



MAP Meeting Minutes

Thursday, February 18, 2020 - 9:30AM – 12:00 PM

Attendees: Jenny Lam (Options), Richard Belcham (inasmuch) Asli Kucukbumin (presenter), Andrew Bauman MCC, Gerardo Munarriz (MCC), Savleen Kaur (Options), Mariana Martinez Vieyra (VAST), Meherat Bismat (DIVERSEcity), Gurinder Badwal (DIVERSEcity), Garfield Hunter (with DIVERSEcity), Winnie Lee (ICAGV), Rainer Nicdau (MSDPR), Paige Levirs (MSDPR), Mohammed Zaqout (Kinbrace), Ryan Reid (Kinbrace), Fran Gallo (Kinbrace), Adriana Zepeda (Kinbrace), Sophia Underhill (Ready Tour), Michelle Murray-Schlitt (inasmuch), Tammy Johnson (inasmuch), Joni Rose (MUNI), Carillon Kinley (IRCC), Glenn Matsui (IRB-RPD), Marzieh Nezakat (MOSAIC), Melvi Jouzy (Roots), Mimi Rennie (SVNH), Mahak Mahmoodi (Red Cross), Cloe Clayton (Red Cross), Masa Kateb (JumpStart Refugee Talent), Richard Soo (Eastern Catholic Church Richmond), Ann Barnard Ball (New Hope CS), Vicki Martin (PCRS), Mahi Khalaf (SOS-ISSofBC), Julia Wu (bc211), Savleen Kaur (Options), Iris Solorzano (Options), Avi Haligua (VAST), Rawan Moon (VAST), Mia Morin (Vancity), Devinder Chattha (PICS), Raminder Kang (PICS), Kathleen Cashin (Covenant House), Nazanin Moghadami (Rainbow Refugee), Sireen El-Nashar (Zaytuna), James Grunau (JHC), Brad Kinnie (JHC), Vanessa Roth (JHC), Yulia Khamzina (JHC), Dustin Lupick (HSABC), Patricia Mahecha (JHC), Ali Mustafa (Independent), Jenny Moss (MAP)

Regrets: Masha Rademakers (NSMS)

Welcome from Co-Chair: Jenny Lam who also wished a Happy Lunar New Year to all and noted that we are now in the year of the ox and that February 18 is considered everyone's birthday this year!

Jenny acknowledged and thanked the hən̓qəmin̓əm̓ (**HUNKAMEENAM**) and Skwxwú7mesh (**SQUAMISH**) peoples from whose traditional unceded territories she was speaking from; 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 Ministry of Municipal Affairs** that makes MAP's work possible.

Jenny welcomed participants from 40 MAP member agencies.
First time introductions:

Avi – (VAST) new outreach coordinator for VAST in the DTES – supporting newcomers in the area.

Carillon Kinley (IRCC) from refugee intake unit, representing Leslye Brown at this meeting.

Melvi Jouvy (Roots Health Centre in Surrey working with Fraser Health) – outreach with new patients and especially those who are Arabic-speaking. Please contact if you need services in Surrey.

Gurinder Badwal (DIVERSEcity) – representing Adrienne Bale; working with BCSIS programs and also with the [H.E.A.L. program](#) that serves women dealing with violence.

Vicki Martin (PCRS) – supervises REACH ([Recreation, Engagement, Action Connection Hub](#)) program for newcomer youth 13-24 who need support settling into their new communities.

- Meeting protocol and Outline of Agenda - how to join a breakout room.
- The **January 28, 2020 meeting Minutes** were approved.

Presentation: Part 2: Our Well-Being on the Frontline

Presenter: Asli Kucukbumin, Registered Clinical Counsellor (<https://www.managingstress.ca/>)

Jenny Introduced Asli: who is a Registered Clinical Counsellor with over 15 years of experience in not-for-profit, education and health care sectors. She has worked on the front lines as a Street-Outreach Worker, Employment Advisor, Youth Worker, Family Counsellor and as a Trauma Counsellor. She has also overseen trauma counselling, family counselling, family education and youth care programs supervising and supporting staff before returning to the front line at a local hospital working as a Mental Health Crisis Clinician. Asli also has a private practice in Downtown Vancouver that focuses on trauma, anxiety, parenting and stress.

