



MAP Multi-Agency
Partnership BC
Working Together for Refugee Claimants

MAP Member Agency News

Weekly Bulletin # 38

April 22, 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).

Coming up at MAP:

- [MAP 'MEETING': "Getting Through It" April 23, 9:30 am via ZOOM – Details have been emailed out](#)
- [MAP Housing Working Group Meeting April 23, 1:00pm – 2:00pm – Details have been emailed](#)

Please contact Jenny if you are missing any of the information above.

[Changes to the weekly MAP Bulletin during the COVID-19 pandemic](#)

You will have noticed that very urgent messages that apply to refugee claimants and agencies have been sent out in the daily COVID-19 Special Updates (unless material arrives on Tuesday or Wednesday morning). We are trying to reserve this urgent bulletin solely for the most important pandemic-related material. At the same time the regular Bulletin carries information about pandemic-related workshops and support as well as general information.

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, Richard (& Jenny: Co-Chair Designate)
and the other Jenny!**

MOSAIC, Options and READY Tour will be working together to host an online webinar for refugee claimants – Supporting During COVID-19. These online sessions will be hosted on Zoom Clients can register and get the link to join the Zoom sessions by emailing: refugeeclaimant@mosaicbc.org.

Please see information in different languages attached!

Frequently Asked Questions:

- ✓ Monday, April 27 – 11:00 am to 12:00 pm (English support)
- ✓ Monday, April 27 – 12:30 pm to 1:30 pm (Spanish support))
- ✓ Monday, April 27 – 2:00 pm to 3:00 pm (Kurdish support)
- ✓ Tuesday, April 28 – 11:00 am to 12:00 pm (Farsi support)
- ✓ Zoom – An online App (can be used on phone or computer)
- ✓ All refugee claimants welcome!

Questions? Email: me at refugeeclaimant@mosaicbc.org



Tracy Tang

Program Assistant, Refugee Settlement & Integration and Legal Advocacy Programs

Family & Settlement Services

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MOSAIC



WEBINAR FOR REFUGEE CLAIMANTS (IN ENGLISH)

Support During COVID-19

Monday April 27: 11:00am — 12:00pm

- Financial assistance during COVID-19: Who can apply and how
- Changes in the refugee claim process and next steps
- What is open and what is available? How to access settlement, healthcare, job search and other services

SPACE IS LIMITED! TO REGISTER:

Email your name and language (English, Spanish, Farsi, Kurdish) to refugeeclaimant@mosaicbc.org before Thursday April 23rd.



WelcomeBC



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

وبینار برای
متقاضیان پناهندگی
(به زبان فارسی)



پشتیبانی در دوران کووید - ۱۹

سه شنبه ۲۸ آوریل: ۱۱:۰۰ صبح - ۱۲:۰۰ بعد از ظهر

- کمک مالی در دوران کووید - ۱۹: چه کسی می تواند درخواست کند و چگونه
- تغییرات در نحوه رسیدگی به درخواست پناهندگان و مراحل بعدی
- چه مراکزی باز است و چه خدماتی موجود است؟ چگونه به خدمات سکناگزینی، مراقبتهای بهداشتی، کارابی و سایر خدمات دسترسی پیدا کنیم

جا محدود است. برای نامنویسی

نام و زبان خود را (انگلیسی، اسپانیایی، فارسی، کردی) تا قبل از پنجشنبه ۲۳ آوریل به
آدرس refugeeclaimant@mosaicbc.org ایمیل کنید.

