



**MAP** Multi-Agency  
Partnership BC  
*Working Together for Refugee Claimants*

# MAP Member Agency News

Weekly Bulletin # 35

April 1, 2020

**Dear MAP members,**



How are you doing? That's a common question nowadays and one that MAP wants to focus on in April – providing support through information and a friendly check in. We will keep you up to date with any changes to refugee claimant services as they happen - and ask if you have information that you would like to share with MAP that you let us know ([info@mapbc.org](mailto:info@mapbc.org)) so we can circulate widely.

### **OUR NEXT 'MEETING': "Getting Through It"**

We will be meeting on our regular date of April 23 – but via ZOOM. Our meeting will be a chance to catch up on agency activities and ask your questions of the experts regarding services during the COVID-19 emergency. **'Getting Through It'** will bring us all together in support. More details soon.

### **Updates to [www.mapbc.org](http://www.mapbc.org)**

Thanks to our volunteers Jaewon and Patrick the website now offers the following additions:

- In the Member's section: all our COVID-19 updates and supporting documents
- In [Housing](#) a selection of clippings on refugee housing issues and solutions cross Canada and internationally garnered by volunteer Barry Growe. Thanks again!

Thank you for all you are doing to support vulnerable refugee claimants - especially during these unprecedented times. Stay safe and well - and let's not let social distancing be a barrier to the folks we serve.

**MAP Co-Chairs**

**Mariana and Richard (and Jenny - Co-Chair Designate)  
and the other Jenny!**

## Canadian Council for Refugees event:



## Join us in celebrating Refugee Rights Day this Saturday 4 April!

We will be physically distant, but we can be together virtually.

The CCR is hosting a public virtual meeting Saturday 4 April to:

- Celebrate the fact that refugee rights are protected by law.
- Share messages of solidarity with refugees at this difficult time globally and across Canada.
- Promote actions to oppose the government's closing of the border to refugees, in violation of international law.

If you would like to contribute something to the meeting, please contact us (Alice at [aalpereyre@ccrweb.ca](mailto:aalpereyre@ccrweb.ca) for messages or proposed actions, Sandra at [sgasana@ccrweb.ca](mailto:sgasana@ccrweb.ca) for artistic contributions).

Please share this invitation in your networks - all who support refugee rights are welcome to join us!

### MEETING DETAILS

When: Saturday 4 April 2020

11am Pacific

The meeting will last 90 minutes - participants should feel free to come and go as they wish.

Register here: <https://attendee.gotowebinar.com/register/3771968503503287310>

# IRCC Emergency Resources (3 pages)

## Inland Refugee Claims - GTA (Updated March 25)

Currently IRCC is taking in-land refugee claims by email.

1. Email IRCC.RefugeeClaim-Demandedasile.IRCC@cic.gc.ca
2. You will receive an email questionnaire (a copy of which is below)
3. Reply to the email, and include scans of the applicable identity documents and Use of Representative Forms; provide proof of presence in Canada. Please note:
  - There is no physical dropbox
  - We do not know if the forms will be required later
  - Turnaround time is a few days at least

## General email

Hello/ Bonjour:

Only respond to this email if you are in Canada. If your spouse, partner, or children are accompanying you, please include each additional family member in the “Additional Family Members” section.

In order to make a claim for refugee status in Canada, please provide the following essential information, based on the information as it appears in your passport:

1. Family Name:
2. Given Name:
3. Date of Birth:
4. Country of Birth:

## IRCC Update contd.

5. Country of Citizenship:
6. Marital Status:
7. Gender:
8. Passport Number (if available)
9. Visa Number (if available)
10. Electronic Travel Authorization Number (if available)
11. Current Address:
12. Telephone Number:
13. Correspondence Language (English or French)
14. Language Spoken (if not English or French)

Additional Family Members living with you in Canada:

	Spouse/ Époux(se)	Child/ Enfant	Child/ Enfant	Child/ Enfant
Family Name				
Given Name				
Date of Birth				
Country of Birth				
Citizenship				
Marital Status				
Gender				
Passport Number				

## **IRCC Update contd.**

Please attach a photo of the biographic page of your passport or identification document, as well as that of your spouse, partner, or children accompanying you.