Asli's slides are attached – some important points to note are:

CURRENT EXTERNAL STRESSES THAT ARE IMPACTING US:

(Acknowledging that we are all trying our best – and its tough times)

- complexity of needs of clients have increased over the years, impacted by trauma and grief and many barriers.
- lack of resources – especially for learners of English
- Clients' expectations of Canada quite high – and that their needs will be met in a timely fashion – tough on workers who have to explain lack of resources or backlogs.
- Work is currently virtual and/or masked – awkward – especially with traumatized clients – creates new barriers.
- Heard about the strain on health system – but also lots of strain on social service system too.
- We have our own stresses too in our families.

STRATEGIES AT WORK

- Very important to have **personal boundaries** – look after yourself in order to be able to look after others. Take breaks also.
- Know when to refer to specialized programs so you can focus on your own skill.
- Validate the impact of trauma: ask how trauma is affecting them today – ask about their strength and resources rather than making them re-tell trauma – connect people back to their resiliency.
- Practice difference between **guilt and shame** – we all make mistakes, and we need to feel a bit guilty (because it is a mistake) so ask What am I going to do about it? Look for options and organize yourself so as not to make the same mistake again.
Shame is feeling dreadful about it – getting lost in your own misery – this is not a good strategy.
- Excessive GUILT: feel guilty when claimants don't have what they need – this is better felt as compassion, not guilt, as we can't control things outside our realm – even extending to world problems.

ACCEPTANCE

- Process your emotions like guilt – we need to make time for our feelings or they can return as a physical manifestation of stress – somatization
Let your emotions flow – name emotions without owning or judging them.

- Debrief adequately and safely – don't feel that co-workers will judge – you need that support.
- Limit stressors – like caseloads – diversify cases so management is easier.
- Control what can be controlled

STRESS

- Feel a threat – like we're under attack – physical reaction and response time faster (stress hormones released in 'fight or flight' reaction)
Good for short term and in some circumstances like emergencies – but not constantly.
Need to take a break to stop this cycle – take a stretch or get up every 30/40 minutes – observe your breath without judgement. This helps lower activation of stress cycle.
- **WINDOW OF TOLERANCE: FIRE – ON – ICE**
We all have a window of tolerance
When we are ON – we are calm, alert, able to learn
If stressed we can go to ICE or FIRE.
Fire – Too much stress can cause anxiety, anger, panic –Very common response.
If they have been on Fire for a long time they may go to **ICE**: numb, sad, checked out, disassociated
May sleep a lot, sad, at an extreme can cause multiple identity disorder.

Ask – where do I go when I'm stressed out?

If you are on FIRE you may say or do something you regret later – if you go to ICE it seems less dangerous but not you are not functioning properly – you don't pay attention to others' needs, often late etc.

What strategies are there?

- Take 90 seconds to respond to a stressful situation.
- FIGHT OR FLIGHT STRATEGIES:
Observe flow of breath – slow it down – especially exhales – helps your relaxation
If you suffer panic attacks put head below heart or legs on wall and rest on ground
Or connect your 5 senses: focus on 5 things you see/hear etc – key is to slow yourself down.
Touching something – noticing difference between surfaces – good for FREEZE
Movement – be aware of how you move – slow down your steps.

INTERNAL FACTORS CAUSING STRESS:

- Negative filtering – only seeing the bad side – not helpful to dwell here (like on peoples' comments)
- to counter – take 5 minutes to feel the joy in your body about the positives in your life.
- Negative self-talk -
- to counter: imagine you're talking to your spouse, friend, client and adjust the way you address the person.
- Perfectionism – hero complex! Lower our expectations and agreeing that we are just trying our best.
- Lack of sleep, exercise, poor diet.

Question and Answer period

Q: How can we support institutional self-care?

Response: Model – take breaks yourself

Normalize making mistakes – have a space where people can come together and discuss
Be genuine with your staff – and own your own mistakes as a Manager
If you own your own mistakes you can still set boundaries and rules

Q How can agencies develop internal systems that can support their staff? Can we make changes within policy to provide support to staff? e.g. pay staff to attend courses or exercise? Is it a labour right?

