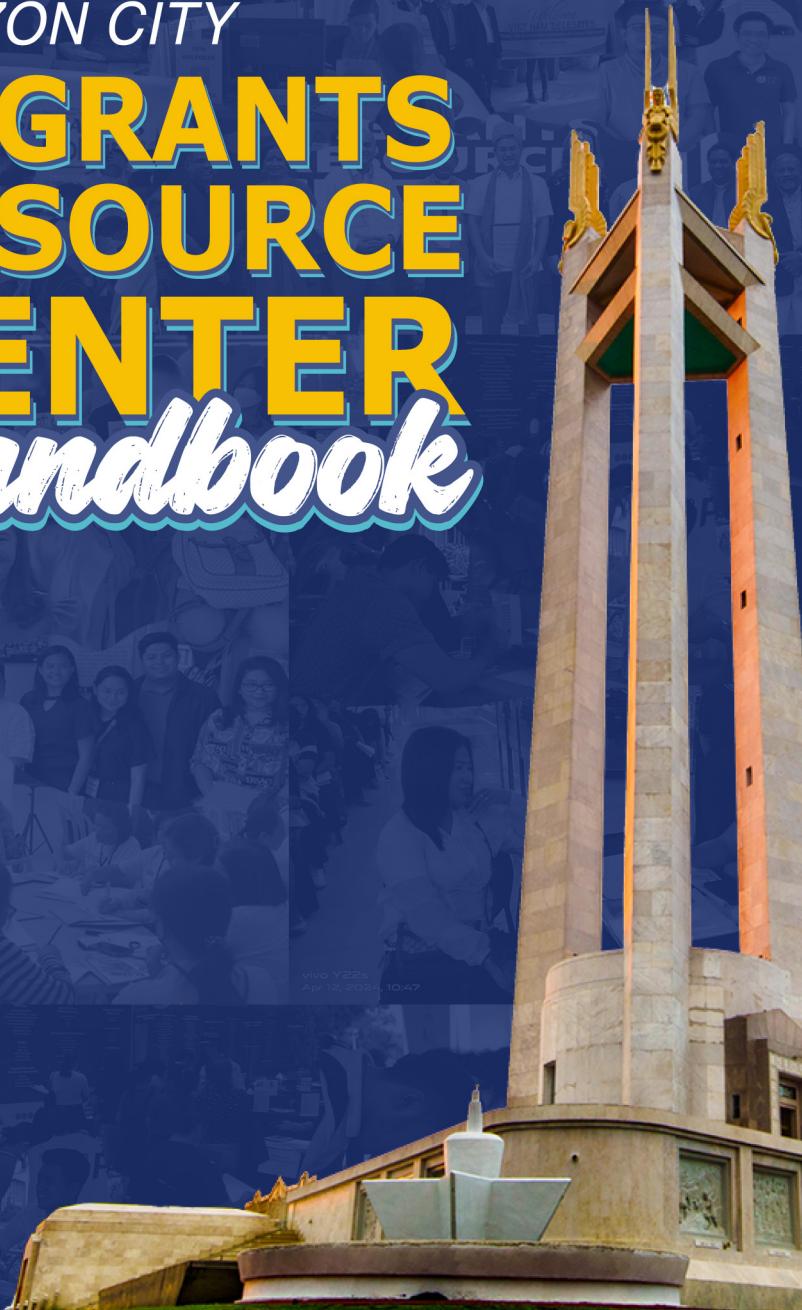




KA-KYUSI WAGING PAMILYANG
OFW AWARD

QUEZON CITY
MIGRANTS RESOURCE CENTER
Handbook

VIVO Y22s
Apr 12, 2024, 10:47



Special Message



MAYOR JOY BELMONTE

11th City Mayor, Quezon City Government

Greetings to everyone!

It is with great pride that I present to you the Quezon City Migrants Resource Center (QCMRC) Handbook, a valuable guide for QCitizen migrant workers and their families. This handbook represents our unwavering commitment to supporting Quezon City's migrant workers and their families. It provides significant information and assistance that empowers them, strengthens family relationships, and keeps them connected to our community, "dahil sa QC, walang maiwan."

The Quezon City Migrants Resource Center (QCMRC) was officially established under City Ordinance SP-2500, S-2016, which was passed during my time as Vice Mayor. Now, as Mayor of Quezon City, I continue to prioritize the well-being of our Overseas Filipino Workers (OFWs) and their families, ensuring that their efforts and contributions are acknowledged and supported.

There are currently over 180,000 documented migrant workers from Quezon City who contribute not only to their families but also to our city's growth and progress. The QCMRC provides a range of programs and services, including pre-migration orientation seminars, reintegration assistance, psychosocial support, financial literacy training, and program-specific for children of migrant workers. These programs aim to empower our migrant workers, ensure their protection, and equip them with the necessary information needed to succeed in their chosen paths.

We recognize that the families left behind by migrant workers also face unique challenges. That is why the Quezon City Government remains committed to extending support through family-focused programs, such as the Smart Child e-Habilin Program,

ensuring that children and spouses of migrant workers receive the care, support, and guidance they need.

Through the QCMRC, we aim to provide gender-responsive, migrant-centered services that address the complex challenges faced by our QCitizens abroad and their families here in Quezon City. We stand firm in our mission to create a society in which migration is no longer a necessity, but rather a choice made with dignity and informed decision-making of the whole family.

We hope this handbook will serve as a reliable guide to the many programs, services, and initiatives available through the QCMRC.

I salute everyone who is working to make Quezon City more inclusive, supportive, and resilient, as we strive to build a brighter future for all our citizens — wherever in the world they may be.

Your Journey, Our Mission.



HON. MA. JOSEFINA G. BELMONTE
CITY MAYOR

Special Message



MR. ROGELIO L. REYES, MCD

PESO Manager, Quezon City Government

Greetings from Quezon City Public Employment Service Office!

In pursuit of providing holistic services for QC Citizens both locals and Filipino migrant workers, the QC PESO through Ordinance No. SP-2657, Series 2017 (PESO rationalization) opted to function through different divisions. In particular, the Migration Services Division caters to migrant workers and their families.

The Migrant Resource Center, the first-ever one-stop-shop facility for migrant workers built in the National Capitol Region (NCR), was created and established by virtue of the city ordinance SP 2500, s-2016.

Now we have created a handbook to complement our service and assistance and provide guidelines to QCitizen migrant workers and their families. Inclined with this principle, this handbook is crafted in order to provide directive guidance specially for OFWs and their families who not only seek help for their concerns and queries, but also OFWs who seek to contribute to the city's development. As the PESO Manager, I am confident that this handbook will serve as a valuable resource for our migrant workers and their families. Through this initiative, we aim to address critical issues such as unemployment, human trafficking, and domestic abuse, while also creating opportunities for local employment and entrepreneurship that will not only support their well-being but also contribute to the growth of Quezon City's local economy.

At PESO, we are committed to respond to the needs of every Quezon City resident through our comprehensive programs and services. Our unwavering dedication to the welfare of our citizens reflects our ongoing mission to improve the lives of individuals and families.

Special Message



MS. DJOHANNA DELIA G. RAVELO, MPA

Head of Migration Services Division, QC PESO

At the Migration Services Division, we are committed to ensuring that every step of the migrant journey is supported—from departure to reintegration. That is why, it is with great pride that we present this handbook that we have created to guide and support our Overseas Filipino Workers and their families.

The journey of our QCitizen migrants is not theirs alone; it is our shared mission. We understand the sacrifices, challenges, and aspirations that our OFWs carry with them, and it is our duty to provide the resources, information, and assistance they need to thrive and remain connected to their families and community back home.

