

Immigrant Settlement & Adaptation Program (ISAP)

Kitchener-Waterloo YMCA Cross Cultural & Community Services

Description of Service	The Immigrant Settlement & Adaptation Program (ISAP) is a federally funded program that provides multilingual settlement support to assist immigrants in adjusting successfully to life in Canada by providing essential settlement services usually required during the first few years.
Who is service designed for? Who is eligible?	<p>-Permanent Residents/landed immigrants -Refugee claimants approved to apply for permanent residence</p> <p>Please note: Canadian citizens and refugee claimants are NOT within the eligibility criteria</p>
How can this service be accessed?	<p>-Self referral or referral from supporting agencies. -Contact ISAP Program Supervisor, Almira Hodzic at 519-579-9622 ext. 235 -Contact ISAP Administrative Support Worker, Hiwote Abebe at 519-579-9622 x 251 who will identify the settlement support need and link the individual to a counsellor who speaks their language. It is preferred that appointments be booked by phone.</p>
Name of contact within agency for more information	<p>Almira Hodzic - ISAP Program Supervisor Hiwote Abebe - ISAP Program Administrative Support Worker</p>
Hours for service	<p>Monday to Thursday 8:30 am to 4:30 pm Friday 8:30 am to 12:00 pm Saturday, Sunday CLOSED</p>
Address for service	<p>800 King Street West, 3rd floor Kitchener, Ontario N2G 1E8</p>
Can you offer any further information or recommendations for	<p>We provide services in the following languages available through settlement workers: Somali, Arabic, Turkish, Albanian, Chinese,</p>

referring agency?	<p>Hindi, Urdu, Punjabi, Amharic, French, Farsi/Dari, Spanish, Serbian, Bosnian, Croatian. Any other language can be accommodated through interpreters.</p> <p>We offer information and referral on the following topics: Language Training, School and Education, Housing, Employment, Health Care, Immigration and Citizenship, Social Services, Legal Issues and Human Rights, Banking and Budgeting, Community and Recreation Services, access to YMCA Services and a 3 month free membership and more.</p> <p>As additional services:</p> <ul style="list-style-type: none"> -Information sessions and workshops on settlement related topics (on site and at ESL schools) - Community Partnership clinics with guest agencies providing services at our location such as Immunization, Dental and Income Tax clinics. -A self-directed Resource Centre providing public computers with internet access, publications, books and DVD's. <p>As a new addition to the traditional ISAP service, Settlement Information Specialists provide easy access to accurate and up to date information for staff on all settlement categories. The main group of clients served by the information specialists are Independent clients/skilled worked (Immigration category) who usually have a higher level of English that allows them to make use of material such as fact sheets where they can learn information on various topics. This team has been designed to serve staff, clients, but also to take part in community education and community meetings that relate to the settlement sector.</p>
What is the best way to refer/connect someone interested in this service?	Contacting the Administrative Support Worker through the main line at ext. 251 to book an appointment with a settlement counsellor; or directly contacting the settlement counsellor in the preferred language