



MAP Multi-Agency
Partnership BC
Working Together for Refugee Claimants

MAP Member Agency News

MAP Bulletin # 36
November 29, 2023

Dear MAP members,

How are you doing? We will keep you up to date with any changes to refugee claimant services as they happen - and if you have information that you would like to share with MAP please email info@mapbc.org.

MAP NEWS! (PART 1)

During our October 26th meeting, the MAP Advisory Council proposed new Mission and Vision Statements for MAP. The Mission Statement was approved by the attending members, however, the proposed Vision Statement was not approved. Instead, the attending members provided feedback to help the Advisory Council in crafting a new Vision Statement.

A new draft Vision Statement was presented at the MAP meeting on November 23rd, and we would now like to ask for your input so the Advisory Council can take your feedback into account to finalize this process.

Draft MAP Vision Statement for your review and input presented on November 23:

A connected community of boundless welcome achieving dignity, equity, and belonging with and for refugee claimants.

The Advisory Council, with co-chairs will finalize a version based on your input.



Thank you for all you are doing to support vulnerable refugee claimants
Sara Lopez, Sireen El Nashar and Katya Avalos, MAP Executive

Dear MAP members,

How are you doing? We will keep you up to date with any changes to refugee claimant services as they happen - and if you have information that you would like to share with MAP please email info@mapbc.org.

MAP NEWS! (PART 2)

The finalized Vision Statement will be voted on by MAP members at the 25 January 2024 MAP meeting.

What is a Vision Statement?

- a description of the world as it would exist if the organization succeeds in achieving its grandest aspirations
- a short (i.e., one sentence), inspiring, memorable statement able to remain unchanged for 100 years

Here – for reference – is MAP’s Mission (approved 26 October 2023)

MAP brings together community members and agencies to foster collaboration and action for the well-being of refugee claimants.

Please provide your feedback and input into the draft Vision Statement above by **15 January 2024** by emailing Katya at info@mapbc.org.

We thank you in advance for your valuable consideration and input!

Thank you for all you are doing to support vulnerable refugee claimants
Sara Lopez, Sireen El Nashar and Katya Avalos, MAP Executive

IRCC ANNOUNCEMENT:

Canada increases support for asylum claimants

News release

November 24, 2023 – Brampton, Ontario – The world is facing unprecedented global displacement levels, and like many countries, Canada is experiencing a rise in asylum claims. This has placed immense pressure on Canada’s shelter systems and as winter approaches, the need becomes more urgent. All levels of government must work together to address these challenges and develop solutions.

The Honourable Kamal Khera, Minister of Diversity, Inclusion and Persons with Disabilities, on behalf of the Honourable Marc Miller, Minister of Immigration, Refugees and Citizenship, announced today that the Government of Canada will provide the Region of Peel with \$7 million to open a new reception centre that will provide more streamlined services and supports to asylum claimants, as well as additional shelter. The centre will serve as both a reception centre and a temporary shelter, and will be operated in partnership with community organizations who possess the experience, skills and capacity needed to serve this population.

Responding to the needs of asylum claimants requires collaboration and engagement from all levels of government, and the Government of Canada remains committed to working together on solutions.

<https://www.canada.ca/en/immigration-refugees-citizenship/news/2023/11/canada-increases-support-for-asylum-claimants.html>

IRCC ANNOUNCEMENT:

The government has opened its new pathway for people in the Western Hemisphere, promised as part of the STCA expansion.

To be eligible to apply, you must

- be a Colombian, Haitian or Venezuelan national
- be located in Mexico, Central or South America, or the Caribbean
- be a spouse, common-law partner, child (regardless of age), grandchild, parent, grandparent or sibling of a Canadian citizen or permanent resident who is willing and eligible to support your application (an “anchor”)
- plan to live outside Quebec
- have a valid passport or eligible travel or identity document

Complete announcement:

<https://www.canada.ca/en/immigration-refugees-citizenship/news/2023/11/immigration-pathway-for-colombian-haitian-and-venezuelan-nationals-with-family-in-canada.html>

Media release: <https://www.canada.ca/en/immigration-refugees-citizenship/news/2023/11/canada-continues-humanitarian-effort-for-people-in-the-americas.html>



International Rehabilitation
Council for Torture Victims

IRCT's Global Standards on Rehabilitation (GSR) are the world's first comprehensive set of internationally agreed **best-practice standards** aimed at ensuring survivors of torture can receive the best possible **rehabilitation** wherever they are.

