

# 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 and the Language Instruction for Newcomers to Canada – LINC Program of Collingwood Neighbourhood House is suspended. Our physical offices are 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 & PHONES	MONDAYS	TUESDAYS	WEDNESDAYS	THURSDAYS	FRIDAYS	
<b>Provincial BC</b> <ul style="list-style-type: none"> <li>• Temporary Foreign Workers</li> <li>• International Students</li> <li>• Provincial Nominee</li> <li>• Refugee Claimants &amp;</li> <li>• Naturalized Canadian Citizens</li> </ul>	<b>LUPITA GARCIA</b> English Spanish	<a href="mailto:ggarcia@cnh.bc.ca">ggarcia@cnh.bc.ca</a> 604.435.0323 Ext.243 Cel: 778.707.9142	X	9:00 am to 1:00 pm				X
	<b>MAE CASTILLO</b> English Tagalog	<a href="mailto:mjcastillo@cnh.bc.ca">mjcastillo@cnh.bc.ca</a> 604-435-0323 Ext. 243 Cel: 778.386.9142						
<b>Federal (IRCC)</b> <ul style="list-style-type: none"> <li>• Permanent Residents</li> <li>• Conventional Refugees</li> <li>• Live-in Caregivers</li> <li>• Selected to become Permanent Residents</li> </ul>	<b>MARIA ALPIREZ</b> English Spanish	<a href="mailto:malpirez@cnh.bc.ca">malpirez@cnh.bc.ca</a> 604.435.0323 Ext.247 Cel: 604.562.9142	8:00 am to 3:00 pm				X	
	<b>KAREN CAGUIOA</b> English Tagalog	<a href="mailto:kcaguioa@cnh.bc.ca">kcaguioa@cnh.bc.ca</a> 604.435.0323 Ext. 263 Cel: 604.657.9142	9:00 am to 4:00 pm					
	<b>HELEN SU</b> English Chinese	<a href="mailto:hsu@cnh.bc.ca">hsu@cnh.bc.ca</a> 604.435.0323 Ext. 222 Cel: 778.288.9142	X	9:00 am to 2:00 pm				
<b>Federal (IRCC)</b> <b>Language Instruction for Newcomers to Canada - LINC</b> <ul style="list-style-type: none"> <li>• Permanent Residents</li> <li>• Conventional Refugees</li> </ul>	<b>YNDIRA ARTEAGA</b> English Spanish	<a href="mailto:linc@cnh.bc.ca">linc@cnh.bc.ca</a> 604.451.8321 Cel: 604.366.9142		9:00 am to 3:00 pm				