

In the Loop

[Web](#)

The Surrey White Rock Literacy Task Group helps you stay in the loop on literacy news, events, and resources. Please share this with your colleagues and networks.

We can help you and your clients find literacy/learning programs in Surrey and White Rock. Don't be shy, just ask!

PROGRAMS AND EVENTS

- Brella Society and CARP are hosting an interactive *Dementia Awareness* event on Monday February 5, 1:00 pm to 3:00 pm, at the White Rock Community Centre. Registration required – information attached.
- [SFU Public Square](#) is hosting a free, online panel event titled *Mobilizing Fear and Misinformation: Anti-SOGI and 'Parent's Rights' Movements* on Wednesday, February 7 at 4:00 pm (PST).
- [Semiahmoo Seniors](#) and [Together South Surrey White Rock](#) are hosting a free presentation called *Living in Life is Living with Grief*, Thursday, February 22, 2:00 pm to 4:00 pm at the White Rock Community Centre. Registration required - information attached.
- Early bird registration is open for the [Decoda Literacy Conference](#) *Literacy: The Ripple Effect*. The conference will be held in Richmond from April 18 to 19, with pre-conference sessions on April 17.
- SUCCESS is offering free *Digital Literacy and English Language Skills* training, January 16 to March 7 - information attached.
- SUCCESS is offering a free *Family Literacy Program* for parents/caregivers and their children 1-5 to learn and play together – information attached.
- Options Community Services has opened a new Language Assessment & Referral Centre to administer the CLBPA Assessment for referral to LINC
- classes – information attached.
- The [Partners program](#) offers free one-to-one tutoring in reading, writing or math for adults who are at less than a grade 8 level and are not ready/able to join a formal classroom setting. (Note this is not an EAL program.)

RESOURCES/PRO-D/NEWS

- The [2023 Canadian Nonprofit Sector Salary & Benefits Report](#) is available for purchase from Charity Village.
- TechSoup member organizations are [eligible for a 50% discount](#) on purchases of Zoom One Pro or Zoom One Business. [It's free to become a TechSoup member.](#) (Source: [BCACG](#) newsletter.)
- The Canadian Nurses Foundation offers over \$400,000 annually in [scholarships](#) to nursing students across Canada. (Source: [Syetsem](#), SFU's newsletter on Indigenous-related events, announcements and important dates.)
- Last year [Positive News](#) reported on a study that found libraries "lend a hand in battling loneliness, boosting literacy and addressing mental health issues, delivering add-on services worth £3.4bn a year". [Study results here.](#)
- [Comics](#) are a great way to practice literacy. Please pay and credit artists for their work.
- [Short Stories | English Listening Exercises](#)
- [Métis Courses & Resources](#)

CLEARLY LITERACY

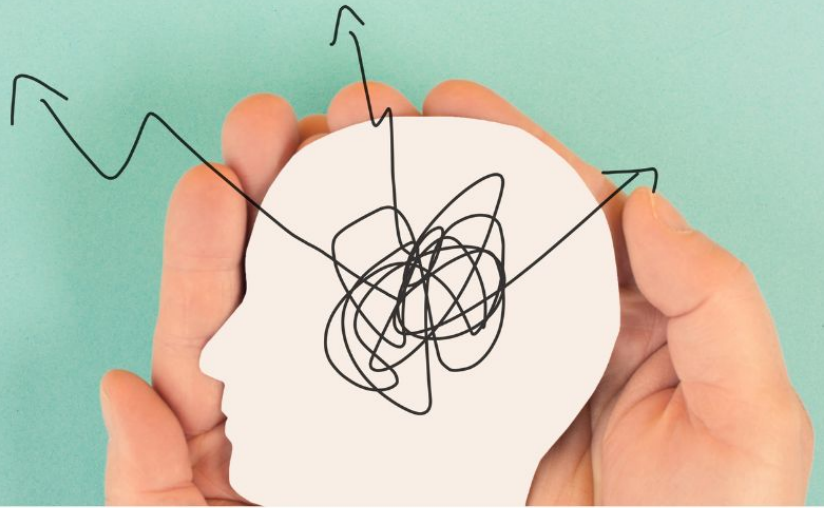
Apparently icy is the easiest word to spell. Now I see why.

