

WHAT CAN REFUGEE CLAIMANTS FIND ON THE BC CHARMS NAVIGATION WEBSITE?

Help and Support:

Refugee claimants can find a settlement worker in a proximity close to the city they are residing in on the Get Help page.

Emergency Housing:

Refugee claimants can view housing options and availability in British Columbia, along with contact information for Emergency Housing services when required.

Wi-Fi Connectivity:

Outlined in plain view are public Wi-Fi hotspot locations (e.g., community centers and public libraries).

Legal Assistance:

Information with regards to Legal Aid BC, Ready Tours, and the refugee transitional processes in British Columbia.

Health and Emergency:

Points of contact in case of an emergency or non-emergency situation as well as guidelines to COVID-19 vaccination in British Columbia.

Food and Clothing:

A list of available food banks, community fridges, and clothing donation spots in specific areas.

Tools For Everyday Actions:

Providing tips for: avoiding common scams, transportation in BC, public holidays and more.

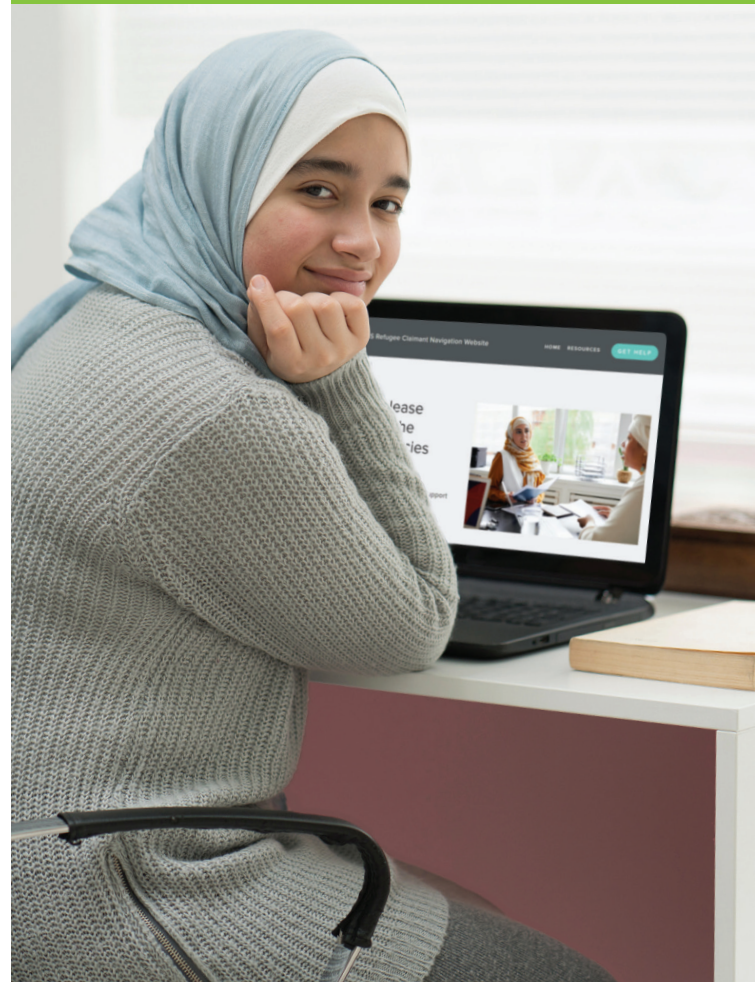


CONTACT INFORMATION:

- Phone: 604-254-9626 (Reception)
- Email: BCCHARMS@mosaicbc.org
- @BCCHARMS
- <https://refugeeclaimbc.com>



Refugee Claimant Navigation Website



BC's Refugee Claimant Housing Referral System

WHAT IS THE BC CHARMS REFUGEE CLAIMANT NAVIGATION WEBSITE?

The BC CHARMS Refugee Claimant Navigation Website is a collection of valuable resources and services to support refugee claimants with their essential needs immediately upon their arrival to British Columbia, Canada. This website connects refugee claimants with settlement workers to receive information regarding settlement services.



WHY USE THE BC CHARMS NAVIGATION WEBSITE?

- A singular place containing the most useful information to assist refugee claimants upon their arrival to BC
- Built-In tutorial videos regarding how to use the website
- Easy referral for CBSA, IRCC, IRB, lawyers, police, and more
- Very clear 'call to action' buttons to immediately connect with settlement workers and resources.
- Reliable, definitive, and trustworthy content which are consistently updated
- Tutorial videos regarding how to use the website
- Very simple language for newcomers with limited English
- Self-referral into BC CHARMS Housing Referral System
- Seamless visual navigation of website functions

