

Pre-Arrival

“Welcoming your Newcomer”

Office for Refugees, Archdiocese of Toronto (ORAT)



ORAT
Office for Refugees
Archdiocese of Toronto

What are the key things to arrange

1. Communication
2. In-Kind Donations
3. Research & Resources
4. Temporary Housing
5. Airport Pickup
6. Checklist for the First Two Weeks



The CG should be in regular communication with the refugee throughout the entire process...

- Arrange for an interpreter to facilitate your communications.
- Provide refugees with key information about Canada.
- Direct the refugee(s) to bring all their official documents to Canada.

Things to share

About Canada

- Geography
- Seasons & Climate
- Population
- Language
- Canadian Culture
- Class Structure
- Religious Practice
- Government
- Rights & Freedoms
- Bullying & Harassment



...this is particularly important as the arrival date approaches

- Provide a phone number and mailing address of either a CG representative or the parish, which the newcomers will need at the airport (the newcomer's permanent resident card will be mailed to the address provided).
- You may wish to send them a picture of the CG so that they will be able to easily recognize the group at the airport.

Things to share

Journey to Canada

- How much to bring
- What to pack/not pack
- Important documents to bring
- Preparation for entry to Canada
- Airport interviews
- Pre-arrival services



It is critical that the cosponsor or every CG member is fully engaged for the work ahead

CG
Communication

- Review and update your budget and settlement plan, and get ready for some math!
- Assign tasks and responsibilities.
- Update the contact information for every CG member.
- Encourage members to participate in the education sessions provide by ORAT.
- Ensure that everyone has an up to date police check, which is to be renewed every 5 years.



...And don't forget ORAT

- Complete the Pre-Arrival checklist and email it to ORAT at Oratoutreach@archtoronto.org.
- Also, it will be important to identify any CG member that requires their police check to be updated.
- Arrange for the newcomers to attend the mandatory Welcome Orientation at ORAT.

Things to consider

- CG member contact info
- Updated settlement plan
- Refined budget
- Submit Cheque request
- Welcome Orientation



It is important for the sponsor to consider soliciting in-kind donations

- In-kind donations can significantly reduce the monies required for settlement purposes. The monies saved can be used to sponsor other refugee families.
- It is important not to solicit in-kind donations too far in advance of the refugee's arrival, otherwise you will likely need to secure storage space.
- In-kind donations can also have a monetary value like (e.g., gift cards, vouchers, coupons...).

In-Kind Items

1. Dining & Living Room
 - Chairs, Tables, Sofas
Bookshelves etc.
2. Kitchen & Housewares
 - Small Appliances
 - Microwave
 - Cookware, Bakeware
Tableware, Utensils...
3. Clothing
 - Clothing, Footwear,
Hats, Gloves...



The sponsor may consider using a sign-up sheet for donated items

**In-Kind
Donations**

- We suggest putting together a sign-up list for in-kind donations, and arrange for donors to store these donations until they are needed. Be prepared to arrange for pickup.
- Donating items like furniture, clothes, household items etc. creates a family-like atmosphere.
- You might also consider agencies that provide free/low cost in-kind items (e.g., furniture bank, Value Village, Salvation Army...).

In-Kind Items

4. Bedroom
 - Beds, Mattresses, Bedding
 - Dressers, Night Tables, Lamps...
5. Household appliances
 - Vacuum, Iron
 - Kettle
 - TV, Radio, Clock
6. Other
 - Towels, Draperies
 - Desks



Sponsorship costs can be reduced by providing in-kind support. CGs are encouraged to solicit in-kind donations

Category	Details	Frequency	Percent of RAP/Start-up
Shelter	Includes housing costs, utilities, etc.	Ongoing (monthly)	100%
Clothing	Includes: Basic clothing needs and seasonal needs such as: winter coat, boots, mittens, scarf, snow pants, rain wear, etc.	One-time start-up	70%
Furniture	Includes: bed frame or crib, dining set, couches, end table, lamps, etc.	One-time start-up	70%
Household Needs	Includes basic window coverings & common household products (e.g., kitchen utensils, pots, pans, brooms, mops, detergents and cleansers, etc)	One-time start-up	50%
Linens	Includes: bedding, towels, etc.	One-time start-up	100%
School supplies	Not including registration costs	One-time start-up	50%
Food staples	New, unopened pantry items (rice, flour, sugar, spices, etc.)	One-time start-up	50%



Personal Asset Exemption

Financial Requirements

- Personal assets are things that persons might own before arriving in Canada, or have in their possession when they arrive to Canada.
- Refugees receiving financial support are expected to submit the “Declaration of funds and Assets on Arrival” as this may impact the level of financial support that is to be provided. Form can be found online at:
 - <https://www.archtoronto.org/refugee/Pages/Forms-2.aspx>

Family Composition	Personal Asset Exemption (CAD)
Single person	\$5,000
Couple	\$7,500
Single plus one dependant	\$7,500
Each additional dependant	\$2,500

Example: The personal asset exemption for a family of 4 (mother father and 2 children) is \$12,500.