The GSR were adopted unanimously by IRCT's General Assembly in October 2020 following a **four-year consultation** in which more than 90% of all members contributed to their development. They represent a statement of **collective wisdom** and **universal applicability** from the world's largest reservoir of experience in the field of torture rehabilitation, and are thus an integral component of the IRCT's work going forward.

The IRCT has a short online course in the Global Standards for Rehabilitation in order to provide services for survivors. This training is open to everyone; in addition, there is more free training in FABO.

<https://fabo.org/irct/coursegsr>

Are your clients facing barriers to getting their immunizations this winter? Denise Thandi from Fraser Health has offered to partner with our member agencies to provide on-site immunizations for your clients:

The Fraser Health Regional Immunization Team is available to provide influenza, COVID, and for those eligible, Pneumovax immunizations to the clients within your programs that may face barriers to accessing these immunizations at pharmacies and/or local Public Health units. We can provide these immunizations on site without your clients needing to make an appointment. All that we ask is that you have a space (lobby, dining room, ect), 1-2 tables and a few chairs available. We would also request that 1-2 staff members be in attendance to assist with the post immunization monitoring.

We provide these immunizations to anyone 6-month-old and older.

If you would like the Regional Immunization Team to host an immunization clinic at your site, please feel free to contact me by email or phone and we can organize a date and time.

If, after December, your clients also require any catch up with other publicly funded immunizations, we would be happy to come back and provide those as well.

I am happy to answer any further question you may have.

Cell: 236-632-2141

Denise.Thandi1@fraserhealth.ca





Where4Care Know Your Options

Emergency Departments are busy, but many of the patients who use them have other options.

Seeking care from the right place will help Emergency Departments treat those people who need it the most. And, it can help you avoid lengthy wait times.

Do you know what your options are?

Dear Community Partner,



We need your help!

Emergency Departments have long been operating at capacity, but cold and flu season adds an additional strain to these already overburdened departments.

In order to help ER Doctors provide timely care for patients who are experiencing a true emergency, and to enable non-emergency patients to avoid excessively long wait times, **we are asking for your help to let people know what their other options are for accessing health care in Surrey and North Delta.**

Unless a situation is critical or life-threatening, the first call should always be to a Family Doctor whenever possible.

Posters available in English, Arabic, Punjabi and Simplified Chinese

MENTAL HEALTH SUPPORTS IN SURREY AND NORTH DELTA

- Fraser Health Crisis Line: 1-877-820-7444
- Hope For Wellness Helpline (Indigenous People): 1-855-242-3310 OR hopeforwellness.ca
- Surrey Mental Health and Substance Use UCRC walk-in or by appointment at 604-953-6200

<p>FAMILY PHYSICIAN OR NURSE PRACTITIONER</p> <ul style="list-style-type: none"> • fever • starting a new medication • cuts and minor sprains (weight-bearing) • complex and/or ongoing health concerns 	<p>UPCC OR WALK-IN CLINIC</p> <ul style="list-style-type: none"> • no Family Physician or none available • evening, weekend and holiday needs • new or worsening condition/ailment • minor wounds • connection with community health services 	<p>PHARMACIST, 8-1-1 OR FH VIRTUAL CARE</p> <ul style="list-style-type: none"> • urgent medication refills • questions about whether or not to visit a doctor • connection with community health services • minor illnesses 	<p>EMERGENCY DEPARTMENT</p> <ul style="list-style-type: none"> • major accidents • severe abdominal or chest pain • heavy bleeding • loss of consciousness • difficulty breathing • sprains that can't bear weight
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ਇਲਾਜ ਲਈ ਕਿੱਥੇ ਜਾਣਾ ਹੈ ਆਪਣੀਆਂ ਚੋਣਾਂ ਜਾਣੋ

ਐਮਰਜੈਂਸੀ ਡਿਪਾਰਟਮੈਂਟ ਸਿਰਫ਼ ਹੁੰਦੇ ਹਨ ਪਰ ਇਨ੍ਹਾਂ ਦੀ ਵਰਤੋਂ ਕਰਨ ਵਾਲੇ ਬਹੁਤ ਸਾਰੇ ਮਰੀਜ਼ਾਂ ਕੋਲ ਹੋਰ ਚੋਣਾਂ ਹੁੰਦੀਆਂ ਹਨ।