This handbook serves as a bridge to the services and support that will ease the journey of our migrant workers and their families. Through this, we reaffirm our commitment to migrant families, because their journey is a shared mission that we carry together as a city.

In Quezon City, we understand that empowering migrant families is key to our collective progress. This handbook connects them to essential resources that will support their well-being, and this reflects our dedication to strengthening an inclusive and resilient city.

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- Urban Farming 101
- Tindahan Ni Ate Joy
- Small INcome Generating Assistance (SIGA)
- Sikap at Galing Pangkabuhayan (SIGAP)
- Pangkabuhayang QC (PBQC)
- Counseling
- DMW's Balik Pinay Balik Hanapbuhay
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- OWWA's Balik Pinas Balik Hanapbuhay
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- 11th Exodus Formation Program
- Mayor's Migration Council (MMC)
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INTRODUCTION



Overview of the Quezon City Migrants Resource Center (QC MRC)

- 1st Migrant Resource Center in NCR
- QC Current Population
- History of Migration In QC
- Mission and Vision
- Guiding Principles and Values

INTRODUCTION

History of Migration In QC: Emulating the humanitarian legacy of President Manuel Quezon during Holocaust

In the late 1930s, President Manuel Quezon gave refuge to over 1,300 Jewish people who fled from their homeland to survive the holocaust. Quezon provided not only a shelter but a home for many.

He then issued Proclamation No. 173 or the ‘Open Door Policy’ which encouraged all Filipinos to welcome refugees and aid them when necessary. However, the rescue was postponed during the Japanese invasion in December of 1941, forcing Quezon to be exiled in Washington DC, America.

The legacy of the heroic president who fought for life, symbolized hope amid of adversity as a recognition of gratitude by the survivor and the Jews Government. In 1957 the Philippines and Israel formed a diplomatic relationship formally known as the “Treaty of Friendship”.

Today, Quezon City Government-Public Employment and Service Office (PESO) is deeply rooted with the mission of providing service wholeheartedly. It serves as a beacon of hope for its citizens most specially for migrant workers. As such, the office firmly adhered to the humanitarian advocacy of Quezon to protect and elevate the lives of the Filipino people around the globe.



Figure 1. Open Doors Monument and Statue of Manuel L. Quezon

QC Current Population

According to the World Population Review, Quezon City is the biggest City in the National Capital Region encompassing 3,278,247 individuals as of 2024. The continuous growth of its population only means the need for additional programs and services for its citizens.

Overview of the Quezon City Migrants Resource Center (QC MRC)

The Public Employment Service Office - Migrants Resource Center was established under Ordinance No. SP-2500, S-2016 mandated to cater fundamental rights of migrant workers. It includes permanent, temporary, illegal or undocumented OFWs. As such, it provides programs and services related to the needs of migrant workers specializing in repatriations, protection from illegal recruitment, local employment, reintegration and capacitation of their family welfare, specifically their children.



Figure 2. QC Migrants Resource Center OFW Helpdesk

Making Headways in Sustainability and Solidifying Migration: 1st Migrants Resource Center in NCR

The Quezon City is the first city in NCR to establish a Migrants Resource Center which is a one stop shop center for OFWs and their families. The Center provides support through OFW Helpdesk, gender-sensitive services, pre- and post-employment consultations, psychosocial counseling services, case handling and legal aid services, and various training for QC citizens migrant workers.

Quezon City was committed to provide an action in the welfare of OFWs and observed a need to improve on protective mechanisms, and migration and

development, especially on reintegration and livelihood opportunities. The QC MRC has been revitalized and expanded and the Migration Services Division (MSD) created under SP-2657 "QC PESO Rationalization" was established in 2017. MSD is the division that focuses on giving quality assistance to migrant workers and their families.

Vision

To be a leading resource center for migrants and their families, recognized for promoting a just, resilient, and inclusive Quezon City where migration is a dignified choice, rights are protected, and comprehensive support empowers individuals to grow and actively contribute to society.

Mission

To empower migrants and their families by delivering comprehensive support and services that address the unique needs of migrants and their families, inclusive, innovative, and sustainable programs that promote their rights, welfare, and well-being.

Guiding Principles and Values

The QC MRC adheres to the guiding principles and values of Quezon City Government in terms of providing support through OFW Helpdesk, gender-sensitive services, pre and post-employment, orientations, consultations, psychosocial counseling services, case handling and legal aid services, and various trainings for QC citizens migrant workers. Having said that, each client can be able to access multiple services at once.



Figure 3. The 14 Point Agenda of Mayor Joy Belmonte

SERVICES OFFERED

Full-cycle Migration

- Pre-Migration
- Pre-Departure
- Onsite
- Return
- Reintegration
- Remigration

SERVICES OFFERED

PRE-MIGRATION



The Pre-Migration phase aims to prepare aspiring OFWs and their families about the important information, concepts, and legal processes in order for them to make a decision whether they will consider working abroad or not and help them determine alternative ways to work locally.

- Pre-Migration Orientation Seminar to OFWs and their Family Members (PMOS)
- Safe Regular and Orderly Migration Seminar
- Financial Planning for Aspiring Migrant Workers and their Family Members (Migration Cost)
- OFW and Family Psychosocial Counseling
- Values Formation Seminar
- OFW Helpdesk Assessment and Referral Services
- Job Fairs
- Anti-Illegal Recruitment and Human Trafficking Awareness Programs (AIR-TIP)
- Skills Training and National Certifications
- Social Protection Programs and Service

PRE-DEPARTURE

The QC MRC delivers client assistance by providing information on legal rights they have as migrant workers along with assistance services such as the following:

- Client Assistance for Pre-Departure Orientation Seminar
- Client Assistance for Legal Instrumentalities
- Client Assistance for Health and Medical Clearances
- Smart Child: eHabilin Program



ONSITE

Migrant workers and their family members can easily connect through Online and Onsite OFW Helpdesk; catering to the needs for Psychosocial First Aid especially to the distressed OFWs. It is also geared to provide Financial Literacy training highlighting savings, investment and business opportunities in collaboration with social partners.

- Online OFW Helpdesk
- Online Psychosocial First Aid
- Financial Literacy Training
- Online Ka-QC Kumustahan
- Cross Border Reintegration Training



RETURN

QC MRC connects migrant workers and their families through referral services to prepare them for their return through repatriation assistance.

As part of the return process, they can access and be provided of the following programs and services:

- OFW Helpdesk and Psychosocial First Aid
- Assessment and referral services to appropriate agencies for repatriation assistance facilitation (DMW - ORCC)
- Medical Repatriation Assistance and referral services
- Welcome Home Ka-QC Transportation Assistance for Migrant Workers



REINTEGRATION

To integrate them back into society, the QC MRC provides Six (6) Pathways of Reintegration including referral services to other programs of other government agencies.

