



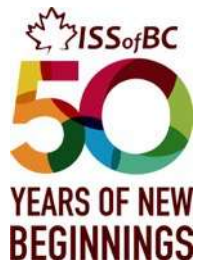
# ISSofBC HIPPY: Reviving Hope and Home (RHH) Project

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# About ISSofBC



- Created in 1968 by volunteers and incorporated in 1972 in direct response to the Ismailis fleeing East Africa
- First immigrant serving agency in BC and one of the largest multicultural, immigrant serving agencies in Canada
- Pioneered settlement services, host program and refugee reception in BC (3<sup>rd</sup> refugee resettlement centre in Canada)
- Serve over 25,000 clients per year In over 45 languages
- Over 16 primary locations; as well as secondary locations (e.g. staff deployment)
- 400 staff and volunteers
- Both Charity and NGO
- Board of Directors selected from broader community





RHH Program

# What Worked:

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- Flexibility
- Access to technology
- Partnerships
- Expanded to all refugees
- Supports: Manager and Training
- Community Navigator
- Resource Bank



# Challenges

- Supports for mothers to connect with older children
- Digital literacy
- Time and focus
- Equity and potential dependency of supports



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# Benefits

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- Relationship with their children
- Seeing progress with children's skills
- Confidence
- Language acquisition
- Connections
- Potential growth including employment
- Settlement and integration journey





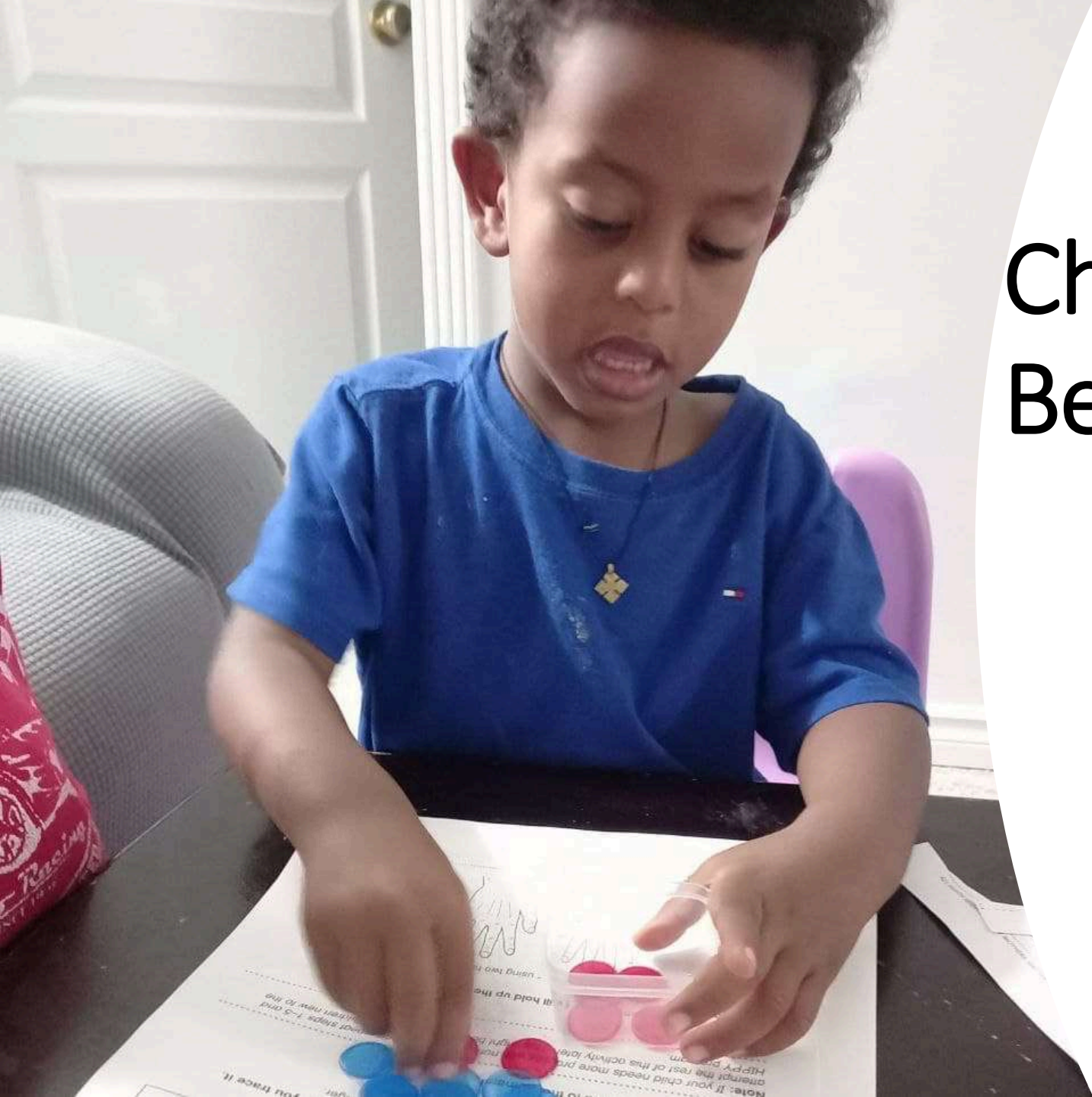
## RHH and the Pandemic

# What was needed:

- Flexibility
- Creativity
- Connections
- Access to technology and skills
- Community Navigator
- Extra hours of support
- Self care for staff