ਸਹੀ ਥਾਂ ਤੋਂ ਇਲਾਜ ਕਰਵਾਉਣਾ, ਉਨ੍ਹਾਂ ਲੋਕਾਂ ਦਾ ਇਲਾਜ ਕਰਨ ਵਿੱਚ ਐਮਰਜੈਂਸੀ ਡਿਪਾਰਟਮੈਂਟਾਂ ਦੀ ਮਦਦ ਕਰੇਗਾ ਜਿਨ੍ਹਾਂ ਨੂੰ ਇਸ ਦੀ ਸਭ ਤੋਂ ਚਿੰਤਾ ਲੱਭ ਹੁੰਦੀ ਹੈ। ਅਤੇ ਇਹ ਉਤੀਕ ਕਰਨ ਦੇ ਲੰਮੇ ਸਮੇਂ ਤੋਂ ਬਚਣ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦਾ ਹੈ।

ਕੀ ਤੁਹਾਨੂੰ ਪਤਾ ਹੈ ਕਿ ਤੁਹਾਡੀਆਂ ਚੋਣਾਂ ਕੀ ਹਨ?

PDFs
 ATTACHED



MAP (Multi-Agency Partnership) Bulletin
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Where4Care اعرف خياراتك

أقسام الطوارئ مزدهمة، ولكن تتوفر لدى العديد من المرضى الذين يستخدمونها خيارات أخرى.

الحصول على الرعاية من المكان الأنسب سيساعد أقسام الطوارئ على تقديم العلاج للأشخاص الذين يكونون بأمر الحاجة إليها.

ويمكنها مساعدتك في تجنب أوقات الانتظار الطويلة. هل تعرف ما هي الخيارات المتوفرة لك؟



ਸਰੀ ਅਤੇ ਨੌਰਥ ਡੈਲਟਾ ਵਿਚ ਮਾਨਸਿਕ ਸਿਹਤ ਲਈ ਮਦਦਾਂ

- ਕਰੈਜ਼ਿਸ ਹੇਲਪ ਕਾਊਂਸਲਿੰਗ ਲਾਈਨ: 1-877-820-7444
- ਡੇਪ ਥਾਫ ਫੋਨ-ਬੇਸਿਡ ਕਰੈਜ਼ਿਸ ਲਾਈਨ (ਫਾਮਿਲੀ ਲੋਕ): 1-855-242-3310 ਜਾਂ hopeforwellness.ca
- ਸਰੀ ਮੈਨਲ ਹੇਲਪ ਫੋਨ ਸਹਾਇਕ ਲਾਈਨ ਦੂਰ ਦੂਰੀ ਆਫ ਸੀ ਚਾਲ-ਇਨ ਨਾਂ 604-653-6200 'ਤੇ ਅਪਿਕੇਟਿਵਿਟ ਨਾਲ

خدمات دعم الصحة العقلية في سوري ونورث دلتا

- خط هاتف الأزمات في صحة فريزر: 1-877-820-7444
- خط هاتف المساعدة للأمل في العافية (Hope For Wellness) للسكان الأصليين: 1-855-242-3310 أو hopeforwellness.ca
- الصحة العقلية وإدمان المخدرات في سوري، مركز الأبحاث السريرية للجامعة (UCRC)، دون أخذ موعد مسبق أو من خلال أخذ موعد على الرقم 604-953-6200

ਫੋਨ-ਬੇਸਿਡ ਡਾਕਟਰ ਨਾਂ ਨਾਕਸ ਪ੍ਰਿਥਮ ਕਰੈਜ਼ਿਸ ਲਾਈਨ

- 24 ਘੰਟੇ
- ਫੋਨ-ਬੇਸਿਡ ਡਾਕਟਰ ਨਾਂ ਨਾਕਸ ਪ੍ਰਿਥਮ ਕਰੈਜ਼ਿਸ ਲਾਈਨ
- ਡਾਕਟਰਾਂ ਨੂੰ ਡਾਕਟਰੀ ਸੇਵਾ ਪ੍ਰਦਾਨ ਕਰਦੀ ਹੈ