Response: when you write your annual report you can mention limitations to funders e.g. our workload has gone up and staff members can't take their breaks. Ask for funds in a way that addresses the problem together.

Talk to HR or Directors

Discuss in teams – how to triage – what can we give up so we can provide support?

Q Do you have any books or videos to suggest in addition? – Asli will send slides

Self-compassion: videos from Dr. Kristin Neff and Dr. Brene Brown

Will send with slides for Jenny to share

Jenny Lam thanked Asli and acknowledged the helpfulness of the presentation.

(The Mental health breakout Room extended the discussion of resources:

- Lots of material re: Trauma Stewardship – recommended and easy to read. Laura Van Dernoot Lipskey
- Rawan will send links for movement exercises.)

BREAK: The participants divided into 3 groups: Mental Health (led by Asli), Settlement & Housing

- **Election of MAP co-chair (2021 – 2023)**

There has been one nomination only – for Richard Belcham.

Jenny read Richard's biography to augment the nomination

Jenny asked if there were any other nominations – there were none.

Richard was asked to speak to his nomination and what he would bring to the position as MAP Co-chair:

Richard said he was very committed to MAP and it's mission to put refugee claimants first; its' neutrality, independence and most respectful of all its members.

Richard committed to continue moving MAP forward and support the mission of MAP working with Jenny Lam and Jenny Moss. To continue innovating and finding good uses for technology.

Jenny asked if there were any questions, and given none then Richard acclaimed co-chair for 2021 - 2023

- **Update on MOU with CBSA re: NGO presence at the IHC**

On February 3 MAP met with CBSA representative Alexandra Currie and the agencies interested in providing services at the IHC. Some questions about the MOU were discussed and raised to Alexandra, as well as general questions about providing services, including remote provision during the pandemic.

CBSA has since sent MAP a revised MOU received Friday February 12 which has been shared with the same group of NGO's for their feedback. CBSA hopes we can begin services remotely soon.

- **Quantitative and qualitative update on Refugee Claimants in the Lower Mainland**

Presenter: Mahi Khalef (SOS-ISSofBC) (for Bahar who is unavailable)

Congratulated Richard on his new co-chair term!

- 4th quarter 2020 statistics will be released soon
- Upcoming webinar on March 17 on 'Importance of Storytelling and advocating for refugees'.

Speakers: Richard (Along the Way podcast)

Shanga Rahim (Shoe Project)

Leila Shifta (UNHCR and film artist),

- BC Refugee Hub is asking for Success Stories and Best Practices – HUB wants to feature these stories of resilience in 2020; please send to refugeehub@issbc.org

- **Update on BC CHARMS - Housing Referral & Data Management System**

Marzieh Nezakat (MOSAIC)

Accomplished:

Shared new BC Charms logo with MAP



- Completed all interviews and surveys

37 agency individuals interviewed across BC, and 41 online surveys completed + 53 interviews with refugee claimants about their experience focusing on the most vulnerable.

- Tech consultant identified – in negotiations – starts next week
- Security Consultant will start next week
- Graphic designer – created the logo and she will also produce a report book with results of interviews and online survey providing aggregated data that should be ready at start of April.

Agency Updates (please see additional information in the report from the chat)

- **Glenn Matsui (Deputy registrar at the IRB-RPD)**

First recent MAP meeting

Since Jan 18 - 90% of IRB hearings are on MS Teams – there are no in-person hearings except for very exceptional cases decided on a

Will review this decision on July 5, 2021.

Statistics for the last 3.5 months:

Vancouver: 337 total claims: Iran, India, Mexico top 3 countries refugee-producing countries.

Hearings completed:

Nov – 64 hearings

Dec – 161

Jan – 94

Feb (to February 18) – 18

- **Garfield Hunter: Introduction to a 'Collaborative Assessment on housing for LGBTQi+ Refugees and Immigrants in Metro Vancouver'**

With his colleague Jose Fernandez (both urban planners) are providing a study in collaboration with DIVERSEcity, Rainbow Refugee, MOSAIC and funded by Vancity.