(A) LOCAL EMPLOYMENT

- Alagang-QC
- Emergency Employment
- Government Internship Program
- Job Fairs

(B) SKILLS DEVELOPMENT (RETOOLING, RE-SKILLING, UPSKILLING) & CONTINUING EDUCATION

- Enterpreneurial Development Training (EDT)
- Livelihood Skills Training
- Urban Farming 101
- Food and Non-Food Business Training
- Contact Center Services Course
- Healthcare Services (Hilot Wellness)
- Referral to other TESDA-partnered training centers

(C) LIVELIHOOD & BUSINESS

- Pangkabuhayang QC
- Small Income Generating Assistance (SIGA)
- Sikap at Galing Pangkabuhayan (SIGAP)
- Urban Farming
- Tindahan Ni Ate Joy

(D) MIGRANTS SOCIAL WELFARE

- Gender and Development (GAD) Programs
- Medical Interventions

(E) RETIREMENT

- Advocacy and Awareness Raising Campaigns
- Overseas Family Circle Organizing

(F) REMIGRATION

- Overseas Job Fairs



SERVICES PROVIDED

1st BalikKyusi Reintegration Fair
"Sa Kyusi mayroon kayong baBALIKan"

February 6, 2024 | 7:00AM – 3:00PM
Risen Garden, Quezon City Hall Compound



- OFW Helpdesk
- PMOS
- Entrepreneurial Mind-Setting and Starting up a Business Seminar
- Financial Literacy
- OFC Ogranizing
- Values Formation and Management Seminar
- Urban Farming 101
- Tindahan Ni Ate Joy
- SIGA
- SIGAP
- PBQC
- Counseling
- DMW's BPBH
- Legal Assistance
- Nego Kart
- OWWA's BPBH
- Food and Non-Food Business Training
- Referral to Repatriation of Human Remains
- OWWA's Sa Pinas Ikaw and Ma'am/Sir (SPIMS)
- OWWA's Tulong Pangkabuhayan sa Pag-unlad ng Samahang OFWs (TULONG PUSO)
- Welcome Home Ka-QC

SERVICES PROVIDED

OFW Helpdesk

QC MRC Helpdesk as of 2024 served about 6,186 OFWs and continues to provide programs and services. It also provide referral services to different government agencies such as repatriation assistance, OFC Chapter Formation, Urban Farming, DOLE registration assistance, Local Employment referral, OFW Kumustahan, Livelihood trainings, Contact Competency Course Training, Financial Literacy Training, Safe Regular & Orderly Migration Seminar, Anti-Illegal Recruitment.



Figure 4. OFW Helpdesk

DO NOT
REPRODUCE

Pre-Migration Orientation Seminars (PMOS)

The Pre-Migration Orientation Seminar is set to introduce the realities of migration and the challenges of working abroad. This is also to equip the aspiring migrant workers of essential knowledge and to ensure their well-being and preparedness in working abroad, the QC MRC is regularly organizing a Pre-Migration Orientation Seminar for the OFWs, aspiring migrant workers, and their families.



Figure 5. 2024 Pre-Migration Orientation and Financial Planning Seminar

Entrepreneurial Mind-Setting and Starting up a Business Seminar

The QC MRC collaborated with various partners such as Department of Trade and Industry (DTI), Technical Education and Skills Development Authority (TESDA), and OWWA, and organized an Entrepreneurial Mind-Setting and Starting up business seminar this is to equipped returnees in knowledge and skills development in starting up a business.

Financial Literacy Training (Fin Lit)

The QC MRC conducts Financial Literacy as part of the reintegration process. It helps the migrant workers on how to manage their hard-earned money. It also helps them to be financially responsible and attain financial freedom for their families.



Figure 6. Fin Lit Trainings

Overseas Family Circles Organizing (OFC Organizing)

As of 2024, the QC MRC already organized 84 active OFCs composed of 3,523 OFWs members which serves as the direct partner in disseminating information about the programs and services of MRC and other government agencies. Their families also act as the primary beneficiaries of Smart Child: eHabilin program, Financial Literacy Training, Values Formation and Management Seminar.



20 Figure 7. OFC Organizing

Values Formation and Management Seminar

The QC MRC in collaboration with faith-based groups facilitates Values Formation and Management Seminar that aims to help OFWs to build their values for themselves, and a stronger relationship with their children and other family members that were left behind.



Figure 8. Values Formation and Management Seminar

Fueling the entrepreneurial skills among OFWs

The QC MRC offers the following training and programs through referrals of services and programs such as Social Services Development Department (SSDD), Small Business and Cooperatives Development and Promotions Office (SBCDPO), Gender and Development Council (GAD).

REPRODUCE Urban Farming 101

The Natural Garden Organic Family Circle Chapter has 39 members which started in November 2021 in the midst of COVID-19 pandemic. Urban Farming provides an alternative and sustainable source of food including additional income for the OFC members and their families.



Figure 9. OFC Urban Farming

Tindahan ni Ate Joy

As part of providing livelihood assistance, the QC MRC, as of 2024, has referred 29 OFW solo parents to the Tindahan ni Ate Joy program under the Gender and Development Department. Through this, beneficiaries of the program were granted Php 10,000 worth of goods and product capital to start-up their business.



Figure 10. Tindahan Ni Ate Joy Beneficiaries

Small Income Generating Assistance (SIGA)

As of March 2023, there are 251 OFWs referred by the QC MRC under the Social Services Development Department (SSDD).

Sikap at Galing Pangkabuhayan (SIGAP)

In January of 2024, OFC from Brgy. Paltok chapter has been awarded by the SIGAP program. Thus, before receiving all beneficiaries undergo vocational courses such as: organization, management, business preparation and bookkeeping training; facilitated mainly by the SSDD.

Pangkabuhayan QC (PBQC)

From 2023 to 2024, the QC MRC successfully referred a total of 1,825 qualified OFWs to the SBCDPO for the Pangkabuhayan QC programs.



Figure 11. PBQC Payout

Counseling

OFWs, especially distressed and displaced migrant workers are provided with counseling through the assistance of QC MRC social workers with additional aid by the Sisters from the Congregation of the Missionary Sisters of Saint Charles Borromeo-Scalabrinians.



Figure 12. MSD Personnel with Sisters from the Congregation of the Missionary Sisters of Saint Charles Borromeo-Scalabrinians

Referral to DMW's Balik Pinay, Balik HanapBuhay (BPBH)

Through referral of QC MRC distressed women OFWs were subjected to Balik Pinay, Balik Hanapbuhay program of DMW wherein they will undergo a set of livelihood training that they are required to take which are Financial Literacy, Entrepreneurial Development Training, and Livelihood skills training in order to avail the said program.



Figure 13. Balik Pinay Balik Hanapbuhay Beneficiaries on Balik-QC Reintegration Fair

Legal Assistance

The QC MRC extends its services to OFWs by providing legal assistance through referral to legal services providers which can serve as an intermediary for legal issues and concerns.



Figure 14. MRC DMW Case Management Team with clients

Negosyo sa Kariton (NEGO KART)

As part of the program of DOLE to provide livelihood assistance for the affected and low-income individuals, the QC MRC as one of its direct affiliated government agencies, helps to transmit requests for the said assistance.

Beneficiaries were selected per chapter which eventually received Php 30,000 worth of supplies and starter kits for their chosen business whether its rice

As part of the program of DOLE to provide livelihood assistance for the affected and low-income individuals, the QC MRC as one of its direct affiliated government agencies, helps to transmit requests for the said assistance.

Beneficiaries were selected per chapter which eventually received Php 30,000 worth of supplies and starter kits for their chosen business whether its rice supply store, eatery, sari-sari store and others. 100 livelihood packages were awarded to the beneficiaries last May 1, 2024.



Figure 15. Nego Kart Beneficiaries from Labor Day Celebration

Referral to OWWA's Balik Pinas, Balik HanapBuhay (BPBH)

As of 2024, the QC MRC successfully referred 172 repatriated distressed OFWs to BPBH program of OWWA. This will help them to start up their business journey in the city.



