



SETTLEMENT  
ORIENTATION  
SERVICES

# Webinar: What are refugee claimants eligible for?

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# ISSofBC Partnership SOS

- SOS was formed in 1993 as a service hub in response to an increasing number of refugee claimants arriving in Vancouver from South America.
- SOS has transitioned as a program of ISSofBC, it's longest standing sponsoring agency.
- ISSofBC and SOS have been collaborating for many years in supporting refugees.
- We are continuing this relationship by providing services a the ISSofBC hub known as the Welcome Centre.

# Our services at SOS

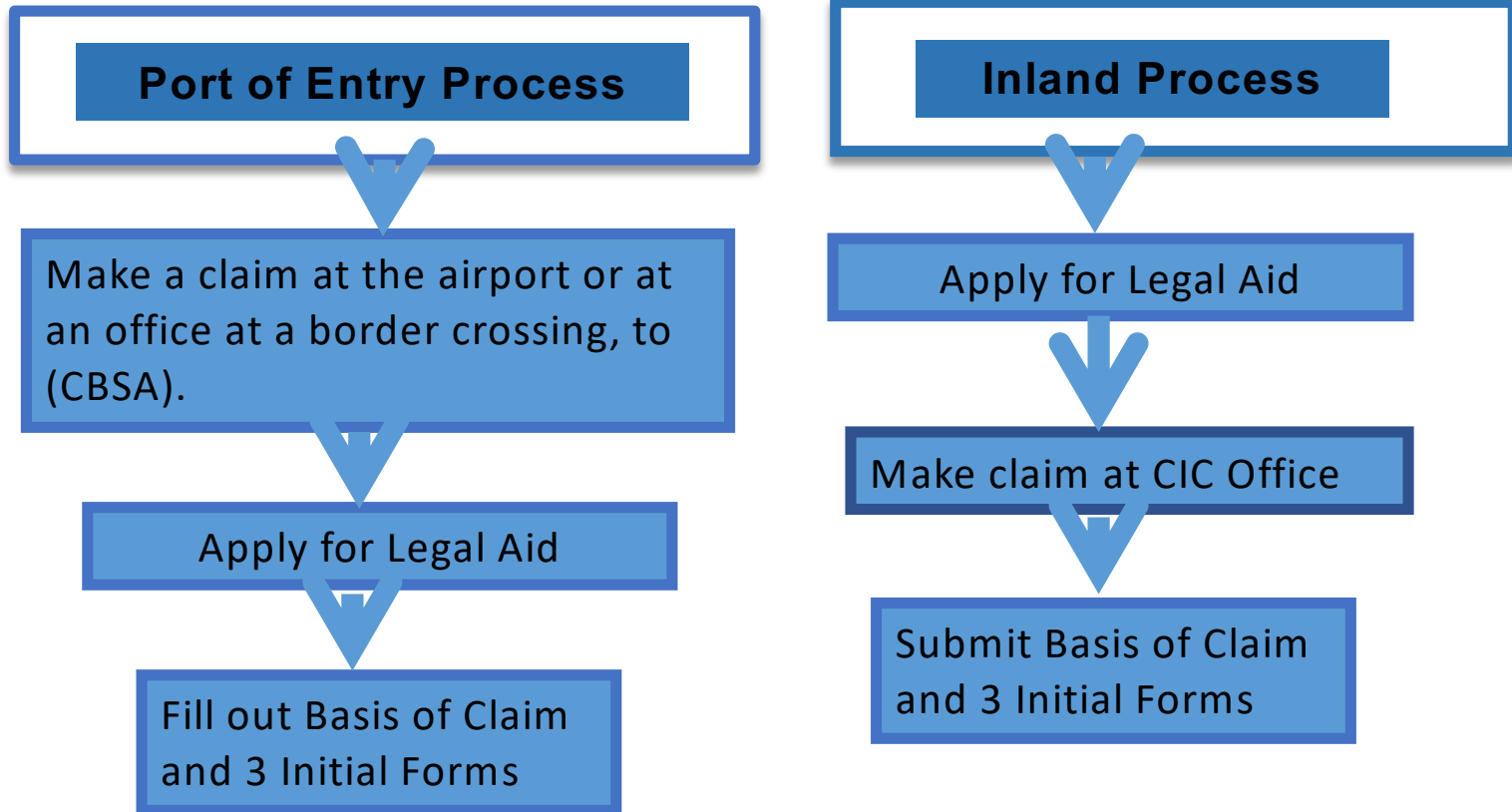
- Multilingual settlement service program at ISSofBC specifically for Refugee Claimants (RCs)
- 6 settlement workers : Arabic, Farsi, Dari, French & Spanish
- 2 Health Promotion and Case management
- Housing Search Worker



