

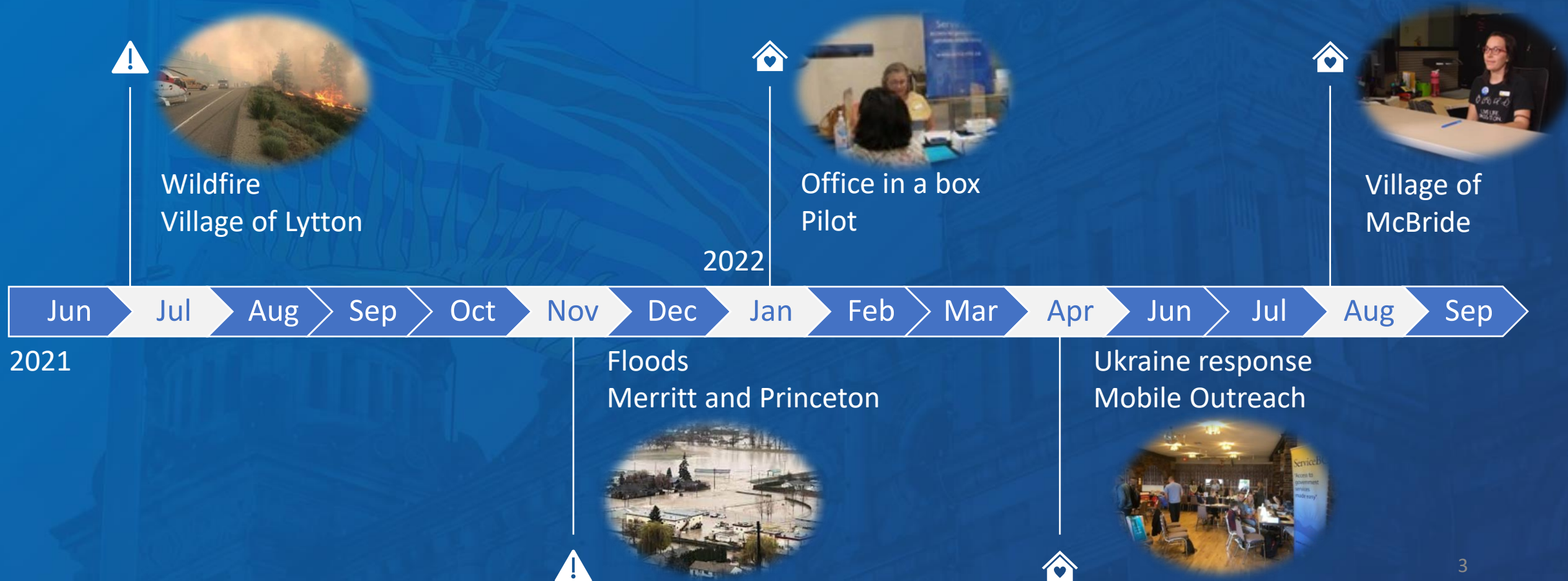
Integrated Response

Presented by Sheila Robinson, ADM Service BC



We acknowledge the land we are meeting on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples.

Timeline



Guiding principles –provincial response



Humanitarian Approach

The technicality of Ukrainians' status as a temporary residents should not impede access to supports/services required as bona fide refugees.



Iterative, Whole-of- Government Response

Government planning, preparedness and response should be iterative and nimble. Strong cross-ministry collaboration and ongoing engagement with the federal government and municipalities is required.



Community Collaboration

Government supports the work being done by Ukrainian cultural organizations, British Columbian volunteers, community organizations, and settlement agencies, in a way that builds capacity and promotes sustainable systems.



Equity

Approaches to supporting refugees should be fair and equitable regardless of refugees' nationality. Equity with non-Ukrainian refugees should be maintained.

