

**RESOURCES FOR NON STATUS  
PEOPLE, REFUGEE CLAIMANTS  
AND OTHER PRECARIOUS  
MIGRANTS**



**The Law  
Foundation  
of Ontario**



**FCJ REFUGEE CENTRE**

**Shoulder to Shoulder, Side by Side...  
Walking with Uprooted People  
For 30 years**



**Presented by:**  
**Diana Gallego, Interim Director FCJ Refugee Centre**

[WWW.FCJREFUGEECENTRE.ORG](http://WWW.FCJREFUGEECENTRE.ORG)



**FCJ** | **Refugee Centre**  
Walking with uprooted people

*FCJ Refugee Centre serves refugees and others at risk due to their immigration status, and welcomes anyone asking for advice, counsel and support.*



**Settlement Program**

**Immigration Help &  
Refugee Protection**

**Anti- Human Trafficking Program**

**Popular Education**

**Networking**

[www.fcjrefugeecentre.org](http://www.fcjrefugeecentre.org)

## WHO WE ARE...

Non-profit organization that serves refugees and others at risk due to their immigration status...

## WHO WE SERVED...

On average more than 5,000 people contact the Centre every year seeking assistance From around the world.



# LEARNING

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- Definitions: Precarious migrants, Refugee, Migrant, Displaced Person, Immigrant, Asylum Seeker
- Services provided by FCJ Refugee Centre: Responding to needs & Realities: Staying Connected During the Pandemic
- Refugee process overview
- Basic rights for refugee claimants
- Resources in the community they can access
- Barriers faced by immigrants
- Resources for refugees

# DEFINITIONS

**Refugee**: a person who is outside their country, has a well founded fear of persecution for reasons of religion, race, nationality, political opinion, social group.

**Asylum Seeker or refugee claimant**: A person who is seeking protection , but not country has determined whether or the person meets the definition of a refugee.

**Migrant**: A Person who moves, usually voluntary, to live or work, either temporally or permanently. May or may not cross a border.

**Displaced Person**: Forced to flee but does not cross a border to leave their country.

**Immigrant**: Is an individual who willingly leaves their country of origin and with authorization enters another country where they are granted permission to permanently resettle.

**Precarious Migrants**: refers to those that hold some form of uncertain migration status.

# PRECARIOUS MIGRANTS

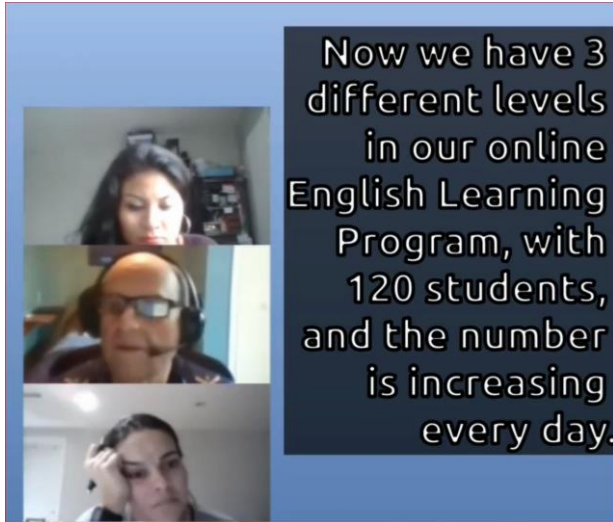
- Refugee claimants
- Refused refugee claimants
- Temporary foreign workers
- Students
- Visitors
- Victims and survivors of human trafficking
- Undocumented
- People involved in sponsorship breakdown

# SETTLEMENT AND INTEGRATION

**TRANSITIONAL SHELTER FOR WOMEN & CHILDREN:** We provide temporary shelter to women

## **WOMEN'S PROGRAMS:**

- Women's Entrepreneur Skills Workshops
- Support Groups
- Community Activities



## **SETTLEMENT SUPPORT:**

Meeting needs like: finding shelter, furniture/ foodbank, clothing, applications to OW, housing, etc.

## **VIRTUAL ENGLISH CLASSES**

Thanks to the contribution of volunteers we were able to open the English classes (ELL: English Language Learning) More than 200 students and 3 different English levels.

## **CHILD MINDING**

Supporting Kids with Math, English or any homework from school. Also, they can spend time learning how to make some crafts, easy recipes, music, doing some exercise with dancing class, learn how to draw with new techniques, practicing their reading and interacting with other kids, in a safe environment.

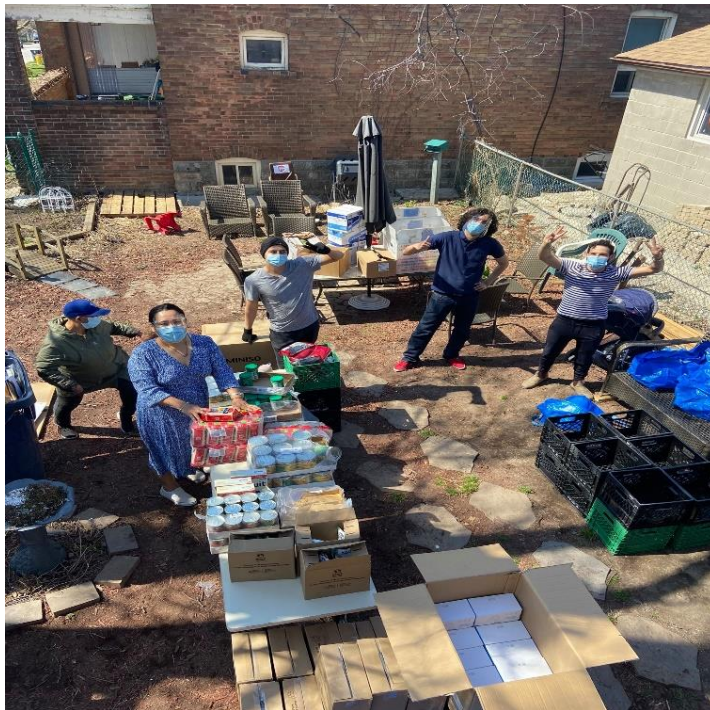


Learning ukulele chords

# SETTLEMENT AND INTEGRATION

## FOOD DISTRIBUTION & INCOME SECURITY PROGRAM

We are assisting 1500 individuals and almost 500 families to receive food and emergency item kits on a weekly basis. We deliver food and support across 12 different routes in Toronto and the GTA, including Scarborough, York, Etobicoke, and even Brampton, with 11 volunteer drivers.



