



Ottawa Community Immigrant Services Organization
Organisme Communautaire des Services aux Immigrants d'Ottawa

Thank you for supporting the role of MLOs in your schools

MLOs Role at Schools:

- Provide services in a supportive and culturally sensitive manner
- Participate in the school reception and orientation process for newcomer's students and their families.
- Provide orientation to programs and services available in the school and community.
- Facilitate referrals and access to available resources in the community such as social services, professional services and government programs.
- Support families to advocate on their own behalf, including for the educational needs of their children.
- Facilitate constructive and culturally sensitive communication between school staff and newcomer students and their families
- Provide information and orientation to school staff about cultural-and settlement-related issues.
- Conduct group orientation and information sessions.
- Actively participate in OCISO staff meetings and professional development opportunities.
- Ensure appropriate and confidential handling of client information and files
- Operate in accordance with the policies, guidelines, and protocols of the program and partner organizations.
- Communicate regularly with the MLO Program Manager and Program Coordinator
- Collaborate with other MLO's to ensure integrated service delivery for clients

PRINCIPALS OR DESIGNATES Role:

- Support the promotion of the MLO Program and settlement services to newcomer's families and students in schools
- Provide information of students and parents as requested by funders of the program for accountability purposes.
- Ensure timely notification of new referrals is provided by phone or by e-mail to the appropriate MLO
- Include the MLO in the schools reception plan for newcomer families and students
- Create opportunities for the MLO's to interact with school staff, including an initial orientation to the school and at staff meetings
- Ensure that existing roles and services provided by school board staff are complemented by the MLO and that the MLO is not asked to perform duties outside of their scope of work
- Provide access to information to MLOs in regard to newly arrived families and students

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