



MAP Meeting Minutes

Thursday, May 28, 2020 - 9:30AM – 12:00 PM

Attendees: Mariana Martinez Vieyra (VAST), Richard Belcham (inasmuch), Gladys Chang (Min. Health), Svitlano Hupalo (Min. Health), Jolene Grant (CBSA), Sharon Sandhu (CBSA), Chantal Boulet (CBSA), Alexandra Dawley (MOSAIC), Saleem Spindari (MOSAIC), Salih Arif (MOSAIC), Katherine Griffin (MOSAIC), Alissa Cook (inasmuch), Tammy Johnson (inasmuch), Michelle Murray-Schlitt (inasmuch), Frank Cohn (VAST), Sarah Lopez (VAST), Jhevoi Melville (VAST), Japneet Parmar (VAST), Rawan Moon (VAST), Benjamin Low Beer (VAST), Diana Barry (Vancity), Tony Bernardo (IRB), Claudia Buendia (MSDPR), Valentina Stanciu (MSDPR), Paige Wang (MSDPR), Azadeh Tamjeedi (UNHCR), Arran Smith (CRC), Kathleen Cashin (Covenant House), Pinky Pascual (Covenant House), Lupita Chebib (Collingwood NH), Maria Alpirez (Collingwood NH), Helen Su (Collingwood NH), Mae Castillo (Collingwood NH), Marcella Fuller (Collingwood NH), Anna Czarkowski (John Howard Society), Hanson Wong (John Howard Soc), Fran Gallo (Kinbrace), Derek Chu (Kinbrace), Ryan Reid (Kinbrace), Loren Balisky (Kinbrace), Luke Greidanus (Kinbrace), Masha Rademaker (NSMS), Innas Elmenbbawi (SWIS), Clara Avendano (SWIS), Ann Barnard Ball (New Hope CS), Sabrina Dumitra (AMSSA), Koyali Burman (SVNH), Wazhma Wakil (Umbrella MH Co-op), Alexander Kang (MJEDC), Joni Rose (MJEDC), Imtiaz Popat (Independent), Dustin Lupick (HSABC), James Grunau (Journey Home Community), Brad Kinnie (Journey Home Community), Vanessa Roth (JHC), Jessica Dailly (JHC), Barry Growe (JHC), Imtiaz Poppat (Independent), Julia Wu (bc211), Raminder Kang (PICS), Devinder Chattha (PICS), Sunita Suri (PICS), Jaswinder Sandhu (PICS), Sharalyn Jordan (Rainbow Refugee), Nazanin Moghadami (Rainbow Refugee), Laura Mannix (DIVERSEcity), Adrienne Bale (DIVERSEcity), Jenny Lam (Options), Iris Solorzano (Options), Savleen Kaur (Options), Winnie Lee (ICA), Laura Moran-Bonilla (Fraser Health), Meaad Alharbi (SOS), Elizabeth Galvez (SOS), Gaston Ntabaza (SOS), Katya Quintanilla (SOS), Carolina Villa (SOS), Bahar Taheri (BC Refugee Hub), Maria Cervino (Kiwassa NH), Angela Kim (SUCCESS), Samuel Chan (SUCCESS), Peggy Lau (SUCCESS), Ali Mustafa (Independent), Masa Kateb (JumpStart Refugee Talent), Richard Soo (East Catholic Church), Jenny Moss (MAP), Moe Z (MAP Volunteer)

The meeting was called to order by **MAP Co-Chair: Mariana Martinez Vieyra (VAST)**

Mariana acknowledged she was speaking from the territories of the Coast Salish Nations of Musqueam, Tsleil-Waututh and Squamish nations, and that those attending were located on the ancestral territories of many other First Nations.

- **Welcome:** there were 78 participants, Mariana recognized the 37 MAP member agencies who were present – please see attached list.
- Recognizing that the CCR Consultation was occurring simultaneously and some participants may have to leave at 11 am for that; but hopefully agencies could have some representatives at each meeting.
- Mariana described the way the meeting would function with Zoom technology and that the meeting was being recorded for the Minutes only and will be deleted after the Minutes are completed.
- Thanks were expressed to the Ministry of Jobs, Economic Development and Competitiveness for the funding that supports MAP.

- **The agenda** was reviewed and approved.
- Review of **April 23, 2020 Minutes** – because of the format Mariana assumed approval and members were encouraged to contact MAP if there were any issues.

ANNOUNCEMENTS:

Jenny: World Refugee Day 2020: 'Distant But Together'

The image (attached) and details were shared: Saturday June 20: 2 – 4pm online.

