**FOR POSTING ON WEBSITE (current as of April 20, 2020)**

***What services are being offered at IRCOM during the Pandemic?...***

**IRCOM’s Vulnerable Client Service Continuity Plan**

*IRCOM’s main number is open weekdays, 9-5: 205-943-8765. Also a new staff directory of Voice-over-internet phone numbers will be shared soon. Note: our main offices are closed to walk-ins.*

*IRCOM maintains our commitment to the community through a mix of remote and in-person services. As “community housing,” IRCOM is currently considered an essential service by the Province of Manitoba. Specific services including case management for vulnerable refugee families and youth, housing operations and tenant life and safety, and some financial services, are also currently considered essential services by federal and provincial bodies.*

IRCOM has launched two new programs in light of the COVID-19 Pandemic:

* **Outreach Information Services:**  For IRCOM tenants and registered IRCOM participants in the community. A cross program team with needed languages (“Interpreters/First Language Delivery Team”), conduct a Modified Needs Assessment (COVID-19) by phone. They ask a set of questions about people’s awareness of COVID-19 information, food security, income security, knowledge of new benefits and resources, how the children are doing, ability to do school work, etc. The conversation ends with a triage/referral process into IRCOM’s specialized services if needed (e.g., case management, high-needs youth supports, access to benefits, crisis intervention) or to other community resources. Ongoing regular contact by phone is maintained during the pandemic.
* **Essential Needs:** For IRCOM tenants (at present). Food hampers and essential needs hampers (hygiene items, diapers, formula, etc.) dropped off at their doorsteps, for those facing income/food security challenges. Donations of food and other essential items are accepted, call 204-943-8765.

Existing Programs and How they are Operating

*Note: All in-person services are limited and delivered using IRCOM’s “In Person Guidelines” based on public health directives and recommendations to prevent the spread of COVID-19 (e.g., using screening questions, by appointment whenever possible, limited time, 2 m apart, using physical distancing table set up on site, using Personal Protective Equipment in certain circumstances, and sanitation guidelines)*

**Community Resource Program (settlement team, case management)**

* On-hold:
	+ The majority of in-person services are discontinued including all group programs and workshops, all drop-ins for information and orientation, car rides/accompaniment to appointments or hearings, off-site in-person appointments or meetings; Early Childhood Development Hub (in partnership with Freight House Early Hub is closed including licensed child care and parenting programming
	+ No in-suite services (e.g., home visits, life skills training)
	+ No drop-in settlement services for former tenants or others living in the community
* Remote Services:
	+ Case management and high needs support for tenants (Levels 2-4) by phone or WhatsApp: regular contact, higher levels have higher frequency of contacts, identifying strengths, gaps, needs. Mobilization of supports, referrals to new /modified resources, liaison with care/service providers and government agencies, etc.
		- Liaise with Outreach Information Services Teams to follow up on referrals after the Modified Needs Assessment (COVID-19) is conducted
		- Calls to assigned cases and checking on their general situation and wellbeing.
	+ Collating technical information on community resources- access, changes, etc.
	+ (planning) virtual services for tenants such as “Conversation Buddies” or “Women’s Hi Tea”
* Limited in-person services for tenants:
	+ Address urgent information and orientation and basic needs gaps in newly arrived tenants, new move-ins, and newly arrived RAP clients
	+ Initial Needs Assessment and Referrals, and pared down, new tenant orientation
	+ Meetings with tenants for issues that are a threat to safety, health or wellness in an immediate sense – and that cannot be resolved remotely
	+ Service Continuity Plan: essential needs (food hampers, diapers, etc.) decision-making and distribution to tenants (for now), in coordination with Admin (donations)

**High Needs Support Team (cross-departmental team) (focus on crisis intervention, primarily tenants)**

* On-hold: in-person supportive counselling, in-person crisis intervention, accompaniment, in-person life-skills (for high-needs tenants and youth)
* Remote services primarily for tenants and to some extent for IRCOM registered participants in community:
	+ Crisis intervention by phone and referral to emergency services if needed (e.g., youth: arrest, assault, suicidality, mental health crises; Adults: family violence, suicidality, mental health, injury)
	+ 24 hour coverage for after-hours emergencies (tenants) will be flagged by Live-In Building Supervisors, who will contact High Needs Support Team
* Limited in-person services for tenants:
	+ On-site crisis intervention when all other services are not feasible or will not arrive in time

**After School Program**

* On-hold: in-person children’s daily programming, in-person youth programming, rides and transportation, family events
* Remote services for registered IRCOM participants (tenants and non):
	+ Homework assistance by appointment booked via SnapChat, conducted by WhatsApp or FaceTime (priority Grade 12s, those youth without home supports)
	+ Connecting with schools/teachers to coordinate with and support school-based learning plans
	+ Youth and children wellness check-ins, games, challenges, IRCOM “parties” safe, fun engagement via social media
	+ High-needs/vulnerable youth, wellness check-ins & support by phone or WhatsApp
	+ Service Continuity Plan: Support Interpreters/First Language (IFL) Outreach Information Services (COVID-19)
* Limited in-person services for registered IRCOM participants (tenants and non):
	+ Distribution of donated devices to youth lacking technology
	+ Distribution of activities packages to IRCOM tenants (crayons, colouring, games, etc.)
	+ Support distribution of food hampers/essential needs packages to tenants
	+ Service Continuity Plan: support pick up of Harvest/donations

