

Settlement Worker in Schools (SWIS) Program Providing Settlement Services for Newcomers

Access and Services

Through a partnership with Calgary Catholic Immigration Society (CCIS), Rocky View Schools can access school related settlement support for new immigrant students and their families from Fleeha Ahmad, Rocky View Immigration Services Coordinator.

Services include:

1. Providing settlement support to new immigrants, newcomer families and their children requiring assistance adjusting to their new surroundings. This includes an initial needs assessment, orientation and information, as well as referrals to needed resources.
2. Providing information and bridging services to new immigrants regarding school and community services.
3. Assisting new students and their parents in adapting to the school system.
4. Facilitating communication and information sharing between community stakeholders, schools and newcomer families.
5. Acting as a diversity/immigration resource to communities and schools.

When a new immigrant family registers (or students who have registered in the last one to three years and language is a barrier for the family), the support of the Immigrant Services Coordinator can be offered to the family. See the process for student intake as outlined in RVS Procedure [AP211 English as a Second Language](#).

Please note that in order to access the service, the family must be a **permanent resident**. Temporary foreign workers are not included in this service however they can access some service by going to Community Links. International students are also not included.

Requesting Service

1. School administration recommends settlement services support provided by the Settlement Worker in Schools Program and the Immigration Services Coordinator for all new immigrant families. School can use information from the [Settlement Worker in Schools Program poster](#) or the [School Letter to Parents](#) (Settlement Services for Newcomers) when recommending/offering the service. The [FAQ Settlement Worker in Schools](#) may be helpful to school administration and as well.
2. To access support services for newcomers and the services of the Rocky View Immigrant Services coordinator the school fills out the [Settlement Worker in Schools \(SWIS\) Program Referral Form](#) with the family and gives them the [School Letter to Parents](#) (Settlement Services for Newcomers). Parent letters are offered in English, Arabic, Tagalog and Punjabi. Visit the [RVS ELL site](#) for these letters and more information.
3. The school contacts the Settlement worker - Fleeha Ahmad, Rocky View Immigrant Services Coordinator directly by calling (403) 604-2377 or by email at RVimmigrantservices@ccis-calgary.ab.ca. Email the completed referral form to Fleeha.
4. Fleeha will contact the school for background information.

5. The School **contacts** the family and **arranges** the first meeting for the Settlement worker to meet the family and complete a needs assessment to determine settlement needs. It is important to have the first meeting at the school if possible. Meeting the parents at the school provides a comfortable, welcoming, confidential, setting and can assist in facilitating the relationship with the school.
6. Fleeha will arrange future meetings as required. Immigrant Services Coordinator
Office locations:
Monday pm- Chestermere at Prairie Waters School
Tuesday and Thursday- Airdrie at W.H. Croxford
Wednesday – Cochrane at the FCSS office
7. The other part of the intake process would be to contact Chelsea Jackson, Learning Specialist by email at chelseajackson@rockyview.ab.ca with respect to any programming questions.

All of the above links can be found on the [ELL page](#) under Settlement Worker in Schools (SWIS) Program.

Awareness

1. Display the [Settlement Worker in Schools \(SWIS\) Program Poster](#).
This poster can be used to create awareness regarding settlement services and outline what the service offers. It can be used when recommending the support of the settlement worker in schools program to new immigrant families, **posted near the front office or throughout the school**, put in your welcoming letters at the beginning of a school year, school newsletters, shared at staff meetings, and school council meetings, etc.
2. The Settlement worker can attend School Learning Support/Collaborative team meetings as needed.
3. If you have an immigrant family coming to meet the teacher night, student conferences etc. and they need interpretation/translator, the Settlement worker may be able to assist or assist in finding an interpreter/translator.
4. Invite the Settlement worker to talk about the SWIS program at a Staff meeting or at a School Council meeting.

Community Settlement Services

A part of Fleeha's role with Calgary Catholic Immigration Services (CCIS) is that of Community Settlement services, which means that any immigrant family including those without children in the school system can access settlement support. Please display the [Rocky View Settlement Services Community poster](#) on your community events bulletin board or near where your community use groups gather.

Calgary Catholic Immigration Society (CCIS) also has a [Facebook Page](#) called "**Rocky View Immigrant Services Community Organization**" where they post information and upcoming events for the community i.e. Acquiring Canadian Citizenship and Changes Information Session.