This will be an important time for the sponsor to undertake some important research...

Research

Topics

Housing
(Temporary & Permanent)

Some key questions

- What free/low cost temporary & permanent accommodations are available (e.g., Rectory; CG members/parishioner's house; Motel etc...)? What are the rental rates? And, are utilities included?
- What documents would newcomers need to rent a house?
- If the newcomer cannot rent right away, who will rent for them?

Employment

- What are the skills/work background of the refugee(s)? Leveraging personal networks, what employment options may be available?
- Location and value of employment agencies?
- How to write resume and cover letter etc.?

School / Education*

- If applicable, what grades will the children enter when they arrive in Canada?
- Where are the schools located? What is the process of enrolling children in schools?
- What immunizations do the children require?
- Where can newcomers get their credentials evaluated for education?
- What financial help can newcomers get for their education?

**English Language
Classes**

- How to evaluate a newcomer's English language skills?
- How to enrol in LINC/ESL classes?

* Adult income earners are not allowed to enrol in full time studies during their sponsorship period



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Other topics to research...

Topics

Translation

Some key questions

- Location and how to access translation services? What is the cost?
- Using parish/personal networks, are there any free / low cost options?
- What documents would a newcomers need to translate? Drivers license, transcripts, etc.

Banking

- Which bank to go with? Are there any banks offering accounts with no fees for refugees?
- What documents are required to open a bank account?
- What types of accounts should newcomers use?

Transportation

- What are the costs of transportation? What are the lowest cost options? Are volunteers available to assist with drives?
- Do the newcomers require special needs (i.e. Wheel-Trans) transportation?

Shopping

- What value shopping options are available (e.g., grocery stores, clothing stores etc.)? And where are they located?
- What options do newcomers have to save money while shopping?



... and just a few more

Topics

Health Care

Mental Health Support & Trauma Counselling

Sport & Recreation

Some key questions

- Where and how to apply for OHIP?
 - Does the refugee(s) have pre-existing health conditions (vision, hearing, other...)?
 - What family doctors are accepting new patients? Where are they located?
 - Is there a dentist that may be willing to do dental work at no or low cost?
-
- Does the refugee have any mental health issues (e.g., mental illness, addiction, gambling...)?
 - What services are available to deal with mental health issues?
 - What is PTSD? And, who can provide trauma counselling?
-
- What options exist for newcomers to establish social networks?
 - Where can newcomers find free/ low cost recreation centres in their area?
 - What outdoor activities are available?
 - Are there any volunteer centers in their area?



Here are some key resources that may be helpful...

Resources

Topic	What will it help you with	Detail
Housing	<ul style="list-style-type: none">• Current rental listings and rates	<ul style="list-style-type: none">• https://geo.craigslist.org/iso/ca• http://www.gottarent.com• http://www.gscrentals.com/
Employment	<ul style="list-style-type: none">• Job openings and other employment resources	<ul style="list-style-type: none">• https://ca.indeed.com• www.canadajobs.com• https://www.workopolis.com
English as a Second Language (ESL)	<ul style="list-style-type: none">• Finding ESL locations and general ESL information	<ul style="list-style-type: none">• https://ymcagta.org• https://www.tcdsb.org• http://settlement.org/
Translation	<ul style="list-style-type: none">• Finding documents translated to their mother language, and interpretation services	<ul style="list-style-type: none">• http://settlement.org/translated-information/• http://connectability.ca/2013/12/03/interpretation-services/



More key resources that may be helpful...

Topic	What will it help you with	Detail
Medical & Dental	<ul style="list-style-type: none"> Health and dental resources for newcomers, including possible free options 	<ul style="list-style-type: none"> https://www.aohc.org/find-a-centre http://canadiandentistsforrefugees.net/
Mental Health	<ul style="list-style-type: none"> Canadian Centre for Victims of Torture (“CCVT”) Finding services for mental health and support to survivors of war, torture and violence 	<ul style="list-style-type: none"> http://ccvt.org/
Resources for Children	<ul style="list-style-type: none"> Childminding Monitoring, Advisory and Support (“CMAS”) Supporting the settlement of the children of newcomers 	<ul style="list-style-type: none"> http://cmascanada.ca/
Community	<ul style="list-style-type: none"> Building social networks and adjusting to new life in Canada 	<ul style="list-style-type: none"> https://211ontario.ca/ http://www.torontopubliclibrary.ca



And few more...