Registration is open now: <https://mapbc.org/about/events/>

PLEASE promote the event via social media, newsletters, emails to attract maximum attendees.

It will be different this year, but MAP will continue to support all member agencies through displaying logos and sharing agency information.

Program: Celebration!

- Proclamation by the Mayor of Vancouver: Kennedy Stewart
 - Musicians who are or were refugees
 - Poetry – in original language and translation
- Some joining us from all over the world
- Panel of settlement workers to discuss providing services during Covid-19

PRESENTATION: Medical Services Plan (MSP) of BC

Presenters: Gladys Chang and Svitlana Hupalo

Eligibility, Compliance & Enforcement Unit, Audit and Investigations Branch, Ministry of Health

Gladys Chang is the Senior Eligibility Investigator and has been with the unit for 5 years. Prior to joining the Ministry of Health, she was with the Ministry of Finance for over 10 years.

Svitlana Hupalo is an Eligibility Investigator who has been with Eligibility, Compliance and Enforcement Unit (ECEU) for a year now. Before joining the Ministry of Health, she worked at the Ministry of Social Development and Poverty Reduction.

The Presentation is attached in PDF format

PLUS: Questions previously mailed into the Ministry from MAP members and answers provided by HIBC (FOR ALL FUTURE QUESTIONS REGARDING MSP AND REFUGEE CLAIMANTS PLEASE CONTACT HIBC)

QUESTIONS & ANSWERS

Question: Refugee Claimant children do not need a study permit to study in Canada, sometimes they are given them, but they are not needed as they are covered under their parents. Why are some children whose parents submit the study permit not knowing they don't need to, charged international fees, when all other refugee claimant children are not?

Response: If a child was born in Canada, so a Canadian citizen he/she would be eligible for date of birth coverage. But if a child wasn't born in the country, or was born to parents without legal status, the legislation states that the parents and child would not be eligible for the same coverage.

Such children receive coverage after a wait period of 3 months. For example: if a child was born as of today's date on May 28, the child will be considered a new resident and required to serve the remainder of the month of May and

two following months June and July. So in this case the child coverage will be effective as of August 1st. The treatment will be the same as a new resident or returning resident in this case.

Question/comment: We've had some families charged MSP premiums when they should not be, refugee claimant children whose parents have a work permit do not need a study permit.

Some parents have submitted study permits thinking they should - and then have been charged the international student premiums. But all other families who didn't submit the study permits were not charged.

Response: Jenny has the answer sheet from the Health Insurance BC to be shared with members.

In general Health Insurance BC is the administrator for the medical services plan program. For questions, they have a specific email address: refugee@hibc.gov.bc.ca

Question: Is there a fee for the double card (Drivers' License & Care Card)?

Response: Service cards (Care Cards) are free. If you want the combined card then you pay the Driver's License portion, but the Service cards are free.

Questions: Why do children born to refugee claimants in Canada have to complete the wait period and be subject to charges? They are considered Canadian citizens and their mother has status in Canada is covered under IFHP.

Response: The legislation states that only children of Canadian citizens, or permanent are not required to serve a wait period. If they are new residents to BC, or if they are returning residents to BC, they are required to serve the wait period.

Question: How can a child be eligible for the Healthy Kids program?

Response: Healthy Kids program is available to beneficiaries who have been approved eligible for supplementary health benefits. The family members need to be enrolled in MSP and have medical coverage. The family's net income must be less than \$42,000 a year, then they can apply for supplementary health benefits. There is a separate application which needs to be sent to Health Insurance BC and if found eligible for supplementary benefits, the Healthy Kids program automatically checks in, no additional application needed.

Question(s) What is covered under the interim federal health program?

What is the difference between the interim federal health program and MSP?

How long are refugee claimants covered under IFHP?

Response: MSP can't speak for the federal government (IFHP is a federal program). When refugee claimants do not have legal status in Canada, they are not eligible for the medical service coverage. The federal government provides a program that looks after their medical needs called IFHP.

You can use the **MAP** and **Refugee Hub** websites for more information as they are filled with resources to understand the difference and learn more.

Umbrella Multicultural Health Coop Claudia mentioned that Umbrella have a lot of information re: IFH. MAP is attaching two documents 1) re IFH 2) MSP from Umbrella Multicultural Health Coop. Check their website at:

<https://umbrellacoop.ca/>

Question: What is the best way to apply for MSP for Refugee Claimants?

Response: see contact information at the end of MSP Q&A

Question: Is there any increase in dental coverage under MSP?

