



MAP Meeting Minutes

Thursday, November 26, 2020 - 9:30AM – 12:00 PM

Attendees: Jenny Lam (Options), Richard Belcham (inasmuch), Teresa Fuller (MCC), Andrew Bauman (MCC), Alexandra Dawley (MOSAIC), Marzieh Nezakat (MOSAIC), Jackie Sarvini (MOSAIC), Saleem Spindari (MOSAIC), Mariana Martinez Vieyra (VAST), Sabrina Dumitra (AMSSA), Raquel Velasquez (Umbrella Health), Nadia Revelo (Umbrella), Wazhma Wakil (Umbrella) Esther Hsieh (Umbrella), Koyali Burman (SVNH), Liz Green (ANH), Zahra Esmail (SVNH), Mimi Rennie (SVNH), Gelsomina D'Angelo (La Boussole), Adrienne Bale (DIVERSEcity), Maryam Torabizideh (Kiwassa NH), Maria Cervino (Kiwassa), Nitsa Provias (MSDPR), Paige Wang (MSDPR), Valentina Stanciu (MSDPR), Masha Rademakers (NSMS), Gulalai Habib (Burnaby NH), Moe Zaqout (Kinbrace), Ryan Reid (Kinbrace), Imtiaz Popat (Independent), Michelle Murray-Schlitt (inasmuch), Bahar Taheri (BC Refugee Hub), Tammy Johnson (inasmuch), Derek Chu (Kinbrace), Sophia Underhill (Ready Tour), Mahak Mahmoodi (Red Cross), Iris Solorzano (Options), Susan Liu Woronko (Froghollow NH), Thanh Lam (Mount Pleasant NH), Masa Kateb (JumpStart Refugee Talent), Mahi Khalef (SOS-ISSofBC), Dardana Shushka (Archway CS), Angela Kim (SUCCESS), Sarah Lopez (VAST), Jhevoi Melville (VAST), Rawan Moon (VAST), Theresa Tang (Mount Pleasant Family Place), Diana Barry (Vancity), Kathleen Cashin (Covenant House), Sireen El-Nashar (Zaytuna), Richard Soo (East Catholic Church), Yulia Khamzina (JHC), Brad Kinnie (JHC), Vanessa Roth (JHC), Fran Gallo (Kinbrace), Naiely Cabrera (PIRS), Dustin Lupick (HSABC), Ali Mustafa (Independent), Koyali Burman (SVNH), Boots Meier (QMUNITY), Raminder Kang (PICS), Devinder Chattha (PICS), Iris Solorzano (Options), Pedro Ramirez (REACH Clinic), Sultan Mobaarez (Independent), Jenny Moss (MAP)

Regrets: Bridget Bell (IRB-RPD), Joni Rose (MJEDC), Julia Wu (bc211),

Welcome from Co-Chair: Jenny Lam

Jenny acknowledged and thanked the hə́nqəmínəŋ (Hunkameenam) and Sk̓wxwú7mesh (Squamish) peoples from whose traditional unceded territories she was speaking. As well as other traditional territories where our members are situated, and where we do much of our work.

Jenny also **acknowledged the generous funding from MJEDC** that makes MAP's work possible.

Jenny welcomed participants from **35 MAP member agencies**.

First time introductions (and re-introductions):

- Mahak Mahmoodi (Canadian Red Cross) – is the new Detention Monitoring Team officer for the Pacific Region.
- Nadia Revelo (Umbrella Multicultural Health Co-op)
- Andrew Bauman (MCC) – just started with MCC as the new Refugee Service Assistant in re-opened office.
- Gelsomina D'Angelo (La Boussole)
- Nitsa Provias (MSDPR) – Assistant Supervisor for the Vancouver Community Integration Team – returned after a time away of a couple of years.
- Raquel Velasquez (Umbrella Multicultural Health Co-op) – re-introduction.

Zoom protocols were reviewed for the meeting

The **Agenda** was outlined.