Game changers



Meeting people where they're at



Office in a box solution

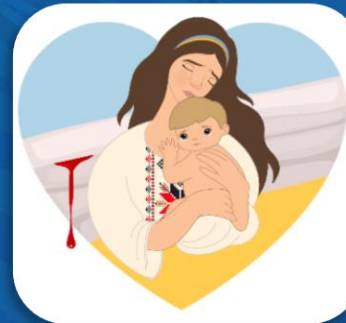


Working with grass roots community organizations

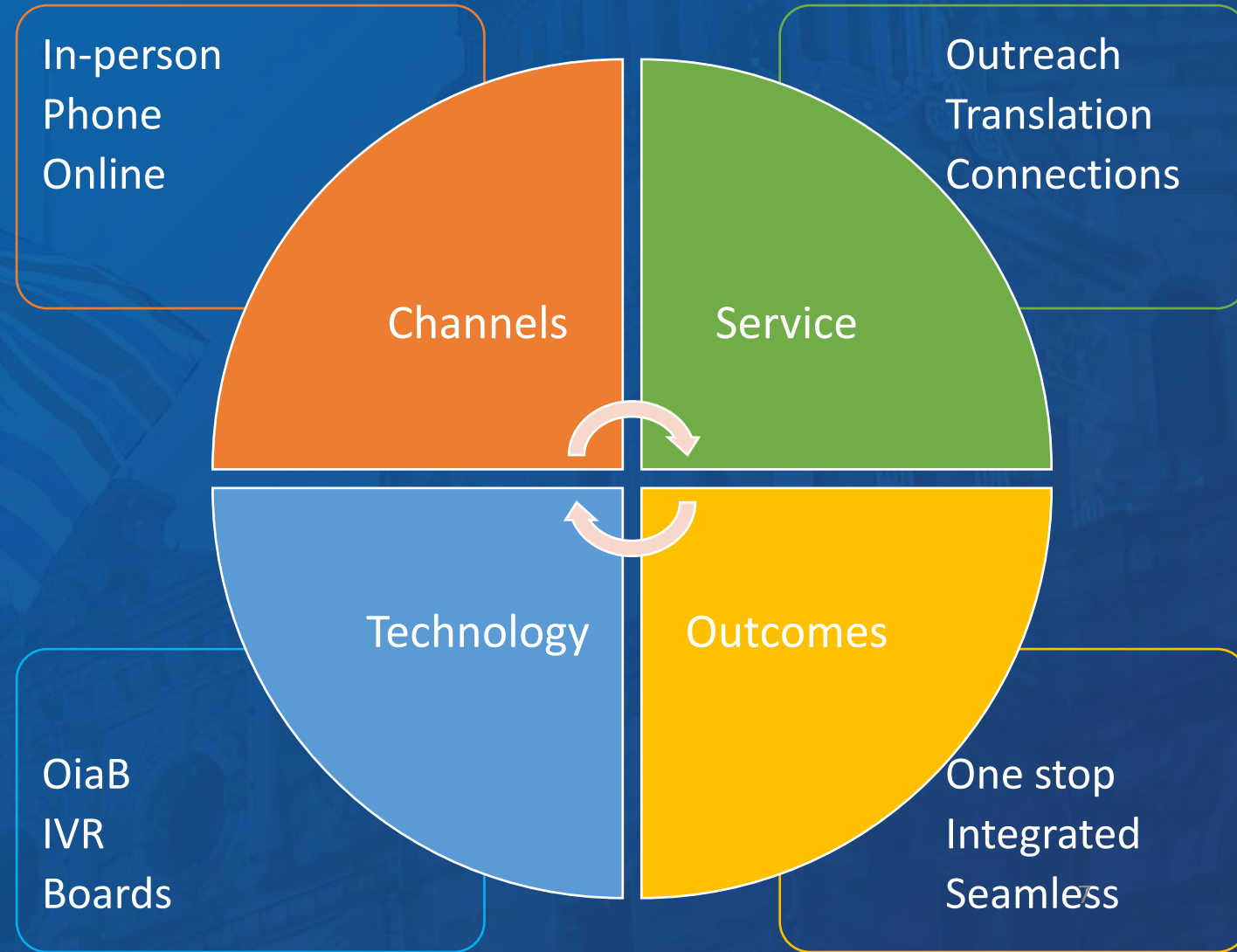


Partnerships

Partnerships



Model



Outcomes:

- Prepared to respond to future emergencies
- Aligned with commitment to reconciliation
- GBA+ lens to informed service equity
- Reduced barriers and increased accessibility for citizens



Service Expectations



**Integrated
service
delivery**



**Equal access to
services
province-wide**



**Constantly
evolving**



**Changing
profile of
British
Columbians**



New channels



and quality services

Reaching and engaging with



users in different ways

What is next



Expansion

Additional Service
Centre:
Metro Vancouver
Area



Co-location

Municipal buildings:
West Kelowna



Integration

Onboarding of
partner programs:
Health



Outreach

Office-in-a-box:
kiosks, resiliency
centres, community
organizations



Virtual

Remote customer
service representative,
Community Access
Terminals



Mobile

Service BC Van:
First Nations
communities, parking
lot receiving centre

THANK YOU!

Sheila Robinson
Assistant Deputy Minister
Service BC
sheila.robinson@gov.bc.ca
604-908-1401

Adriana Poveda
Executive Director
Service BC
adriana.poveda@gov.bc.ca
250-216-4617