

## HOW CAN WE HELP YOU?

We provide the following services for Salvation Army ministry units:

### PRESENTATIONS:

- IMMIGRATION PROCESSES

- Refugee Claim
- Humanitarian & Compassionate Application
- Family Sponsorship
- Permanent Residence
- Canadian Citizenship

- THE REFUGEE SITUATION IN CANADA
- CLIENT SERVICES & PROGRAMS AT IRS
- CULTURAL AWARENESS

### CONSULTATION:

- **For Staff**  
Re: clients' settlement process, including problems with documentation and immigration issues.

**Contact:** Florence Gruer

### CONSULTATION:

- **For Management/Corps Officers/Pastors**
- Providing settlement services for newcomers
- Working in a multicultural environment.

**Contact:** Major Holly Patterson

### STAFF ORIENTATION:

Individual orientation for **your new staff** regarding IRS services, settlement process and immigration procedures.

### CLIENT REFERRALS:

- Individual assistance for clients at one of **our four offices**. (Services listed in attached pamphlet.)
- Spiritual and emotional support for clients detained at the **Toronto Immigration Holding Centre**.

**Contact:** Captain Mary Avendano

### INTERPRETATION:

- Chinese, French, Portuguese, Spanish & Tagalog
- Available by phone.

**Phone # for all services listed:**

**416-360-6036**



**Giving Hope Today**