For the first time ever, a welfare system is available to people without status in Toronto

## TEMPORARY COVID ISOLATION FUND

### TEMPORARY COVID ISOLATION EMERGENCY SUPPORT FUND

Assisting individuals who due to a severe financial hardship are not able to access COVID testing and/or complete the required period of isolation.

This one-time assistance is available through FCJ Refugee Centre and is for individuals not eligible to receive any other financial support.



#### ELIGIBILITY CRITERIA

- ✓ Required to isolate as they are: COVID-19 positive, required to self-isolate or awaiting a test result
- ✓ Not eligible for income assistance/COVID benefits
- ✓ Facing financial hardship that poses a direct barrier to seeking COVID testing and/or completing the isolation period

#### HOW TO ACCESS IT

The following information is required:

- Name of the client
- Their Phone Number
- Email address
- Language spoken

Agencies can refer their clients that meet the criteria by emailing Jessie Khout [jessie.khout@fcjrefugeecentre.org](mailto:jessie.khout@fcjrefugeecentre.org) with a subject line COVID IESF or by calling 416 469 9754 ext 243. Clients can also contact Jessie directly. (Remote appointment only)



# SETTLEMENT AND INTEGRATION PROGRAM

## PRIMARY CARE HEALTH & MENTAL CLINIC

The FCJ Refugee Center Primary Care Clinic and Mental Health Clinic Program has remained open during this COVID-19 pandemic.

COVID-19 Vaccination Clinics with the support of the University Health Network's Social Medicine Program and the Women's College Hospital's Crossroads Clinic for Refugees. The COVID vaccination clinics



**COVID VACCINATION CLINIC**  
**APRIL 30TH FROM 1 TO 4 PM**  
**Location: 208 Oakwood Ave. Toronto ON**

**REQUIREMENTS:**

- Register ahead of time (NO WALK- INS)
- 18 yrs. older
- Send your complete name, DOB, gender & phone number by email **before April 29th**
- ONLY available to those without OHIP

**REGISTRATION**  
Please send the above information to [vaccine@fcjrefugeecentre.org](mailto:vaccine@fcjrefugeecentre.org)

For more details contact:  
Elisa Ibarra (English, Spanish and Portuguese)  
416-469-9754 ext.230



## Funded by Inner City Health Associates (ICHA)

The Primary Care Clinic of the FCJ Refugee Centre has changed its services due to the COVID19, please note the changes as below:

### Primary Care Services (by appointment only, NO walk-ins)

At this moment we're doing phone and video call appointments only, after the 1st assessment and depending on your Health Concern the Physician will determine if you need an in person appointment.



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*Walking with Uprooted People*

Contact us at  
(416) 469 9754 and ask for  
Elisa Ibarra - Coordinator of the Clinic  
at ext.: 230 or option 6, to be screened  
for eligibility and booked for an  
appointment.

Please note that this is a free service for uninsured clients or for those who don't have a care provider elsewhere.



# Primary Care Clinic

# SETTLEMENT AND INTEGRATION PROGRAM

## FCJ YOUTH NETWORK

The FCJ Youth Network has shaped a positive and inclusive space to welcome migrant and refugee youth from around the world.

The group strives to celebrate the resilience and potential of each of its members, and address the multiple barriers that impede their full and equitable participation in Canadian society.



## ACCESS TO EDUCATION

The Uprooted U program is a semester based class, offering immersive education focusing on the current social, political, cultural climate we are in.

Junior Uprooted U: program to support young students who come to Canada and cannot access school immediately due to their status.

Supporting families and children in our networks by connecting with teachers, parents, and students to support school-at-home efforts – ensuring families have access to necessary subsidies, technological equipment, and personal supports



**Want to connect  
with other youth?**

The FCJ Youth Network  
invites you to join our  
online meetings!

When?

**Wednesdays 4:30-6:00pm**

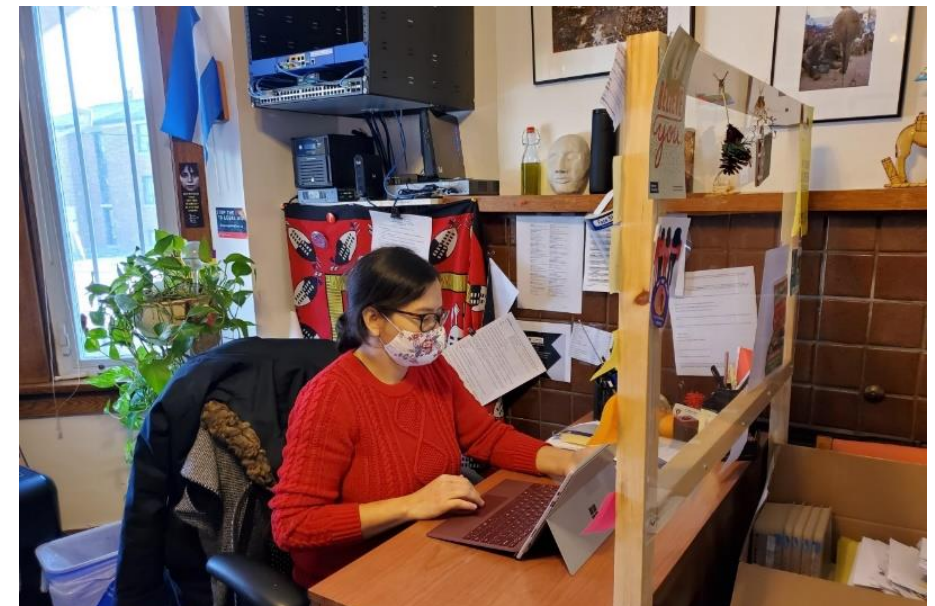


For more information email us  
at: [fcjyn@fcjrefugeecentre.org](mailto:fcjyn@fcjrefugeecentre.org)  
Contact us at: (437) 217-3786



# IMMIGRATION HELP & REFUGEE PROTECTION

- ✓ We welcome anyone asking for support regarding immigration issues.
- ✓ Offering timely and holistic case management and service provision for precarious migrant populations.
- ✓ During these emergency times, FCJ Refugee Centre keeps supporting precarious migrants by phone or through our Virtual Informative Sessions
- ✓ Through remote work practices we receive an average of 50 to 60 phone calls per day from people looking for support
- ✓ The programs we are providing to vulnerable populations are possible thanks to our supporters.