Figure 16. Balik Pinas Balik Hanapbuhay Beneficiaries on Balik-QC Reintegration Fair

Food and Non-Food Business Training

In collaboration with Spices and Foodmix House/Ultima Entrepino Center and OWWA, the QC MRC facilitated the Social Enterprise Preparatory as training for the Overseas Family Circle (OFC) members and Repatriated OFWs to undergo livelihood training as capability training for them.

The following are the other food and non-food business for capacity training:

FOOD	NON-FOOD
Commercial Siomai Making (June 30, 2021)	Soap Hand Sanitizer Making (June 30, 2021) Liquid Dishwashing Making (June 30, 2021) Candle Making from Waste Cooking Oil

Referral to OWWA's Sa Pinas Ikaw and Ma'am/Sir (SPIMS)

There are 15 migrant teachers that were assisted by the QC MRC through referral service; this is to encourage licensed professional teachers to return home by offering plantilla positions to their desired school.

Referral to Repatriation of Human Remains

In the light of extending its help for QCitizen Migrant Workers, the QC MRC facilitated the aid of transportation among the families and the remains of OFW who unfortunately died while working abroad. They were also assisted through referrals for the programs and services of OWWA and SSDD.



Figure 17. Human Remains Repatriation

Referral to OWWA's Tulong Pangkabuhayan sa Pag-unlad ng Samahang OFWs (TULONG PUSO)

TULONG PUSO is a financial livelihood grant program by OWWA for the Overseas Family Circle (OFC) to support their proposed business plan for both expansion and start-up. Recently, the San Simon OFW District 2 Chapter Association received their second tranche of TULONG PUSO grants that help them in their business and a great pathway for reintegration.



Figure 18. TULONG PUSO Grants

Welcome Home Ka-QC

To aid the travel restrictions during the COVID-19 pandemic, the *Welcome Home Ka-QC* was created. This program provides transportation assistance for the repatriated OFWs. There are about 1,323 OFWs beneficiaries since May 2020, and all returnees were subjected to different reintegration programs and services of QC MRC.



Figure 19. Repatriated and Returnees of the Welcome Home Ka-QC Program

**DO NOT
REPRODUCE**

REGULAR PROGRAMS

SMART-CHILD: E-HABILIN

“No Children Left-Behind”- Kaagapay ni Inay at Itay

As of 2024, the QC MRC accumulated 1,314 registered children under Smart Child eHabilin program that aims to support mental and emotional well-being of the children due to the psychological impact of their parents going abroad. In collaboration with the community parents for the programs such as Capacity Building Trainings for Children.



Figure 20. E-Habilin Arts and Crafts and Taekwondo Session

Online Ka-QC Kumustahan

The QC MRC regularly conducts Online Ka-QC Kumustahan for OFWs. This serves as a platform wherein partners, government agencies, and other stakeholders can engage and inform migrant workers about their programs and services.

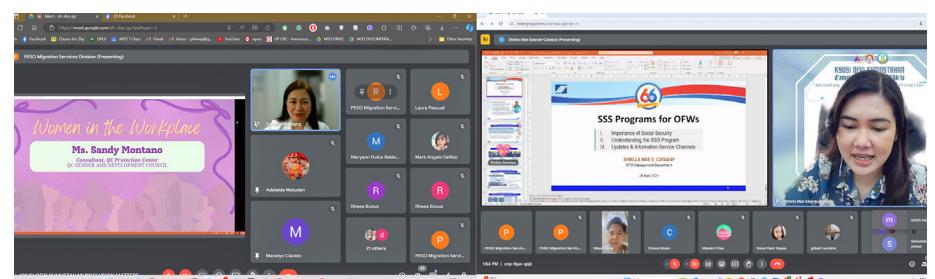


Figure 21. Monthly Kumustahan

REGULAR PROGRAMS AND SPECIAL EVENTS

- Smart Child: eHabilin
- Online Ka-QC Kamustahan
- Balik-QC Reintegration Fair
- 1st Ka-QC Waging Pamilyang OFW Award
- OFW Month Celebration
- Babaeng Biyahero

Balik-QC Reintegration Fair

In February 2024, the QC MRC conducted its 1st Balik-QC Reintegration Fair aimed to Equip OFW returnees and their families with the necessary knowledge, especially on the six (6) pathways for reintegration and skills for successful reintegration into their local communities.



Figure 22. PESO, DMW, OWWA, with social partners and participants

SPECIAL EVENTS

Honoring Modern Family: 1st Ka-QC Waging Pamilyang OFW Award

QC MRC conducted its first Ka-QC Waging Pamilyang OFW Award on December 5, 2023 to recognize the contributions of OFWs toward their families and to our economy. It was adopted from OWWA's Model OFW Award. The first Ka-QC Waging Pamilyang OFW Award winner is Mr. Benjamin Tangonan Jr. and Ms. Marilyn T. Fetalsana as the Migration Development Council (MDC) Choice Awardee. This is an annual awarding event for the outstanding OFW families from the six districts.



Figure 23. KQWPOA Awardees (from left to right) Mr. Benjamin Tangonan Jr. and Ms. Marilyn T. Fetalsana

Love, Hope, and Joy: OFW Month Celebration

On December 16, 2022, about 1,186 migrant workers and their families joined the "Capacity Building for Social Protection" event led by QC MRC, in partnership with the International Labour Organization (ILO) in celebration of the OFW Month. QC PESO manager Rogelio L. Reyes highlighted new social programs for migrant workers, while Ms. Ellene Sana from the Center for Migrant Advocacy spoke about legal resources for OFWs. Representatives from SSS, Pag-Ibig, and PhilHealth also discussed available benefits and services. Attendees received Christmas gifts and participated in a raffle, and the event concluded with a cultural night titled "Love, Hope, & Joy," featuring performances by Gary Granada, PETA Choir, and other local artists.



Figure 24. Love, Hope, and Joy OFW Month Celebration

Babaeng Biyahero: Protecting Filipino Women Overseas

The QC MRC co-facilitated the campaign for 'Babaeng Biyahero' which is the national campaign for Safe and Fair for women. The workshop tackled the importance of Public Speaking, Advocacy and Digital Literacy. Included in the dialogue was the Quezon City Government Gender and Development Committee Secretary Ms. Janete Oviedo who talked in regards to safe migration. This initiative was mainly led by the International Labour Organization (ILO) in collaboration with UN Women.



Figure 25. Babaeng Biyahero

2nd Ka- QC Waging Pamilyang OFW Award

The QC MRC conducted the 2nd Ka-QC Waging Pamilyang OFW Award (KQWPOA) to celebrate the achievements of outstanding OFW families. Held on December 06, 2024, the event highlighted the 37 participants in the program, along with their family members, social partners, the PESO Manager, and high officials. The Grand Winner for this year's award is Mrs. Rosalina R. Marcena, while the 1st and 2nd runner up is Mrs. Maria Rodora R. Penilla, and Mr. Rene S. Debil respectively.



Figure 26. KQWPOA Nominees together with social partners, and the Top 3 Winners (from left to right)

OFW Month 2024: Paskong Masaya, Paskong QC!

The QC MRC held its 2024 OFW Month celebration on December 16, 2024, at Risen Garden, QC Hall Compound. 1,217 OFWs and their families participated in recognizing the dedication and contributions of OFWs to the nation's progress and democracy. The event showcased the talents and skills of OFWs in OFC Chorale competition and beneficiaries of initiatives such as Balik Pinas, Balik Hanapbuhay, DMW Aksyon Fund, SIGA, PBQC, and raffles donated by social partners.