After you respond with the required information, IRCC will send you an Acknowledgement of Claim letter by email.

To avoid delays, please only send one request per person or family. By responding to this email, you are confirming your physical presence in Canada.

# Canada's COVID-19 Economic Response Plan

Kindly  
provided by  
MOSAIC

Type of Benefit	Benefit Amount	Eligibility	Information Needed
<b>Employment Insurance (EI)</b>	<ul style="list-style-type: none"> <li>Up to \$573/ week</li> <li>Up to maximum of 45 weeks</li> </ul>	<ul style="list-style-type: none"> <li>Job loss due to sickness/injury or shortage of work</li> <li>Worked 420-700 of hours</li> <li>ROE required</li> </ul>	<ul style="list-style-type: none"> <li>My Service Canada Account</li> </ul>
<b>EI – Sick Benefit</b>	<ul style="list-style-type: none"> <li>Up to \$573/ week</li> <li>Up to maximum of 15 weeks</li> <li>One week waiting period waive</li> <li>No medical certificate required during quarantine</li> <li>Medical cert required if tested positive and beyond the quarantine period</li> </ul>	<ul style="list-style-type: none"> <li>Quarantine or sick due to Covid-19,</li> <li>Lost 40% of the pay</li> <li>Worked min of 600 hours</li> </ul>	<ul style="list-style-type: none"> <li>My Service Canada Account</li> </ul>
<b>Canada Emergency Response Benefit (Emergency Care Benefit + Emergency Support Benefit)</b>	<ul style="list-style-type: none"> <li>\$2000 per month</li> <li>Up to max of 4 months</li> </ul>	<ul style="list-style-type: none"> <li>Sick, quarantined, care for someone that is sick or care for children because of school/daycare closures, no paid leave or other income support, or not being paid by employer, self-employed or contract workers who do not eligible for EI</li> </ul>	<ul style="list-style-type: none"> <li>Application opens in April through web portal or toll-free number</li> </ul>
<b>Canada Child Benefit</b>	<ul style="list-style-type: none"> <li>Extra \$300 per child</li> </ul>	<ul style="list-style-type: none"> <li>Families with children</li> </ul>	<ul style="list-style-type: none"> <li>Payment scheduled with CCB in May</li> </ul>
<b>GST Credit</b>	<ul style="list-style-type: none"> <li>Up to \$400 per individual and \$600 for a couple</li> </ul>	<ul style="list-style-type: none"> <li>Low-modest income families</li> <li>2018 tax filed</li> </ul>	<ul style="list-style-type: none"> <li>Special payment in May</li> </ul>
<b>BC Emergency Benefit</b>	<ul style="list-style-type: none"> <li>One-time payment of \$1000</li> </ul>	<ul style="list-style-type: none"> <li>EI or Canada Emergency Response Benefit qualifiers</li> </ul>	<ul style="list-style-type: none"> <li>Payment in May</li> <li>Application process to be announced</li> </ul>
<b>BC Climate Action Tax Credit</b>	<ul style="list-style-type: none"> <li>Up to \$218.00 per adult and \$64 per child</li> </ul>	<ul style="list-style-type: none"> <li>Low-modest income families</li> </ul>	<ul style="list-style-type: none"> <li>Payment in July</li> </ul>
<b>BC Hydro</b>	<ul style="list-style-type: none"> <li>Up to \$600 grant</li> <li>bill payment deferral</li> </ul>	<ul style="list-style-type: none"> <li>Financial hardship due to job loss or illness</li> </ul>	<ul style="list-style-type: none"> <li>Effective now</li> </ul>
<b>BC Temporary Rental Supplement Program (BC-TRS)</b>	<ul style="list-style-type: none"> <li>Up to \$500/month towards rent &amp; paid directly to the landlord</li> </ul>	<ul style="list-style-type: none"> <li>Low-moderate income families</li> <li>Financial hardship due to COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>Early April on BC Housing website</li> </ul>
<b>Mortgage &amp; Car Loan</b>	<ul style="list-style-type: none"> <li>6 months payment deferral</li> </ul>	<ul style="list-style-type: none"> <li>Case by case basis with the associated lenders</li> </ul>	<ul style="list-style-type: none"> <li>Effective now</li> </ul>
<b>Student Loan</b>	<ul style="list-style-type: none"> <li>Payment not required for 6 months</li> <li>No interest accrued for 6 months</li> </ul>	<ul style="list-style-type: none"> <li>Student loan borrowers</li> </ul>	<ul style="list-style-type: none"> <li>Effective March 30, 2020</li> </ul>
<b>Personal Income tax</b>	<ul style="list-style-type: none"> <li>Filing deadline - June 1<sup>st</sup>, 2020</li> <li>Tax payment – Aug 31<sup>st</sup>, 2020</li> </ul>	<ul style="list-style-type: none"> <li>Tax payers</li> </ul>	-