# IMMIGRATION HELP & REFUGEE PROTECTION

✓ Support people in each aspect of their regularization, and pathway to permanent residency.

- Refugee Process support
- Travel Document
- Conditional Permanent Residence
- Family reunification/sponsorship
- Humanitarian and Compassionate
- Invitation Letter
- Permanent Residence application
- Work /study Permit
- Interpretation/trabslation



- Pre removal Risk Assessment
- Renew permanent residence Card
- Refugee Appeal
- Support making phone call /appealing to Legal Aid

# IMMIGRATION HELP & REFUGEE PROTECTION

## ALTERNATIVES TO DETENTION

FCJ Refugee Centre provides supporting housing and other services for people that are released from immigration detention (support, applying for work permits and health coverage, accompaniment to appointments, encouraging reporting to CBSA, etc.)

## RESEARCH COUNTRY CONDITIONS

Gathering information about situation in other countries

### Special Reports



Syrian Refugees in Bulgaria:  
A Double Edged Sword



Tool-Kit: Underserved  
Communities Research



This presentation was made possible by the generosity of



Citizenship & Immigration:  
Changes for Exclusion

# ANTI-HUMAN TRAFFICKING

Direct services to people who have been trafficked, taking into account the range of supports needed. Walking with survivors through legal processes, immigration procedures, settlement and recovery, we take a holistic approach to ensure people are informed and empowered to steer their own course out of the trafficking experience.



## HUMAN TRAFFICKING

#endhumantrafficking

**WHAT IS HUMAN TRAFFICKING?**

When someone earns profit from exploiting and taking advantage of someone else by either using threats, fraud, coercion and/or deception.

This type of exploitation of a person can occur in different forms, one being through sex or forced labour.

Can occur in manufacturing, agricultural/farm work, construction, domestic work and through the sex industry.

For people without legal status, you still have rights and can get support!  
Our services are  
**FREE, CONFIDENTIAL & NON-JUDGMENTAL**

**ARE YOU IN SOME OF THESE SITUATIONS?**

- Do you have control of your passport or personal documents? 📄
- Are you able to speak for yourself or are you told what to say? 🗣️
- Are you able to communicate freely with family or friends? 📞
- Do you have the freedom to go outside or travel? 🚶
- Did you come to do a specific job or purpose or are you working in conditions other than what you were promised?
- Have you or your family been threatened, verbally, psychologically, physically abused or treated disrespectfully?
- Do you have the basic needs like money, food, water, shelter, good sleep? 🏠
- Are you working very long hours, with little breaks, or without fair compensation?
- Has money been taken from you to pay for your travel? Or have you paid a fee to come and work?
- Do you have a large debt and have trouble paying it off? 💰

**HUMAN TRAFFICKING HELP LINE:**  
📞 1-833-999-9211 OR 211

**FCJ REFUGEE CENTRE  
MIGRANT WORKERS PROGRAM:**  
📱 647-971-2153  
www.fcjrefugeecentre.org

### Migrant Workers Mobile Program

We are providing to Migrant Workers remote services, doing referrals, presenting cases to immigration and other authorities, and creating public awareness on human trafficking, particularly on international cases and labour exploitation.

# PUBLIC EDUCATION PROGRAM

Through our Public Education Program we are looking to reduce barriers for precarious migrants so that they could access up-to-date information and the necessary wraparound supports.

**WEBINARS AND INFO SESSIONS** : virtual information sessions/webinars for communities and front-line workers that serve vulnerable newcomer sectors, non-status and precarious migrant populations.

## Latest webinars and presentations



Webinar | Cómo acceder a la vacuna contra la COVID-19 sin tarjeta de salud (OHIP)



Webinar | COVID-19 Vaccine For Those Without OHIP Card



Webinar | Free professional psychological and emotional support for refugee claimants or rejected claimants



Webinar | Housing Challenges During COVID-19



Webinar | New Pathway to Permanent Residency for Temporary Essential Workers and Students



نقاش عبر الويب | الطريق الجديد إلى الإقامة الدائمة للعمال الأساسيين المؤقتين والطلاب



Webinar | El nuevo programa de Residencia Permanente para trabajadores esenciales y estudiantes



Webinar | Os novos programas de Residência Permanente para trabalhadores essenciais e estudantes



Webinar | Temporary Pathway to Permanent Residency



Webinar | The COVID-19 Vaccine, Session 3: What happens after and who can have it (English and Spanish)

**TUESDAYS**  
**10:30 AM**



**Information Sessions**

Find answers to the most common questions about:

- REFUGEE PROCESS
- H&C APPLICATIONS
- LEGAL AID

**REGISTER**

[fcjrefugeecentre.org/events](https://fcjrefugeecentre.org/events)



FCJ Refugee Centre  
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The Law Foundation of Ontario

## ARE YOU A REFUGEE CLAIMANT?

JOIN ONE OF THE IRB-RPD VIRTUAL READY TOURS



VIRTUAL  
Ready  
TOUR

THIS IS A GREAT OPPORTUNITY TO LEARN:

- HOW TO BE READY ?
- WHAT IS A VIRTUAL HEARING ?
- WHAT IS GOING TO HAPPEN AT YOUR REFUGEE HEARING ?

READY TOURS TAKE  
PLACE TWICE A MONTH

**CONTACT INFORMATION**  
Carolina Teves  
cteves@fcjrefugeecentre.org

**REGISTRATION** visit our website: <https://www.fcjrefugeecentre.org/ready-tour-registration>

# PUBLIC EDUCATION PROGRAM

The Refugee Hearing Tour and RAD info sessions are successful programs for the community.

This is a great opportunity to meet the RPD officers who will explain the refugee hearing process and how to be well prepared for that moment.

The conversation will include information on the Remote Refugee Hearings: length, who can participate and technical requirements. This is a unique opportunity for refugee claimants to make questions to the staff of the Refugee Protection Division

The RAD VIRTUAL INFO SESSION provides the Appellant with a FREE opportunity to be better prepared for the presentation of their refugee appeal. Officers from the RAD facilitate the sessions providing detailed information on the steps to follow to appeal a negative decision.