I'M STILL

ME

Dementia Awareness

Brought to you by
Brella Society with CARP



Monday Feb 5th 1:00pm-3:00pm



Lunch provided

We have planned an interactive event that offers unique opportunities to step into the world of those living with Dementia. Gain insight, challenge stereotypes, and participate in engaging yet informative activities that provide a glimpse into their experiences. Together, let's foster understanding, empathy, and a community that supports and uplifts everyone, regardless of their journey with Dementia.



📍 **White Rock Community Center**
15154 Russell Ave, White Rock
(Doors open 12:30)



To Register:

Call: 604-531-9400 Ext. 216

Visit: brellasociety.ca/imstillme-events



Brella
Community Services Society

WAVE98.3
VANCOUVER'S COOLEST VIBE



LIVING IN LIFE IS LIVING WITH GRIEF



We all experience grief in life ... it's unavoidable. Our society doesn't do a great job in making space for it and so many people experience increased suffering as a result.

Learn what research tells us about the reality of bereavement and how we can help ourselves and each other as we struggle with loss.

Presented by: Trevor Josephson MC, RCC
Manager of Clinical Services
Peace Arch Hospice Society



Date: Thursday, February 22, 2024
Time: 2:00 pm to 4:00 pm (Doors open at 1:00 pm)
Location: White Rock Community Center - 15154
Russell Avenue, White Rock
Registration is free and lunch will be provided
To register: email semi.seniors@gmail.com

Immigrant Settlement & Integration Program
SERVICES TO SUPPORT IMMIGRANTS
IN THEIR SETTLEMENT JOURNEY



Free English Language Training

Digital Literacy and English Language Skills

Free English Language Training

January 16, 2024 ~ March 07, 2024



8-week in-person English language beginner course to help you learn how to use technology at home, school and work.

Contents Class meets twice per week in-person, 2 hours per class

including:

- How to use a computer keyboard
- How to log on to Moodle
- How to use Zoom
- How to stay safe online

Surrey-Delta Service Centre
#100-15117 101 Ave, Surrey, BC

Tuesday and Thursday
Class #5 from 12:30pm-02:30pm

To join us, please call
604-588-6869 or email to:

***Eligibility:** A **BC** resident and **one** of the following:

- Permanent Resident □ Convention Refugee
- Protected Person □ Live-in Caregiver

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

FAMILY LITERACY PROGRAM



STORIES, SONGS, AND INTERACTIVE LEARNING



A FREE PROGRAM IN ENGLISH FOR
PARENTS OR CAREGIVERS
AND THEIR CHILDREN (AGES 1-5) TO
PLAY AND LEARN TOGETHER ✨



FOR MORE INFORMATION,
PLEASE CONTACT:
ANGELA LEE ✨

ANGELA.LEE@SUCCESS.BC.CA
604-335-5605



SESSIONS RUN ON:
**MONDAY/WEDNESDAY &
TUESDAY/THURSDAY**
FRIDAYS ARE DROP IN
10:30AM – 12:30PM

**LOCATION: #100-15117
101 AVE SURREY** ✨



OUR STAFF SPEAK MANY LANGUAGES TO SUPPORT YOU AND YOUR FAMILY
INCLUDING:

**MANDARIN, CANTONESE, KOREAN, FARSI, DARI, PASHTO, SPANISH, TAGALOG,
VIETNAMESE, ARABIC, TURKISH, TIGRINYA, UKRAINIAN, RUSSIAN AND MANY
MORE...**

FOR REGISTRATION, PLEASE CLICK ON THE LINK BELOW OR SCAN THE QR CODE.

<https://success.jotform.com/232005094318852>



Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Language Assessment & Referral Centre

13520 - 78th Avenue
Surrey, B.C. V3W 8J6
604-547-3322 phone
604-547-3330 fax

Linc.assessment@options.bc.ca

The following information has been curated to help you prepare your clients to successfully undertake the CLBPA Assessment and receive their referral to LINC classes in their community.