The **October 22 MAP meeting Minutes** were approved with the following changes:

- 1) **Presentation: CIBC Quarterly Update to MAP** - should read **CBSA** Quarterly Update to MAP
- 2) **IRCC update**: in-person service for biometrics started again on **Oct 5**. (not Oct 26)

ANNOUNCEMENTS:

1) Revised MAP Terms of Reference for member approval

MAP's Terms of reference have not been updated for some time and with the changes that funding has brought to the network, as well as new projects in the area of refugee claimant housing it is important to do so now. Further to MAP's report from the Strategic Meeting on October 1st the Executive requested the approval of MAP membership for the Revised Terms of Reference that were shared previously by email and at this meeting. Areas of change were highlighted. (DOC attached to these Minutes)

Jenny read all the proposed changes with their rationales as follows:

MISSION: 2 vi) added: 'public education to raise awareness of issues affecting the well-being of refugee claimants'

Rationale: This has been added to the TOR to be in line with MAP's Strategic Goals adopted Sept 27, 2018:

1. Increased public awareness of Refugee Claimant issues and a more welcoming attitude.

HISTORY: 3) added: '2008'

Rationale: The date MAP was founded was added for clarity

EXECUTIVE 11) Added: ... 'Under special circumstances, and following a member vote of support, may be extended for a period up to a maximum of 2 years.'

Rationale: Under exceptional circumstances there may be a need for an extension in the period of chairing because of ongoing current projects like the CHARMS project that will continue until March 2022.

EXECUTIVE 11)

i) Co-Chair: Working with the Executive Coordinator identifies guest speakers, sets the agenda and chairs the meeting whether online or in person.

ii) Co-Chair 2: Responsible for co-chairing Advisory Committees, and leading on MAP collaborations, events and partnerships. Represents MAP in dialogue with other organizations including government.

Rationale: The co-chair roles have been updated to reflect the work now being done by the MAP Executive Coordinator and to be in line with the CHARMS Advisory Committee TOR.

EXECUTIVE 12) Added: **Election procedure for MAP BC Executive Co-chair**

- 'Any member (who belongs to an agency that is a partner level member of MAP) may be nominated or nominate themselves; and any member can make a nomination.
- **The nominator must provide in a letter to the MAP Coordinator to circulate:**
 - a) some background information about the candidate relevant to this position

- b) describe why/how the person is a good candidate
- c) mention any particular skills that the candidate will bring to the position'

Rationale: An addition to clarify how MAP Executive roles can be nominated

WORKING GROUPS 17) Added: 'The Working Groups will develop their own Terms of Reference in line with MAP Terms of Reference and specific to their efficient and collaborative functioning.

Rationale: This supports the efforts by the working groups, specifically Housing WG, to formalize its activities.

MEETING 18) added: '...or be held online when necessary.'

Rationale: This change reflects the need currently with the pandemic to hold meetings virtually.

Comments and Questions

- **Masa (Jumpstart Refugee Talent)** Please elaborate on the Public Education role of MAP as added to the Mission. (MISSION: 2vi)
Response: more detail will be added in the next announcement
- **Mariana (VAST)** this is a large number of changes to agree to with one vote and perhaps the timing isn't good for a vote as some MAP members are not present. Prefers to defer the vote.
- **Sabrina (AMSSA)** asked for clarification re:
 - a) Co-chair 1 and Co-chair 2. How do these different roles play out? (EXECUTIVE:11)
 - b) In terms of MEETING 18) could we recognize a hybrid version of meeting as we were doing before the pandemic. i.e. members could meet with us via Zoom/telephone?
 Response: we can include the hybrid model.

VOTE in the chat: there were 16 votes in favor and 2 abstentions. Because of the questions and possible absences, it was agreed to defer this matter.

2) MAP Information Working Group Re-birth

Started in 2018 to:

- provide branding for MAP including logo design
- building MAP website
- organize a public education event - Starting Over

We need to re-start the IWG as part of the Strategic Plan – the idea is to provide Public Education including:

- lecture series called 'Big Picture' to cover topics of universal interest about refugee claimants
- World Refugee Day
- hopefully 2 live 'Starting Over' events in different municipalities

What does a volunteer (and their agencies) gain?

- Work with colleagues and gain skills in event planning and marketing
- Co-sponsor events and raise profile of your agency
- Support MAP in moving forward with important messaging
- Provide a place where you can have your voice amplified

Time commitment: there will be a 2-hour meeting monthly plus tasks

World Refugee Day in June may be run by this group + other volunteers.

If you are interested please contact Jenny Moss at info@mapbc.org with your questions or to sign up!

Questions:

Is it a year commitment?

