

Pre-Arrival Orientation

Office for Refugees, Archdiocese of Toronto
(ORAT)



ORAT
Office for Refugees
Archdiocese of Toronto

Agenda

1. Communication
2. Airport Procedures
3. Sponsor Task List
4. Sponsor Responsibilities
5. ORAT Resources
6. Samples of Government-Issued documents



Regular communication with refugee throughout the process...

- Arrange for an interpreter to facilitate your communication (if needed).
- 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 the sponsor, which the newcomer will need at the airport. The newcomer's permanent resident card will be mailed to the address provided.
- For CGs, you may wish to send (e.g., text, email, etc.) the PA a picture of the CG members so that the PA 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 sponsor is fully engaged for the work ahead



- Review and update your budget and settlement plan, and get ready for some math!
- Assign tasks and responsibilities.
- Update the contact information for volunteers.
- Encourage volunteers to attend the various information sessions provided by ORAT and/or RSTP.
- For CGs: Ensure that every volunteer has an up to date police check, which is to be renewed every 5 years.



...And don't forget ORAT

- Email the completed Sponsor Task List to oratoutrach@archtoronto.org within 2 months of arrival of the refugee. A link to the Sponsor task list was included in the NAT sent to you from ORAT - [o-cosponsor-task-list-12-feb-21.pdf \(archtoronto.org\)](#)
- For CGs: Ensure key volunteers have a valid police check.
- For CGs that are sponsoring Project Hope cases, ORAT requires an updated budget every quarter, which includes actuals (expenses and income).
- Arrange for the newcomer(s) to attend the Welcome Orientation.

Airport Procedure

- Polycultural Immigrant & Community Services (PICS) at Toronto Pearson Airport provides assistance to Privately Sponsored Refugees and Government Assisted Refugees.
- Sponsors meeting the refugees at the airport must take a copy of the Notice of Arrival Transmission with them (electronic or printed).
- Ensure your sponsored refugee is provided with a mailing address, along with the cellular phone number for the individual responsible for picking them up.



Sponsors are called to complete the various tasks outlined on the Sponsor Task List

**Cosponsor
Task List**

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

Sponsor task list after arrival

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

ORAT has developed several resources to assist Sponsors in their resettlement work

Constituent Group Handbook

Best Practices & Frameworks
for
Constituent Groups (CGs)



"Like the Holy Family, forced to flee"



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[Constituent Group Handbook](#)

Sponsor Resource Toolbox



"Coming to the aid of refugees"



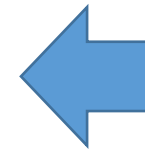
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[Sponsor Resource Toolbox](#)

