

The Challenges and Training Needs of Service Providers During the Pandemic

Perspective from an Umbrella

Territorial Acknowledgement

We wish to acknowledge that AMSSA office is on the unceded territories of the x^wməθk^wəy'əm (Musqueam), S_kwx_wú7mesh Úxwumixw (Squamish) and Tsleil-Waututh First Nations.

About AMSSA

AMSSA (the Affiliation of Multicultural Societies and Service Agencies of BC) is BC's province-wide umbrella association with over 80 member organizations who build culturally inclusive communities.



AMSSA MEMBER REGIONS



Migrant Worker Projects at AMSSA

- Building Capacity to Support BC's Migrant Workers Project
- The WorkSafeBC Project

Building Capacity to Support BC's Migrant Workers

- Launched on March 4, 2019.
- Funded by the Government of Canada's Migrant Worker Support Network BC Pilot led by Employment and Social Development Canada.
- Objective: Enhance the knowledge and capacity of settlement and migrant worker support organizations, unions, professional associations, volunteers, employers and all individuals supporting migrant workers in BC by providing them with tools, resources and training opportunities.

The WorkSafeBC Project

- AMSSA launched the WorkSafeBC Project in April, 2020. This project is funded by WorkSafeBC.
- Objective: Increase capacity of organizations providing support to temporary foreign workers (TFW) in BC through service mapping of all the available services in BC to TFW's, a needs assessment including WorkSafeBC specific needs and more general needs, and development of resources based on the needs identified.

Challenges in Supporting Migrant Workers

Service Providers in BC face challenges with supporting migrant workers related to

ACCESSIBILITY/OUTREACH

- Difficulties connecting with migrant workers living in rural areas
- Migrant Workers being unaware of the services/supports available to them
- Not enough services available/ lack of funding
- Service Providers unaware of others in the region who can help support the workers through a collaborative approach

LACK OF MIGRANT WORKER SPECIFIC INFORMATION/ TRAINING

- Government information available often not clear if and how applicable to migrant workers
- Difficult and time consuming to sort through the information that is available

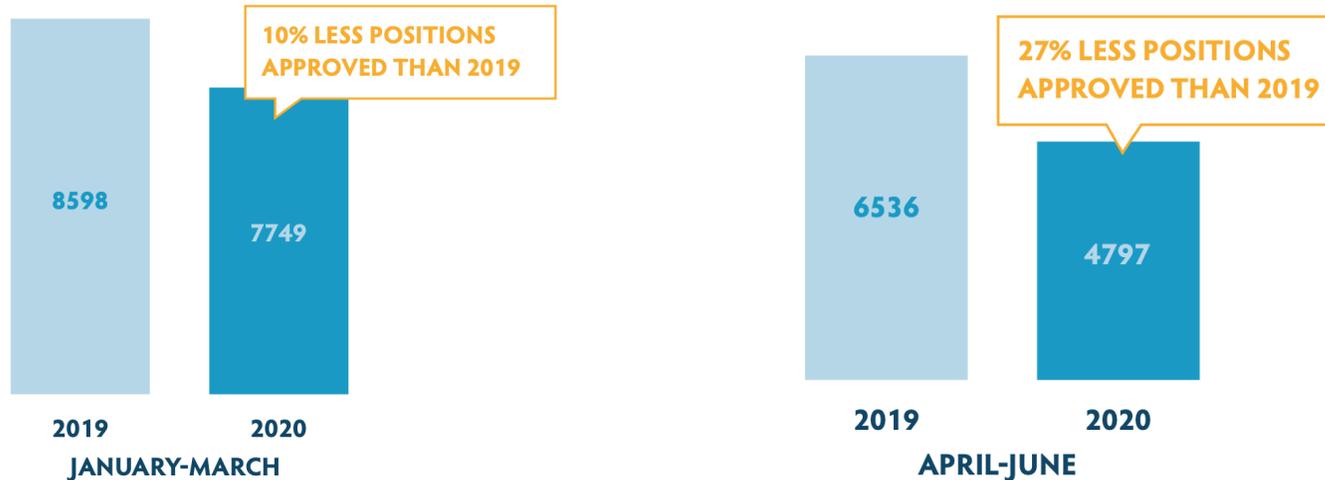
Challenges in Supporting Migrant Workers