Response: The Information Working Group doesn't have a specific timeline - but a year would cover the lecture series and more! We would be happy for people to join for as long as they are able.

3) Update on planning for an NGO presence at the IHC

10 agencies expressed interest and this was communicated to CBSA.

MAP met with CBSA on Monday (23) and it was agreed to plan an Info-session with those who had expressed interest for CBSA to provide more information and answer questions.

MAP will communicate the meeting date once it is decided.

4) CCR Fall Consultation:

Mariana Vieyra Martinez – Fall 2020 Overview

CCR consultation, Fall 2020 Program | Canadian Council for Refugees (ccrweb.ca)

Starts Nov 26 – Dec 11 – Inland Protection WG reflects issues of refugee claimants most closely and is hosting sessions on US Border Issues, Inadmissibility & Exclusion, Refugee Determination during COVID and many others.

Sabrina Dumitra: CCR Executive Board representing BC. They create unique workshops:

Changing perceptions by centring newcomer voices

Anti-black racism

Rethinking Boundaries: A Fireside Chat with IRCC

Newcomer Voices – centering voices of newcomers

Social on Dec 3

Jenny Moss: Inland Protection Workshop: Addressing Refugee Determination issues during COVID

Looking at the use of virtual hearings for claimants during the pandemic. Dec 2nd Early session.

Registrants can catch up with sessions they missed during the consultation by logging in to the platform. And the presentations will be available on the CCR website after the event once reports are compiled.

Presentation: Neighbourhood Houses – a community-based welcome to refugee claimants

Speakers: Liz Loughheed Green - CEO, Association of Neighbourhood Houses of BC

Zahra Esmail – ED, South Vancouver Neighbourhood House & Marpole Neighbourhood House

Mimi Rennie - Director of Community Programs, SVNH

Koyali Burman (SVNH Community Development Coordinator) introduced the speakers in turn and the presentation is attached.

Themes of community connection were later raised in the breakout room.

SVNH is featured as MAP's 'Agency of the Month' [here](#)

The presentation was followed by brief remarks from 3 other Neighbourhood Houses who are MAP members:

1. Burnaby Neighbourhood House – Gulalai Habib, Director of Settlement and Integration Programs

Location: <https://burnabyneh.ca/overall-locations/>

3 important points:

- BNH has a policy of ‘**access without fear**’ - all programs are available regardless of status or documentation
- Provides a warm **welcoming place with multiple services** under one roof
Active participation once claimants access services and support that changes their outcomes.
- **Access to essential needs** – particularly during COVID food with delivery has been very important – 800 –1000 food packages given per week. Main food hub via North and South Houses and 14 schools
Intentional focus to minimize language barriers.
Neighbourhood Houses are unique service delivery models that developed in response to migration and needs of marginalized people.

2) Froghollow Neighbourhood House

Susan Liu Woronko: Acting Director, Families, Seniors & Newcomers

Location: Hastings/Sunrise area East Vancouver - community members are known as Froggers!

Place-based community development approach.

Need to survey refugee claimant numbers in the area to assess needs and provide services specifically for them.

Programs for seniors, families, preteens and youth services are mostly available for claimants to use.

Susan will follow up by sending some notes for distribution to MAP to see how services to claimants could be better provided.

3) Kiwassa Neighbourhood House – Maryam Torabizadeh: settlement worker

Works with the Farsi/Dari speaking community.

Multi-service community agency providing a broad range of services in East Vancouver at the intersection of Nanaimo/Dundas Streets.

Staff and volunteers reflect the diversity of the community.

Mission is to provide opportunities with people and partners to create a connected community.

Programs are free or at very low cost.

Volunteer Community Partners help make all these programs possible and they are open to all

Programs include: family support, children’s support, youth programs, adults, seniors, settlement services, food support, community engagement, childcare, employment service and domestic violence support.

Claimants usually have language barriers and need support from Settlement workers to start in Canada.

They receive orientation sessions and help with documents, services and referrals. They attend workshops, ESL classes and food security programs.

Domestic Violence programs are geared to both men and women separately.

All programs are virtual now because of the pandemic.

Small grants are available from Kiwassa for community members to apply for, as well as volunteer opportunities to encourage friendship and networking.