Topic	What will it help you with	Detail
<p>Legal Services</p>	<ul style="list-style-type: none"> Finding information about legal rights and responsibilities and how to get legal help. 	<ul style="list-style-type: none"> https://www.probonoontario.org/ http://www.legalaid.on.ca/en/ http://www.cleo.on.ca/en/
<p>Refugee Orientation</p>	<ul style="list-style-type: none"> International Organization for Migration (“IOM”) providing orientation to Canada for refugees (Canadian Orientation Abroad-COA). 	<ul style="list-style-type: none"> http://www.coa-oce.ca/ https://www.iom.int/
<p>Sponsorship Information</p>	<ul style="list-style-type: none"> Immigration, Refugees and Citizenship Canada (“IRCC”) Refugee Sponsorship Training Program (“RSTP”) Information about sponsorship, SIN number, OHIP, Permanent Residency (“PR”), Interim Federal Health Program (“IFH”) etc. 	<ul style="list-style-type: none"> http://www.cic.gc.ca/ www.rstp.ca https://www.ontario.ca/
<p>Living in Canada</p>	<ul style="list-style-type: none"> Providing information related to daily life matters. 	<ul style="list-style-type: none"> http://settlement.org/ontario/daily-life/



Once the NAT* is received it will be important for the sponsor to arrange temporary housing

- Temporary accommodation should be secured until the family is moved to the permanent house.
 - Room at the rectory or the church facilities.
 - Room at a CG member/parishioner's/cosponsor's house or at a motel.
- Ensure that you have food staples in place for their arrival.
- Decorate and fill accommodation with items to make it feel like a home. Such items can be donated to them through the church.
- Inspect the premises
 - If needed, instruct newcomer(s) how to use certain items and identify any potential dangers.

* Notice of Arrival Transmission



Accessing Settlement Funds

- All Cheque Request Forms to be completed by cosponsors or CGs chairs
- 1st installment: will be released by ORAT upon receipt of a completed Cheque Request Form and receipt of the Notification of Arrival Transmission (NAT) equal to 1st 3 months of support plus start-up costs. The 1st cheque can be made out to cosponsors or CG representative
- 2nd, 3rd & 4th installments: Cheque to be made out to the newcomer in cosponsored cases and to the CG in Project Hope cases. A Cheque Request Form must be completed and submitted for each installment.
- When the newcomer becomes self-sufficient and monies on deposit with ORAT are no longer required to support the newcomer, we ask that any over payment be worked out between the cosponsor/CG and the newcomer. If this is not possible, please contact our office.

Since it takes about 4 weeks for cheques to be processed, we ask that you submit a cheque request for the next instalment by the end of the second month of each quarter.



Prepare a welcome package for the newcomer(s)

**Airport
Pickup**

- Consider the amount of luggage a family may have and plan transportation accordingly.
- If cold weather, bring warm clothing.
- Consider food and drink for the newcomers.
- Don't forget to sign the release form from IRIS.
- Finally, take the newcomers to their accommodation and orient them.



Before leaving the airport ensure that all newcomer(s) are provided with the following documents:

**All Persons
(Including children)**

Confirmation of Permanent Residency

✓

Interim Federal Health (IFH) document

✓

Travel document

✓

Sponsor 2 week task list after newcomer arrival

Tasks	Assigned to	Importance	✓
Newcomers have the necessary documents (OHIP, IFH, SIN, PR)		High	<input type="checkbox"/>
Open a bank account		High	<input type="checkbox"/>
Provide an emergency contact info and explain 911 to them		High	<input type="checkbox"/>
Arrange for permanent housing		High	<input type="checkbox"/>
Arrange for a check up, and find a family doctor & dentist		High	<input type="checkbox"/>
Arrange for needs assessment with settlement counsellor		High	<input type="checkbox"/>
Attend the Welcome Orientation at ORAT		High	<input type="checkbox"/>
Register for ESL/LINC training		High	<input type="checkbox"/>

Sponsor 2 week task list after newcomer arrival

Tasks	Assigned to	Importance	✓
Register children in school, if applicable		High	<input type="checkbox"/>
Apply for Canada Child Benefit (CCB), if applicable		High	<input type="checkbox"/>
Search and apply for jobs/ volunteering opportunities		High	<input type="checkbox"/>
Explain to newcomers rights and responsibilities		Medium	<input type="checkbox"/>
Help newcomers with shopping		Medium	<input type="checkbox"/>
Relationship building activities between sponsors & newcomers		Low	<input type="checkbox"/>
Organize cultural outings with newcomers		Low	<input type="checkbox"/>

Conclusion

Questions?