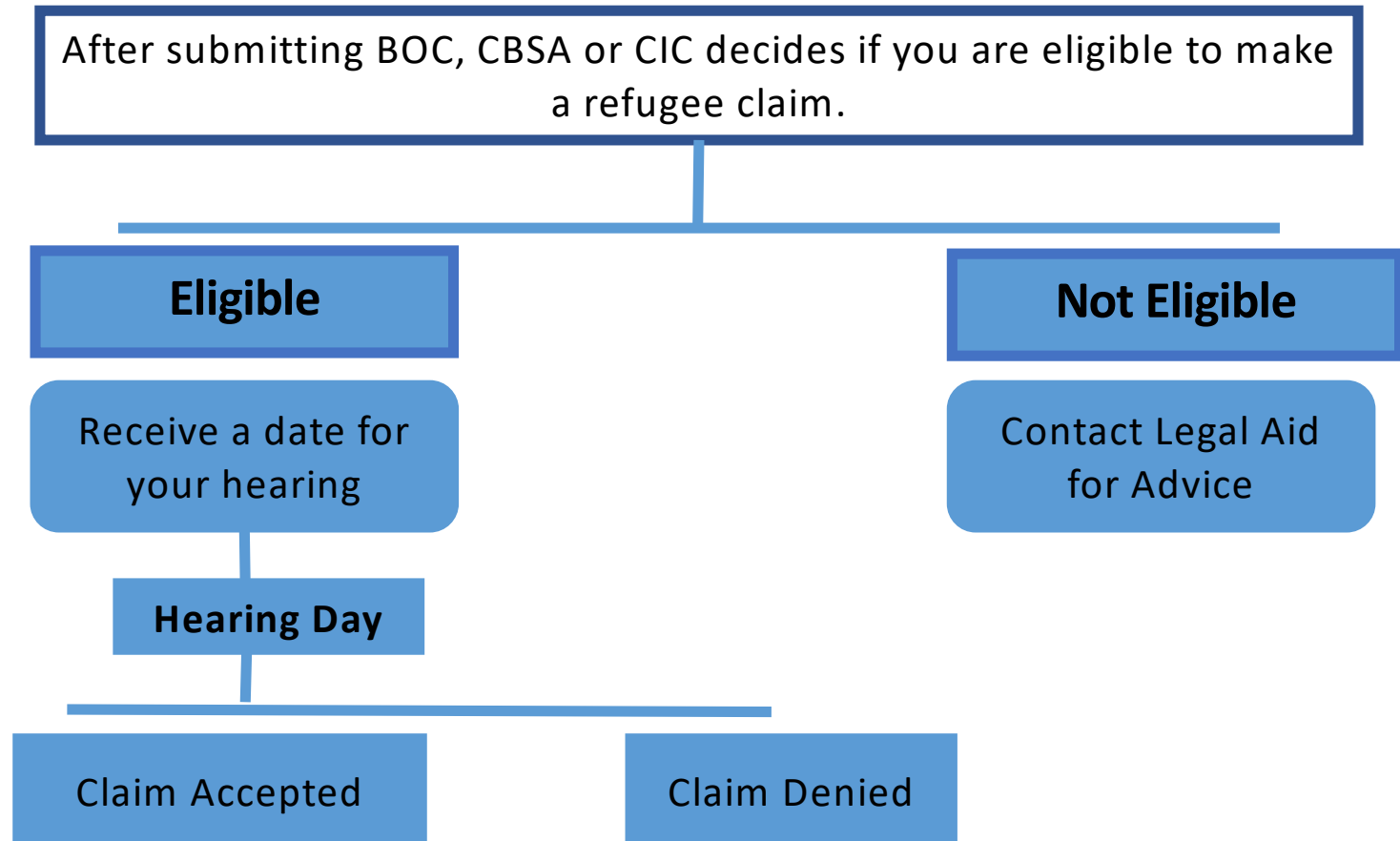
# Questions:

- Who is a refugee?
- What do you need to start a refugee claim in Canada?
- What are the applications you need to fill out? And who can help you?
- What to prepare for the immigration application forms?
- What are the differences between eligibility interview and Hearing?
- What will happen at the hearing?