Response: No. Emergency dental services for the relief of pain are provided to all recipients of income assistance, disability assistance, and hardship assistance. Basic dental services are also provided to children whose parents are in receipt of BC Employment Income Assistance.

(Some unanswered questions in the CHAT – Jenny will forward to HIBC)

Important Contacts:

Health Insurance BC (HIBC) – MSP and PharmaCare

By Phone: Lower Mainland: 604 683-7151
Elsewhere in BC: 1 800 663-7100 (toll-free)

By Mail: Health Insurance BC
PO Box 9035 Stn Prov Govt
Victoria, B.C. V8W 9E3

By Email (for refugee claimants): refugee@hibc.gov.bc.ca

For general inquiries: [mspenquiries@hibc.gov.bc.ca](mailto:mспенquiries@hibc.gov.bc.ca)

MSP website: www.gov.bc.ca/msp

Healthy Kids Program: Tel: 1 866 866-0800 (press 4, then 2)

BC Emergency Health Service: <http://www.bcehs.ca>

BREAK: The participants broke into 4 Breakout groups based on the following themes: Settlement, Income Assistance, Housing & Health / MSP

Quantitative and qualitative update on Refugee Claimants in the Lower Mainland

Presenter: Bahar Taheri: BC Refugee Hub

- There has been a complete review of the website: <https://bcrefugeehub.ca/>
- **First quarter Bulletin Jan – March 2020** which has information about claimants based on data from both SOS & MOSAIC . <http://bcrefugeehub.ca/refugee-claimant-bulletin-january-march-2020/>

SOS:

- New clients: 402 (see bulletin for breakdown)
- Most common country of origin: 43% - Iran
- North Vancouver and Vancouver high destination areas
- 1349 new and old clients all together this quarter
- Youth: SOS served 104 new under-15 year old clients

Trends and observations are also noted in the bulletin

MOSAIC:

- New clients served: 346 (including to all linked sub-contractors)
- Common countries of origin: Mexico, Iran, Iraq, India, Colombia
- Detailed trends are described

Special focus on Rainbow Refugee and their new coordinator – Nazanin Moghadami

BC Refugee Hub maintains lively social media posts – check them out!

Please send any questions you have to bahartaheri@gmail.com

Coming in June – FAQ re: claimants and COVID-19 – information that you can send out to your clients

NEW Webinar – details TBA

PRESENTATION: CBSA Update: Use of ATD's and the IHC during COVID-19 Pandemic

Presenter 1: Jolene Grant - Community Liaison Officer: Intelligence and Enforcement Branch / Pacific Region

Her responsibility is to work in **Case Management Supervision Program** and with service providers: **John Howard Society and Belkin House**.

Both high and low risk individuals are included because of their specific needs.

ATD's have been fully utilized since June 2018 – and in different ways to fulfill the CBSA mandate:

- In person reporting
 - Voice reporting
 - Cash bonds and deposits
 - Rules for release
 - Detention in John Howard Society facilities: Vancouver, Victoria and Thompson/Okanagan
- Prior to COVID-19 there were 353 individuals in the voice reporting program.

Once COVID-19 began CBSA reviewed the use of their arrest and detention program so that they can report:

- Since March there has been a significant increase in the use of ATD's to avoid arresting.
- Officers are using more terms and conditions, as well as placing individuals on in-person or phone reporting.
- Most of the in-person reporting individuals have moved over to phone reporting: CBSA is undergoing a review project to move all their in-person reporting over to phone reporting to CBSA reception, which avoids having to come into the office. Hopefully they can all transfer to the automated phone reporting system on a permanent basis which avoids individuals taking time off work or travelling far to report. There are quite a few who will transfer to this program and still fulfill their terms and requirements.
- Jolene has also been reviewing with Manager of the Hearing Unit all those currently in custody cases, to see who can be moved to the ATD program – want to use these tools where possible. These individuals would not necessarily be candidates for ATD but under the current circumstances it is more appropriate.

They have also recommended the release of a number of detainees to ATD program, and will continue to review on a monthly basis and just before detainees' reviews.

Question: Would the CBSA allow in-person reporting at Service Canada offices or at a John Howard location for those living in the Fraser Valley far from Vancouver?

Response: Would not allow reporting to Service Canada – they would rather be put on voice reporting automated system. They just need access to cell service – so anywhere in BC or Yukon.

Can't check in at John Howard for immigration purposes, but they could for CCMS program. They do regularly check in this way and it has helped during times when the automated telephone system has been down, or individual couldn't get in to a CBSA office.