Effects of the Pandemic- Data from the Service Mapping Survey

- 57% of respondents stated that they receive more requests for support than normal due to COVID-19
- 16% of respondents stated that they provide support through online resources only due to COVID-19
- 5% of respondents stated that they are no longer able to provide support due to COVID-19

Migrant Worker Data in BC

Number of Temporary Foreign Worker positions on Positive Labour Market Impact Assessments (LMIA) in British Columbia



Resources

- COVID-19 Webinars
- The Migrant Worker Hub
- BC Migrant Worker Supports Service Map
- Regional Meetings
- WorkSafeBC Workshops
- Upcoming Resources

COVID-19 Specific Webinars



The Migrant Worker Hub

www.migrantworkerhub.ca



The screenshot shows the homepage of the Migrant Worker Hub website. At the top left, there are logos for 'Migrant Worker Hub' and 'AMSSA Stronger Diversity in BC'. To the right is a navigation menu with links for 'About Us', 'Resources', 'Events & News', and 'Contact', along with a search icon. The main content area features a circular image of a diverse group of people sitting together. To the right of the image is a text block describing the hub as a digital resource center. Below this text is an orange 'LEARN MORE' button. The lower section of the page is titled 'Facts and Statistics' and contains three data points: the number of temporary foreign workers in BC (9,273), the top 5 countries of residency (Mexico, Jamaica, India, Philippines, and China), and the primary occupation (Agriculture - 5,837 workers). A small orange square icon is located in the bottom right corner of the page.

Migrant Worker Hub AMSSA Stronger Diversity in BC

About Us Resources Events & News Contact

The **Migrant Worker Hub** is a digital resource centre with tools and information to strengthen the knowledge and capacity of individuals, employers, unions, professional associations, and organizations supporting migrant workers in British Columbia.