ਦੂ ਪੀ ਸੀ ਸੀ ਨਾਂ ਚਾਲ-ਇਨ ਕਰੈਜ਼ਿਸ ਲਾਈਨ

- ਫੋਨ-ਬੇਸਿਡ ਡਾਕਟਰ ਨਾਂ ਨਾਕਸ ਪ੍ਰਿਥਮ ਕਰੈਜ਼ਿਸ ਲਾਈਨ
- ਡਾਕਟਰਾਂ ਨੂੰ ਡਾਕਟਰੀ ਸੇਵਾ ਪ੍ਰਦਾਨ ਕਰਦੀ ਹੈ

ਚਾਲ-ਇਨ ਕਰੈਜ਼ਿਸ, 8-1-1 ਨਾਂ ਚਾਲ-ਇਨ ਕਰੈਜ਼ਿਸ ਲਾਈਨ

- ਡਾਕਟਰਾਂ ਨੂੰ ਡਾਕਟਰੀ ਸੇਵਾ ਪ੍ਰਦਾਨ ਕਰਦੀ ਹੈ

ਪ੍ਰਿਮਰੀ ਕੇਅਰ ਡਿਪਾਰਟਮੈਂਟ

- ਡਾਕਟਰਾਂ ਨੂੰ ਡਾਕਟਰੀ ਸੇਵਾ ਪ੍ਰਦਾਨ ਕਰਦੀ ਹੈ

أقسام الطوارئ

- حوادث كبيرة
- ألم شديد في البطن أو ألم في الصدر
- نزيف حاد
- فقدان الوعي
- صعوبة في التنفس
- إصابات لا تستجيب لحمل الوزن

الصيدلاني، 811 أو الرعاية الافتراضية في صحة فريزر

- إعادة صرف الأدوية في الحالات المتأجلة
- أسئلة تتعلق فيما إذا كانت هناك حاجة أو لا لزوم للطبيب
- عمل تواصل مع خدمات الصحة المجتمعية
- أمراض بسيطة

مراكز الرعاية العاجلة والأولية والعيادات التي لا تحتاج إلى عمل موعد مسبق

- عدم وجود طبيب الأسرة أو عدم توفره
- عند الحاجة في المساء، عطلة نهاية الأسبوع أو العطل الرسمية
- حالة بمرض جديد أو متفاقم
- جروح طفيفة
- عمل تواصل مع خدمات الصحة المجتمعية

طبيب الأسرة أو الممرض الممارس

- حمى
- بدء تناول دواء جديد
- جروح والبرصات طفيفة
- (الحملنة للوزن)
- مشاكل صحية معقدة وأو مستمرة



Where4Care
了解您有哪些选择

急诊中心非常繁忙,然而,许多使用急诊中心的患者是有其他选择的。

从正确的医护机构寻求服务将有助于急诊中心更好地为那些最需要它的人提供治疗。而且,还可以帮助您避免漫长的等待。

您知道您有哪些选择吗?

PDFs ATTACHED



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素里和北三角洲的心理健康支持

- 菲莎卫生局危机热线: **1-877-820-7444**
- 原住民求助热线 (Hope For Wellness Helpline): **1-855-242-3310** 或网站: hopeforwellness.ca
- 素里心理健康和致瘾物使用控制服务使用 UCR 无需预约的服务或致电 **604-953-6200** 预约

 家庭医生或执业护士 <ul style="list-style-type: none"> 发烧 开始服用新药 割伤和不严重的扭伤 (仍可承受体重) 复杂和/或持续的健康问题 	 UPCC 或无需预约的诊所 <ul style="list-style-type: none"> 没有家庭医生 需要在晚上、周末和节假日就诊 新出现或恶化的病况/疾病 轻伤 与社区医疗服务机构联系 	 药剂师、8-1-1 或菲莎卫生局虚拟护理服务中心 <ul style="list-style-type: none"> 急需续开药物 对是否要去医生有疑问 与社区医疗服务机构联系 不严重的疾病 	 急诊中心 <ul style="list-style-type: none"> 重大事故 剧烈腹痛或胸痛 大出血 意识丧失 呼吸困难 不能承受体重的扭伤
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Settlement & Integration Program

Burnaby Neighbourhood House located on the traditional unceded territories of Coast Salish Nations

In-person Conversation Circle

Mondays 2:30 - 4:30 pm
4460 Beresford Street, Burnaby (BNH South House - Banquet Room#1)

Do you want to improve your English conversational skills? Come and join us!