Before the Assessment:

- Application Process:
 - Please complete the LINC application form with your client and attach a copy of the client's valid ID and send it to Options Community Services Language Assessment & Referral Centre:
 - Mail via Canada Post, or
 - Fax to 604-547-3330, or
 - Drop off in person at 13520 - 78th Avenue, Surrey, BC.
 - Clients with diverse abilities need to contact the LARC Centre ahead of time to discuss unique needs and possible accommodations.
 - If a client needs a photocopy of their ID, we can provide that service onsite.
- Booking the Assessment:
 - Once the application is received at our office, our Intake staff will contact the client to book an appointment to take the CLBPA assessment.
 - Depending upon the client's English proficiency, the test can take 30 minutes to 3 hours, plus 10 minutes before the assessment for intake & validation & 10 minutes after the assessment for results and referral.
 - Clients with higher English proficiency will take longer for the assessment (up to 3 hours) and as such we are booking these clients in the morning appointments/ early afternoon. We could use your help identifying those clients who will benefit from these longer appointment booking slots. If possible, please attach a note to the application to indicate higher or lower proficiency levels to help us schedule and serve clients most effectively.
 - The client's application is cross-checked with iCARE to validate their ID and confirm eligibility for this assessment.
 - If the client took this assessment within the past 12 months, they are not eligible for a new assessment and will be referred to LINC providers and other Language Service resources.

- The client will get a 'Thank you for booking' email/ SMS as soon as the appointment is booked with details of the appointment - location, time of appointment, length of appointment, documentation required.

Day of Assessment:

- The client will receive a reminder text 2 hours before the appointment to remind them of the date and time.
- The client arrives at the Language Assessment & Referral Centre 10 minutes before their appointment.
- Intake staff will:
 - Welcome client.
 - Review their LINC Application and photo ID to verify and validate.
 - Connect them with their assigned assessor to begin the CLBPA Assessment.

During the Assessment:

- The client is assessed in 4 English language proficiency areas: Speaking, Listening, Writing and Reading.
- The CLBPA assessment is delivered face-to-face with the trained assessor for part 1 (speaking and listening) and computer assessed for part 2 (writing and reading) while a computer lab monitor is available to troubleshoot and provide digital support as required.

After the Assessment:

- Client is provided with three documents:
 1. **"After your assessment" pdf** explaining what to do next,
 2. **CLBPA Client Profile (CP) form** that indicates their CLB scores and LINC placement, and
 3. **Client Referral (CR) form** containing up-to-date LINC Class information for them to make informed choices about registering for the appropriate LINC/ ESL classes in their preferred location with their preferred method of delivery.

Please reach out with any questions, concerns or feedback. The Options Community Services Language Assessment and Referral Centre is here to bridge clients' desire to improve their English proficiency by attending LINC classes and their need for a stress-free, accessible assessment.

Language Assessment & Referral Centre

13520 - 78th Avenue
Surrey, B.C. V3W 8J6
604-547-3322 phone
604-547-3330 fax

Linc.assessment@options.bc.ca

FAQ Sheet for SPOs and Referring Organizations

Before the Assessment

What is the CLBPA?

The Canadian Language Benchmark Placement Assessment is the new CLB-based language assessment tool designed to guide the placement of immigrant learners into government-funded language programs. It was designed by ACHEV (<https://achev.ca/>) in collaboration with CCLB and funded by the IRCC. The CLBPA is designed to assess CLBs 1-8 in all four language skills. It is based on the revised CLBs. Some components of the assessment are completed by the client on a computer, although a computer paper-based version is available for specific needs.

This is a low-stakes test that cannot be used for employment, academic, immigration or citizenship purposes.

Length and format of the CLBPA

There are pre-tests for speaking and listening to determine whether the client proceeds to the advanced core tests. The pre-tests for Speaking and Listening are 10-15 minutes each. Writing and Reading Pre-tests are equally short and clients that qualify for higher proficiency testing will take the longer core tests. The core tests for Listening, Reading and Writing are 30 to 45 minutes each.

Do clients need to prepare for their assessment?

No, there is no preparation material. The CLBPA is only intended to assess their current language skills so that they can be placed in the appropriate level language class.

Is there a fee for the CLBPA assessment?

The assessment is free for people who meet the language program's eligibility criteria.

Where is the assessment center located?

The Centre is located at Options Community Services at 13520-78th Avenue, Surrey, BC. There is frequent bus service along King George Blvd and street parking on 78th Avenue and 135th Street.

What should clients bring to the assessment?

Clients must bring their completed LINC application form and valid identification for verification which includes one of the following:

- a) Permanent Resident Card (photocopy both sides of the card)
- b) Confirmation of Permanent Residence (form IMM5292)
- c) Record of Landing (form IMM1000 - issued prior to June 2002)
- d) Notice of Decision from the Refugee Protection Division of the Immigration and Refugee Board (IRB) confirming refugee status
- e) Letter from Citizenship and Immigration Canada (CIC) giving approval to remain in Canada while their application for permanent residence is being finalized

How long will the assessment take?

