



MAP Multi-Agency
Partnership BC
Working Together for Refugee Claimants

MAP Member Agency News

Weekly Bulletin # 34

March 25, 2020

Dear MAP members,



The Covid-19 situation is changing hourly, but 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 Jenny know (info@mapbc.org) so we can circulate widely.

Special Advisories from IRCC, IRB and CBSA etc. were sent out by MAP recently. These are attached again fyi. PLEASE NOTE THE DATES of each Advisory as information may change daily.

PLEASE NOTE: The MAP and Housing Working Group meetings scheduled for Thursday March 26th at Canadian Red Cross are cancelled. We will focus instead on keeping you updated through the bulletin, messages and we are planning some webinars – more news soon.

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 reduce our impact to the folks we serve.

MAP Co-Chairs

Mariana and Richard (and Jenny - Co-Chair Designate)



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 18th, 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

Request from **Vancouver Immigration Partnership** for agencies based or working in the City of Vancouver

Within the context of the present COVID-19 crisis we would like to help support the clients you serve and your workforce by understanding the following:

- What are the immediate needs and gaps of your clients and workers?*
- What level of service provision is your organization currently providing?*
- Are you in a position to help community mobilization efforts? This includes disseminating important information around EI and information to stop evictions.*
- What needs are you able to meet and not able to meet?*

The City of Vancouver is part of a number of tables directing resources and information to all of our communities and this information will help us create an effective approach to ensure all communities, especially the most vulnerable, are provided with the access they need and have strong information networks around this rapidly evolving situation.

Please send us a quick email with this information to: Nadia.Carvalho@vancouver.ca and Hardeep.Chhabra@vancouver.ca only

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)



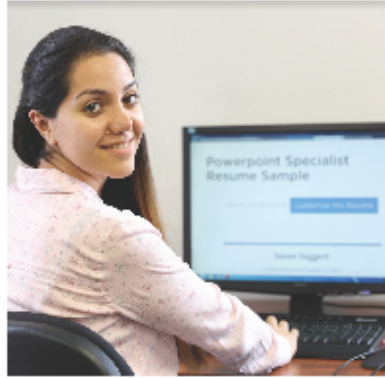
Online Settlement Services for Refugee Claimants

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 Phone: 604-255-1881



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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 هاتف 604-318-0265



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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

•**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

Or by phone at 778-867-3848

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.

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 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



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



WelcomeBC

KIWASSA'S MODIFIED FOOD SERVICES (during COVID-19) – 2 pages

Currently the only food services we are running are food hamper delivery as well as hosting the two food banks:

- Hastings Sunrise Community Food Hub w/ Greater Vancouver Food Bank: Tuesdays 11am-1pm, except cheque week
- Saige - 2nd and 4th Friday, 4-5 pm

Both foodbanks have temporarily shifted to prepacked totes.

Kiwassa and Saige plan to offer take home soup or a similar prepared item at each Food Bank.

Saige is a no barrier food bank, generally supporting trans / genderqueer / non-binary folks, and those without id (due to citizenship status, lack of housing, etc.). Please see the resource guide for more details on referring to these food banks.

HOME FOOD HAMPER DELIVERY PROCESS

- Food hampers will be delivered either on **Tuesday** or **Friday**.
- 1 hamper / household / week.
- At this time we can only provide food support to those living in **Hastings Sunrise** (either referred by an agency or they contact us directly) or to current **Kiwassa participants**.
 - First thing to do is ask their address & type into Google Maps to confirm they live between East Broadway, Boundary, the water, and Nanaimo. We will also include those living North of Hastings stretching down to Commercial Drive.
 - Current Kiwassa participants are: volunteers, seniors, program participants, or those referred by Kiwassa staff. (Dependent on feasibility i.e. we can't deliver to West Van or PoCo, though program staff that refer are welcome to do so).

- We will compile a list of other neighborhood networks that those living outside of our catchment can be referred to for similar service.
- Deliveries will tentatively happen between 1-3pm. Drivers will leave hamper at the door, please don't ask them to carry it in. For apartment buildings, co-ops etc. they will buzz the recipient but not enter the building. Please have someone available during the delivery time as there may be items that need **refrigeration or freezing**. If you can't be home, please arrange for a neighbor or friend to receive the hamper for you. Otherwise your delivery will be carried over to the next date available (i.e. if they miss Tuesday we will try again on Friday).
- **ABSOLUTELY NO COMING TO KIWASSA FOR PICKUPS.** These steps are necessary to help stem the spread of COVID-19. Strict social distancing must be followed at this time to protect the health of the recipients, the driver, staff and volunteers, and the community at large. We also hope that these measures will allow us to continue running this service.
- Questions: please contact Blain or Omri.
Omri Haiven <omrih@kiwassa.ca>; Blain Butyniec <BlainB@kiwassa.ca>



Spring Consultation postponed: due to the current situation regarding the COVID-19 outbreak, the CCR had decided to postpone this event until further notice. We will keep you updated as the situation evolves.