Figure 27. Beneficiary of PBQC, PESO Manager Rogelio Reyes, Hon. Mayor Joy Belmonte, DMW Regional Director Herminigildo Daytoc, PESO-MSD Head Ms. Djohanna Ravelo, PESO-MSD Assistant Head Mr. Sherwin Acuzar, Smart Child E-Habilin Program Officer Ms. Dyanne De Ocampo, and the Grand Winner of OFC Chorale (from left to right)



International Organization

- Partnership with ILO

Government Agencies

- MOA with OWWA
- MOA with DMW
- MOA with CFO

Non-Government Organizations (NGOs)

- MOU with CMA
- MOU with UP CIFAL

Faith-Based Groups

- MOU with CBCP-ECMI
- MOU with MSCS

PARTNERSHIPS AND COLLABORATIONS

Establishing Linkages to Relevant Stakeholders

The QC MRC build linkages with stakeholders from local and international agencies including Faith-based groups in order to help migrant workers from recruitment to reintegration.

INTERNATIONAL ORGANIZATION

Partnership with International Labour Organization (ILO)

An agreement with ILO and QC MRC was signed to develop the city's migration and development, program implementation and service delivery. This includes improvements in the gender-responsive service, capacity building for migration stakeholders, and boost the public awareness on labor migration and Migrants Resource Center programs and services.



Figure 28. Partnership Agreement with IOM Philippines OIC Mr. Troy Dooley, Hon. Vice Mayor Gian Sotto, Hon. Mayor Joy Belmonte, ILO PH Country Director Mr. Hassan, European Union Ambassador H. E. Luc Véron, and Head of EU Mr. Christoph Wagner (from left to right)

GOVERNMENT AGENCIES

Memorandum of Agreement with Overseas Workers Welfare Administration (OWWA)

The Overseas Workers Welfare Administration (OWWA) is the national government agency that implements welfare programs and services to respond to the needs of Filipino migrant workers. The QC MRC built a partnership with them through a Memorandum of Agreement. The partnership enhances Quezon City's practices and knowledge with regards to helping OFWs and their families.



Figure 29. MOA Signing with former OWWA Usec. Hans Cadac, former DOLE Secretary Silvestre Bello III, Hon. Mayor Joy Belmonte, and PESO Manager Mr. Rogelio Reyes (from left to right)

Memorandum of Agreement with Department of Migrant Workers (DMW)

QC MRC aims to enhance services and support for migrant workers, in partnership with the Department of Migrant Workers (DMW). Through the signing of a memorandum of agreement, both parties are committed to upholding the rights and welfare of Overseas Filipino Workers (OFWs). Together, they are implementing a gender-responsive, full-cycle reintegration program to ensure comprehensive assistance throughout every stage of the reintegration process.



Figure 30. MOA Signing with Asec. Venecio Legaspi, former DMW Secretary Susan Ople, Hon. Mayor Joy Belmonte, and PESO Manager Mr. Rogelio Reyes (from left to right)

Memorandum of Agreement with Commission on Filipinos Overseas (CFO)

To create more meaningful contributions and streamline a system of engagement for OFWs and their families, the Quezon City Government entered a partnership with the Commission on Filipino Overseas, the premier institution in promoting policies, programs, and projects for the Filipino overseas community.

NON-GOVERNMENT ORGANIZATIONS

Memorandum of Understanding with Center for Migrant Advocacy (CMA)

The CMA helps the QC MRC through Memorandum of Understanding in enhancing case management operations and networking. It is an advocacy group that protects the rights of both land-based and sea-based Filipinos Migrant Workers and Filipino immigrants and their families.



Figure 31. Renewal of Partnership with DMW-NRCO Director Ms. Andrea Luisa Anolin, ILO Programme Officer Ms. Marie Alyssa Dacasin, CMA Project Manager Ms. Sarah Lopez, PESO-MSD Head Ms. Djohanna Ravelo, PESO Manager Mr. Rogelio Reyes, CMA Exec. Director Ms. Ellene Sana, and DMW-NCR former Regional Director Atty. Celso Hernandez Jr. (from left to right)

Memorandum of Understanding with University of the Philippines - Centre International de Formation des Autorites/Acteurs Locaux (UP-CIFAL)

In order to improve the professional course training for the advocacy, and scholarly research the QC MRC together with UP-CIFAL joined the memorandum of agreement. This agenda focused on Sustainable Development, migration, and gender equality. They also provide information and community extension services which are equipped to the OFWs and their families.



Figure 32. MOU Signing with PESO-MSD Head Ms. Djohanna Ravelo, Prof. Dr. Edna Estifanía Co, PESO Manager Mr. Rogelio L. Reyes, and Ms. Toni Soriano (from left to right)

FAITH-BASED GROUPS

Memorandum of Understanding with The Catholic Bishops' Conference of the Philippines (CBCP)- Episcopal Commission for the Pastoral Care of Migrants and Itinerant People (ECMI)

Creating a network with Faith-based groups enables the QC MRC to reach more communities through a partnership with the Diocese of Cubao Migrant Ministry and Pastoral Care for Migrant Families in Novaliches (PAMINOVA). Through them OFWs in their community easily connect with the programs and services of QC MRC.



Figure 33. MOU Signing with PESO Manager Mr. Rogelio Reyes, Hon. Mayor Joy Belmonte, Rev. Fr. Fernando Santos, RVD, Rev. Fr. Leonides Laguilles (from left to right)

Memorandum of Understanding with Congregation of the Missionary Sisters of St. Charles Borromeo - Scalabrinian (MSCS)

The QCPESO joined hands with the Congregation of the Missionary Sisters of St. Charles Borromeo - Scalabrinian (MSCS) in organizing Values Formation Course and providing counseling to the OFWs and their families during pre-migration, pre-employment, pre-departure, on-site, and upon temporary or permanent return of OFWs. They also provide psychosocial interventions for the OFWs and their families.



Figure 34. MOU Signing with Sr. Maria Teresa Mercado, Sr. Elizabeth Pedernal, Mr. Rogelio Reyes, and Mr. Federico Ripalda III (from left to right)

GLOBAL ENGAGEMENTS



Figure 35. Asst. PESO Manager Mr. Alex Macabulos, PESO-MSD Head Ms. Djohanna Ravelo, Ms. Ma. Concepcion Sardana, PESO Manager Mr. Rogelio Reyes, ILO Director Mr. Gilbert Houngbo, Hon. Mayor Joy Belmonte, Ms. Chihoko Asada-Miyawaka, and Mr. Khalid Hassan (from left to right)

Dialogue with ILO's Director General Gilbert Houngbo

In 2023, ILO's Director General Gilbert Houngbo visited the country in relation to the 75th Anniversary of the country's membership to the United Nation Agency. This in support of enhancing the global labor standard for social and economic justice among migrant workers. He made a visit to Quezon City to understand its MRC and observe its activities in collaboration with the ILO.

Dialogue with ILO's Assistant Director-General and Regional Director for Asia and the Pacific Ms. Chihoko Asada-Miyakawa

The dialogue with Ms. Chihoko Asada-Miyakawa empowered the QC MRC of their continuous efforts in creating more decent jobs and protects workers' rights. She delved on the challenges faced by returning OFWs and to find ways in strengthening the reintegration services.



Figure 36. PESO-MSD Asst. Head Mr. Sherwin Acuzar, Ms. Allyssa Dacasin, PESO-MSD Head Ms. Djohanna Ravelo, Ms. Chihoko Asada-Miyakawa, and Mr. Khalid Hassan (from left to right)

"It takes a village to raise a child."

