

ISSofBC MOVING AHEAD PROGRAM (MAP): VIRTUAL – TELEPHONE SETTLEMENT CASE MANAGEMENT APPROACH

Settlement Case Management works with vulnerable newcomer populations including Government assisted refugees (GARs), Privately Sponsored Refugees (PSRs), BVOR, accepted refugee claimants, families, individuals, single mothers, seniors, LGBTQ+, youth, etc. Vulnerability often means that the individual or families are

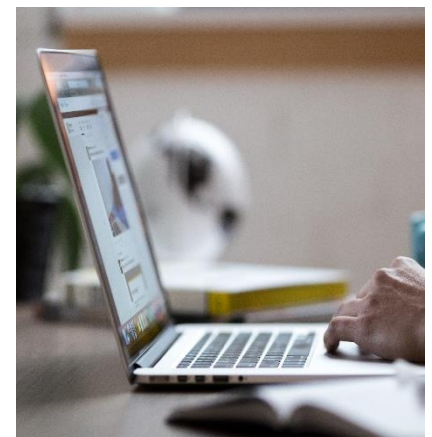
facing multiple barriers (high needs) including family breakdown, language barrier, social isolation, economic pressures, single parenting, domestic violence, medical/mental health concerns while adjusting and settling in Canada. The MAP team provides targeted support using case management structure to



Case management intervention will continue to support vulnerable newcomers during Covid-19 social distancing

provide settlement and integration services and build the capacity of newcomers to be independent and empowered.

- We continue to accept MAP clients from all referral points including Resettlement Assistance Program (RAP), service providers (eg settlement workers, community workers) or self-referrals.
- We acknowledge that more time will be required to support clients remotely rather than through face to face interaction but will continue to do so to ensure client and employee safety during COVID-19 pandemic.
- MAP staff will continue to act as coaches and guide clients on “how to” rather than “do”. Clients will be encouraged to tap into their own strengths and skills eg problem-solving abilities.
- Information will continue to be in client’s first language when possible and if not, workers will connect with other agency staff.



Our Covid-19 Response

With Providing Settlement Case Management

- Shorter and targeted needs assessments will be done over the phone to ensure updated needs are discussed and support plans are in place.
- Focus will be less on getting a comprehensive understanding of needs in order to develop an Action Plan but on immediate supports and needs to reduce vulnerability and isolation during this time.
- MAP staff will provide education, information and updates to clients on the COVID-19 situation as it evolves and provide reliable resources in English and in first language when possible. This includes contact numbers, health authorities' websites and financial supports that clients may be eligible to access from the Canadian and/or provincial governments.
- We are ensuring targeted check-in are in place for clients who have experienced domestic violence and/or family violence in the past. Resources available in the community will be shared to them. Our staff will discuss safety planning and communication strategies should clients become concerned about their safety. Clients are reminded to call 911 at any time they feel unsafe.



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Tools to Work with Our Vulnerable Clients Remotely

Cell Phones:

- Regular communication with clients on ISSofBC issued cell phones to inform clients of office closure and MAP staff's accessibility during work hours.
- Weekly phone check-in with clients will be done by MAP staff to ensure regular contact with clients, especially those feeling socially isolated and/or vulnerable. This also builds comfort for clients to communicate and receive support over the phone.
- Use the "Add Call" feature on phones to hold conference calls with service providers and clients e.g. contacting Service Canada, income assistance, IRCC, etc while having the client on the phone.
- Clients who must physically access services during this social distance period can contact the MAP staff to
 - Guide the client to the location;
 - Coach clients to ask for directions; or
 - Coach the clients to ask for someone to speak to the MAP staff

Free Apps:

- Google Translate: Continue to support clients to use Google Translate or introduce it to new clients. This app allows clients to take pictures of signs and documents and translates into the client's 1st language.
- WhatsApp: Many clients use and are familiar with WhatsApp.
 - MAP staff can communicate with clients via WhatsApp video and provide the face to face supports to clients or communicate using voice messages so clients can listen and talk and not need to read and type messages.
 - MAP staff can send a broadcast message by text or voice to update a group of clients at the same time on important information and updates while maintaining client's privacy and confidentiality.
 - "Virtual accompaniment" by video calling allows MAP staff to guide clients to their destination or provide instructions on how to use transit in the community.
- Google Maps: MAP staff can send screenshots of Google Maps directions for clients to follow as they go to their appointments. With Google Maps Satellite View, MAP staff can screenshot recognizable landmarks for clients to use as reference points to navigate to their destination.

Zoom:

- Hold virtual workshops to inform and educate clients on COVID-19: social distancing, where to access reliable resources (eg from health authorities and all levels of governments). This also includes the various recent COVID-19 financial supports from the federal government that clients may be able eligible and able to access.
- Offer workshops in first languages based on clients' needs such as community resources eg Food Bank, tenancy rights, navigating the medical system etc

Microsoft Teams (Self-care for staff; not for client support):

- MAP staff will regularly meet online with the Case Management Supervisors using MS Teams. This will occur at least once a week to check-in on staff, debrief, connect, share resources and brainstorm new methods to serve client during this unprecedented time. This allows staff to feel connected and not isolated. Self-care and mental health will be regularly reminded to MAP staff.
- Online sharing of resource will happen within ISSofBC Settlement Services, allowing all those working in Settlement to share resources that might be of use to clients as well as update settlement staff of various supports available. It also allows staff to communicate and stay connected with their colleagues throughout the Settlement Service Division.