



LESSONS LEARNED AND THE FUTURE OF MIGRANT WORKER SUPPORTS

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Context for SUCCESS services:

- Largest Settlement agency in BC – soon to be celebrating 50 years
- Port of Entry services at YVR for 30 years
- Served over 34K Migrant Workers (over 5300 this fiscal)



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What do we do?

- Provide Information & Orientation to landed TFWs
- Inform of Rights & Responsibilities
- Provide brochures of programs/services
- As necessary, connect workers to employer or transportation



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Looking Back: Challenges and Lessons Learned

- Engagement with policy makers/funders
 - Previously there was very little funding to provide services to this client group
 - Lack of communication with the right stakeholders
 - Little focus on the supports needed for this group
- Having open dialogue to co-create systems and supports benefits the clients, employers, service providers, and funders



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Looking Back: Challenges and Lessons Learned

- Advocacy for program changes/approaches
 - Previously very little communication on program design
 - Efforts were fractured and uncoordinated
- Working collaboratively as a sector with each other, employers, consulates, government, and clients – we were able to create systems and supports that were meaningful and impactful



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Looking Back: Challenges and Lessons Learned

- Relationship building with multiple stakeholders
 - Little awareness of key staff in agencies, consulates, and government
 - Unaware of peoples' perspectives/approaches
- Having a network with strong relationships enabled positive approaches to support clients especially during challenging situations like the pandemic.



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Thank you

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