

SETTLEMENT SERVICES

Remote Service Delivery Schedule (In time of COVID-19)

Your health and well-being is always of the utmost important to us.

Due to the Corona virus pandemic, the Settlement Services Department of Collingwood Neighbourhood House is suspended. Our physical office is CLOSED until further notice.

While our physical services are suspended. The settlement staff are still here to help you in limited capacity.

We can be reached remotely.

Below are the contact information of the staff, ready to support you according to your immigration category.

Staff will be checking emails and telephone messages regularly.

As we are working under remote circumstances, access can be limited and delay may happened.

Please allow at least 24 hours to receive responses. Rest assured we will try our best get back to you as soon as possible.

Assisted services we continue to provide: [Employment Insurance](#), [Immigration Work Permit Extensions](#), [PR Card Extensions](#).

All Canadian Citizenship test and oath taking schedules are cancelled, as advised by IRCC.

Hours and Contact Information:

IMMIGRANT CATEGORY	SETTLEMENT STAFF	Email Address	MON	TUES	WED	THURS	FRI	SAT
Provincial BC <ul style="list-style-type: none"> • Temporary Foreign Workers • International Students • Provincial Nominee • Refugee Claimants & • Naturalized Canadian Citizens 	LUPITA GARCIA English Spanish	ggarcia@cnh.bc.ca 604.435.0323 Extn.243	X	9am – 1pm				X
Federal (IRCC) <ul style="list-style-type: none"> • Permanent Residents • Conventional Refugees • Live-in Caregivers • Selected to become PR 	MARIA ALPIREZ English Spanish	malpirez@cnh.bc.ca 604.435.0323 Extn.247	8:00 AM to 3:00 PM				X	
	KAREN CAGUIOA English Tagalog	kcaguioa@cnh.bc.ca 604.435.0323 Extn 263	9:00 AM to 4:00 PM				X	
	HELEN SU English Chinese	hsu@cnh.bc.ca 604.435.0323 Extn 222	X		9 :00 AM To 5:00 PM	X	9:00 AM to 5:00 PM	