سیمینار دک ب ریکا نونلین
(وبینار)
بو داواکاریت پناهنه برین
(ب زمانی کوردی)



هاریکاری ل سهر وختی فایروسی کورونا (کوفید ۱۹)

روژا دووشه مبین، ریکهفتی ۲۷ گولانی، دهم ژمیر: ۲ ههتا ۳ نیفاری

- هاریکاریا دارایی ل سهر وختی فایروسی کورونا (کوفید ۱۹): کی نشیت داخل بکمت و چهوا
- گهورینت هاتنه کرن ل سهر پروسیا داخلزا پناهنه برین و پینگفتن داهاتی
- چ ین فاکریه و چ هاسیه؟ چهوا دئ شینی پیو ندین کله ب ریکراویت نیشته جیکرنی،
دوژگه نیت ساخلمه مین، لیکریاتا کاری و خزما تگوزارینت دی

بو پوشکدارین د فی سیمیناری دا:

نافی خو و نافی زمانی خو (ئینگلیزی، ئیسپانی، فارسی، کوردی) ب ریکا نیملی فریکه بو:
refugeeclaimant@mosaicbc.org باری روژا پینچ شه مبین ریکهفتی ۲۳ گولانی



ما سبهاگزی خود را از حمایت های ملی دولت استی بریتش کلمبیا از طریق وزارت مشاغل، توسعه اقتصادی و رقابتگری ابراز می داریم.



دوژ ل سوبسی ما هاریکارا دارایی کله نا هتی به کرن ژ لاین هوهاما و نیش کولوساب ریکا ووزا کارگی وگنا ههتا توری و رکله برین.



SEMINARIO WEB PARA
SOLICITANTES DE ASILO
(EN ESPAÑOL)

Apoyo durante COVID-19

Lunes 27 de abril: 12:30pm — 1:30pm

- Ayuda económica durante COVID-19: Quién puede solicitarla y cómo
- Cambios en el proceso de solicitud de asilo y pasos a seguir
- ¿Qué agencias siguen abiertas al público y qué está disponible? Cómo acceder a servicios de asentamiento, atención médica, búsqueda de empleo y otros

¡CUPO LIMITADO! PARA INSCRIBIRSE:

Escribanos con su nombre e idioma (inglés, español, farsi, kurdo) a refugeeclaimant@mosaicbc.org antes del jueves 23 de abril.



WelcomeBC

READYTOURS
organizing refugee claimants to the refugee hearing process



MOSAIC
COMMUNITY SERVICES

Damos las gracias por la ayuda económica de la Provincia de Columbia Británica por medio del Ministerio de Empleo, Desarrollo Económico y Competitividad.

DIVERSEcity Community Resources Society is expanding its **Community Development team** through 2 new leadership roles- Senior Manager of Community Development and the Surrey Local Immigration Partnership Coordinator. Please see the links to the job postings below:

Senior Manager of Community Development:

<https://canada.easyapply.co/a/1afc9aa9-c6ef-442f-b4ae-e7c796669eb8>

Surrey Local Immigration Partnership Coordinator:

<https://canada.easyapply.co/a/a3fb11ce-a45a-4ec9-acaf-73e60d1fcb6d>

If you have any questions pertaining to these job opportunities, please connect with Laura Mannix at lmannix@dcrs.ca

Thanks,

Laura Mannix | Director, Community Development

13455 76 Avenue, Surrey, BC V3W 2W3

T: 604-954-4009 | C: 604-349-4054



Recommended: **“Truth Matters”** a very useful and well-organized online workshop on fact-checking presented by **Alia Dharssi** who presented to MAP regarding preparing refugee claimants for the media.

If you would like to participate more dates with other trainers are also available here: <https://jhr.ca/truth-matters/events>

Also, here are some resources from the workshop:

A checklist with verification tips and resources on what to do when your friends share misinformation:

- <https://jhr.ca/truth-matters/resources>

Some of our go-to fact-checking sites:

- <https://www.snopes.com>
- <https://factcheck.afp.com>
- <https://www.poynter.org/ifcn/>
- <https://www.buzzfeednews.com/article/janelytvynenko/coronavirus-fake-news-disinformation-rumors-hoaxes>

(COVID specific)

- <http://factscan.ca>

The videos from the presentation (and more!) can be found on this Youtube channel:

<https://www.youtube.com/channel/UC4B40JtdvMlyB637F1FnsQw>

Feel free to reach out if you have any questions, tips or feedback.