Thank you for attending!

See you at the Welcome Orientation. The date, time, and location of the session is provided in the Notice of Arrival Transmission “NAT” email.

Please fill out the anonymous evaluation sheet and hand it in.

If you have further questions, please email our Outreach team at oratoutreach@archtoronto.org.



Samples

- **Sample of the landing paper**
- **Sample of the PR card**
- **Sample of the OHIP card**
- **Sample of the IFH**



Landing Paper (Sample)

- The landing paper is one of the most important documents that refugees obtain upon their arrival at the airport.
- It's as important as a birth certificate!

 Citizenship and Immigration Canada / Citoyenneté et Immigration Canada PROTECTED - B

CONFIRMATION OF PERMANENT RESIDENCE

Family name: _____
 Given name(s): _____
 Date of birth: _____ UCI: _____
 Sex: _____
 Citizenship: _____ App. no.: _____
 Document no.: _____

PERSONAL DETAILS - PA
 Marital status: _____ Place of birth: _____ COB: _____
 Height (cm): _____ Eye color: _____ COR: _____
 Last entry at: _____ Last entry date: _____ Orig. entry date: _____
 Became P.R. at: _____ Became P.R. on: _____ Undertaking (nos): _____
 Travel doc. no.: XXXXXXXXXXXXXXXX Expiry date: _____
 Country of issue: CANADA

APPLICATION DETAILS
 Issued at: _____ Issued date: _____ Valid to: _____
 Category: _____ Prov. of dest.: _____ City of dest.: _____
 CSQ no.: _____ ESOC no.: _____ Flight no.: _____
 PNC: _____
 Conditions: _____
 Charged/convicted of a crime or offence in any country, refused admission to Canada or required to leave Canada? _____
 IME no.: _____ Surveillance code: _____ Valid to: 2015/01/29

SPONSOR INFORMATION
 UCI: _____ Name: Roman Catholic Episcopal Corporation for the Diocese of Toronto in Cana
 DOB: _____ Relationship: _____
 Address: A-371 Old Kingston Road, Scarborough ON, M1C 3P2

DEPENDANTS INFORMATION
 Have you any dependants other than those listed below? _____

REMARKS

 Immigration Officer: _____ Date (YYYYMMDD): _____
 I hereby certify that the above statements are true and correct and that I fully understand the conditions imposed.
 TOMASJAN _____ Date (YYYYMMDD): _____
 HANCOCK MINAS HAIG

CLIENT COPY 



Permanent Resident Card (Sample)

- Permanent Resident (PR) card is proof of your a legal status in Canada.



Ontario Health Insurance Plan (OHIP) (Sample)

Key Documents
in Canada

- You will be asked to show your valid health card each time you visit a doctor, hospital, or health care clinic.
- For more information about OHIP, please visit:
<https://www.ontario.ca/page/what-ohip-covers>



Interim Federal Health Program (IFH) (Sample)

- IFH is a program that provides limited, temporary coverage of health-care benefits to landed refugees (newcomers).
- It does not replace OHIP
- Detailed information about IFH coverage is available on www.cic.cg.ca/ifhp

The image shows a sample of an Interim Federal Health Certificate of Eligibility form. The form is titled "INTERIM FEDERAL HEALTH CERTIFICATE OF ELIGIBILITY" and includes fields for Family name, Date of birth, Sex, and Citizenship. It also contains a section for "Coverage" with "Coverage Dates" and "Valid Until" fields. The form includes a large "SPECIMEN" watermark and a signature line at the bottom. The form is numbered "PROF000-08" in the top right corner.



Social Insurance Number (SIN)

- The Social Insurance Number (SIN) is a nine-digit number that you need in order to work in Canada, or to have access to government programs and benefits.
- The most common uses of your SIN are:
 - For employment
 - For income tax filings
 - For financial institutions (e.g., banks, credit unions)
 - To obtain Child Tax Benefits (CCB)
 - To obtain Canada Student Loans