

## Settlement Counselling

KW Multicultural Centre

Description of Service	Settlement workers fulfill various functions at various times. In this model of a long-term, two-way settlement process, both sides require services. In the initial phase of contact with the settlement worker, the immigrant needs orientation to the new environment and access to housing, jobs and services. The settlement worker's role as a resource person and information specialist is critical at this point. At the same time, the community needs assistance in reaching and communicating with the immigrant. The settlement worker assists by providing access to clients, client escort, and linguistic and cultural interpretation to facilitate the interaction.
Who is service designed for? Who is eligible?	Newcomers to Canada - all inclusive
How can this service be accessed?	Walk-in, telephone, email via website
Name of contact within agency for more information	Lucia Harrison
Hours for service	Mon - Thursday 9-5, Friday 9-12, Third Saturday of the month by appointment only
Address for service	102 King St. West, Kitchener
Phone contact for service	519.745.2531
Email address for service	<a href="mailto:kwmc@kwmc.on.ca">kwmc@kwmc.on.ca</a>
Can you offer any further information or recommendations for referring agency?	Advise KWMC if there is a language barrier. Each settlement counsellor speaks another language and they could possibly have service with a counsellor who speaks their language
What is the best way to refer/connect someone interested in this service?	Call the Centre and ask to speak to a settlement counsellor