## REFUGEE APPEAL VIRTUAL INFO-SESSION

FREE ORIENTATION FOR REFUGEE CLAIMANTS APPEALING THEIR NEGATIVE DECISION TO THE REFUGEE APPEAL DIVISION (RAD) OF THE IMMIGRATION AND REFUGEE BOARD (IRB)



RAD  
Virtual  
-INFO SESSION-

STAFF FROM THE IRB/RAD WILL HELP YOU TO LEARN:

- WHO CAN FILE AN APPEAL OF A DECISION RENDERED BY THE (RPD)?
- HOW TO FILE AN APPEAL?
- WHAT IS NEEDED TO PERFECT AN APPEAL?

**CONTACT INFORMATION**  
Carolina Teves  
cteves@fcjrefugeecentre.org

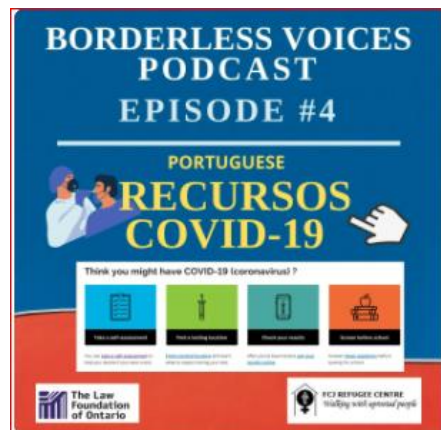


FCJ REFUGEE CENTRE  
*Walking with uprooted people*

**REGISTRATION** visit our website: <https://www.fcjrefugeecentre.org>

## PODCAST

As part of the production of online tools we launched our podcast Borderless Voices .



**BORDERLESS VOICES PODCAST**  
EPISODE #4  
PORTUGUESE  
**RECURSOS COVID-19**

Think you might have COVID-19 (soronavírus)?

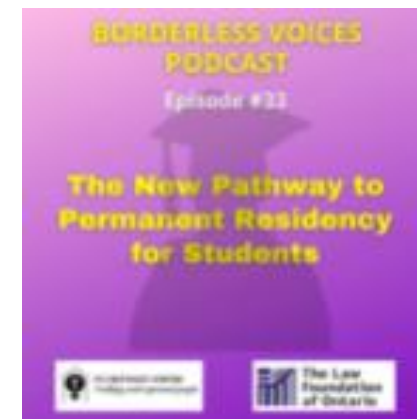
- How to get tested
- How to get treatment
- How to get support
- How to get help

The Law Foundation of Ontario | FCJ REFUGEE CENTRE *Walking with uprooted people*



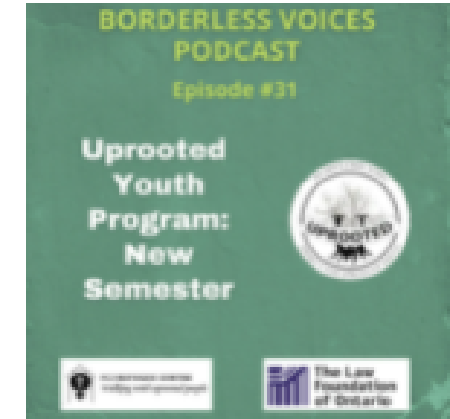
**BORDERLESS VOICES PODCAST**  
Episode #4  
Part 2  
**GETTING READY FOR YOUR REFUGEE HEARING**

The Law Foundation of Ontario | FCJ REFUGEE CENTRE *Walking with uprooted people*



**BORDERLESS VOICES PODCAST**  
Episode #33  
**The New Pathway to Permanent Residency for Students**

The Law Foundation of Ontario



**BORDERLESS VOICES PODCAST**  
Episode #31  
**Uprooted Youth Program: New Semester**

The Law Foundation of Ontario

# PUBLIC EDUCATION PROGRAM

- Seasonal Newsletters
- Annual report
- Resources:

- Guidelines for refugee claimants without legal representation
- Legal Aid Questionnaire: guide for refugee claimants and other precarious populations
- Resources Online for Refugee Claimants