(also available [here](#))

## MSP coverage expanding to all uninsured people for COVID-19 testing For Immediate Release

**March 30th, 2020** - The BC Health Coalition along with health care workers and public health experts are applauding the BC government's recent decision to expand MSP coverage to all uninsured people for COVID-19 testing and treatment. Now, all migrants in BC (including newly-landed permanent residents, temporary foreign workers, international students, those who have been rendered undocumented and those who have been stuck here since the borders closed) will have vital access to COVID-19 related health care. This is an important step towards ensuring equitable access to Universal Public Health Care while also helping to safeguard all of our health.

Dr. Srinivas Murthy, an infectious disease specialist at UBC leading a national research effort to improve clinical management of COVID-19, emphasized the importance of the policy direction in light of the current crisis: "There is no 'us' against 'them' in a pandemic. As BC and the world try to control the spread and mitigate the effects of COVID-19, it is vital for us to understand that our health is dependent on each other. Barriers to health care, especially for vulnerable populations, only increase risk. Covering COVID-19 related care is a good step forward but it should not stop there. It is important for preventative and primary care to be accessible to everyone too."

Narrowly defining COVID-19 related conditions has already created a lot of confusion in Ontario where a similar policy was announced. People with preventable or chronic conditions not on that list may avoid treatment and risk worsening their condition. At a time when we need to preserve available acute care resources, it is only logical to make sure that uninsured people can, and will, access primary and preventative care to reduce their need for acute care.

Many migrants, including temporary foreign workers, who we depend on for our food supply and other essential services, are often denied access to health care through a web of policies. The 3 month wait, which was recently repealed in Ontario and now only exists in BC and Quebec, results in greater long-term health care costs and poor health outcomes for migrants. The BC Health Coalition joined over 25 organizations in writing letters to the Medical Services Commission calling for its permanent removal.

"COVID-19 has reminded the world that healthcare is a basic human right. We hope to see the BC government continue to remove unnecessary and unreasonable barriers to health care and address existing health inequities. A good first step is the permanent removal of the 3 month wait," emphasized Dr. Mei-Ling Wiedmeyer, a family physician and Clinical Assistant Professor at UBC.

### Background:

MSP coverage for migrants has been amended in a number of ways during the crisis. Asked Questions BC. Information concerning extended coverage can be found on the [BC Government website under COVID-19 Frequently](#)

See Q2, Q8 and Q9. Coverage during the crisis has been expanded to include:

- Individuals present in BC who would otherwise not be eligible for coverage under MSP will be provided provincially insured health care coverage for services related to suspected or confirmed cases of infection with COVID-19. This is contingent on them having called 8-1-1 or otherwise being advised by a medical professional to seek care for symptoms related to COVID-19. Services for unrelated conditions that are performed on non-eligible MSP patients will remain uninsured.
- All Temporary Foreign Workers who have come to work in BC during the pandemic and cannot access private insurance will be covered under MSP.
- People whose work or study permits have expired in Canada may continue to receive temporary MSP coverage. This includes people who have applied for a new permit and therefore have the right to continue to work or study in Canada (referred to as "implied status") while their new application is decided.