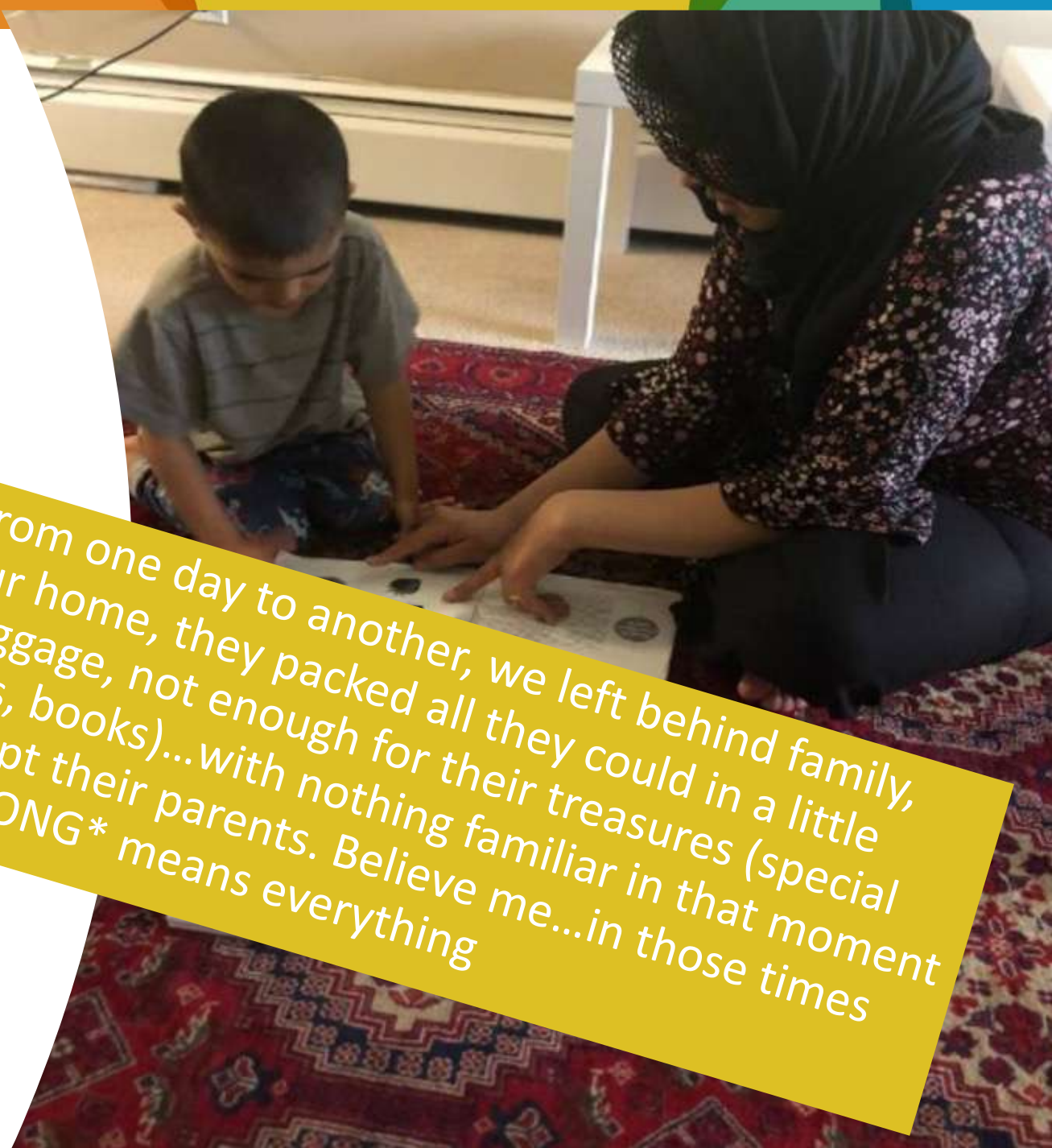
# Challenges & Benefits

- Schedule and personal space
- Virtual services
- Geographic area
- Isolation/Connections
- Information source
- Resource banks and community partners

I am a mother. I am a woman...the best [program] I have seen for mothers. Full of tools and resources

"We don't have any one here. But at least for an hour, we have someone who is talking to us, caring for us, helping us and giving us support with our children. Thank you very much for giving us this chance to speak to someone."

From one day to another, we left behind family, our home, they packed all they could in a little baggage, not enough for their treasures (special toys, books)...with nothing familiar in that moment except their parents. Believe me...in those times \*BELONG\* means everything





**THANK YOU!**

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