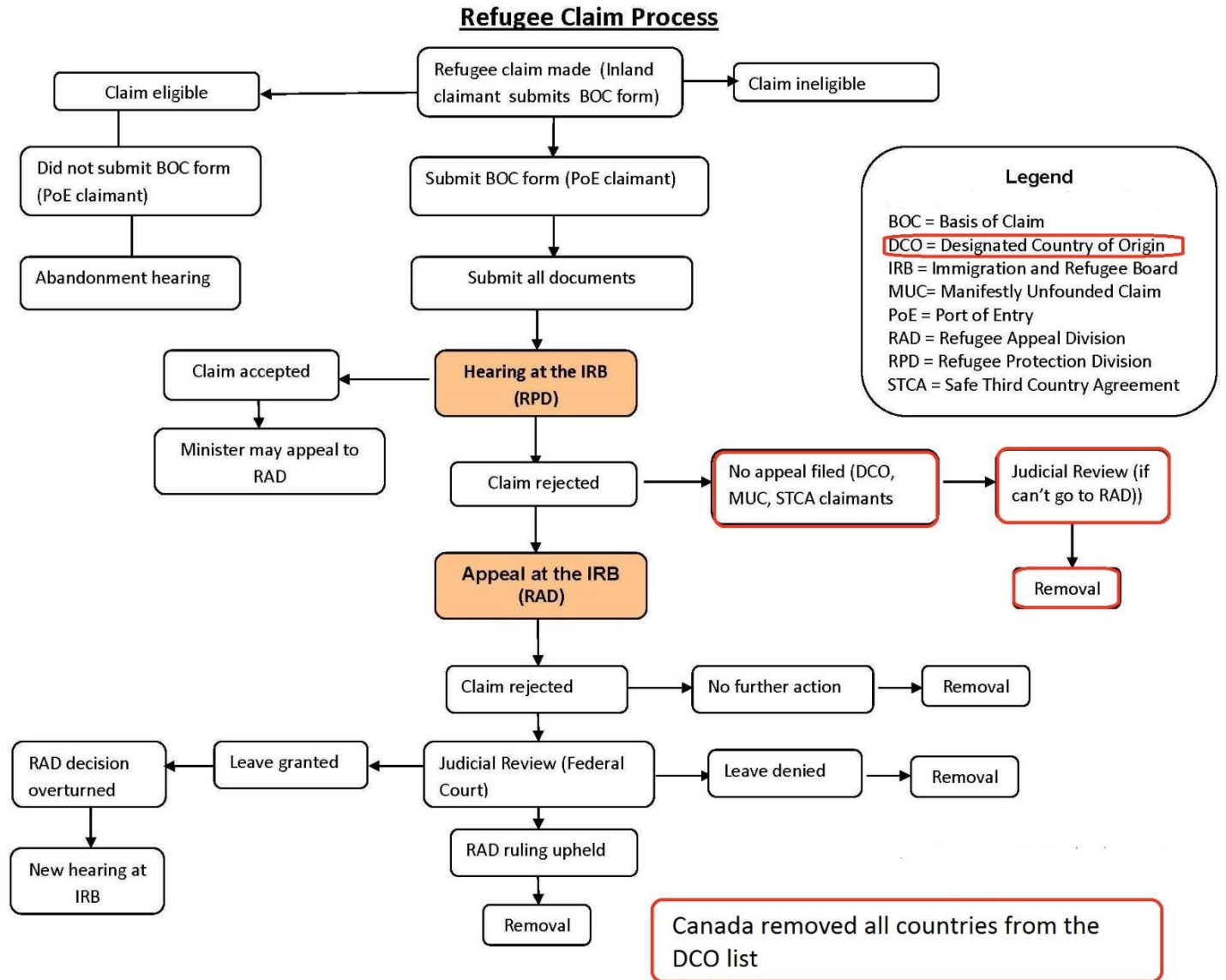
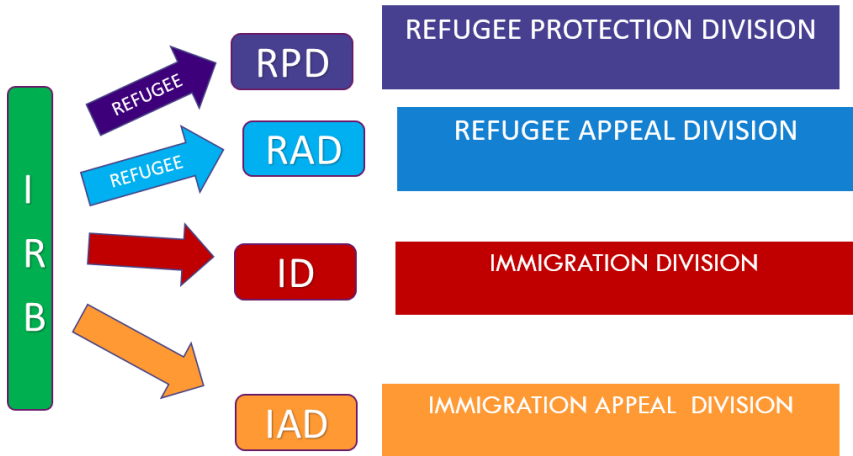


## NETWORKING

- CCR
- OCASI
- Ontario Coalition of Service Providers
- Toronto Counter Human Trafficking Network, TCHTN
- Youth Network
- Immigrant and Refugee Housing Committee, IRHC
- The Toronto South Local Immigration Partnership



# REFUGEE CLAIM PROCESS



# INLAND CLAIM



## INLAND REFUGEE CLAIM

Prepare an email with this information only:

- Subject line: Request to make a Refugee Claim in Canada: Passport number
- The body of the email should only include
  - name or names of refugee claimants
  - Their email they want to use to communicate
  - Explanation of why in the email.
  - They'll get an automatic reply to confirm their message has been received.

[IRCC.RefugeeClaim-Demandedasile.IRCC@cic.gc.ca.](mailto:IRCC.RefugeeClaim-Demandedasile.IRCC@cic.gc.ca)

- Follow the instructions to set up the account.

# What is a BOC Narrative

- The most important part of a refugee claim.
- The story of what happened to them; why they are in Canada.
- A way to address issues that the board is likely to raise at the hearing.
- Can be the source of inconsistencies and issues that are fatal to a claimant's credibility and then claim



Client I.D. Number
Claimant's first name(s) and family name(s)
PROTECTED WHEN COMPLETED
RPD file number (for IRB office use)

## Basis of Claim Form (for persons claiming refugee protection in Canada)

### ANSWER ALL THE QUESTIONS ON THIS FORM.

- If you are making your claim at an immigration office inside Canada, complete this form and bring the completed form and one copy with you to give to the Officer who will decide if your claim is eligible.
- If you made your claim on arrival at a port of entry into Canada, complete this form and provide the completed form and one copy to the Immigration and Refugee Board of Canada (IRB). You must make sure that the IRB receives the completed form not later than 15 calendar days after the day that the Officer refers your claim to the Refugee Protection Division.
- Make sure that you make a copy of the completed form for yourself.

If the Officer or the IRB, as the case may be, has not received your completed Basis of Claim Form (BOC Form) by the dates mentioned above, the IRB will have a special hearing and may decide to declare your claim abandoned which means you would not be allowed to continue with your claim.

### IMPORTANT NOTICE REGARDING COUNSEL AND DOCUMENTS THAT MAY SUPPORT YOUR CLAIM

You have a right to be represented by counsel at your own expense, but the counsel you choose must be available on the date fixed for the hearing.

You are responsible for obtaining and providing to the IRB any documents that may support your claim. Please see the appendix at the end of this form for details on providing documents to the IRB.

### INSTRUCTIONS FOR COMPLETING THIS FORM

**IMPORTANT:** You can find instructions to help you complete your BOC Form both in the appendix at the end of this form and in the Claimant's Guide in your Claimant's Kit. Please read these instructions carefully. Before giving your original BOC Form to the IRB, **remove the appendix.** If you have written additional information on other sheets of paper, please provide those sheets of paper with your BOC Form.

**PLEASE COMPLETE LEGIBLY.** Print or type the details about your claim in the spaces provided below. If you need more space, use additional sheets of paper the same size as this form. On each additional sheet, write your name and Client I.D. Number (and IRB file number, if known) in the top right-hand corner, and write the page number at the bottom. Also, indicate which question you are answering on the additional sheet, and number the lines.

