (EOS), MCM Burnaby will serve multi-barriered clients with specific employment challenges residing in Burnaby and the surrounding suburban areas.

The new service builds upon the long and successful track record of MCM-Vancouver in working with immigrant jobseekers with complex employment needs. Most of the new clients are expected to have limited or no English, be unfamiliar with the Canadian labour market, may suffer from personal trauma related to the refugee experience and/or dealing with domestic challenges in their new home settings. The MCM-Burnaby office is mandated to serve clients with more flexibility through workshops and strong outreach support.

In This Issue

- ▶ [MCM Burnaby opens its doors](#)
- ▶ [ISSofBC's Gulalai Habib on the Board of the Canadian Women's Economic Development Council](#)
- ▶ [IT Launches new online technical support](#)
- ▶ [International Studies receives Languages Canada Accreditation](#)

EVENT

"We came from Africa"
The Lower Mainland Red Cross' A Story to Tell and a Place for the Telling speaker series



Learn more about the refugee experience by hearing first-hand stories. Attend this free event on January 20 at the Vancouver Public Library.

The MCM Burnaby office, managed by Alice Wong and Joseph Lui, is staffed by three counselors, Melissa Xu (ext. 1243/melissa.xu@issbc.org), Ahmad Jamshid Arefi (ext. 1702/jamshid.arefi@issbc.org) and Raymond Hyma (ext. 1703/raymond.hyma@issbc.org), and one program assistant, Graciela Solano (ext. 1701/graciela.solano@issbc.org). Together, they provide services in English, Spanish, Portuguese, French, Japanese, Cantonese, Mandarin, Farsi, Dari, Pashto and Urdu. Clients can also access a modest resource centre equipped with computers and job search resources.

Since setting up office in Burnaby last month, program staff have been liaising with service providers in the area for marketing and outreach purposes. "We are particularly grateful to the Settlement and EOS staff in Edmonds for supporting and accommodating our start-up preparations over the past month." said Alice, adding, "We would like to invite other ISS staff to visit us and see what we are offering our clients in the Burnaby area." Apart from the extensions listed above, Burnaby-MCM can also be contacted through its direct line at 604.522.5966.

ISSoBC's Gulalai Habib on the Board of the Canadian Women's Community Economic Development Council



Since January 2008, ISSoBC's Resettlement Assistant Program's Assistant Manager, Gulalai Habib, has been on the Board of Directors of the Canadian Women's Community Economic Development Council (CWCEDC). The Council works towards advancing women-centred community economic development as a means of reducing poverty and improving the lives of women, their families and communities. In an interview, Habib discusses her involvement with community economic development (CED), the challenges facing women and how the CWCEDC is affecting positive change in this area.

To read the interview, click [here](#).

I.T. launches new online technical support

A new User Service and Help Desk program is set to launch mid-January. The program will be phased into the Terminal office first and expanded to other ISSoBC locations in the following weeks.

To make reporting issues to IT easier, the program provides each staff with a personalized and secured Self-Service Portal. Through this portal, staff can log their service requests

The event features two Sudanese refugees who fled as boys to escape becoming child soldiers. The evening will also showcase Sudanese music and dance.

Download the event poster [here](#)

Green Tips

Share your wastebasket with co-workers

This will save on the number of replacement plastic bags needed by the maintenance staff

Unplug all appliances when not in use

Even plugged in (and not in use) appliances draw current

Take the stairs rather than the elevator

Save energy and get in better shape!

and issues online with the help of a web-based form. Once staff have filed their service requests, it will be listed in their request view page where they are able to keep track of the progress. All service requests will be saved for future reference.

The new system will allow IT staff to develop and maintain an IT service solutions knowledge base. Staff will be able to search through this base for solutions to any issues they may be experiencing. Creating a knowledge base will help staff solve reoccurring problems and reduce the service turn around time for IT staff.

Please contact Eric Zulaybar for further information.

International Studies receives Languages Canada Accreditation

International Studies received notice from Languages Canada that a Full Accreditation has been granted for the next three years. Languages Canada is Canada's premier language organization representing both of Canada's official languages.

Membership is limited to member programs, both public and private, which meet the rigorous standards of the association and who are committed to upholding them. International Studies' internationally recognized quality assurance scheme is comprehensive, covering curriculum, teacher qualifications, student services, students admissions, marketing, promotion, facilities, and administration.

To learn more about the Languages Canada Accreditation, visit their [website](#).