Alia Dharssi: Independent Journalist and Editor

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www.aliadharssi.com

Please see attached the presentation and resources from the **COVID-19 & Racism** webinar, offered by the **Alberta Association of Immigrant Serving Agencies (AAISA)** in collaboration with **ActionDignity**, the **Alberta Rural Development Network (ARDN)**, and the **Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA)**.

The full recording of the COVID-19 & Racism webinar can be found here: <https://www.youtube.com/watch?v=7uWAMoslvY&feature=youtu.be>

If you have any questions please contact:

Tyra Erskine, *Action Dignity* tyra.erskine@actiondignity.org or Jayde Roche, *Alberta Rural Development Network* jayder@ardn.ca

Upcoming Webinars

AAISA is excited to announce two upcoming webinars, offered in collaboration with ActionDignity, the Alberta Rural Development Network (ARDN) and the Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA):

- ***Responding to Online Hate During COVID-19***
 - Friday May 1, 2020 | 10am - 12pm (MST) | Free & Open to All (No RSVP required)
 - This webinar will help participants identify online hate speech related to COVID-19 and encourage them to think critically about the impacts on real life. We will explore how we may respond to online hate during the COVID-19 pandemic and introduce participants to some tools and resources they can access to support this work.
 - More Info: <https://aaisa.ca/professional-development/>
 - Webinar link will be available on AAISA's website closer to webinar date.

More over



• **Intersectionality and COVID-19**

- Friday May 15, 2020 | 10am - 12pm (MST) | Free & Open to All (No RSVP required)
- This webinar will build on the "COVID-19 and Racism" webinar and focus on additional groups that weren't discussed. We will use an intersectional lens to explore the ways in which oppression is amplified by COVID-19. We will discuss the way to encourage continued learning, engaging in mindful reflection, and to learn and grow from any mistakes we will make while doing this work.
- More Info: <https://aaisa.ca/professional-development/>
 - Webinar link will be available on AAISA's website closer to webinar date.

AAISA Communications (Alberta Association of Immigrant Serving Agencies (AAISA))

Suite 200, 903 – 8 Avenue SW

Calgary, AB | Treaty 7 Territory | *Moh'kins'tsis*

T2P 0P7

e communications@aaisa.ca

w aaisa.ca

Please see a list of interesting articles gathered by MAP from across Canada attached in PDF.

Titles also listed here:

- **Médecins Sans Frontières to operate in Canada, assist with Toronto homeless amid COVID-19**
- **Advocacy group says undocumented migrants need access to government benefits**
- **COVID-19 spreading among Toronto's homeless, with 30 cases reported**
- **The COVID-19 excuse? How migration policies are hardening around the globe**
- **Pandemic puts immigration system on hold**
- **Refugee women face greater risk of violence during pandemic, says UNHCR**
- **A Charity's Guide to Canada's COVID-19 Governmental Supports and Programs**
- **Feds announce \$350M fund for charities hurt by COVID-19 pandemic**

MOSAIC and Inasmuch will be hosting 3 online Career Workshops for refugee claimants:

- April 24th - Finding a Job: Where to Look and How to Apply?
- May 1st - Getting the Job: The Best Answers to Top Interview Questions
- May 8th - Workplace Culture and Integration: Stating Your New Job

All scheduled at 10:30 am to 12:00 pm, on Zoom (phone or computer).

Please register for any of them by email at refugeeclaimant@mosaicbc.org,

Please circulate the information too!