Study came about because we know that housing precariousness like homelessness, safety, affordability etc. is a complex and multi-sectoral problem – so we are looking at those pathways into homelessness and housing, strategies and the services available.

- Completed and submitted an ethics review
- Stakeholder analysis – mapping exercise ongoing

Methodology:

Tri-partite quantitative and qualitative approach – structured interviews with LGBTQi newcomers and 3 focus groups in Arabic, Swahili and Spanish

- Just begun interviews with individuals, housing providers, settlement providers via Zoom.
- Want to understand the role of housing providers and settlement providers, document barriers/challenges and make recommendations for solutions.

Marzieh – (MOSAIC)

- MOSAIC launching a 10-day wellness session **Vibrant in Vancouver**– in participation with VAST, Victoria Society for the Survivors of Torture, yoga instructors and photographers.
From March 1 – March 10 for claimants and others.
See: <https://www.mosaicbc.org/event/vibrant-in-vancouver/2021-03-07/>
- Table Topics and Conversation Circles
See: Table Topics at MOSAIC:
<https://www.mosaicbc.org/event/free-virtual-table-topics-for-refugee-claimants-5/2021-02-17/>
- English Conversation Circles at MOSAIC: <https://www.mosaicbc.org/event/online-english-conversation-circle-for-refugee-claimants-beginners/2021-02-16/>

Nazanin M (Rainbow Refugee) Contact Nazanin at support@rainbowrefugee.ca for support to LGBTQI refugee and refugee claimants and those who are HIV+

Services:

- Weekly virtual drop-ins on Thursdays at 8:30 pm and Sundays at 2pm
- Hearing support and preparation
- Resource sharing and outreach

Rawan (VAST)

- **Art-making in the Community** group coming soon – Explore different art modalities (Drawing, Painting, Collage, Modelling with clay, Movement, Poetry, Photography, Voice, Drama)

No skills needed, interpretation provided and all supplies needed.

6 consecutive Tuesdays 10 – 11:30 AM on zoom

Registration open: contact Matias at matias.hacker@vast-vancouver.ca

One requirement: need to attend a session at the beginning of March to begin.

- **Getting Through It** group for claimants continues – preparation and support for legal process.
- **Move and Relax** – sessions in English and Spanish and 2 sessions per month in Arabic and Farsi

Masa Kateb (Jumpstart Refugee Talent)

Introduction to the agency – only refugees (of all kinds) and focus is only on employment.

Recently launched a 'Hire Me' platform – digital helping hand to refugee employment. Offering refugee Talent Hub support to refugees.

Working to bridge between private sector, govt. and refugees seeking meaningful employment.

New website: www.jumpstartrefugee.ca

New toll-free number: 88899Refugee

Please contact us if you need employment support for your refugee clients.

Michelle Murray-Schlitt (Inasmuch/MAP Information Working group)

A Bitter Pill – March 4th, 7 – 8:30 on zoom

(shared video: <https://drive.google.com/file/d/14aWlIMYyuo33wcbuxXSzPG5zIAEVu8IT/view?usp=sharing>)

Focusing on refugee and immigrant women doctors – hearing from them and their voices – re: being qualified in Canada. To coincide with International Women's Day.

Speakers: Zarghoona Wakil – senior manager at MOSAIC

Rosemary Pawliuk – Canadian on Paper - Advising the human rights complaint in BC

Maureen Mayhew – UBC Public Health

+ Damilola Tobi – immigrant doctor from Nigeria who experienced the same barriers.

Jenny shared how to sign up via: <https://mapbc.org/a-bitter-pill/>

(See other updates in chat attached)

Richard (Inasmuch) Along the Way podcast www.alongthewaystories.com

Recent episode is with Saleem Spindari (MOSAIC) and his project to assist the refugees of Manu Island

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

Adjourned early at 11:40 AM

Next Meeting: Thursday March 25 at 9:30 am – Preparing for a surge in refugee claimant arrivals:

Part 1 (March) looking at some of the issues that may lead to a surge and how to start planning

Part 2 (April) We will go through a planning exercise

MAP gratefully acknowledges the funding provided by Ministry of Municipal Affairs, without whom our work would not be possible.