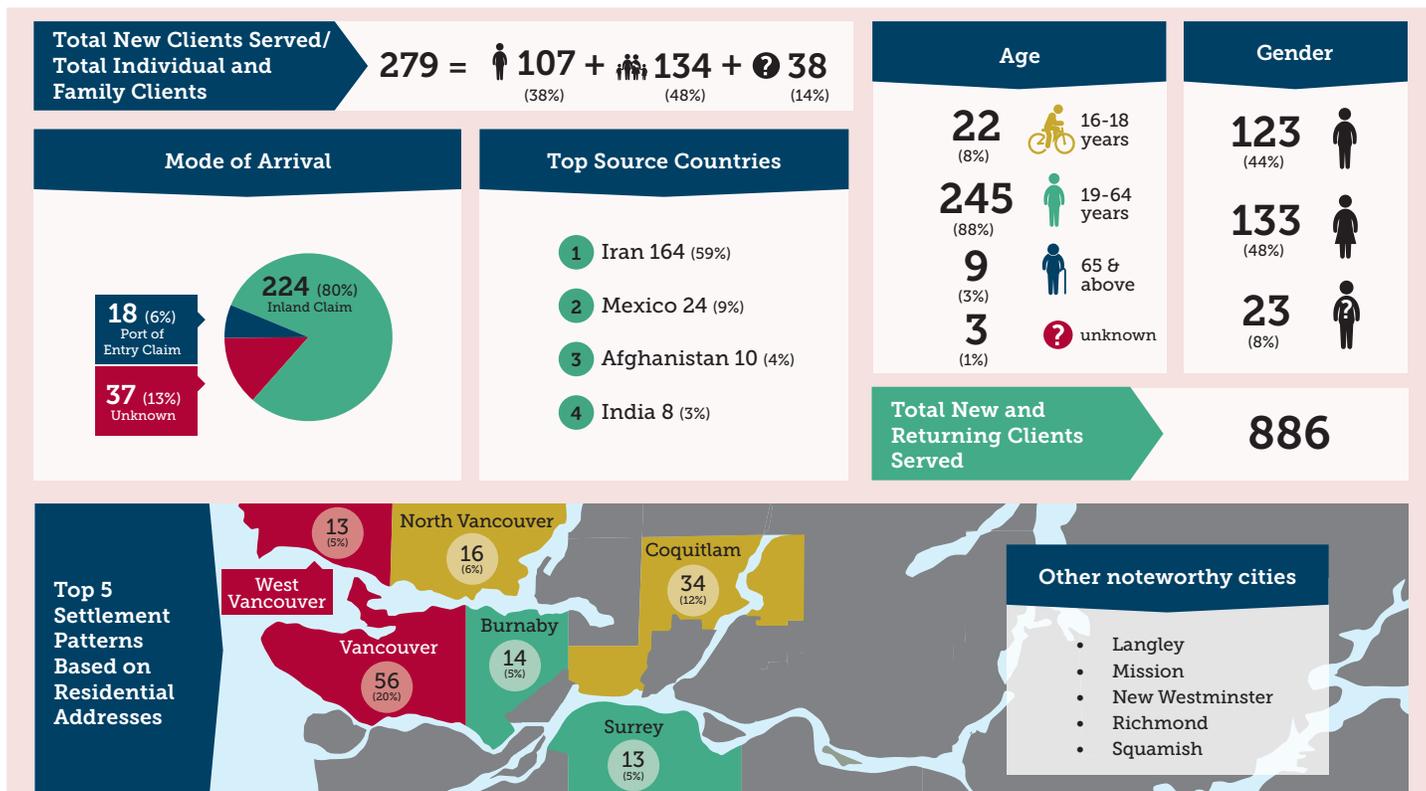


# BC REFUGEE HUB BULLETIN

Refugee Claimants // Arrival Highlights: Apr-Jun 2020



## ISSoFBC SOS Program Quarterly Statistics of New Clients 16+ years old: Apr. to Jun. 2020



ISSoFBC's offices closed due to the COVID-19 pandemic on March 18, 2020 and SOS moved to online/phone support services for all clients.

## ISSoFBC SOS Program Trends and Observations: Apr. to Jun. 2020

- **Issues in renewing work permits are causing major hardships, particularly in light of the pandemic.** The numerous effects of COVID-19 have made the process of renewing work permits quite challenging. The concerns associated with work permits include online fee payments, length of validity and implied statuses.
- **One of the main pressing and emerging issues during the COVID-19 pandemic involves claimants who are waiting for their eligibility interviews to be determined.** This is further aggravated by the fact that clients who have their Acknowledgment of Claim letters are in "limbo" and cannot work. Claimants in this backlog experience more intense stress and anxiety, given the uncertainty of their status in Canada.
- **According to IRB, there are more than 90,000 refugee claims waiting to be determined—the largest backlog in its history.** All refugee hearings before the IRB have been suspended since March 17th until further notice. As a result, claimants are highly concerned because of delays in hearings that will delay processing PR and family reunification.