2 pages - see over for May 1st and May 8th workshops



**ONLINE WORKSHOP
for Refugee Claimants**

Finding a Job: Where to Look and How to Apply

Friday April 24 10:30 am—12:00 pm
Workshop on ZOOM (phone or computer)

- Searching for jobs online and in person
- How to apply and follow up with employers
- Next steps

To Register: Email refugeeclaimant@mosaicbc.org



ONLINE WORKSHOP
for Refugee Claimants



Getting the Job: The Best Answers to Top Interview Questions

Friday May 1st 10:30 am—12:00 pm

Workshop on ZOOM (phone or computer)

- How to prepare for common interview questions and answer confidently: advice from a former Head of Human Resources
- Following up after an interview

To Register: Email refugeeclaimant@mosaicbc.org



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

ONLINE WORKSHOP
For Refugee Claimants



Workplace Culture and Integration: Starting Your New Job

Friday May 8th 10:30 am—12:00 pm

Workshop on ZOOM (phone or computer)

- What to consider before starting with a new company: advice from a former Head of Human Resources
- Feel comfortable and confident in a new Canadian workplace

To Register: Email refugeeclaimant@mosaicbc.org



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

As you know, our healthcare system is facing significant challenges due to the pandemic; the division has launched **COVID-19 Health Promotion Phone Lines**, to complement the efforts of our health care workers. The phone lines will provide **COVID-19 related non-medical advice** to residents of Surrey-North Delta, and if needed, we will support other communities as well. Our Health Navigators are International Medical Graduates trained to help the callers in seven different languages within two working hours. The phone lines are open Monday to Saturday from 9 am to 5 pm. Health Navigators will also be able to walk the patients through the BC Health Assessment Tool in their preferred language.

Surrey-North Delta division is always striving to support our community, and that can't be accomplished without meaningful community partners' engagement. Community organizations are the frontrunners and crucial for the success of any community initiative. Please help us spread the word and share this information with your clients/ members.

Don't hesitate to provide feedback as we sincerely value your opinion.

Saira Abrar, MBBS, MAHSR, Manager, Physician Engagement & Support

Surrey-North Delta Division of Family Practice

c: 604-365-0764 e: sabrar@divisionsbc.ca

Here is a link to our brochure:

<https://www.divisionsbc.ca/sites/default/files/Divisions/Surrey-North%20Delta/COVID-19%20Phone%20Lines%20Pamphlet%203.pdf>

From: Patricia Mahecha and **Trained to Save Lives (2 pages)**

I would like to tell you about the initiative **TrainedToSaveLives**. This is a group of people with different backgrounds, mostly international medical graduates who decided to start this initiative because of the COVID 19 pandemic crisis and the shortage of health professionals.

International Medical Graduates are struggling with all the barriers to allow us to work as physicians. Now, because of the COVID 19 pandemic, the government of BC and the College of Physicians and Surgeons of BC are proposing some amendments to the law so internationally trained doctors can work as assistants.

I would like to ask for support from the different organizations that are working with refugees.

Many international medical graduates (IMGs) came to Canada as refugees:

First, we have to work to survive; many IMGs come with their wife/husband, children, and sometimes more relatives that are a lot of responsibility, then we have to put aside the dream of being a physician in Canada.

Second, following the process to get the license to be a physician in Canada is very expensive - more than 10,000 dollars, and some of the exams are scheduled only once a year.

Third, the English test score is so high that many IMGs, even though they have done all the medical exams, can't practice. But it doesn't mean IMGs cannot communicate with their patients.

One of our petitions that we are asking for is a lower fees for medical exams for IMGs who came as refugees.

Currently, the government is calling for retired physicians and nurses to re-register to deal with COVID-19 pandemic, and their services are so appreciated; however, we are neglecting the fact that we also have a sizeable number of Internationally-trained health professionals who have come to Canada from various avenues, from skilled migrants to refugees, who have the skills to help in this crisis, but currently cannot practice because it is exceedingly difficult to have their credentials recognized.

It makes little sense in this time of crisis that there are members of our community who may need medical assistance at the same time as having members of our communities who could help but are currently not allowed to practice.



It is worth mentioning that one of the main reasons for the occurrence of medical errors is a high workload of physicians. Therefore, recruitment of IMGs can improve the quality of care from different aspects, make medical services accessible to all Canadians, and prevent much harm to IMGs and their families.