LEARN MORE

Facts and Statistics

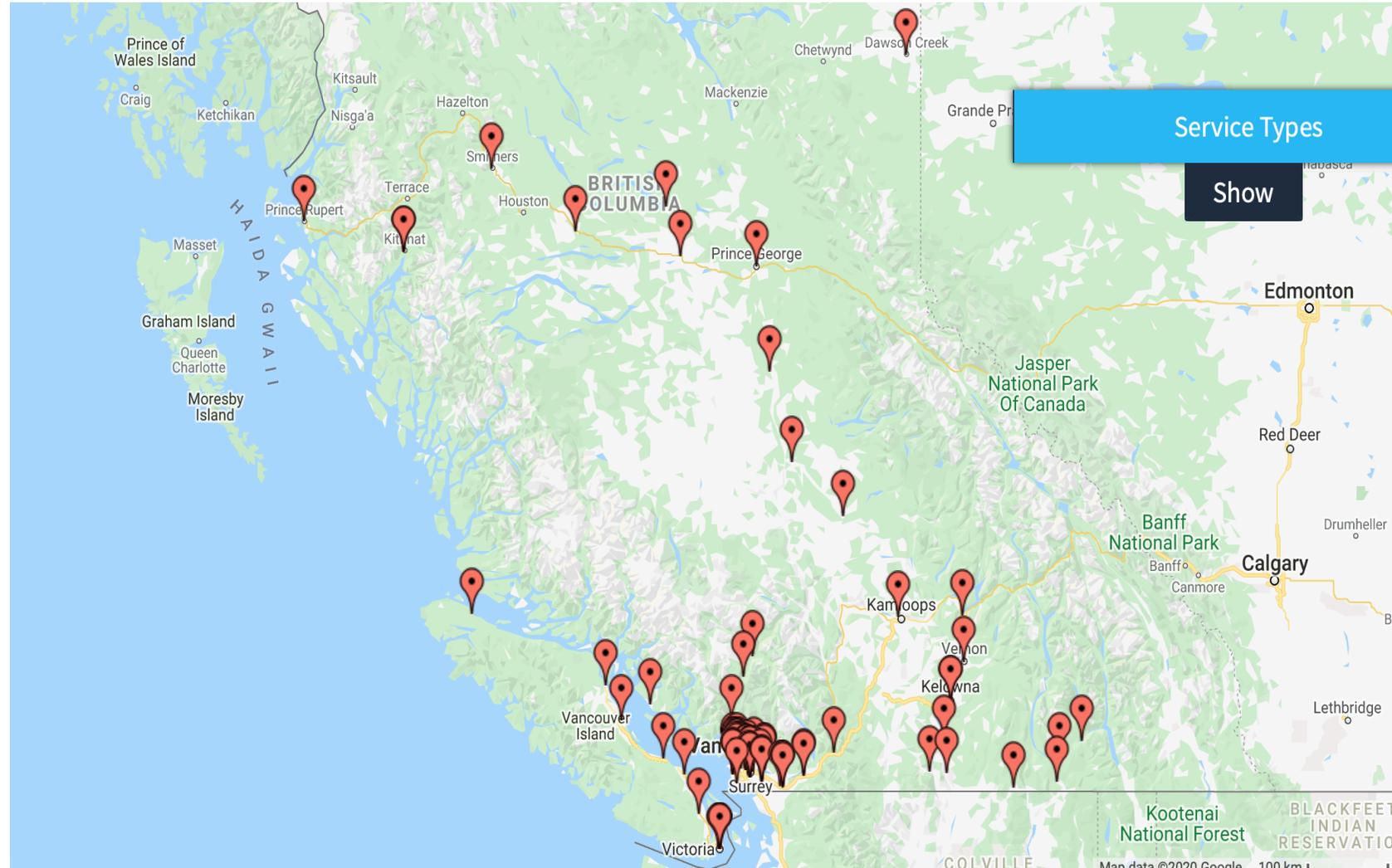
-  Number of Temporary Foreign Workers in BC*
9,273
-  Top 5 countries of residency
Mexico, Jamaica, India, Philippines and China
-  Primary occupation
Agriculture – 5,837 workers

*Temporary Foreign Worker positions on positive LMAs
Source: Statistics Canada, 2018.

The BC Migrant Worker Supports Service Map

➤ www.amssa.org/resources/services-map/

- Intent: Connecting organizations/individuals with others supporting TFWs in BC
- 100+ location listings
- Searchable by Region & Service Type