Question: when will Chatr service be re-enrolled as a phone provider to voice reporting?

Response: this is being re-negotiated by the ATD team in Ottawa with Chatr, but this service will not be used for location-based services.

MAP members can reach Jolene via email at Jolene.grant@cbsa-asfc.gc.ca

Presentation 2: Sharon Sandhu: Detention Manager at new IHC in Surrey.

Sharon has been at the new IHC since February.

Facility opened with its first detainee on March 9.

Shortly after the COVID pandemic struck and opening the IHC was happening at the same time.

Fortunate to have health services on site: medical director and contract manager for health and they are providing information to help with protocols for the staff and guards. Taken a lot of precautions:

- all visitation to facility closed – other than professional visits: counsellors, interpreters, NGO's who can use non-contact visitation rooms.

Plenty of PPE that is being used.

They are regularly reviewing who can be released to ATD program as Jolene described.

Chantal Boulet: Manager Detention Operations, Surrey IHC added:

4 detainees currently:

2 who have been there for 4 weeks - healthy

2 new detainees just arrived so they are residing separately from the other 2 under COVID protocol (2 are in refugee stream and the other 2 are not)

They have procedures in place for how to respond if a detainee does develop COVID symptoms.

They wear full PPE in common areas like recreation

Have a quarantine area if anyone shows signs of illness.

Investigation team has been detaining and releasing on same day where ID is not a questions – in order to keep detention very low.

Have a lot of guards and few detainees but keeping everyone healthy through protocols for example with cleaning and food companies.

Question: are the two folks in the IHC refugee claimants?

Response: 2 were previously in the refugee stream, and 2 are not.

Mariana thanked everyone – MAP members can send in questions to pass on to CBSA.

Report on Housing Referral Project – lead agency MOSAIC

Alexandra Dawley

COVID-19 has delayed the project a bit.

Alexandra provided a brief background on the project that hopes to build on an existing referral system working closely with MAP.

Currently in the first phase:

- Already created an Advisory Committee – first meeting Monday June 8 at 1:30pm
- Involved in a scoping exercise of what housing inventory and referral systems currently exist

Needed to change some of the processes because of the pandemic but looking forward to more progress.

Question: Has a project lead been hired yet?

Response: We identified a consultant and have been working with the province for the past couple of months to finalize details.

We did interview some strong candidates but in the end it went to a consultancy.

Agency Updates: refugee claimant specific:

Masa Kateb (Jumpstart Refugee Talent)

2 skill-building webinars coming shortly for any refugees to enhance the skills in their toolboxes to tackle employment post COVID:

June 4: Leveraging LinkedIn with a LinkedIn representative

<https://www.eventbrite.ca/e/leveraging-linkedin-tickets-106812621426>

June 11: Coffee chat and Informational Interviews

June 19: Our Story

Open to Toronto, Calgary and Vancouver participants

Registration: <https://www.eventbrite.ca/e/leveraging-linkedin-tickets-106812621426>

And we're open to co-organizing events with your organization. Please don't hesitate to get in touch:

masa.kateb@jumpstartRefugee.ca

Masa Kateb (Pronouns: she/her/hers), Manager of Projects, Jumpstart Refugee Talent | Vancouver

Richard (Inasmuch)

Announcing that Alissa Cook will be leaving them in August to study Master's in Urban Planning with a focus on refugees.

Michelle Murray-Schlitt is joining them having volunteered as a house host for 9 months.

Claudia / Paige (MSDPR)

2 announcements:

1. Clients can now do their stub (monthly report) over the phone, with the help of their settlement worker if they don't speak English. Call **1-866-866-0800** and choose the new 'Option 5' after verifying themselves as a client.

2. Introduce **Paige Wang** as a new Community Integration Specialist worker who will be working with Claudia on the Immigration team.

Rawan Moon (VAST)

Programs continue online – via ZOOM – providing:

- 'Getting Through It' each Wednesday 10 – 12 to discuss claim process and support to clients emotionally.
- Latino family group: Thursdays 10 – 11:30
- Move and Relax – 4:30 – 5:00 every day

Contact Rawan at Rawan@vast-vancouver.ca

Katya Quintanilla (SOS)

Successful workshops happening: settlement, housing, benefits in various languages.

Next week with Options - will talk about settlement and benefits under COVID, and then Savleen Kaur will talk about their employment program and employment support for claimants.