- Principal Secretary Roseline Njogu of Kenya was reminded by this famous quotation during her visits and tour in Quezon City for an exchange of best practices in addressing migrants concerns and social protection.



GLOBAL AND NATIONAL ENGAGEMENTS

1st Reintegration Fair
"Sa Kyus' mayroon kayong baBALIKan"

February 8, 2024 | 7:00AM – 3:00PM
Risen Garden, Quezon City Hall Compound

- together with QCMDC Senior's Walk with AFCS in partnership with the CFO
- 11th Exodus Formation Program
- Mayor's Migration Council (MMC)
- BRIDGE
- Symposium on Uganda
- Symposium on Indonesia
- 2024 GFMD

National Engagements

- Benchmarking of Muntinlupa
- Ocular Visit of Labor Attaché Marie Rose Escalada
- Benchmarking of Negros Occidental
- Benchmarking of Tuguegarao
- Benchmarking of BARMM Delegates
- Benchmarking for General Santos City Migrants Resource Center

Global Engagements

- Dialogue with ILO's Director General Gilbert Houngbo
- Dialogue with Ms. Chihoko Asada-Miyakawa
- Benchmarking Visit of Kenyan Delegates
- Benchmarking Visit of Vietnamese Delegates
- Bohol and Nepal Delegates
- Leaders' Assembly with EU and ILO



Figure 37. Vietnamese Delegates with Mr. Rogelio L. Reyes and Ms. Djohanna Ravelo

Benchmarking Activity by the Vietnamese Delegates

Vietnamese delegates from the labor ministries visited the QC MRC, and what caught their attention was the Joy of Urban Farming. Despite their areas being highly urbanized, the delegates were eager to promote urban farming within their cities.

Benchmarking of Bohol and Nepal Delegates to QC MRC

Nepal-Ministry of Labour Employment and Social Security (MoLESS) and Bohol Delegates visited the Migrants Resource Center to learn the areas supporting the social and economic reintegration of returnee migrant workers.



Figure 38. Bohol and Nepal Delegates with Hon. Mayor Joy Belmonte, Ms. Djohanna Ravelo, and Mr. Rogelio Reyes



Figure 39. European Union Delegates with OFC Chapter Leaders

Leaders' Assembly with European Union and the International Labour Organization together with QCMDC

The delegates of the European Union (EU) and International Labour Organization joined the QC-OFW Family Circle Leaders' Assembly with QCMDC that resulted in learnings about various programs for migrant workers, employment facilitation, and data collection and management processes.

QC Migration and Development Council that resulted in learnings about various programs for migrant workers, employment facilitation, and data collection and management processes.



Figure 40. Participants of the Senior's Walk with the Australian Ambassador Hae Kyong Yu

As part of the 2023 Elderly Filipino Week, the Australian-Filipino Community Services (AFCS) organized a Senior's Walk together with the Commission of Filipino Overseas and the Quezon City Government. 400 Senior citizens joined the program last October 6, 2023 that aims to raise awareness about positive aging and its effects on cognitive health.

11th Exodus Formation Program

Bishops and priests from various Asian countries, along with representatives from the Vatican's Dicastery for Integral Human Development, visited the Philippines for the 11th Exodus Formation Program. They discussed key training and education for migrant pastoral care. The program gathers religious and lay people involved in migrant care across Asia to share insights on migrant issues and strengthen cooperation with different stakeholders.



Figure 41. City Administrator Michael Alimurung together with Bishops and priests and representatives of 11th Exodus Formation Program



Figure 42. Hon. Mayor Joy Belmonte together with Mayor's Migration Council delegates.

facilitation, psychosocial first aid, and the dissemination of relevant information on migration through the OFW Helpdesk.

Mayor's Migration Council in New York (MMC)

Quezon City Mayor Joy Belmonte made her presence known as she highlighted the City's Migration Resource Center (MRC), the first-ever one-stop shop for OFWs and their families in the National Capital Region. QC MRC gives assessment and referral services, local employment

Bridging Recruitment to Reintegration in Migration Governance: Philippines (BRIDGE)

The QC MRC was invited to take part in the BRIDGE program, a joint effort by the International Labour Organization, International Organization for Migration, and UN Women. QC MRC shared key insights to support the Global Compact for Safe, Orderly, and Regular Migration, focusing on Objective 8, which promotes fair recruitment and decent work, and Objective 21, which ensures safe return, readmission, and reintegration.



Figure 43. Mr. Rogelio Reyes, Asec. Vennie Legaspi, Hon. Mayor Joy Belmonte, Ms. Diana Ople, and Ms. Karen Davila (from left to right)



Figure 44. Participants of International Symposium on Improving Information and Services for Migrant Workers

programs for returning migrant workers and their families, emphasizing support for children affected by migration. This event underscored QC MRC's commitment to advancing migrant welfare through global collaboration.

Fostering the Social and Professional Reintegration of Return Migrants

The QC Migrants Resource Center (MRC) participated in the ILO workshop on "Fostering the Social and Professional Reintegration of Return Migrants" in Surabaya, Indonesia, from December 4-7, 2023. Hosted by ITCILO and the ILO Safe and Fair Project, the event focused on support strategies for returning migrants, with QC MRC collaborating to strengthen reintegration efforts for sustainable futures in Quezon City.



Figure 45. Participants of the Fostering the Social and Professional Reintegration of Return Migrants



Figure 46. Filipino Delegates for the 2024 Global Forum on Migration and Development

programs, focusing on the Migrants Resource Center's (MRC) mission to support migrant workers and their families. This participation reinforced Quezon City's commitment to migrant welfare and fostered new international connections on migration and climate issues.

NATIONAL ENGAGEMENTS

Benchmarking of Muntinlupa Delegates

Delegates from Muntinlupa visited the QC MRC for benchmarking, exploring effective approaches to migrant support services. The exchange provided valuable perspectives on improving reintegration programs and strengthening collaboration for the welfare of migrant workers and their families.



Figure 47. QC MRC Staff together with the delegates from Muntinlupa



Figure 48. Labor Attaché Ms. Marie Rose Escalada together with the DMW and MRC Staff.

Ocular Visit of Labor Attaché Ms. Marie Rose C. Escalada

Labor Attaché Ms. Marie Rose Escalada conducted an ocular visit to the QC MRC to learn more about the center's programs and services. The visit focused on understanding how QC MRC supports migrant workers and their families, providing insight into the center's mission to deliver

comprehensive assistance to its diverse clientele. This engagement highlighted QC MRC's ongoing commitment to collaborating with labor representatives to enhance resources for the migrant community.



Figure 49. Negros Occidental Delegates together CMA Exec. Dir. Ms. Ellene Sana, PESO Manager Rogelio Reyes and staff, and OFC Leaders

The Local Government of Negros Occidental conducted their benchmarking activity in QC MRC in collaboration with the Center for Migrant Advocacy. The activity resulted with a collaborative exchange of knowledge as both parties exchanged ideas in providing services for migrant workers. Representatives from the different divisions of PESO provided a brief history with a presentation of the core functions and its best practices. OFW Chapter leaders also shared their experiences and the interventions provided to them through the MRC. The benchmarking activity strengthened relationships with partner organizations as the parties have committed to provide quality and service oriented programs and services for the City's migrant workers and their families.

Benchmarking of Negros Occidental Delegates



Figure 50. Ms. Dyanne De Ocampo, PESO Manager Mr. Rogelio Reyes, Tuguegarao Delegates, Asst. PESO Manager Mr. Alex Macabulos, PESO-MSD Head Ms. Djohanna Ravelo, and Mr. Sherwin Acuzar (from left to right)

local delicacies, underscoring the strong spirit of collaboration and cultural connection.