- Friendly and welcoming environment
- Small group setting to encourage participation
- Diverse settlement topics and about life in Canada
- Connect with other fellow newcomers and make friends

November 27th 2023 - January 15th, 2024

For more information to register, please contact
Xinrui: xinruil@burnabynh.ca

WWW.BURNABYNH.CA

Burnaby Neighbourhood House is a community driven and community funded agency located on the unceded territories of the Tsleil-Waututh (salilwataḥ), Kwikwetlem (kwikwəḷəm), Squamish (Skwxwú7mesh Úxwumixw) and Musqueam (xʷməθkʷəy̓əm) nations with a unique focus on neighbours supporting neighbours.

Relevant news articles from Canada for the month of November:

More international students are seeking asylum in Canada, numbers reveal

Nov 29th - The number of study permit holders who sought asylum in Canada has more than doubled in the last five years, according to government data, which found eight of the top 10 post-secondary institutions with the highest refugee claimant numbers came from Ontario colleges.

https://www.thestar.com/news/canada/more-international-students-are-seeking-asylum-in-canada-numbers-reveal/article_7ea4d18a-f7bb-545c-acaf-52c9de626ca1.html

Death of asylum claimant outside Mississauga shelter prompts calls to Feds for support

Nov 16th - The death of an asylum claimant at an encampment outside of a shelter in Mississauga has prompted municipal leaders to call on the federal government for support.

<https://globalnews.ca/news/10095841/asylum-claimant-dies-mississauga-shelter/>

Ottawa told a permanent resident his wife couldn't evacuate from Gaza. Then his lawyer filed a lawsuit

Nov 15th - Getting the spouse of a Canadian permanent resident out of Gaza required the threat of a lawsuit, according to emails between a lawyer and Canadian officials seen by CBC News.

<https://www.cbc.ca/news/canada/canada-gaza-evacuation-rules-1.7028208>

Supports for Gaza evacuees to be determined based on need: Marc Miller

Nov 9th - Immigration Minister Marc Miller says the immigration status and supports available for evacuees who escape from Gaza Strip will have to be determined based on individual circumstances once people make their way to Canada.

<https://globalnews.ca/news/10080984/gaza-evacuations-marc-miller/>

REPEATS

**PDF
ATTACHED**

My Refugee Claim

Now available in French!

www.MyRefugeeClaim.ca

The infographic is divided into two main sections. The top section features a central illustration of a family (two adults and a child) standing next to a scale of justice and a globe. To the left of the illustration is the English text: **My Refugee Claim** and "Resources to get informed, connected, & prepared throughout your refugee claim journey." To the right is the French text: **Ma demande d'asile** and "Ressources pour vous informer, vous connecter et vous préparer tout au long de votre parcours de demande d'asile." Below this is a QR code with handwritten text "CHOOSE YOUR LANGUAGE." on the left and "CHOISISSEZ VOTRE LANGUE." on the right. The bottom section lists resources in two columns. The English column lists: "3 Resources" including "Orientation Booklet", "www.MyRefugeeClaim.ca", and "Ready Tours". The French column lists: "3 ressources" including "Guide d'orientation", "www.MyRefugeeClaim.ca", and "Séances Ready tours". At the bottom of each column are checkboxes for "MY REFUGEE CLAIM" and "MA DEMANDE D'ASILE", both of which are checked.

My Refugee Claim
Resources to get informed, connected, & prepared throughout your refugee claim journey.

Ma demande d'asile
Ressources pour vous informer, vous connecter et vous préparer tout au long de votre parcours de demande d'asile.

3 Resources

- Orientation Booklet
- www.MyRefugeeClaim.ca
- Ready Tours

3 ressources

- Guide d'orientation
- www.MyRefugeeClaim.ca
- Séances Ready tours

CHOOSE YOUR LANGUAGE. →



← CHOISISSEZ VOTRE LANGUE.

- English / Anglais
- Français / French

MY REFUGEE CLAIM

MA DEMANDE D'ASILE