

VULNERABLE CLIENTS PROTOCOL

We are all aware that COVID-19 has created an emergency situation in our society. Our Governments, Health Authorities and municipalities are establishing plans to manage the situation as best they can. CCIS strongly believes there are vulnerable populations in every community, including Calgary and area, and that these individuals require a focused needs analysis and protocols for strategic support.

CALGARY ARRIVALS | MARCH 2018 - PRESENT



40,000

immigrants & refugees
settled in Calgary



4,000 +

with multiple barriers
going through complex
settlement processes



40% +

population considered
highly vulnerable &
require additional support

CCIS decided to keep all of our locations open, with minimal staffing, extensive precautions, and recommended guidelines with respect to the safety of our staff and spaces. As a settlement agency with the primary responsibility for refugee resettlement in Calgary, we have decided to remain open in order to provide necessary intervention for the **2,400 clients that we consider to be the most vulnerable**. These are mostly refugees, single mothers, individuals with disabilities, complex health needs, those suffering from trauma, exposure to family violence, and barriers due to language, culture, financial, and food security. As such, CCIS is currently going through a process to identify our most vulnerable clients and families and will be creating a master list with a common database, holding tombstone information and contact details.



INTERVENTION PLAN

Once high-needs clients are identified, they will be contacted by individual CCIS staff to obtain the following information:

1 Their level of awareness of the situation and recommended protocols and procedures.	2 Information on individuals in the household who may be experiencing symptoms.
3 Their preparedness level with regard to food, medicine, and other necessities.	4 Their awareness regarding access to medical and emergency services, if needed.

CCIS staff will support client(s) in the development of an Action Plan to address their immediate needs. In case that the clients are not capable of addressing their needs with minimum support, an Action Plan will be developed and forwarded to the response team.



CCIS RESPONSE TEAM

CCIS will form two Response Teams made up of five individuals each including:



- 1 x Lead
- 1 x Family Support Counselor
- 1 x Settlement Worker
- 2 x Logistics Coordinators

These teams will consist of rotating staff members, as needed. Working from the master list, these teams will create Action Plans for families, designed to be shared with our external resource leads on a weekly basis.

The CCIS Response Teams will be expected to:

- Conduct case consultations on a daily basis
- Keep informed of relevant available and restricted resources for support
- Communicate regularly with families to ensure support and security
- Create a coordinated response plan for immediate implementation
- Clearly identify the resources and supports needed from Partners
- Share coordinated response plans with external partners as they develop
- Report back to Partners as response plans progress and close
- Maintain overall case management until all immediate needs are met



PARTNERS

CCIS recognizes the urgency to work collaboratively and effectively with main key partners who are also supporting the needs of this population. We are hoping to identify key individuals in the following spaces to act as resources and guides to our response team.

- Settlement Sector
- Funders
- Income Support
- Housing
- City of Calgary
- Public Health Authorities
- Pharmacies
- Food Security
- Financial Security
- Mosaic Refugee Health Clinic
- Transportation
- Shelters
- CEMA
- Ongoing Additional Partners



RESOURCES

Based on the needs our clients, and what we predict may result given the uncertainty of this situation, we are looking for the following resources to support with logistics:

- Protective gear for staff and clients (masks, gloves, sanitization materials)
- \$100,000 contingency fund for loans
- \$50,000 for emergency food and medicine
- Designated transportation (taxis, deliveries of food, medicine, and appointments)
- Additional housing, hotels, apartments (potential new arrivals or isolation)
- Family Support/ Family Violence Counselors (increased hours)
- Crisis Counselors (increased hours)
- Additional cellphones and laptops
- Additional resources for virtual learning and work
- Access to immediate interpretation and translation