

## Get in Touch

### General Enquiries:

tel: 604-534-7921  
fax: 604-534-3110

### Child Care Resource & Referral:

tel: 604-533-4425  
fax: 604-533-1121

### Settlement & Integration Services:

tel: 604-534-7810  
fax: 604-534-3110

### Community Counselling:

tel: 604-534-7921  
fax: 604-534-3110

### Family Success Program:

tel: 604-534-7921  
fax: 604-534-3110

### Intensive Case Management Team:

tel: 604-209-0023  
fax: 604-514-1419

### Poverty Law/Legal Advocate Services:

tel: 778-574-4119  
fax: 604-534-9884

### Administration:

tel: 604-533-7989  
fax: 604-534-9884

### Family Place Resource Program:

tel: 604-534-7921  
fax: 604-534-3110

### Early Learning Program:

tel: 604-534-7921  
fax: 604-534-3110

### Parent Outreach & Education:

tel: 604-534-7921  
fax: 604-534-3110

### Family Connections:

tel: 604-533-7920  
fax: 604-533-0020

### Substance Use Services:

tel: 604-534-7230  
fax: 604-534-1832

### Employment Services:

tel: 604-534-7921  
fax: 604-534-3110

**Main Site:** 5339 207 Street, Langley, BC V3A 2E6

**Welcome Centre:** 6470 201 Street, Langley, BC V2Y 2X4

**Website:** [www.lcss.ca](http://www.lcss.ca) | **Email:** [info@lcss.ca](mailto:info@lcss.ca)



# Langley

## Community Services Society

Enriching the lives of Children, Youth, Adults, and Families in the Township and City of Langley for over 50 years.



## About Us

Langley Community Services Society (LCSS) is a non-profit organization incorporated in 1971 with over 50 years of experience delivering free community social services to the Langley communities. We help over 4,000 individuals, families, and couples every year through counselling, education, and the provision of information and resources.

We are funded by both the Government of British Columbia and the Government of Canada, in addition to support from foundations, local business and individuals.

## Our Vision

Enriching Lives

## Our Mission

United, we empower and inspire individuals and families to enhance their lives and build inclusive, healthy communities.

## Services at LCSS

- Child & Family Services
- Settlement & Integration Services
- Counselling Services
- Substance Use Services
- Intensive Case Management Team
- Employment Services
- Poverty Law Advocacy

## Our Values

The core values guide our relationships with clients, funders, community partners, staff and volunteers.

- Inclusion/Diversity
- Integrity/Respect
- Dedication/Excellence
- Collaboration/Partnership

*We are honoured that our work takes place on the traditional and unceded territories of the Katzie, Kwantlen, Matsqui, and Semiahmoo First Nations.*

## Resilience BC

LCSS is one of the spokes of the Resilience BC Anti-Racism Network which operates in more than 50 communities across the province. The Network offers a province-wide approach to identifying and challenging racism.



We recognize the impact of systemic racism and the damage it inflicts everyday. We educate to understand each other, our histories, and contributions to society. We work to break down systems that perpetuate prejudice, discrimination, inequity, and exclusion. We recognize that each person in our community has a role to play in eliminating racism and hate; from the person in a position of power, to the bystander who witnesses an incident of hate.

## Langley Local Immigration Partnership

Local Immigration Partnerships (LIPs) are funded by Immigration, Refugees and Citizenship Canada (IRCC) to develop and implement plans to improve immigrant and refugee settlement and integration. LIPs are community planning tables that include community agencies and institutions representing local government, settlement and community agencies, education, business, parks, recreation and culture, policing, libraries, volunteerism, and others.



For more information about Langley LIP's projects and initiatives, visit [www.langleylip.ca](http://www.langleylip.ca)

## Make a Donation



Langley Community Services Society exists to help individuals and families change their lives. Through counselling, education and the provision of information and resources, LCSS assists nearly 4,000 individuals, couples and families on a yearly basis. LCSS relies on government funding and the generosity of individuals and organizations.

Donations may have various forms: one-time cash gifts, monthly contributions, designations in estate plans, gifts of shares and gifts-in-kind. Tax receipts will be issued for philanthropic donations.

**For additional information about supporting  
Langley Community Services Society, please contact us at:**

604-534-7921 | [info@lcss.ca](mailto:info@lcss.ca)

LCSS Charitable Business # 119005304 RR0001





# Employment and Legal Services

## Employment Services



Our employment services are aimed to support clients in gaining the skills, confidence, and experience needed to find a job or move on to further training.

Employment support includes career planning and exploration, resume and cover letter workshops, interview skills and techniques, and information about the labour market.

### Skills to Success

A 16-week skills and employment program designed to assist youth ages 15-30 into the labour market in BC.

Job placements are ideally matched to client's skill sets, education, experience and interest.



### Fast Track Education Assistant (EA) PBLMT Training

A 27-week program that provides WorkBC clients with the opportunity to obtain an EA Diploma, receive additional certificates, a practicum, and support with job search.