**Newcomer Literacy Initiative (English Classes for Adults at IRCOM and in community)**

* On-hold: no in-person classes; no in-person assessments; new student intake
* Remote services:
	+ Assignments via email, ESL Library, WhatsApp, and YouTube, and over the phone. Emphasis on YouTube, WhatsApp video and phone calls for lower levels.
	+ Teachers contact students 2-4 times a week whether it is with calls, videos, activities or messages
	+ Will continue to do PDLA and build portfolios where possible
	+ “Conversation buddies” with IRCOM staff by phone
	+ Aid in access to technology for students.
* Limited in-person services:
	+ Initial drop off of learning packages and binders to higher CLB levels (3/4)
	+ Future drop offs of learning packages
	+ Coordinating some tech lending to NLI students
	+ Service Continuity Plan: essential needs (food hampers, diapers, etc.) drop off to students

**Child Care Program**

* On-hold: all in-person child care services
* Remote services:
	+ YouTube channel for NLI students children (tenant and non-tenant) with stories, activities, new content 2x per week
	+ Service Continuity Plan: Support Interpreters/First Language (IFL) Outreach Information Services (COVID-19)
* Limited in-person services
	+ Distribution of activities packages to IRCOM tenants and ESL students in community (word searchers, crafts kits)

**Asset and Capacity-Building Program** (ACBP)

* On-hold: Immigration Loan Repayment Program was complete before the pandemic; no new intakes. Asset-Building Program: no in -person Money Management Training Workshops, in-person cash-outs, in-person RESP and in-person income tax workshops
* Remote services:
	+ Continue to accept referrals from partner agencies and serve low-income newcomers living in the community as well as IRCOM tenants
	+ Income tax services by appointment and remotely (phone, app, on-line) to newcomers who meet criteria (e.g., low-income, not self-employed, etc.)
	+ Support for EI and EIA set-up, CRA problem-solving, and Identification Support (birth certificate applications and PR card renewal)
	+ Support to access new benefits such as the Canada Emergency Response Benefit (CERB) and setting up MyAccount with Canada Revenue Agency (CRA)
	+ Service Continuity Plan: provide staffing and information updates re benefits
	+ (planned) YouTube or WhatsApp video series in multiple languages explaining benefits (or adaptation and distribution of existing videos)
	+ (planned) YouTube, WhatsApp or Zoom Money Management Training sessions in consultation with SEED Winnipeg
* Limited in-person services
	+ Registered Asset Building Program/Money Management Training, Matched Saving participants will receive homework in the mail. ACBP is in contact with SEED Winnipeg for more details
	+ For any low- income newcomers in the community: Tax filing support for urgent cases (no previous tax returns, no Canada Child Benefit, language / technology barriers, etc.). We will support clients with language barriers by hiring an interpreter or by submitting an Authorization Form to CRA

To make a referral or appointment:

Amal at 204-306-9849; amals@ircom.ca

Shalini at 204-306-9852 ; shalinis@ircom.ca

Rania at 204-306-9851; ranias@ircom.ca

**Volunteer and Community Service Program and the Common Ground Project**

* On-hold: No in-person volunteer selection, interview, training, and placement; No in-person common ground activities (feast, reconciliation circles, etc. postponed)
* Remote services:
	+ Communication of updates to current volunteer pool
	+ Providing support to foreign practicum student as situation evolves
	+ Continued virtual connection with Indigenous community through Common Ground
	+ Service Continuity Plan: information collection and sharing, external focus e.g. website
* Limited in-person services
	+ None

**Admin**

* On-hold: no in-person reception
* Remote services:
* Answer main IRCOM phone number (forwarded)
* Limited in-person services:
	+ Office administration (receiving mail/deliveries, cheque mailouts, office sanitizing, etc.); meeting and setup of IT/tech support; assist House with rent collection; pandemic communications (e.g., posters)
	+ Service Continuity Plan:
		- Essential needs (food hampers, diapers, etc.) donation coordination, sorting, liaising with Community Resource Program
		- Tech/admin support of IFL and supervision of Info Team

**Housing Department (tenants only)**

* On-hold: no minor repairs and maintenance of suites; no non-urgent drop ins; no pest management in occupied suites (MHRC)
* Remote services:
	+ Rent collection on-line where possible
	+ Repair / maintenance requests all via phone
	+ Rent non-payment follow up all via phone
	+ Follow up by phone re pest prevention techniques
* Limited in-person services:
	+ New tenant lease signings (move-ins continue)
	+ Tenant exit walkthroughs / damage assessment (without tenant if possible, and follow up with phone contact) (move-outs continue based on family’s wishes; extensions to their stay available during pandemic)
	+ Urgent maintenance (tenants exit suite during)
	+ Rent cheque drop off in drop boxes; rent collection assistance with cheque-writing
	+ Pest prevention information in person if remote is not possible and pest prevention in non-occupied suites (MHRC)
	+ Urgent tenant drop ins for e.g. new keys, laundry cards
	+ Fire, Life and Safety matters, including inspections
	+ Duties required for operation of house (cleaning, sanitizing, snow clearing, parking enforcement, etc.)
	+ Contractor guidance, only as absolutely required