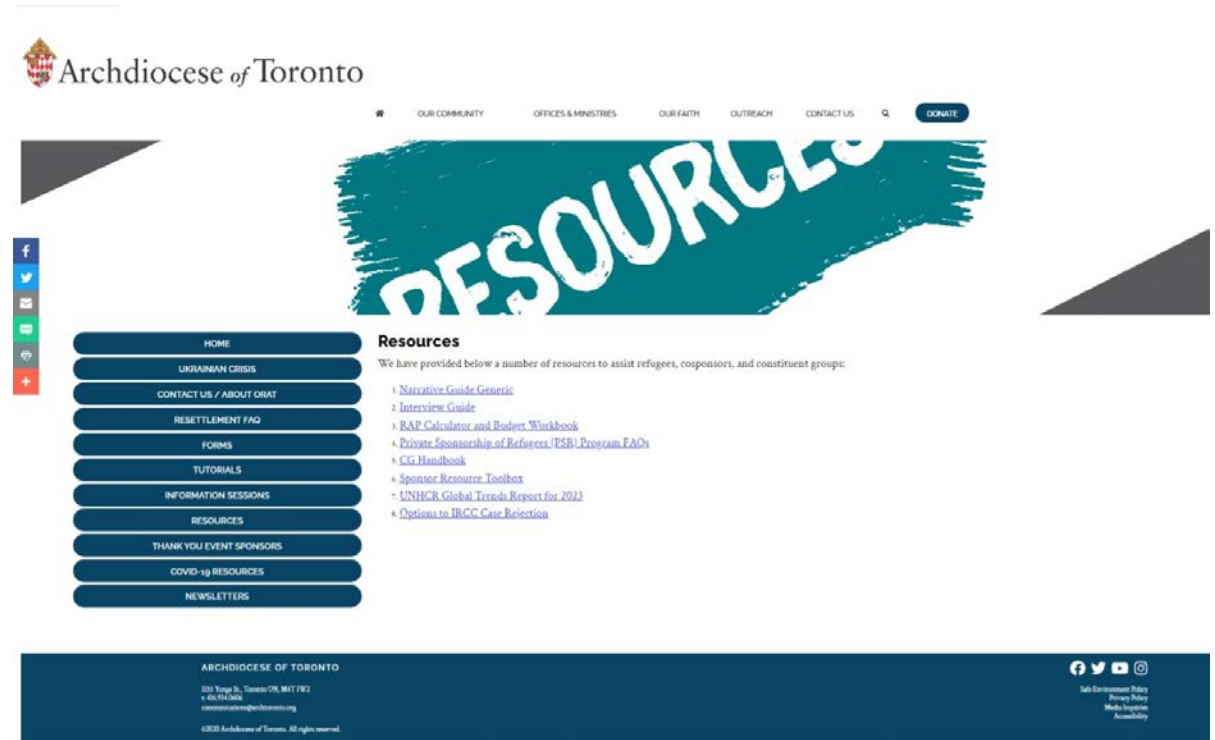
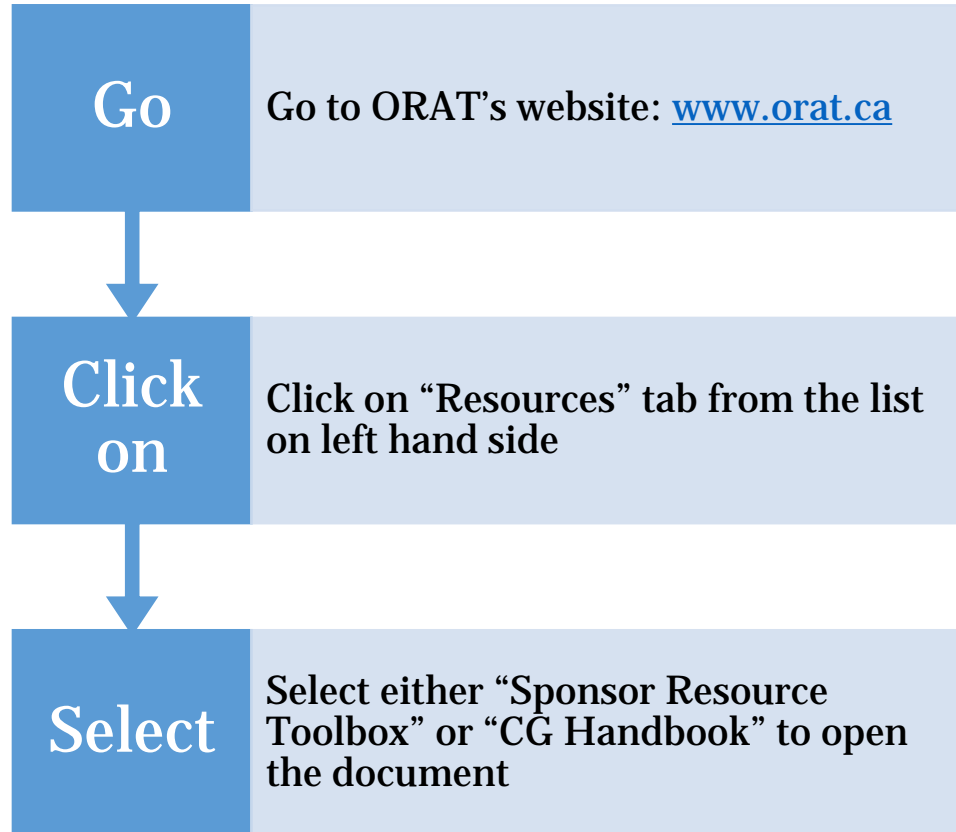
Details about Sponsor Resource Toolbox