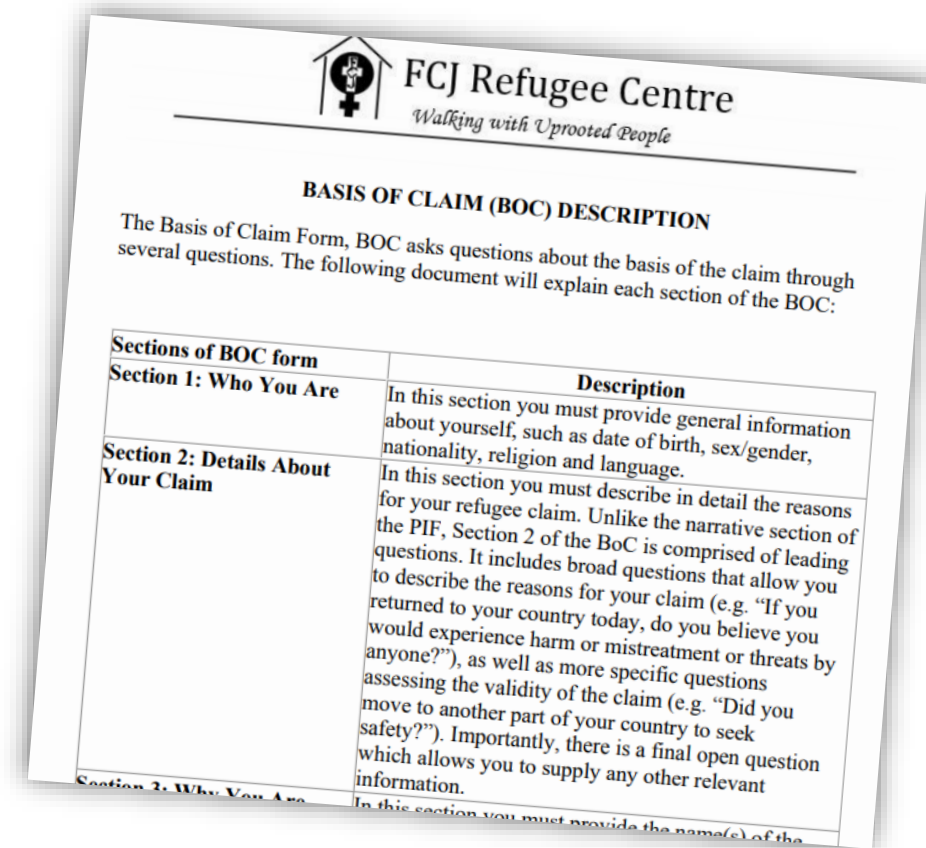
**WARNING: It is a serious offence to provide false or misleading information. Your claim may also be rejected - and any favourable decision, if already given, revoked, if you give information that is not true or is misleading, or if you try to hide important information.**

Date Stamp (for IRB office use)
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# Resources how to fill out the BOC:

Translation of refugee forms:

- Spanish
- Portuguese
- Amharic
- Slovakian
- Czech



<https://www.fcjrefugeecentre.org/wp-content/uploads/2019/05/BASIS-OF-CLAIM-DESCRIPTION.pdf>

## Applying for Refugee Protection from within Canada

 Get help to [open an application form](#) or [to fill one out](#) in the [Help Centre](#).

This application is for persons **in Canada** who would like to make a claim for refugee protection.

Read these two instruction guides to help you complete your application and understand the application process:

- [Application Guide](#) - Applying for Refugee Protection from within Canada
- [Claimant's Guide](#), by the Immigration and Refugee Board of Canada (IRB)

This application includes:

- [Document Checklist \[IMM 5745\] \(PDF, 280.65 KB\)](#)
- [Generic Application Form for Canada \[IMM 0008\] \(PDF, 652 KB\)](#)
- [Additional Dependents/Declaration \[IMM 0008DEP\] \(PDF, 424.19 KB\)](#)
- [Schedule A – Background/Declaration \[IMM 5669\] \(PDF, 776.39 KB\)](#)
- [Schedule 12 - Additional Information – Refugee Claimants Inside Canada \(IMM 0008 - Schedule 12\) \(PDF, 1.92 MB\)](#)
- [Basis of Claim](#) (IRB)
- [Use of a Representative \[IMM 5476\] \(PDF, 648.31 KB\)](#)
- [Appointment of a Designated Representative for Accompanied Minors](#) (IRB)

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

# IRCC: Refugee protection claimant document

- IRCC is not processing renewals of the Refugee Protection Claimant Document (RPCD) at this time.
- They are asking service providers to accept expired RPCDs as still valid, until further notice.



# Updates: Work Permit

- Until you have your eligibility interview, you will not be issued your first work permit
- You are requesting an open work permit or study permit by checking a box in the revised Schedule 12 and placing your name

- Webinar about work permit available online

<https://www.fcjrefugeecentre.org/webinar-how-to-do-a-work-permit-online/>



Webinar | Guía para aplicar a un permiso de trabajo

# Key step: How to apply for Legal Aid

Calling earlier in the morning is recommended to reduce waiting time.

Call Toll free #: 1 800-668-8258

Legal Aid # (Toronto only): 416-979-1446

Every time you apply, you will speak to two different agents. The first agent will ask you more basic questions and set up your Legal Aid account. You will receive client number. Write this number down. Then you will transfer to a second agent.

Second agent may ask you more personal questions related to the reason for your refugee claim and your finances. At the end you may received a CE#. Write this # down.

**You also can find this information in our Migration section at our website or through our our BORDERLESS VOICES PODCAST**

# BARRIERS



# Barriers Faced by Precarious Migrants

- Social isolation and lack of access to services
- Additional intersecting elements
- Trauma and lack of trust in authority figures
- Police intervention
- Racism, discrimination
- Long processing times for family reunification
- Lack of awareness about Canadian law
- Language barriers
- Barriers in accessing education for newcomers

# RESOURCES



# Refugee rights

Refugee claimants, Convention refugees and persons in need of protection have certain rights and have access to settlement services

These services will help you settle and adjust to your new life in Canada.  
Services include

- Interpretation and translation of documents, or help to arrange these services
- Help filling out forms and applications
- English classes/ Language assessment (YMCA)
- Help finding a job or training
- Information about other community services, schools and health care
- Applying to Ontario Works

ACCESS TO

Social Assistance

Legal Support (Legal Aid)

English Class

Shelter

Schooling up to High School

Interim Federal Health

SIN (after getting the WP)

# Settlement Resources

- ShelterSafe.ca is an online resource for women and their children seeking safety from violence and abuse.