-30-

Media Liaison: Ayendri Riddell  
Campaigner, BC Health Coalition  
Phone: 604-787-6560  
Email: [ayendri@bchealthcoalition.ca](mailto:ayendri@bchealthcoalition.ca)



March 30, 2020

## Stay Home, Stay Put and help flatten Vancouver's curve

Residents are being encouraged to Stay Home, Stay Put to keep themselves, their neighbours and their loved ones safe.

With thousands of people dying globally each day from COVID-19, the City of Vancouver is asking people to stay at home and limit their outings to essential trips only in order to slow the spread of the virus.

"The next few weeks are pivotal for our city, if we continue to do our part and Stay Home, Stay Put, we will save lives," said Mayor Kennedy Stewart. "It sounds simple, but when we Stay Home, Stay Put, we are fighting for Vancouver, fighting for the people we love, and fighting for those who are on the frontlines."

"Every single person in Vancouver has a role to play in keeping our city safe and that is to Stay Home, Stay Put. Ask yourself how you would feel if someone you care about got sick because you had people over, headed on a hike with friends, or went in to work when you didn't need to", COVID Task Force Chief, Darrell Reid said. "By taking these steps now, Vancouver will be in a better place to recover and rebuild when the pandemic is over."

The City is launching a public campaign to remind people of the four main actions they can take to help limit the spread of the virus, including:

1. **Maintaining physical distance** of at least 2 metres with others outside your home
2. **Avoiding any gatherings** of people on private property, at work or in parks

**3. Working from home if possible.**

**4. Only go out for essential activities** such as shopping for groceries, picking up prescriptions, and exercising alone or with members of your household

**5. Stay home if you are sick or showing symptoms**

These steps will allow us to keep ourselves, our neighbours and colleagues, and our loved ones safe - and means we will be in a much stronger position to recover and rebuild when this pandemic is over.

Many members of City staff are now working from home, but those that continue to work across Vancouver are carrying out essential services including sanitation, providing food and support services to people experiencing homelessness, and maintaining the city's infrastructure so that Vancouver can keep running and recover quickly. Staff delivering these essential services are frequently reminded to stay two metres apart and wash their hands frequently.

As well as following the advice, residents are encouraged to tell friends and neighbours, and repost and share on social media.

We appreciate there is a lot of information circulating at this time, and not all of it is coming from verified sources. All of our updates will be noted within our news releases, on our website, and our verified social feeds.

Follow [@CityofVancouver](https://twitter.com/CityofVancouver) on Twitter to receive the latest updates on COVID-19 response. We continue to work with public health officials and multiple partners on the COVID-19 response.



Looking for

# Summer Camp?

**Location:** 6140 McKercher Ave Burnaby  
Across from Metrotown Mall

**Time:** July 6 – September 4, 2020  
Monday to Friday  
Weekly rates at \$225  
Statutory 4 day week at \$180  
8am – 6pm

**Age:** Children who completed kindergarten  
in June 2020 to 10 years old

**To register:** on our website at

[www.burnabyfamilylife.org/childcare/summer-camp/](http://www.burnabyfamilylife.org/childcare/summer-camp/)

**Limited spaces, registration open!**

**Program calendar will follow**

[REGISTRATION](#)



## Summer Camp 2020

### Child Information:

Name: \_\_\_\_\_ Birthdate: \_\_\_\_\_

Guardian: \_\_\_\_\_ Business/Cell: \_\_\_\_\_

Guardian: \_\_\_\_\_ Business/Cell: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Programs:

Week 1	Nature Agents	Monday July 6th to Friday July 10th	_____	\$225.00
Week 2	Art Camp	Monday July 13th to Friday July 17th	_____	\$225.00
Week 3	Past and Future	Monday July 20th to Friday July 24th	_____	\$225.00
Week 4	STEAM 101	Monday July 27th to Friday July 31st	_____	\$225.00
Week 5	The Great Outdoors	Tuesday August 4th to Friday Aug 7th	_____	\$180.00
Week 6	Performing Stars	Monday Aug 10th to Friday Aug 14th	_____	\$225.00
Week 7	Sports Academy	Monday Aug 17th to Friday Aug 21st	_____	\$225.00
Week 8	Bakers Cook off	Monday Aug 24th to Friday Aug 28th	_____	\$225.00
Week 9	Super Scientist	Monday Aug 31st to Friday Sept 4th	_____	\$225.00