BREAK: The participants divided into 3 groups: Settlement, Housing and Community Connections

Quantitative and qualitative update on Refugee Claimants in the Lower Mainland

Presenter: Bahar Taheri: BC Refugee Hub (ISSofBC)

- Provided a lot of **training webinars** in last 6 months of relevance to those working with claimants
All are recorded and can be found under Training on BC Refugee Hub
- Refugee **Statistical Bulletin** – second annual quarter released and third quarter coming soon.
Data is gathered from ISSofBC-SOS, MOSAIC and their partners BCSIS-programming.

What do these statistics represent? It's just a snapshot – not accurate as far as how many claimants are arriving as they may use more than one agency.

Now have a total of 3 years of statistics – access via front page banner.

- **What's new section** is on front page – reports, statistical bulletins, surveys, events
- **Feedback survey** – need to hear from MAP members - just released and it's is on Hub front page.
- If you want to join the **BC Refugee Hub mailing list** – add your name by clicking **join now** at bottom of the page.

Presentation: Umbrella Multicultural Health Co-op

Community Consultation: How can we collaborate to bridge gaps?

Jenny Lam introduced Umbrella team:

Wazhma Wakil, Coordinator of Social Determinants of Health

Esther Hsieh, Executive Director

Raquel Velasquez Clinic Co-coordinator

Nadia Revelo, Clinic Co-coordinator

(See slides that were shared)

Esther Hsieh - overview of Umbrella – located in New West – provides health services to racialized and ethno-cultural communities.

All programs are centered around Umbrella's cross-cultural health brokers (CCHB's) who connect the patients with the programs in different languages and cultures.

Programs provided: Family Practice, Pediatric clinic, Health Promotion, Social Circles to strengthen sense of community.

NEWS! Ministry of Health has awarded more funding to expand services – before they open the new facilities, they want to consult MAP members to see if the way they plan to expand is appropriate to the needs of your clients.

2 specific areas of feedback needed

- **Attachment priority** – what are the needs in the community for healthcare?
 - that the services they plan to provide meets those needs.

-**Social determinants of health program** – less funding for this, funding is more clinical. But this part is important as it will help most vulnerable patients access healthcare.

Raquel

Clinic will be moving into full time with more wraparound care.

- Serve specific language communities right now – CCHB's are all from these 4 language communities: Arabic, Farsi/Dari, Spanish, Tigrinya speaking/Eritrean language communities.
- No health insurance requirements and no geographical restrictions.

Nadia

Listed the Health priorities (see slide Patient Attachment Priorities)

Wazhma

Social determinants of health – (WHO: factors that influence health: conditions of where people are born and grow.) These challenges get in the way of full health when people are forced to migrate.

Umbrella provides specific assistance to balance these factors such as: Health services support, language interpretation and translation, booking referrals and appointments, helping with technologies, health service navigation in BC. Advocacy for providers and patients. (see slide: SDH)

Wazhma provided an example of how the SDH are as important as medical care in an individual's health outcomes.

Want to collect feedback from partners – how can Umbrella work with MAP agencies to strengthen the referral system?

Comments:

Masa (Jumpstart) – would love to partner with Umbrella to provide more holistic support?

Esther: Question – how can we improve referrals?

Masa – everyone does this differently – it's important for follow up.

Kathleen (Covenant House) Ensuring case management whether in the clinic or at a partner organization to keep track.

Esther: strengthen relationship between CCHB's and the agencies.

Next step: Umbrella will get in touch with individual's who responded and MAP will arrange a follow up.

Update on BC CHARMS - Housing Referral & Database Project

Marzieh Nezakat (MOSAIC)

Marzieh reviewed the project – participatory approach to the development of the system:

- Listening to what members need to make the system work

Interviews and Online survey undertaken

Next week start the interviews with refugee claimants and focus groups – to hear their lived experience.

If you have not responded to the survey yet - Please complete it before the new **Dec 2nd** deadline.

Can have more than one person from each agency responding – more perspectives the better.

Agency Updates –

PLEASE SEE ADDITIONAL UPDATES IN THE CHAT NOTES ATTACHED TO THE MINUTES

A feedback poll was launched re: this MAP meeting – thank you everyone for your participation.

Adjourned 12:00 PM.

Next Meeting: Thursday January 28, 9:30 am – Refugee Claimants' Mental Health Challenges
Enjoy the holidays everyone!

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