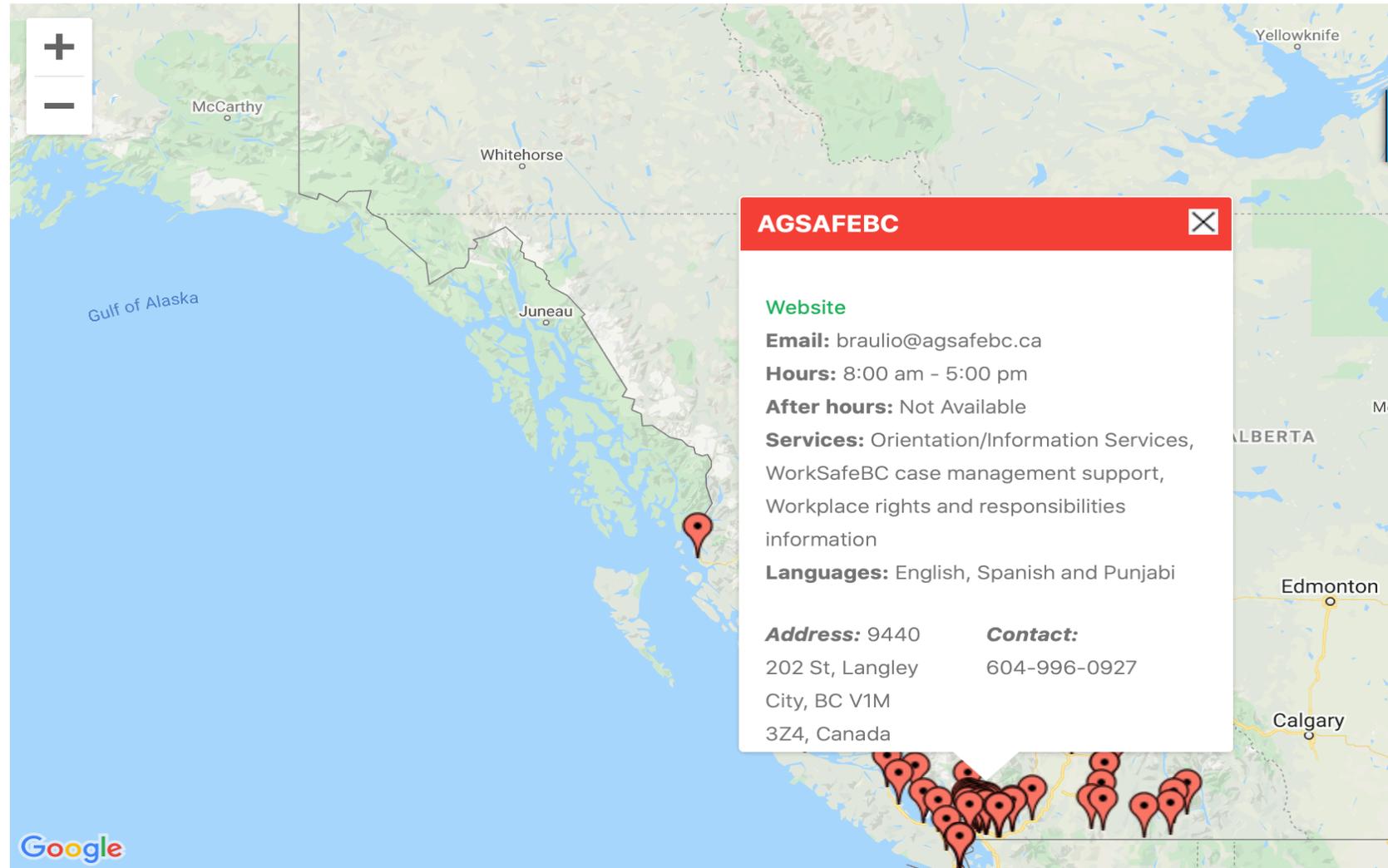


The BC Migrant Worker Supports Service

Map

➤ Information included in the organization listing:

- Organization's web address
- Organization's physical address
- Contact Email & Phone Number
- Hours of Operation
- Availability of After Hour Supports
- Types of Services Provided
- Languages Supports Available in



WorkSafeBC Training Workshops

3-days of virtual training workshops

Workplace
Health &
Safety
Regulations

Workplace
Injuries

Enforcement
& Inspection

Upcoming Resources

INFO SHEETS/VIDEO

- Communicating With Migrant Workers: Know Do's and Don'ts? Info Sheet
- Guide to Making a WorkSafeBC Mental Health Claim for Migrant Workers Info Sheet
- The Right to Refuse Unsafe Work Video

WEBINARS

- The Right to Employment: Rights and Protections against Discrimination and Harassment in Employment of Migrant Workers
- Tax guidelines for Migrant Workers

E-LEARNING

- Rights of Migrant Workers in BC
- Updating Temporary Foreign Worker Program
- Updating the Open Work Permit for Vulnerable Workers

Stay Updated

Ways to Connect with Us

- Send an e-mail to migrantworkerhub@amssa.org
- Visit the Migrant Worker Hub Website www.migrantworkerhub.ca
- Come to our Exhibitor Booth
- Follow us on Social Media

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