The current bylaw amendments proposed by the College of Physicians and Surgeons of BC is a step in the right direction, and we applaud the College of Physicians and Surgeons of BC and the Ministry of Health for taking action. However, we believe more needs to be done to strengthen this amendment to help British Columbians, and the IMGs during this time and for the future.

Now is the time to let a group of highly skilled New Canadians be part of the solution to fight the COVID-19 pandemic. As Dr John Blatherwick, former Medical Health Officer of Vancouver Coastal Health said: "Now is the time for us to consider foreign-trained graduates that we have in our community. We have an army of physicians, who can help bravely..."

You can find more information at <https://www.trainedtosavelives.com>

And at hashtag #TrainedToSaveLives

Facebook: TrainedToSaveLives

and the petition is here: <https://you.leadnow.ca/petitions/allow-internationally-trained-doctors-igm-to-serve-in-bc>

Please act fast! The BC government has allowed time for comments about the proposal until April 15.

Thank you so much for your help.

Patricia Mahecha and **Trained to Save Lives**



QMUNITY Update

During this time (Spring 2020), this email will be monitored intermittently throughout each week, and we will do our best to respond in a timely manner, or forward your email to the appropriate staff person.

For the most up to date information on QMUNITY's services and programs, including alternative arrangements, online/video meet-ups, and support offered through email and phone, please visit:

www.qmunity.ca
www.facebook.com/QMUNITY

Thank you,
QMUNITY Team

Hello BCSIS Service Providers,



I'd like to update you on several resources recently added to the AMSSA website in support of BCSIS service delivery. During these challenging times there is considerable interest in professional development. These resources are, for the most part, forward-thinking to when we can return to regular work and client services.

E-Learning Modules

We encourage front-line staff to register for the two newest BCSIS E-learning modules **Employment-Related Supports and Inter-Agency Referrals for Immigrant Clients Part 1 and 2.**

Newcomer clients seeking employment have unique needs and often require services from multiple organizations. However, they can face challenges navigating the complex network of services. Referrals between agencies can support settlement objectives and accelerate labour market attachment. This training offers guidance on service delivery approach and best practices in inter-agency referrals and collaboration.

Content from the Immigrant Employment Collaboration Project training materials provided the foundation. The original materials were developed several years ago to improve employment outcomes for immigrants through increased collaboration among agencies. In 2019, an Advisory group recommended changes and updates. AMSSA re-created the materials into two new, interactive online e-learning modules which provide knowledge about immigrant experiences, techniques for working across cultures, services available and how to help newcomers access them through referrals and interagency collaboration.

The modules are free of charge. The training is asynchronous, self-paced and can be taken at the learner's convenience, by individuals or in a group. It's beneficial for experienced staff and for onboarding new staff. Learners receive a Certificate of Completion once they have completed all sections, quizzes and the evaluation.



We recommend that learners take both modules in the correct order. We are confident they will contribute to improved outcomes for newcomer clients seeking work. When client services return to normal, effective referrals and inter-agency collaboration will be more important than ever, as they can be vital to expedient employment outcomes.

The new modules can be found on the AMSSA website as follows:

<https://www.amssa.org/resources/e-learning-modules/>

WorkBC Self-Serve Supports Video

WorkBC offers a wide range of services to help individuals find and maintain work and improve employment readiness. BCSIS clients with temporary immigration status have limited access to case-managed services, so WorkBC self-serve supports are particularly important. This 5-minute video illustrates the self-serve supports available in the WorkBC resource area, and how they benefit all clients, including those with temporary immigration status. The video is beneficial for front-line staff and their clients.

<https://www.amssa.org/resources/videos/online-videos/workbc-self-serve-supports/>

Be sure to let me know if you require any additional information about these BCSIS resources. As a reminder, please visit [AMSSA's website](#) for helpful resources on COVID-19. You can find migrant worker specific COVID-19 resources on the [Migrant Worker Hub](#).

Lori Cameron, Provincial Integration Program Manager

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