# 1. Process of Claiming Refugee



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# Settlement Services during the Refugee Claim Process

Divided into 3 phases:

1. Pre-claim assistance
2. Claim process settlement service
3. Post-claim services

# 1. Services Prior to the Refugee Claim Process

- A. Orientation and guidance about the refugee claim process
- B. Assistance with filling out government forms and navigating the refugee claim, immigration
- C. Referral to meet immediate needs
  - Legal assistance for the refugee claim process:
    - Legal Aid
    - PROBONO Access

Accommodation needs: BC 211



## 2. Services during the Refugee Claim Process

Once clients have been issued the Refugee Protection claimant document we refer and collaborate with other service providers across the lower mainland.

### Immigration Medical Exam (IME)

- The IME is covered for one time only
- Only designated Doctors can complete the IME
- Welfare office for Income Assistance application
- Vancity to open a bank account

**Vancity**



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February 21, 2018

Ministry of Social Development & Poverty Reduction

**RE: Request for SIN Override for Income Assistance Application**

Dear Ministry worker,

Ms. XXX is a client of Settlement Orientation Services. She is a Protected Person.

Ms. XXX does not have SIN at the moment. **ONLY and AFTER** she receives a Work Permit, she will be eligible to apply for SIN. This process could take about 2 months. It is our understanding that in this case she is entitled to apply for Income Assistance without SIN.

Thank you,

**Bonnie Wong** | Refugee Claimant Settlement Worker



# Housing Assistance:

## Options are:

- Rent affordable rooms or shared accommodations
- Bc 211
- Airbnb
- BC Housing

Housing search worker Rami Alkishawi

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## 2. Services during the Refugee Claim Process

- Work Permit
- Service Canada for SIN, MSP after Work Permit issued
- School board for school enrollment
- Study permit
- Free English Class
- Career Counselling services
- Vancouver Association for the Survivors of Torture

Supporting refugee mental health

- Ready Tour
- Bus Pass Program for senior
- Recreation Center
- Pharmacare
- Family doctor



# 3. Post-Claim Services: Positive IRB Decision

- PR applications
- Vancity loans for PR fees
- Travel document application
- Canada Child Benefit (CCB) and Child Care Subsidy application
- LINC Classes
- Student Loan
- Free training programs for career

### 3. Post-Claim Services: Negative IRB Decision

- Refer the client to apply for legal aid for the appeal
- If denied for legal aid, other legal services include:
  - PROBONO 604-482-3195
  - UBC Law Student Legal Advise Program
- Clients are still eligible to receive Social Assistance during the appeal process

# Processing Time

## Work permit extension (new employer)

These applications can be submitted online or by paper.

### Online

🕒 66 days ⓘ

Working on applications received on August 8, 2018.

### Paper

🕒 113 days ⓘ

Working on applications received on June 22, 2018.

## Study permit

Canada

🕒 5 weeks ⓘ

You may need to [give biometrics](#) with your application.

This processing time **doesn't include**:

- the time it takes to send an application between a VAC and our office
- the time you need to give your biometrics

## Protected persons and convention refugees (in Canada)

🕒 30 months ⓘ

View your [application status](#)

This processing time refers to applications for permanent resident status from protected persons and Convention refugees.

Source: IRCC Website- last updated October 30<sup>th</sup>, 2018

# Contact SOS staff

**Settlement Support:** Meaad Alharbi

T: 604.255.1881

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**Health Support:** Bayron Figueros

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Enrique Lopez

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**Housing Support:** Rami Alkishawi

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# Health Promotion & Case Management Services

## Immigration Medical Exam (IME)

- General Check up
- Syphilis
- HIV
- Tuberculosis



# HIV+ Clients

- Centre for excellence at Saint Paul's Hospital
- Aids Vancouver
- Positive Living
- SOS
- VAST
- SOS support group in Spanish

# LGBTQ+

- Rainbow Refugee Committee
- Qumunity
- SOS
- HIM
- Transgender Clinic

# References:

1. Refugee claim initial forms:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides.html>

2. List of shelters in BC:

<http://shelters.bc211.ca/bc211shelters>

3. List of Panel Physicians approved by Immigration, Refugees and Citizenship Canada can do this Immigration Medical Exam IME

<http://www.cic.gc.ca/pp-ma/pp-list.aspx>

4. IFH providers:

<http://mnp-prst.medavie.bluecross.ca/wp-content/uploads/sites/7/2018/10/BC-2018-10-01.pdf>

5. VAST-Counselling

<http://vast-vancouver.ca/>

6. Ready Tour

<https://refugeclaim.ca/en/ready-tours/>

7. BC Subsidized Housing

<https://www.bchousing.org/housing-assistance/rental-housing/subsidized-housing>

8. Student loan <https://studentaidbc.ca/apply>





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## Settlement Orientation Services

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