### Intercultural Support for Student Learning Program (ISSLP)

A 6-week program that meets the unique needs of diverse youth population to return to school, complete high school, upgrade high school credentials, and/or enter into post-secondary education or skills training to continue their studies and

### Structured Cabling and Security Systems Training (SCSST)

This is a group-based, full time program consisting of fourteen (14) weeks of essential skills training, four (4) weeks of on-the-job work experience and three (3) weeks of job search plus follow-up support in order to prepare participants for employment in the telecommunications, communications, security systems, alarm installations and electrical industries.

### Poverty Law



This program ensures fair access to income support and services through information, referrals, supports and one-on-one advocacy.

The advocate will work directly with clients to educate them about their legal rights, explain options for legal problem solving and assist with dispute resolutions, representations, or hearings.

### Assistance provided with:

### This program is funded by:



- Employment Insurance
- Canada Pension
- Old Age Pension
- Workers' Compensation
- Employment Standards
- Income Security
- Housing & Tenancy
- Debt
- Income Assistance

# Child & Family Services

## Family Place Resource Programs

Family Place is a FREE drop-in program for caregivers and children ages birth to six years old. This program provides a warm, welcoming, safe, and supportive environment where children and their caregivers explore, play, and learn together.

Family Place engages with caregivers and children through five core areas of service: family support, play-based learning, early learning and literacy, parent education, and information and referrals. Children can enjoy: songs, story time art activities, dramatic play, healthy snacks, and more.



### Funded by:



## Child Care Resource & Referral (CCRR)

The CCRR program offers FREE consultation, support, and assistance to Langley parents who are seeking child care. Assistance with Affordable Child Care Benefit applications are also available.

The program supports child care providers through information, outreach, a resource library, networking opportunities and educational workshops.



Your community's best source of child care information and resources



Funding for the CCRR is provided by the Province of British Columbia

## Multicultural Family Navigators

Family navigators provide FREE one-on-one services in multiple languages and help Langley families with young children ages birth to six years old access information and support. No referral necessary.

Some ways they help include: assistance completing referral applications, introduction to Early Year Programs and other similar services, accessing programs for children with special needs, and more.



### Funded by:



## Counselling Services (Child, Youth and Adults)



### Community Counselling

A FREE counselling program for residents of Langley and Aldergrove who are 10 years and older. All sessions are highly confidential and tailored to your needs. The program provides a confidential and non-judgmental space for clients to address emotional, relational, or situational challenges. Counselling provides solid strategies, techniques, and frameworks to strengthen and improve your view, mood, life balance and resiliency. We are all, at one time or another, faced with an issue we are not able to navigate on our own.

We offer help for a wide range of issues including but not limited to:

- Marriage and relationship issues
- Family conflict
- Low self-esteem
- Coping with the symptoms of abuse
- Life transitions
- Feelings symptoms of stress, anxiety, or depression
- Childhood and adolescent issues
- Trauma
- Grief and loss
- Substance use

Our counsellors are knowledgeable, compassionate, empathetic, and committed to helping you.



### Parent Outreach & Education

Parent Outreach offers FREE confidential in-home or onsite support, education, and counselling. We work together with families of children up to age 14 years to develop a parenting plan through education, learning resources, community resources and referral information.

Parents access the support of the LCSS Parent Outreach program when they have a concern with a child's behavior, when they are feeling overwhelmed, or if parent/child conflict exists.

Parent Education offers free workshops on an ongoing basis. Topics may include:

- Positive parenting
- Collaborative problem solving
- Postpartum depression
- Managing anxiety and depression
- Emotional regulation
- Empathy
- Communication skills
- Taming Worry Dragons

**These programs are funded by:**



## Intensive Case Management Team

The Langley ICMT is a multi-disciplinary team that engages with clients that meet eligibility criteria through street outreach with a primary focus on client engagement, housing stability and brokering services, including provision of and access to health care including mental health services. They work with clients where they are at, to create an individual plan to improve and stabilize their lives.



The team specifically works with clients 19 years and older, who have problematic chronic or dependent substance use (with or without mental illness, concurrent disorders or coexisting functional impairment). These individuals may also be experiencing homelessness either chronically or episodically.



Clients who are assigned to the ICMT may be referred by a community professional, families or by themselves. Clients who are integrated into services must meet eligibility criteria and will be screened into the program.

The ICMT is not a Crisis Service. The program is designed to reduce crisis/emergency incidents and create a scope of health equity by bringing services to the population with a goal of transitioning them to current "mainstream" programs in the community.

**Partner Organizations:**



Stepping Stone  
Community Services Society

**This program is funded by:**





# Substance Use Services



## How we help

As an outpatient service, this program provides information, assessment, counselling and referrals for persons attempting to create change regarding their personal substance use problems. Service is also available for people who are affected by someone else's substance use problem.

Services include individual and family counselling, group work and aftercare support. A harm reduction approach is used, tailoring services to the needs and goals of each client.