COVID-19 Resources: we have created a designated page (**Members only**) on our website where you will be able to find the latest information from the government agencies, please visit [COVID-19 resources](#).

Message from READY Tours

READY Tours for March 27 are cancelled in light of developments related to COVID-19. Claimants registered for the March 27th session will be notified. Information about rescheduling cancelled READY Tours and upcoming sessions will be shared as it becomes available. New registrations that are received in the coming days will be noted, but not scheduled for a READY Tour session until a later date. Thank you for your patience and understanding.

Fran Gallo

Vancouver READY Tour Coordinator

I am writing to inform MAP that we will be closing all of our offices in BC to the public beginning end of day tomorrow, March 17 until further notice. While some of us will continue to work on-site, other than the government assisted refugees currently living with us, we will move all other services including SOS on-line and through telephone support as much as possible.

Chris Friesen | Director - Settlement Services
2610 Victoria Drive, Vancouver, BC V5N 4L2

Walk-in services cancelled; services continuing by phone and online

In these challenging and unprecedented times, we are taking precautionary measures to safeguard the well-being of our clients and staff, while making sure we are still able to provide and continue our services.

Effective immediately and until further notice, services will continue only by phone or online – public, walk-in services at all MOSAIC offices and spaces will not be available **effective 8:00am on Tuesday, March 17th.**

Forums, workshops and classes are also cancelled.

Thank you

Tracy Tang

Program Assistant, Refugee
Settlement & Integration and
Legal Advocacy Programs



Employment-Related Supports and Inter-Agency Referrals for Immigrant Clients

(Part 2)

Introducing an E-Learning Module for Front-line Workers

Thursday, March 26, 2020

Time: 1:30 pm to 3:00 pm (Pacific Time) including Q&A

Location: Online, you will receive the web link after registering

Register [HERE](#) by Wednesday, March 25 at 5:00 PM

This webinar introduces the second of a companion pair of e-learning modules that help front-line workers make employment-related inter-agency referrals for immigrant clients. The modules guide effective inter-agency collaboration and coordination for successful service delivery.

Topics include the qualities of successful inter-agency referrals and effective inter-agency collaboration in managing the immigrant client referral process.

The webinar features guest speaker **Shannon Baikie, Regional Manager, Community and Labour Market Services for North Island Employment**. Shannon is a member of the IECF Advisory and contributed to the updates. Shannon holds an MA in Community Economic Development from the University of Victoria and is a Certified Career Development Practitioner (CCDP). Questions? Email Lori Cameron at lcameron@amssa.org or call 604-718-2780 email to end an email to lcameron@amssa.org or call 604-718-2780

QUESTIONS? Send email to lcameron@amssa.org or call 604-718-2780

Statistics Canada is delighted to invite you to:

Canada 4.0 – Canadian society, the economy and the digital transformation - Digital Conferences

Connected: The digital revolution and the well-being of Canadians

When: Thursday, March 26, 2020 from 1:30 p.m. -2:30 p.m., EST, followed by a 30-minute question and answer discussion

[Register](#) for the English session | [Register](#) for the French session

Description: Canada is in the midst of a digital transformation. A comprehensive understanding of the impact of digital transformation requires us to look at both the upsides and the downsides of digital transformation. How will Canadians adapt and flourish and who could be left behind? It is important to know how Canadians are doing: in their mental health, their education, social connections and work-life balance; in their feelings of safety and security; and in their ability to take advantage of the economic and social opportunities offered by the digital economy.

Hosts: Statistics Canada and Innovation, Science and Economic Development Canada

Upcoming Conferences

- Take a tablet and call me in the morning: Healthcare in the digital age
- Canadata: Managing and governing our data reserves
- A roadmap for Canada: Measuring our digital society and economy
- Platforms, AI, cloud computing and the changing nature of business in Canada

For more information, please visit: <https://www.statcan.gc.ca/eng/wtc/digital>

You may also follow the discussion stream via Statistics Canada's [Facebook page](#).

Outreach Program / Collection and Regional Services Branch

Statistics Canada / Government of Canada Contact: statcan.westinfo-ouestinfo.statcan@canada.ca

SPECIAL REQUEST!

I am writing this note just to ask if anyone at MAP can help us to procure some liquid hand sanitation as you know we work with street people who do not have access to this kind of cleanser.

Please if you have any contacts or sources for these or other personal hygiene supplies, contact: .
Thank you in advance for your support.

Bayron Figueroa.

Newcomers Health Promotion Case Manager

Lower Mainland Purpose Society

40 Begbie Street, New Westminster, B.C. V3M 3L9

O: 604-526-2522 | **C:** 604-8086579 | **F:** 604-526-6546