Total fees due:

### Summer Camp Policies:

1. Full payment at registration payable through [www.burnabyfamilylife.org/childcare/summercamp](http://www.burnabyfamilylife.org/childcare/summercamp)
2. Refund will be given by May 29th minus \$30 administration fee per week
3. Please bring lunch. No Nuts/Seafood products permitted
4. Lunches may take place outdoors, weather permitting, so please ensure hot food is in thermos and icepacks for dairy
5. Field trips or neighbourhood outings are included as daily activities even on Centre days
6. Please arrive by 9:30am for fieldtrips. Field Trip dates may vary depending on availability.
7. Ensure children bring hats, sunscreen, bathing suits, towels extra clothes, extra shoes
8. We are not responsible for lost or stolen items, children are advised not to bring items of value (electronics or money)

One form per child

**MOSAIC** will be offering an online English Conversation Circle for Refugee Claimants on Wednesdays from 6:00 – 7:00 pm from April 1 to April 22, 2020. These online sessions will be hosted on Zoom (available on phone or computer). Clients can register and get the link to join the Zoom sessions by emailing Parisa at [proofigari@mosaicbc.org](mailto:proofigari@mosaicbc.org).

### **Frequently Asked Questions:**

- ✓ Every Wednesday from 6:00 – 7:00 pm
- ✓ Zoom – An online App (can be used on phone or computer)
- ✓ Clients can register any week
- ✓ Spanish and Farsi language support
- ✓ All refugee claimants welcome! Participants can attend even if they are still waiting for their ID

Please don't hesitate to contact Parisa via email at [proofigari@mosaicbc.org](mailto:proofigari@mosaicbc.org) if you have any questions.

## **ONLINE: English Conversation for Refugee Claimants**



**MOSAIC**

**Every Wednesday  
6:00 pm — 7:00 pm  
April 1 - 22, 2020**

We will "meet" each week on **Zoom**  
(an online app)



Practice your English with a group, talk to new people, and learn more about life in Canada.

You can register any week!

To get the link to join on your phone or computer, please email Parisa at [proofigari@mosaicbc.org](mailto:proofigari@mosaicbc.org)



We gratefully acknowledge the financial support of the Province of British Columbia through the Ministry of Jobs, Economic Development and Competitiveness.



**WelcomeBC**

**The SOS team is continuing to support refugee claimants in this unprecedented and challenging time. Please see the following information you can share in different languages about SOS services currently. (2 pages)**



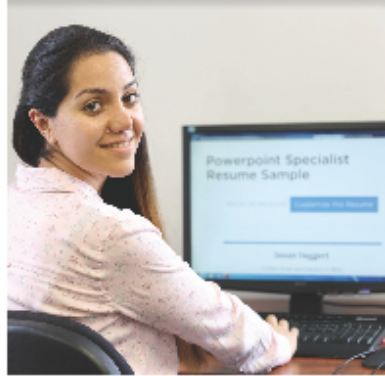
## Online Settlement Services for Refugee Claimants

### Settlement Orientation Services

Multilingual team is providing one-on-one settlement support in various languages using digital settlement services toolkit.

#### Our services include:

- ✓ Settlement information and orientation
- ✓ Assistance with filling out forms
- ✓ Referrals to access social assistance, banking, food banks, health services, employment programs, psycho-social trauma supports and more.



### Digital Settlement Services Toolkit



To book an appointment please contact us through email: [sosreception@sosbc.ca](mailto:sosreception@sosbc.ca) Phone: 604-255-1881



[www.issbc.org](http://www.issbc.org)



## خدمات التوطين عبر الإنترنت لطالبي اللجوء

### مكتب خدمات التوجيه والتوطين :

يقدم الفريق متعدد اللغات دعماً فردياً للتسوية بلغات مختلفة باستخدام مجموعة أدوات خدمات التوطين الرقمية.

#### تشمل خدماتنا:

- معلومات التوطين والتوجيه
- المساعدة في ملء الاستمارات

-الإحالات للوصول إلى المساعدة الاجتماعية ، والخدمات المصرفية ، وبنوك الطعام ، والخدمات الصحية ، وبرامج التوظيف ، ودعم للخدمات النفسية والاجتماعية والمزيد.