If you are in immediate danger Call 9-1-1 (911 not available in the territories)

sheltersafe  
HELP IS JUST A CLICK AWAY

COVID-19 STATEMENT

If you are a woman experiencing abuse, there is someone you can reach out to any time of day or night.

Click on the map below to start searching.



“ Before I called, I had no idea what I was going to do. Now I have a plan and I know where to start. ”

Centralhealthline.ca

Search... Clipboard 0

Central North York Etobicoke York - Toronto York Region South Simcoe

HEALTH SERVICES HEALTH CAREERS HEALTH NEWS HEALTH EVENTS HEALTH RESOURCES

### HEALTH SERVICES FOR CENTRAL

September 27, 2021

#### Health Care Options

- ▶ [Health Care Facilities](#)
- ▶ [Health Care Professions](#)
- ▶ [Home Health and Community Supports](#)
- ▶ [Public Health](#)
- ▶ [Find Services Near Me](#)

#### Health Topics

- ▶ [Abuse and Sexual Assault](#)
- ▶ [Addictions](#)
- ▶ [Diseases and Conditions](#)
- ▶ [Environmental and Workplace Health](#)
- ▶ [Mental Health](#)
- ▶ [Palliative and End-of-Life Care](#)
- ▶ [People with Disabilities](#)
- ▶ [Rehabilitative Care](#)
- ▶ [Residential Care](#)
- ▶ [Respite Care](#)
- ▶ [Sexual and Reproductive Health](#)

#### Your Health

- ▶ [Children and Parenting](#)
- ▶ [Indigenous Communities](#)
- ▶ [Men](#)
- ▶ [Seniors](#)
- ▶ [Women](#)
- ▶ [Youth](#)

#### Making Choices

- ▶ [Basic Needs and Social Supports](#)
- ▶ [Blood, Organ and Tissue Donations](#)
- ▶ [Health Coverage and Care Planning](#)
- ▶ [Healthy Living](#)
- ▶ [Information Services](#)
- ▶ [Legal Services](#)

#### YOUR HOME AND COMMUNITY CARE SUPPORT SERVICES



- ▶ [Find Services Near Me](#)
- ▶ [Find Services Across Ontario](#)

- <https://www.centralhealthline.ca/index.aspx>

- Toronto Central Family Intake Shelter Line 416-338-4766

- Financial assistance: 416-338-8888

# Settlement Resources

<https://salvationarmy.ca/what-we-do/in-your-community/housing-and-shelters/>

<https://endvaw.ca/our-work/>



### Our Work

- > National Action Plan on Violence Against Women
  - > 2021 Roadmap to the NAP
  - > Timeline of Our Work
- > Building a National Narrative: A Select Review of Domestic Violence Policies, Legislation, and Services Across Canada
- > Blueprint for Canada's National Action Plan on Violence Against women
- > Research and Policy
  - > Study on Second Stage Shelters in Canada

Women's Shelters Canada (formerly the Canadian Network of Women's Shelters & Transition Houses) collaborates with a number of partners and stakeholders. We strongly believe that coordinated efforts are required to address the complexity and pervasiveness of violence against women in Canada and around the world.

#### Research and Policy



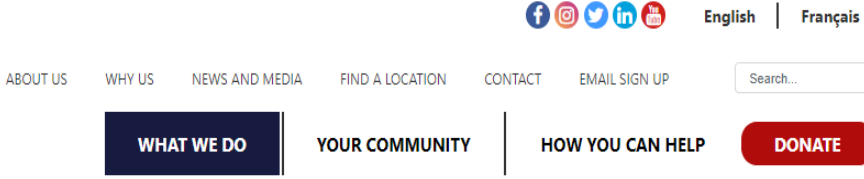
Women's Shelters Canada produces

#### Knowledge Exchange



Women's Shelters Canada connects

#### Shelters: More than a Refuge from Violence



### IN YOUR COMMUNITY

EMERGENCY DISASTER SERVICES

HOUSING AND SHELTERS

SOCIAL SERVICES

THRIFT STORE

CHURCHES

Watch Now



### Housing and Shelters

One night, as William Booth, Founder of The Salvation Army, travelled through the streets of London, England, he was surprised to see homeless men huddled under a bridge. In the morning he instructed his son, Bramwell, to "Do something." And, with that, The Salvation Army's work in shelters for people experiencing homelessness began.

In Canada, The Salvation Army opened rescue homes and shelters in 1886. Today we operate more than 50 emergency shelters across Canada & Bermuda and provide 5,500 emergency shelter, transitional and supportive housing beds each night for men, women, youth and families experiencing or at-risk of homelessness. The Salvation Army also provides additional extreme weather response beds during the winter months.

In an atmosphere that respects diversity and affirms the dignity of each individual, Salvation Army shelter programs meet basic needs by providing a safe place, a warm bed, hot meals and tools to enhance stability. Through our holistic approach, aimed at meeting the multi-faceted needs of those we serve, we supplement every shelter stay with emotional and spiritual support.

# Settlement Resources

- Settlement information: <https://settlement.org/>

## › Immigration & Citizenship

- › [Completing IRCC Applications - Video](#)
- › [How do I bring money into Canada \(proof of funds\)?](#)
- › [I am immigrating to Canada. How do I bring my belongings with me?](#)
- › [I need to leave Canada but do not have my PR card yet. What should I do?](#)

## › Housing

- › [Where can I get free legal help for my eviction court hearing?](#)

## › Health

- › [COVID-19 Resources & Information](#)
- › [How can I find a family doctor?](#)
- › [How do I apply for a Health Card \(OHIP\)?](#)
- › [How do I cope with the stress of moving to Canada?](#)
- › [What I Need to Know About the COVID-19 Vaccines](#)
- › [What is a food bank?](#)
- › [What should I do if I suspect I have COVID-19?](#)

## › Employment

- › [Am I eligible for Employment Insurance \(EI\)?](#)
- › [How do I create a Canadian-style resume in order to find a job?](#)
- › [How do I get a Social Insurance Number \(SIN\)?](#)
- › [Information for Employees About Hours of Work and Overtime Pay](#)
- › [What do I do if my SIN is lost or stolen?](#)
- › [What is the Canada Child Benefit \(CCB\)?](#)
- › [When can I file a claim with the Ministry of Labour?](#)
- › [Where can I find job listing websites?](#)
- › [Your Rights Under the Employment Protection for Foreign Nationals Act](#)
- › [Your Rights Under the Employment Standards Act](#)