The assessment can take 30 minutes up to 3 hours long as well as 15 minutes before and after the assessment for intake and referral. Beginning English learners will take less time while intermediate and advanced English learners will take more time to complete the assessment. Intake staff will be scheduling appointments as best they can to accommodate the varying needs of diverse clients and provide them with next steps information to best. We ask clients to please commit to their scheduled time uninterrupted to complete the assessment and leave with their referral.

Can clients reschedule or cancel their assessment appointment?

Yes. We ask for a minimum 24 hours' notice to cancel an appointment. We understand emergencies and inclement weather cannot be helped and we will accommodate those realities. Since the time slot has been pre-booked for the client taking into consideration their specific needs, it is a challenge to fill a vacancy on short notice. If a client does not show up or cancels their appointment 2 times with no explanation, we will not schedule them again until we have adequate vacancies.

How to book an assessment:

- Mail, fax (604-547-3330), or bring the completed application form and the photocopy of the client's immigration document to our office at 13520-78 Avenue, Surrey, BC V3W 8J6. If a client needs their immigration document photocopied, we can do that on-site.
- After we receive their application, we will confirm the assessment appointment date and time via phone call and email.
- A reminder email and/or SMS will be sent to the client 24 hours as well as 2 hours before their appointment from our booking app.
- Immediately after the assessment, the assessor will review the results with the client and provide a referral form. Clients may then go to any LINC school to register for classes or be put on the waitlist.
- The LINC assessment centre provides assessment services only for those who apply for and are eligible for the LINC program.
- The test results are valid for 1 year and clients may not take the test more than one time per year.

What happens if clients arrive late for their assessment appointment?

Our intake and assessor staff will do our best to accommodate clients who experience transportation and other unexpected issues that delay a client from arriving on time. A phone call to alert us that they are running late will help hold their spot. However, delays longer than 15-20 minutes will not guarantee to hold an appointment. Clients will be advised by Intake staff what their options may be (book another time or wait for a cancellation).

Can clients request accommodations for specific needs or other abilities?

Requests should be made before the assessment day for specific accommodations. Our building and assessment centre is wheelchair accessible.

Is childcare available while clients are taking their assessments?

Not at this time but we are hoping to offer family-friendly testing days in the future to accommodate parents with child-care needs.

During the Assessment

What should clients expect during the assessment?

Some of the assessment is a conversational interview with the assessor. Other sections are paper-based as well as computer-generated. Digital literacy and competency is taken into account and accommodations for paper-based assessment are possible.

What is the order of the test? Do all parts take place on the same day?

Clients will be asked to go with the assessor in a separate room for the speaking and listening part of the test. The writing pre-test will also be in the same room. After that, the reading pre-test will be in a computer lab with multiple computer stations.

Yes, all parts of the assessment are done on the same day.

How are the different language skills assessed (e.g., speaking, listening, reading, writing)?

The speaking and listening parts of the assessment are questions with answers and pictures that clients expand upon. The reading assessment has multiple-choice questions while the writing assessment has 2 writing tasks.

Can clients use their phone to translate, an online dictionary, or reference materials during the assessment?

No. The CLBPA measures current English language proficiency without the help of translation or technology.

What if clients need help understanding a question or task during the assessment?
Trained language assessors will support clients throughout the assessment process without prompting or aiding them in a professional, culturally inclusive way.

After the Assessment

When will clients receive their assessment results?

Assessment results are given immediately after completing the assessment. If a client does not complete the assessment because of an emergency, they will not receive their results and will be encouraged to re-book their assessment. Referrals for local, relevant LINC classes will be given at this time as well.

What is the CLBPA validity period?

The CLBPA is valid for 1 year. It is well-documented that additional language learning can be lost or weakened after this time therefore a new assessment would be required after 1 year.

Can clients ask for a retaking of part of their test?

Yes, clients can ask for an appeal or re-evaluation of one test score. This is done only when clients have serious concerns about the delivery or conditions of the test. Examples of serious concerns are technical problems with the test, some kind of significant distraction in the room (like noise, or construction), emergency personal health issues or unforeseen family emergencies. A disappointing score is not acceptable for a re-evaluation.