### أدوات خدمات التوطين الرقمية



لحجز موعد ، يرجى التواصل معنا عبر البريد الإلكتروني: [maher.kutieleh@issbc.org](mailto:maher.kutieleh@issbc.org) هاتف 604-318-0265



[www.issbc.org](http://www.issbc.org)



## SOS en línea para solicitantes de refugio

El equipo multilingüe de SOS se encuentra brindando apoyo individual en varios idiomas mediante herramientas de servicios digitales.

### Nuestros servicios incluyen:

- ✓ Información y orientación de asentamiento
- ✓ Asistencia para completar formularios
- ✓ Referencias para acceder a asistencia social, servicios bancarios, bancos de alimentos, servicios de salud, programas de empleo, apoyo para trauma psicosocial y más.



Herramientas de servicios digitales



Para reservar una cita, contáctenos por correo electrónico:  
katya.quintanilla@issbc.org  
Teléfono: 604-351-3021

## خدمات تسویه حساب آنلاین برای مدعیان پناهندگان

تیم چند زبانه خدمات جهت پایی حل و فصل (SOS) با استفاده از ابزار خدمات حل و فصل دیجیتال ، خدمات حل و فصل یک به یک را به زبان های مختلف ارائه می دهد.

### خدمات ما شامل موارد زیر است:

- ✓ اطلاعات و جهت گیری حل و فصل
- ✓ کمک به پر کردن فرم ها
- ✓ مراجعه جهت دستیابی به کمک های اجتماعی ، خدمات بانکی ، بانک های مواد غذایی ، خدمات درمانی ، برنامه های اشتغال ، حمایت از آسیب های روانی - اجتماعی و موارد دیگر.



مجموعه خدمات دیجیتال حل و فصل



برای قرار وقت ملاقات لطفاً از طریق ایمیل با ما تماس بگیرید:  
778-372-6590 تلفون sadiq.mohibi@issbc.org



### **Options Community Services Announcement under COVID-19**

Options Community Services will continue to provide essential services necessary for the health and safety of our clients while also doing our utmost to minimize person-to-person contact to slow the spread of COVID-19.

Our Executive Team has decided, effective Wednesday, March 18<sup>th</sup>, OCS will suspend in-person services for a period of 2 weeks, including drop-in programs, groups and community visits. We will be monitoring the situation on an ongoing basis and will provide updates accordingly.

There will be exceptions for OCS programs providing essential services. Those programs include:

- All residential programs, including Hyland House, Bill Reid, Evergreen and Virginia Sam Transition Houses, all supported housing sites, as well as Nicol House and Blair House Assisted Living
- Fraser Health Crisis Line

In all other programs, we will continue to see clients *in-person* on an emergency basis. Staff will be contacting their current clients to arrange remote consultations wherever feasible. If we cannot arrange to communicate remotely, and if our staff feel there is potential harm to the health and safety of our clients, we will arrange to support them as best we can.

We understand that these measures may seem extreme to some, however we must do everything we can to slow down the spread of COVID-19 and keep our communities safe.

**Please note that our BCSIS Program (located at 4-13634 104 Avenue, Surrey) will continue to provide virtual services to refugee claimants even while its office remains closed to the public.**

We will continue to provide additional updates on our website and through our social media channels.

Christine Mohr  
CEO  
Options Community Services

•**MCC/FUSMC Resource Office**

Gerardo is currently on leave for the next few months, so we are not helping with either H&C applications or the Basis of Claim.

- Teresa is working from home, and can still help with any of the following (in English and Spanish)
- Open work permits
- BC HousingHealth Insurance
- Income Assistance
- Employment Insurance (including COVID19-related applications)
- General orientation for those in need of resources, particularly in light of the Coronavirus and the recent changes in regulations

Teresa Fuller

Community and Spiritual Care Resource Worker: First United Spanish Mennonite Church

Contact Teresa at:

[teresafuller@mccbc.ca](mailto:teresafuller@mccbc.ca)

Or by phone at 778-867-3848