## › Education

- › [The Newcomer's Guide to Elementary School in Ontario](#)
- › [The Newcomer's Guide to Secondary School in Ontario](#)

## › Legal Services

- › [What can I do if I was seriously injured by the police?](#)

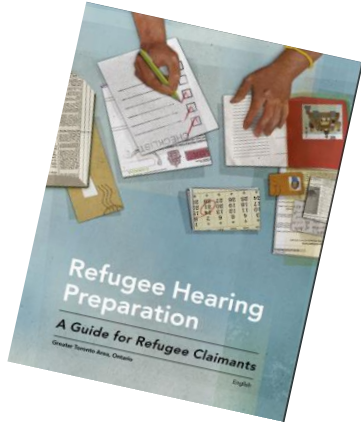
## › Daily Life

- › [Beware of COVID-19 Scams!](#)
- › [Can I bring my pet to Canada?](#)
- › [Can I write off work from home expenses?](#)
- › [How do I file my tax return?](#)
- › [What if my driver's licence is lost or stolen?](#)
- › [Will I receive financial assistance from the government when I retire?](#)

# REFUGEE HEARING RESOURCES

## CLEO: Refugee Protection Hearing:

[refugee.cleo.on.ca/en/refugee-protection-hearing](https://refugee.cleo.on.ca/en/refugee-protection-hearing)



### [Refugee Hearing Preparation Guide](https://refugeeclaim.ca/en/preparation-guide/)

Available in English, French Spanish, Chinese, Arabic, Mongolian, Somali, Urdu, Farsi, Tigrigna, Turkish, kurdish

<https://refugeeclaim.ca/en/preparation-guide/>



## Questions about - Refugee hearings

What evidence do I need for my refugee hearing?

How do I prepare for my refugee hearing?

What happens at my refugee hearing?

How do I apply for judicial review?

My refugee claim was denied. Can I appeal?

English Français Español 中文 عربي فارسی

**If you've made a refugee claim,  
you need to**

**Meet Gary:** This site tries to give claimants an idea of what Board members see as credibility 'red flags.'

<https://meetgary.ca/>



### [Claimant's Guide: IRB](https://irb-cisr.gc.ca/en/refugee-claims/Pages/ClaDemGuide.aspx#port)

Website: <https://irb-cisr.gc.ca/en/refugee-claims/Pages/ClaDemGuide.aspx#port>

### [HEARING PREPARATION KIT: U Ottawa](https://www.fcjrefugeecentre.org/wp-content/uploads/2020/09/hearing_preparation_kit.pdf)

This Kit and its contents are intended as general legal information to assist refugee claimants and those assisting them to prepare for their refugee hearing without compensation.

[https://www.fcjrefugeecentre.org/wp-content/uploads/2020/09/hearing\\_preparation\\_kit.pdf](https://www.fcjrefugeecentre.org/wp-content/uploads/2020/09/hearing_preparation_kit.pdf)

# ARE YOU A REFUGEE CLAIMANT?

JOIN ONE OF THE IRB-RPD VIRTUAL READY TOURS



THIS IS A GREAT OPPORTUNITY TO LEARN:

HOW TO BE READY ?

WHAT IS A VIRTUAL HEARING ?

WHAT IS GOING TO HAPPEN AT YOUR REFUGEE HEARING ?

READY TOURS TAKE  
PLACE TWICE A MONTH

## CONTACT INFORMATION

Carolina Teves  
cteves@fcjrefugeecentre.org

REGISTRATION visit our website: <https://www.fcjrefugeecentre.org/ready-tour-registration>

# RAD INFO-SESSIONS

A FREE PROGRAM FOR REJECTED REFUGEES

This is a great opportunity to meet RAD officers who will explain the refugee appeal process step by step.

**AUGUST 19th &  
SEPTEMBER 2nd at 2:30 pm**

*(Every Other Thursday)*

*The sessions will provide the Appellant with a FREE opportunity to be better prepared for the submission of their appeal before the RAD*

REFUGEE APPEAL VIRTUAL INFO-SESSIONS  
ORIENTATION FOR REFUGEE CLAIMANTS APPEALING THEIR NEGATIVE DECISIONS TO THE  
REFUGEE APPEAL DIVISION (RAD) OF THE IMMIGRATION AND REFUGEE BOARD



STAFF FROM THE IRB/RAD WILL HELP YOU TO UNDERSTAND THE PROCESS OF AN APPEAL OF A DECISION RENDERED BY THE IRB/RAD

## Learn:

- What you need to do to appeal your negative decision
- The documents you need for your appeal
- What happens during an appeal

## REGISTRATION

<https://www.fcjrefugeecentre.org/refugee-appeal-orientations-online/>

## CONTACT:

Carolina Teves  
cteves@fcjrefugeecentre.org



FCJ REFUGEE CENTRE  
*Walking with uprooted people*

# REFUGEE HEARING PROGRAM

It is a free program that allow refugee claimants to participate in a simulated hearing.

## HOW THE RHP WORKS

- Volunteers including lawyers, law students and experienced community members serve in the role of “adjudicators” during a 2 to 3 hour RHP hearing, allowing claimants to tell their story.
- At the end of the RHP hearing, the refugee claimant receives objective feedback on areas such as mannerisms, tone of voice, and respect to the adjudicator.
- An interpreter is provided if needed by the claimant.
- RHP hearings are free and voluntary.
- The RHP serves to provide refugee claimants with legal information without providing legal advice about their specific claim. This program is intended to prepare refugee claimants emotionally and intellectually through facilitating an experience to simulate the process of a hearing before the Immigration and Refugee Board of Canada.

<https://www.matthewouserhp.com/simulated-hearings>

For more details contact: 416-203-7396 or [rhp@matthewhouse.ca](mailto:rhp@matthewhouse.ca)

**AFTER LEARNING ABOUT THE REFUGEE PROCESS  
HOW DO YOU THINK YOU CAN SUPPORT?**

# Connect with us



416- 469 9754



437-217 3786



647-971 2153 Migrant Workers



info@fcjrefugeecentre.org



www.fcjrefugeecentre.org



fcjrefugeecentre



@FCJRefugeeCentre



@RefugeeCentre

## Diana Gallego

Dianagallego@fcjrefugeecentre.org

416- 469 9754 ext. 227



# THANK YOU