Angela Kim (SUCCESS)

Under BCSIS Stream B

English Conversation groups: Thurs 10 – 12pm and Fridays 10:30 am – 12pm

Next week Resume & LinkedIn webinar

SUCCESS BCSIS EVENTS can be found at:

<https://www.successbcsis.com/events> Clients can register here <http://bit.ly/BCSISRF>

If you would like to collaborate, or have our BCSIS (SUCCESS) program provide a workshop for your temporary resident/refugee claimant clients, we'd be happy to chat about it.

Contact: angela.kim@success.bc.ca

Clients can also contact us directly at bcsis@success.bc.ca

236-333-3102

Koyali Burman (South Vancouver Neighborhood House)

Basic Computer program in partnership with YMCA – virtual program via ZOOM – happening now.

Multicultural Women Peer Mentoring Group:

Woman peer mentoring group: Fridays 1-3 on Zoom. Program goals:

- Meet other women, share life experiences, and build a positive support network
- Develop self-confidence & employment abilities through participation in program activities, utilizing one's own skills

Contact: Kwangyoung.conn@southvan.org or 604-324-6212/ext. 117

Laura Mannix (DIVERSEcity)

Introduced **Adrienne Bale** who will take over settlement for claimants – from Fiona Stevenson who is now doing community development department: food security and community pieces.

Alexandra (MOSAIC)

- Needs assessment – partly through phone calls but also a **survey** – for RC's – re: challenges during COVID – to find gaps and issues that need addressing.
Please encourage others to fill out – access here: <https://www.mosaicbc.org/> - front page of our website
- 38 virtual webinars and conversation circles have been offered over past 2 months
Can register online for Conversation Circles: 5-6:30 pm Wednesdays
- 2 scholarship Awards available via MOSAIC – deadline June 19
 - a) Ann & Jo-Ann Sobkow Scholarship Award: for refugees 25+ to advance their education in a helping profession.
<https://www.mosaicbc.org/about/awards-granted/ann-jo-ann-sobkow-scholarship-award/>
 - b) Eyob Naizghi Award: for refugee women pursuing academics
<https://www.mosaicbc.org/about/awards-granted/eyob-g-naizghi-scholarship/>

Tony Bernardo (IRB)

Please check IRB website (www.irb-cisr.gc.ca) to find out when the IRB will return to hearings and under what new format – probably video.

Still accepting correspondence disclosure evidence from clients via fax (20 pages max) or via *e-post* that allows unlimited pages.

Refugee claimant specific questions can be addressed to the Case Officer Line at 604 666-9103. This is for refugee claimants and their lawyer/immigration consultant or authorized representative who have a claim lodged. Not for appeals or any other process.

Return calls within 24 hours.

From the CHAT:

Kathleen Cashin (Covenant House)

Has space available in the shelter. New intakes need to quarantine in house for 14 days. Young folks (16-25) can also access support through the Community Support Services Department that has re-opened this week.

Japneet Parmar (VAST)

The new **VAST Survivor Advocates (SA)** is a 10-session online program (one 2 hour session each week), June 8th - August 8th. VAST SA will embrace the unique experiences, knowledge, and voices of former or current VAST clients, and empower one another's experiences while building community strength. We are excited to launch this new United Nations-funded initiative and have the opportunity to learn with & from our community of emerging leaders in BC.

Click here to fill out the short application (less than 5 minutes needed!)

<https://docs.google.com/forms/d/15Etil661DOJ6qcMNXPdF9>

For more on Vast Survivor Advocates program please feel free to contact me at japneet@vast-vancouver.ca for additional information.

Frank Cohn (VAST)

VAST is hiring for 2 new PT paid positions:

- 1) Downtown Eastside Outreach
- 2) VAST Outdoors

Lived experience in both spaces required. Please pass it on to anyone you might know!

Diana Barry (Vancity)

Our financial literacy program: *Each One, Teach One* is still running online, so if you have any request for any of the groups you are helping, please email financialliteracy@vancity.com

Julia Wu (BC211)

We continue to operate 24/7 and have been referring callers to available services. We have had very few calls from claimants since this epidemic started but if there are disruptions to any agencies' services please let us know by emailing updates@bc211.ca.

Masha Rademakers (NSMS)

Check out the workshops of the North Shore Multicultural Society on NSMS.ca! We have employment and settlement workshops for refugee claimants and we do 1-1 appointments over Zoom/phone.

12:00 pm: adjournment. Next Meeting: June 25, 2020 via ZOOM: Mental Health

MAP gratefully acknowledges the funding provided by Ministry of Jobs, Employment Development and Competitiveness, without whom our work would not be possible.