## New Resource: Instructional Videos on Applications Related to Refugee Claimants

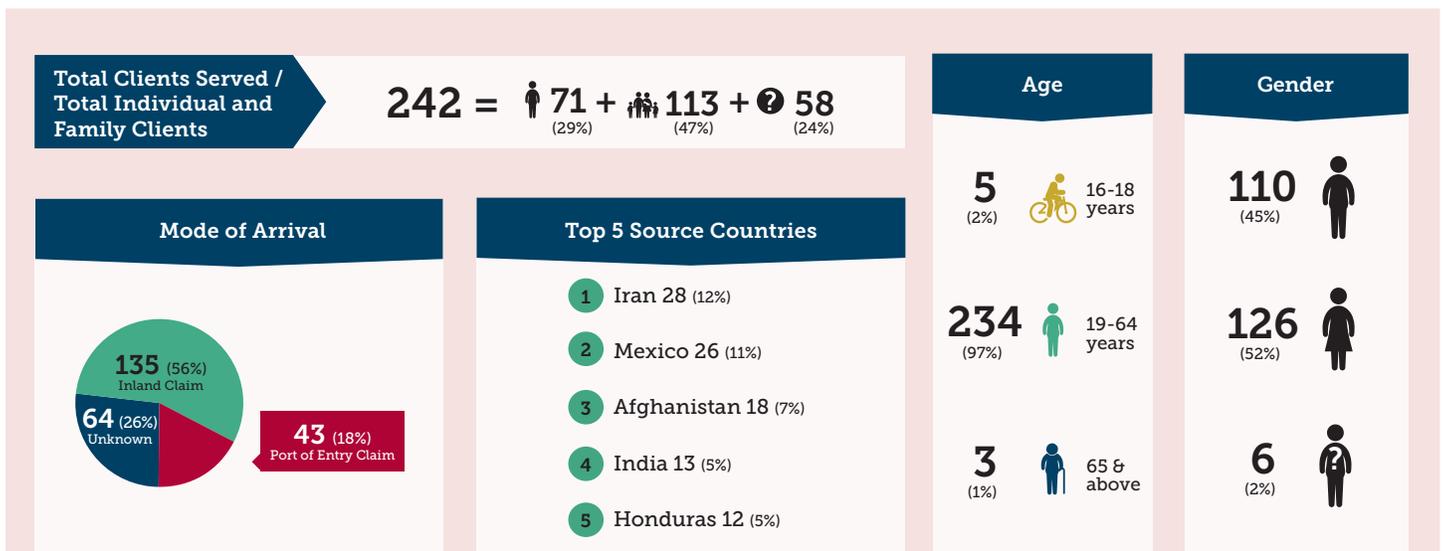
ISSoFBC's Settlement Orientation Services (SOS) program has produced eight instructional videos on applications related to refugee claimants. These videos were created to guide refugees through the process of applying for a work permit, permanent residence, a travel document, and health coverage applications.

- **Video 1:** Finding the Documents
- **Video 2:** Generic Schedule A Form
- **Video 3:** Schedule 14 Additional Family Information Form
- **Video 4:** Paying Fees – Submitting Application Package
- **Video 5:** Travel Documents
- **Video 6:** Health Insurance IFH MSP
- **Video 7:** Finding and Filling Your Work permit Application Online
- **Video 8:** Submitting Your Work Permit Application Form Online

All videos are available on the ISSoFBC website here: [issbc.org/our-resource/refugee-related-application-videos](https://issbc.org/our-resource/refugee-related-application-videos)

The statistics, trends and observations above were provided by ISSoFBC - Settlement Orientation Services Program ([issbc.org/sos](https://issbc.org/sos)).

# MOSAIC Quarterly Statistics of New Clients 16+ years old: Apr. to Jun. 2020



Above statistics provided by MOSAIC Stream B Services, includes: MOSAIC ([mosaicbc.org](http://mosaicbc.org)) programming, along with sub-contractors Options ([options.bc.ca](http://options.bc.ca)), Kinbrace ([kinbrace.ca](http://kinbrace.ca)), Inasmuch ([inasmuch.ca](http://inasmuch.ca)) and Archway Community Services ([archway.ca](http://archway.ca)).

## Service Provider Spotlight: Jumpstart Refugee Talent

**Jumpstart Refugee Talent** is refugee-led non-profit organization. The organization focuses on the economic empowerment of newly settled refugees and refugee claimants in Canada by connecting them to meaningful employment and entrepreneurial opportunities. Jumpstart Refugee Talent is the only national organization exclusively serving refugees and refugee claimants on their path to economic inclusion in Canada. Learn more at: [rcjp.ca](http://rcjp.ca)



**Welcome Talent Canada Mentorship Program** helps highly skilled refugees address the barriers to finding employment through strong connections with Canadian professionals. Learn more at: [rcjp.ca/welcome-talent](http://rcjp.ca/welcome-talent)



**To contact the Jumpstart Refugee Talent Vancouver office:**

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## Definitions

**Refugee:** a person who is forced to flee from persecution and who is located outside of their home country.

**Convention Refugee:** a person who meets the refugee definition in the 1951 Geneva Convention relating to the Status of Refugees. This definition is used in Canadian law and is widely accepted internationally. To meet the definition, a person must be outside their country of origin and have a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion.

**Resettled Refugee:** a person who has fled their country, is temporarily in a second country and then is offered a permanent home in a third country. Refugees resettled to Canada are selected abroad and become permanent residents as soon as they arrive in Canada. Resettled refugees are determined to be refugees by the Canadian government before they arrive in Canada. Refugee claimants receive a decision on whether they are refugees after they arrive in Canada.

**Refugee Claimant or Asylum Seeker:** a person who has fled their country and is asking for protection in another country. We don't know whether a claimant is a refugee or not until their case has been decided. 'Claimant' is the term used in Canadian law.

**Protected Person:** according to Canada's Immigration and Refugee Protection Act, a person who has been determined to be either (a) a Convention Refugee or (b) a person in need of protection (including, for example, a person who is in danger of being tortured if deported from Canada).

**Inland Claim:** An Inland claim is a refugee claim made at an Immigration, Refugee and Citizenship Canada (IRCC) office.

**Port of Entry (POE):** A POE claim is a claim made at Canada Border Services Agency (CBSA) upon arrival at a land border crossing, airport or seaport.