

FAQ - Migrant Workers Program

1. Who is eligible to access the services of the MWP program?

- ✓ Migrant Workers holding an employer-specific work permit under the **Temporary Foreign Worker Program (TFW)** or the **International Mobility Program (IMP)** who reside in British Columbia.
- ✓ Migrant Workers under an Open Work Permit for Vulnerable Workers.
- ✓ Migrant Workers on Maintained Status.
- ✓ Dependents of migrant workers (Spouse & Children residing in BC)
- ✓ Employers with a valid Labour Market Impact Assessment (LMIA).

2. What are your service hours? Monday to Friday, 9:00 am – 5:00 pm

3. Do you only serve workers in Metro Vancouver? No. Our services are available to temporary foreign workers and their dependents across British Columbia. Support is offered in person, by phone, email, or video call.

4. Are walk-in appointments available? No. Due to the high number of requests, we currently provide services by appointment only. please contact: migrantworkers@mosaicbc.org

5. Are your services free? Yes. Our services are completely free. You do not need to pay anything to access support under the Migrant Workers Program.

6. Do you provide legal advice or clinical counselling? No. We do not provide legal advice, legal representation, or clinical counselling.

7. Do you provide support with Permanent Residence (PR) applications? No. Our program does not assist with Permanent Residence applications. For more information about PR programs, visit the official Government of Canada website: [Immigrate to Canada – Government of Canada](https://www.canada.ca/en/immigration-refugee-citizenship/services/immigrate-canada.html)

8. Do you offer free English classes? No. Our program does not offer English classes. However, we can refer you to low-cost English classes offered through MOSAIC. Learn more here: [MOSAIC English Classes](#)

9. Do you provide skills training? Currently, our program does not provide skills training.

10. Do you provide employment support? No, we do not currently provide employment support. However, we can refer you to partner organizations that offer these services.