Benchmarking of Tuguegarao Delegates

The QC MRC welcomed delegates from Tuguegarao for an exchange of insights on migrant support programs and services. The visit included a tour of the QC MRC facilities on the 6th floor, where delegates explored resources dedicated to migrant welfare. The occasion concluded with a meaningful exchange of tokens and a sharing of Tuguegarao's local delicacies, underscoring the strong spirit of collaboration and cultural connection.

Benchmarking of BARMM Delegates

The Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) delegates visited the QC MRC at the first Balik-QC Reintegration Fair, where they toured the center's facilities on the 6th floor and explored reintegration programs for returning migrant workers and their families. This exchange offered valuable insights into best practices and highlighted QC MRC's commitment to fostering sustainable futures for Filipino migrants nationwide.



Figure 51. DMW-NCR RD Celso Hernandez Jr., OCM Representative, DMW Chief Hans Cacdac, DMW Asec. Venecio Legaspi, PESO-MSD Head Ms. Djohanna Ravelo, OWWA-RWO PSD Chief Mohammad I. Victor together with BARMM Delegates

fostering sustainable futures for Filipino migrants nationwide.



Figure 52. Prof. Anderson Villa, together with QC MRC staff Ms. Rhea Bonus, Ms. Mary Ann Gullem, and Ms. Liezl Mercader (from left to right)

Benchmarking of Prof. Anderson Villa for the Establishment of General Santos City Migrants Resource Center

Professor Anderson Villa recently visited the QC MRC to learn about helpdesk ordinances and gather best practices in preparation for establishing a Migrant Resource Center in General Santos City. During the visit, Professor Villa explored the holistic support to migrant workers and their families, from reintegration services to family assistance programs. This collaborative exchange underscores QC MRC's commitment to sharing knowledge and resources with local government units nationwide to build strong, effective support systems for migrants.

FREQUENTLY ASKED QUESTIONS

1st BaliKyusi Reintegration Fair
"Sa Kyusi mayroon kayong baBALIKan"

February 6, 2024 | 7:00AM – 3:00PM
Rizal Garden, Quezon City Hall Compound

Frequently Asked Questions

Who Can Access QC MRC Services?

- Documentation and Identification Requirements

Client Processing

- Scheduling Appointments

Walk-In Services

Contact Information

- Overseas Emergency Hotline
- National Emergency Hotline

FREQUENTLY ASKED QUESTIONS

1. What programs and services we can avail as an:

- OFW
- Ex-OFW
- Returnees
- Distressed OFW
- Family of an OFW
- Irregular OFW

Assistances

- Repatriation Program
- Pangkabuhayan
- Financial Assistance
- Skilled -Development Program
- Counseling Service
- Educational Program
- Employment

Basic Requirements/ Qualifications

- QCitizen ID
- Any proof of working in abroad (OFW)
 - * Passport
 - * Overseas Employment Certificate (OEC)
- Other related documents for validation purposes (Photocopies)

2. What agency/agencies are responsible for repatriation?

- DMW
- DFA
- OWWA
- QC MRC (transportation assistance for repatriated OFWs)

3. How can the Irregular OFWs get help?

- The QC MRC will provide assistance regardless if they are regular or irregular OFWs.

4. How can OFWs claim their unpaid salary/benefits with their employees?

- The QC MRC will refer clients to legal assistance of DMW/OWWA. In case of emergency, the case will be referred to National Labor Relations Commissions (NLRC) under the Department of Labor and Employment (DOLE).

5. Can an immediate family apply for programs and services of QC MRC?

- YES, with complete requirements and the consent/ authorization letter from the migrant workers duly validated by the helpdesk officers.

6. Is the QC MRC a direct agency that hires aspiring OFWs/ returnees to work abroad?

- NO, the QC MRC is a division that caters to the OFWs and their families' needs and concerns. It focuses on providing programs and services for returnees to reintegrate successfully through the QC MRC's six (6) reintegration pathways.

Scheduling Appointments (Online / Phone Call / FB Messenger)

Through the Online OFW Helpdesk and QCBaLink Bayan Portal, OFWs and their families are effectively connected to resources for economic development, psychosocial welfare, and community support. The platform allows easy access to both online and onsite OFW Helpdesks, addressing the need of migrant workers, specially the distressed.

Telephone Contact

988-42-42 Loc. 8436/8437/8439

Email Address

PESO: peso@quezoncity.gov.ph
MSD: msd.peso@quezoncity.gov.ph

Facebook page of MRC

<https://www.facebook.com/quezoncitypesomrc/>

QC PESO Migrants Resource Center
3.9k followers • 50 following

Instagram page of MRC

<https://www.instagram.com/qcpesomrc>

qcpesomrc Following Message +2 ...
9 posts 18 followers 13 following
QC PESO Migrants Resource Center
Government organization
Welcome to the official Instagram page of the Quezon City Public Employment Service Office (QC PESO) Migrants Resource... more

X page of MRC

<https://www.x.com/qcpesomrc>

QC PESO Migrants Resource Center
@qcpesomrc
Welcome to the official X (formerly Twitter) page of the Quezon City Public Employment Service Office - Migrants Resource Center (QC PESO - MRC)
6F, Civic Center A, QC Hall Joined July 2024
30 Following 73 Followers

Link for QC BalinkBayan Portal<https://quezoncity.balinkbayan.gov.ph/>

QUEZON CITY
Overseas Filipinos' One-Stop Online Portal for Diaspora Engagement

**Walk-In Services (6 districts / MRC central)****District OFW Helpdesk**

The QC MRC created an OFW Helpdesk in six districts of Quezon City to reach out local communities and help them to easily disseminate the programs and services of the city.

QC MRC Helpdesk Office Directories

District Offices	Contact Details
District 1	8538-1470 Loc. 106 / district1.peso@quezoncity.gov.ph
District 2	8240-7800 Loc. 203 / district2.peso@quezoncity.gov.ph
District 3	8835-2570 Loc. 329 / district3.peso@quezoncity.gov.ph
District 4	8898-8420 Loc. 406 / district4.peso@quezoncity.gov.ph
District 5	8898-8410 / district5.peso@quezoncity.gov.ph
District 6	8538-1480/ district6.peso@quezoncity.gov.ph

Overseas Emergency Hotline Numbers

Country	Contact Details
Australia	000
Bahrain	999
Brunei	993
Canada	911
Hong Kong	999
Japan	110
Jordan	911
South Korea	112
Kuwait	112
Lebanon	(417) 322-9001
Macao	999
Malaysia	112/999
New Zealand	111
Oman	999
Pakistan	1122
Qatar	999
Saudi Arabia	999
Singapore	112
Taiwan	112
United Arab Emirates	999

Contact Information

Public Employment Service Office (PESO)

Location: 6th Floor Civic Center Bldg. A, Quezon City Hall and open from 8:00 AM - 5:00 PM.