- Available online
- PDF searchable document (point and click on Table of Contents)
- Provides links to most commonly used resources

Click on links or pictures to access full documents



Process Steps to Access Sponsor Resource Toolbox & CG Handbook



Accessing Settlement Funds

- For cosponsor cases, cheques will be automatically issued by ORAT on a quarterly basis beginning with receipt of the Notification of Arrival Transmission (NAT). For Project Hope cases, only the first disbursement will be automatically issued.
- All cheques will be issued to the newcomer in cosponsored cases. For Project Hope cases, cheques may be issued to the CG. CGs are asked to submit a completed budget, with actuals, including: expenses and income on a quarterly basis;
- 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 and the newcomer. If this is not possible, please contact our office.

While all cheques will be automatically issued by the office, cosponsors and CG members are encouraged to keep track of payments and ensure that cheques have been received on time.

Monitoring of Newcomers

Monitoring

- IRCC monitors refugees to ensure that sponsors are fulfilling their financial and non-financial responsibilities, including registration with a settlement agency (e.g., Catholic Cross-Cultural Services (CCS), YMCA, etc.), and access to settlement services provided by the agency.
- As part of monitoring efforts, IRCC pro-actively interviews newcomers. The monitoring process is being done through email surveys and telephone calls (with translators).
- SAHs, CGs and cosponsors are not notified by IRCC unless a support gap has been identified.
- All parties should take increased care to ensure that IRCC's rules are being followed.
- Principal Applicants have the right to either accept or decline the interview.
- All settlement support is to be well documented. Avoid cash disbursements.

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.

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



Samples of Government Issued Documents

- Sample of the Landing Paper
- Sample of the Permanent Resident (PR) card
- Sample of the Ontario Health Insurance Plan (OHIP) card
- Sample of the Interim Federal Health Program (IFH of IFHP)
- Sample of Social Insurance Number (SIN)



Landing Paper (Sample)

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

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: _____ COE: _____
 Last entry at: _____ Last entry date: _____ Orig. entry date: _____
 Became P.R. at: _____ Became P.R. on: _____ Undertaking (mos): _____
 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.: _____
 Special program: _____ Trans. loan no.: _____ Flight no.: _____
 CSQ no.: _____ ESOC no.: _____ PNC: _____
 Conditions: _____

Charged/convicted of a crime or offence in any country, refused admission to Canada or required to leave Canada?

MEDICAL DETAILS

IME no.: _____ Surveillance code: 1 _____ Valid to: 2018/01/29

SPONSOR INFORMATION

UCI: _____ Name: Roman Catholic Episcopal Corporation for the Diocese of Toronto in Care
 DOB: _____ Relationship: _____
 Address: A-371 Old Kingston Road, Scarborough ON, M1C 2P2

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.
 _____ Date (YYYYMMDD): _____

7862-1000 (04-2015) E CLIENT COPY Canada



Permanent Resident Card (Sample)

- Permanent Resident (PR) card is proof of your 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)

Key Documents
in Canada

- 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 form titled "INTERIM FEDERAL HEALTH CERTIFICATE OF ELIGIBILITY". The form is marked "PROTECTED - B" in the top right corner. It contains several sections for personal information, including "Family name", "Given name(s)", "Date of birth", "Sex", and "Citizenship". There is a section for "Application no.". Below this, there is a section for "Comments" with a "Date issued" field. The form includes several paragraphs of text explaining the coverage and conditions. A large "SPECIMEN" watermark is overlaid diagonally across the center of the form. At the bottom, there is a section for "Remarks" and a box for "Client ID #", "Print name", "Date issued", and "Date of birth". The "Canada" logo is in the bottom 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, and to access 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); and
 - To obtain Canada Student Loans

Appendix:

Sponsor Responsibilities to undertake...

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



Sponsor Responsibilities cont'd...

Topics

Some key questions

Translation

- 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?



Sponsor Responsibilities Cont'd...

Topics

Health Care

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?

Mental Health Support & Trauma Counselling

- 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?

Sport & Recreation

- 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?