## Support for clients

- One-to-one counselling for children, youth and adults
- Group and family counselling
- Support and relapse prevention groups
- Referrals to residential and day treatment programs; community services
- Information and education about alcohol/drug usage



This program is funded by:



# Counselling Services (Child, Youth and Adults)

The following programs require a referral from the Ministry of Child and Family Development (MCFD) from the Government of British Columbia, Canada.



## Family Connections

The Family Connections Program provides in-home counselling, support, and advocacy to families with a focus on reducing risk factors and keeping children safe. The families' complex needs are addressed effectively by interventions based on preferences, strengths, and goals identified by the family. We build on family's strengths, encourage positive discipline, and support parents to make changes in their lives that will enable them to meet their children's needs. These programs are designed for families with children aged 0-14. The program is divided into three levels of service:

## Family & Youth Program

Our goal is to assist families in understanding and meeting their children's developmental, physical, and emotional needs, while also helping families learn how to access community resources and develop their own support network.

## Supported Visit Program

The Supported Visit Program provides a healthy and safe environment for families to have monitored visits when children are in care or when there is a court order in place. Supported Visits are monitored by a trained supervisor who will either observe and record the visits or provide parent coaching if requested. The purpose of the visits is to provide a safe space for families to engage and to promote healthy relationships among family members. Referrals to the program come from the Ministry of Children and Family Development or private referrals (there is a fee for private referrals).

## Family Strengthening Program

The Family Strengthening Program (FSP) is a program that is offered when MCFD receives information that raises concerns about a child's safety and there is a decision that the concerns can be managed through FSP rather than through a child protection investigation. Our goal is to help parents build on their family's strengths and provide an opportunity for families to access services available in the community, such as counselling and parenting programs.

## Intensive Program

This program is mandated by MCFD when child protection concerns have been identified. The Counsellor will assess families' needs and will offer intensive support to families to increase their children's safety in the home. Our goal is to empower parents to identify, prioritize, and resolve issues that would otherwise prevent maintaining the children in the home.

## Family Success Program

The Family Success Program offers family therapy to families struggling with child protection concerns or family functioning challenges. We also offer family therapy to families that are at high risk of experiencing a decline in family functioning.

Areas of support include:

- Parenting Strategies
- Attachment
- Parental family of origin concerns
- Extended family dynamics

All Programs are funded by the Ministry of Children and Family Development and families must have a referral from MCFD to access Family Connections services.

We also offer counseling to youth age 10 years and older.

These programs are funded by:



# Settlement & Integration Services

Settlement and Integration Services (SIS) are designed for refugees and newcomers with Permanent Resident (PR) status in Canada.



## Outreach Team

Provides the necessary support for those who are coming to Canada for the first time.

We connect clients to a variety of local programs and services. We also provide information and orientation to topics like employment, health, education, Canadian culture, community involvement, and more.



## Health Care Navigator

Provides language-specific information sessions, workshops, and field trips to help clients better understand and navigate the health care system to reduce barriers of access.

Clients will also receive mental health and wellness support as well as skill development.

## Employment Services

Provides clients with pre-employment skills, including creation of resumes and cover letters, interview skills, job search strategies, computer skills, and labour market information. Receive access to employer specific information, job postings, hiring events and workplace tours. Referrals will also be made for additional supports.

## Community Engagement Classes

### English Conversation Circles

Practice your conversation skills, with a focus on speaking and listening. Learn about Canadian history and culture.

### Engaging Women

A social circle for women to build confidence, create a support network, and learn a new skill.

### Canada Connects

A program designed to work towards matching community mentors with clients and/or families.

### Seniors on the Move

Are you a senior age 55+? This is a fun way to share experiences, practice your English and learn about your community.

### Youth in the House

A program for ages 15-30 to engage themselves in the community and learn about various topics relating to youth.

### Financial Literacy

Workshops that benefit participants through various financial skills that can be incorporated into everyday decision making.



# Settlement & Integration Services

## Family Support Worker

Provides specialized services to clients that face multiple barriers or complex situations. Clients receive individualized settlement action plans, emotional support, appointment accompaniments, home visits, and supported access to community resources.



## Early Learning Program Classes

This program is designed for children ages 0-6 as well as their parents/caregivers. Classes are running every week and intake is continuous.

### Best Babies

Offers support during pregnancy and up to one year after baby's birth. Provides workshops about health, lifestyle, nutritional supplements, and more.

### Fun Family Phonics

Focuses on teaching kids the alphabet in a fun and easy way. Children are able to learn the letters and understand the sounds they make.

### Kindergarten Readiness

Prepares parents on the registration process for school. Also gives info on required documents and consultations.

### Creative Art

Fun classes for children to explore their creativity and try a variety of art projects. Learn about crafts that can be made from supplies found at home.

### Bond to Literacy

Open for parents who want to learn about how to teach their children ages 3-5 various subjects, such as reading, math, and science.

### Field Trips & Community Events

Provide children and their caregivers with the opportunity to visit local attractions and connect with the community.

Funded by:



Immigration, Refugees and Citizenship Canada

Financé par :

Immigration, Réfugiés et Citoyenneté Canada