Telephone: 988-42-42 Loc 8436/8437/8439

Facebook page: <https://www.facebook.com/QuezonCityPESO/>

Email: PESO@quezoncity.gov.ph

Overseas Workers Welfare Administration (OWWA)

Location: F.B. Harrison St. Pasay, Metro Manila open 8:00AM-5:00 PM

Facebook page: <https://www.facebook.com/OWWAofficial/>

Website: <https://owwa.gov.ph/>

Mobile App: OWWA Mobile App that could be downloaded through Play Store and App Store

Email: owwacares@owwa.gov.ph

Commission on Filipinos Overseas (CFO)

Location: 20th and 21st Floors The Upper Class Tower Quezon Ave. cor. Scout Reyes St., Brgy. Paligsahan, Diliman Quezon City open every Monday to Thursday from 7:00 AM – 5:00 PM (Except Holidays)

Telephone: (02) 8552-4700

Fax no.: (02) 8561-8332

Facebook page: <https://www.facebook.com/CFOGovPH>

Website: <https://cfo.gov.ph/>

Email: info@cfo.gov.ph

Department of Migrant Workers (DMW)

Location: Blas Ople Bldg., Ortigas Ave. cor. EDSA Ave., Mandaluyong City open 8:00 AM - 5:00 PM

Telephone: 8-722-11-44/8-772-11-55 One repatriation Center - 1348

Facebook page: <https://www.facebook.com/dmw.gov.ph>

Website: <https://dmw.gov.ph/>

'X' (formerly Twitter) page: @ DMWPHL

Email:

Request for Assistance/Repatriation - repat@dmw.gov.ph

Feedback/Suggestions - feedback@dmw.gov.ph

Department of Foreign Affairs (DFA)

Location: 2330 Roxas Boulevard, Pasay City, Philippines and every Monday - Friday

Telephone:

(632) 8 834-4000

(632) 8 834-3000

8 234 3488 (For Passport

Appointment Concerns)

8 651 9400 (For Passport, Authentication, & Other Consular Inquiries)

Facebook page: <https://www.facebook.com/dfaphl/>

'X' (formerly twitter): @DFAPHL

Instagram: @dfaphl

Website: <https://dfa.gov.ph/>

Bureau of Immigration (BI)

Location: Magallanes Drive, Intramuros, Manila, Philippines 1002 and every Monday - Friday

Telephone: Direct Line: (+632) 8-524-3769, Trunk Line Number (+632) 8-465-2400

Email: immigrPH@immigration.gov.ph / xinfo@immigration.gov.ph

Facebook Page: <https://www.facebook.com/officialbureauofimmigration>

Department of Social Welfare and Development (DSWD)

Location: DSWD Central Office, Constitution Hills, Batasan Complex, Quezon City, Philippines 1126

Telephone: GLOBE: 09171105686 and 09178272543

SMART: 09199116200

Email: inquiry@dswd.gov.ph

Facebook page: <https://www.facebook.com/dswdserves/>

OFW Hospital

Location: Peo Compound, MacArthur Hwy, Barangay Sindalan, San Fernando, Pampanga

Telephone: 0981-672-9754 or 0985-490-1669

Email: ofwhospital@dmw.gov.ph

Facebook Page: <https://www.facebook.com/OFWHospital>

EMERGENCY CONTACT NUMBERS

Action Line - Against Human Trafficking
1343

QC Helpline
122

QC Emergency Operations Center
0977 031 2892 (Globe)
0947 885 9929 (Smart)
8988 4242 local 7245

QC Emergency Medical Services/ Urban Search and Rescue
0947 884 7498 (Smart)
8928 4396

NDRRMC
(02) 8911-5061 to 65, Loc 100

Bureau of Fire Protection
(02) 8426-0219
(02) 8426-0246

Philippine Coast Guard
(02) 8527-3877

DSWD
(02) 8931-8101 to 07

MMDA
(02) 882 4151 to 77

QC Police Department
122

Philippine Red Cross
143 or (02) 8527-8385 to 95

Definition of Terms

Centralization - The concentration of control of an activity or organization under a single authority.

Competencies - The ability to do something successfully or efficiently.

Cross-border - Between different countries, or involving people from different countries.

Delegates - a person sent or authorized to represent others, in particular an elected representative sent to a conference.

Diaspora - Migrants or descendants of migrants, whose identity and sense of belonging have been shaped by their migration experience and background.

Disintegrating - taking apart from the current situation or place.

Entrepreneurial - characterized by the taking of financial risks in the hope of profit; enterprising.

Executive Provision - Directive order from designated officials.

Gender Sensitive - Understand and give consideration to social-cultural norms and discriminations in order to acknowledge different rights regardless of gender.

Linkage - Structures that facilitate resource sharing, and work coordination across organizations or sectors.

Migrant - a person who moves from one place to another, especially in order to find work or better living conditions.

Migration - movement from one part of something to another.

One-stop-shop - Offers a multitude of products or services to its customers, all under one roof.

Psychosocial - Assessment of psychological state and well-being of OFWs and their family.

Reintegration - The action or process of integrating someone back into society.

Stakeholders - An individual or a group of individuals with an interest, often financial, in the success of a business.

Sustainable Development - Meets the needs of the present, without compromising the future generations to meet their own needs.

Refugee - A person or group of people who has been forced to leave their country in order to escape war, or natural disaster.

Appendix A

Ordinance No. SP-2125, S-2012 Creation of Local Reintegration Section



Republic of the Philippines
QUEZON CITY COUNCIL
Quezon City
18th City Council

PO2011-114

47th Regular Session

ORDINANCE NO. SP. **2125**, S-2012

AN ORDINANCE CREATING A LOCAL REINTEGRATION SECTION FOR OVERSEAS FILIPINO WORKERS PURSUANT TO SECTION 10 OF REPUBLIC ACT NO. 10022, AN ACT AMENDING REPUBLIC ACT NO. 8042, OTHERWISE KNOWN AS THE MIGRANT OVERSEAS FILIPINO

https://drive.google.com/file/d/1jV0PBjtWfICTf1f2OuYSG0-49P2adU8_/view



Appendix B

Ordinance No. SP-2500, S-2016 Creation of Quezon City Migrants Resource Center



Republic of the Philippines
QUEZON CITY COUNCIL
Quezon City
19th City Council

PO19CC-548

88th Regular Session

ORDINANCE NO. SP. **2500**, S-2016

AN ORDINANCE CREATING THE QUEZON CITY MIGRANTS RESOURCE CENTER (MRC), DEFINING ITS FUNCTIONS, DUTIES AND RESPONSIBILITIES, PROVIDING FOR ITS COMPOSITION, AND APPROPRIATING FUNDS THEREFOR AND FOR OTHER PURPOSES.

https://drive.google.com/file/d/1pusZbxBxHfmK0GdbzYEARf_DVwNU6LS0/view



Appendix C
Ordinance No. SP-2657, S-2017
QC PESO Rationalization



Republic of the Philippines
QUEZON CITY COUNCIL
 Quezon City
 20th City Council

PO20CC-302

49th Regular SessionORDINANCE NO. SP- **2657**, S-2017

AN ORDINANCE RATIONALIZING THE QUEZON CITY PUBLIC EMPLOYMENT SERVICE OFFICE (QC PESO), PROVIDING FOR ITS REVISED/NEW ORGANIZATIONAL STRUCTURE AND STAFFING PATTERN, DUTIES, FUNCTIONS AND RESPONSIBILITIES, APPROPRIATING FUNDS THEREFOR AND FOR OTHER PURPOSES.



**DO NOT
REPRODUCE**

https://drive.google.com/file/d/1tFecgDwrzjIls_yoWpbcb1VbQB5alKje/view

Post Credits**QC PESO MSD-MRC STAFF**

Your Journey, Our Mission.



988-42-42 Loc. 8436/8437/8439



msd.peso@quezoncity.gov.ph



facebook.com/quezoncitypesomrc



x.com/qcpesomrc



instagram.com/qcpesomrc



Spotlight
Initiative
an initiative of the United Nations
funded by the European Union



International
Labour
Organization



Migration
Multi-Partner
Trust Fund

