

Pre-Arrival

“Welcoming your Newcomer”

Office for Refugees, Archdiocese of Toronto (ORAT)

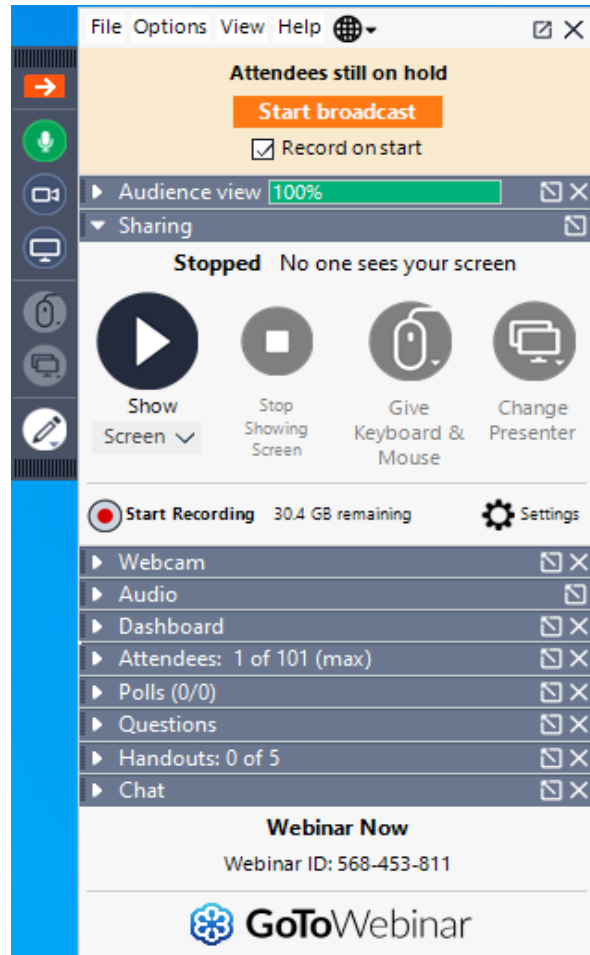
in collaboration with

Catholic Crosscultural Services (CCS)



ORAT
Office for Refugees
Archdiocese of Toronto

Housekeeping: Control Panel



Housekeeping: How to Ask a Question

- For the duration of the webinar all participants will be muted;
- At the end of the webinar, you will have the chance to ask your questions. You have two options:
 1. You can raise your hand by clicking on the icon on the Webinar panel (see Figure .1). Once you are unmuted by the presenter, unmute yourself, then ask your question; or
 2. You can write your question in the “Questions Section” (see Figure 2). The presenter will then be able to see your question and respond to it.

Figure 1

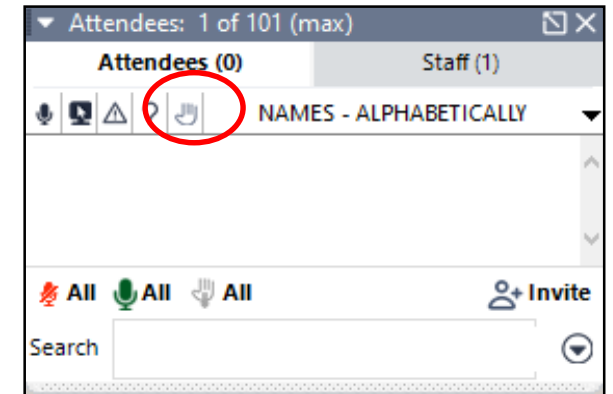
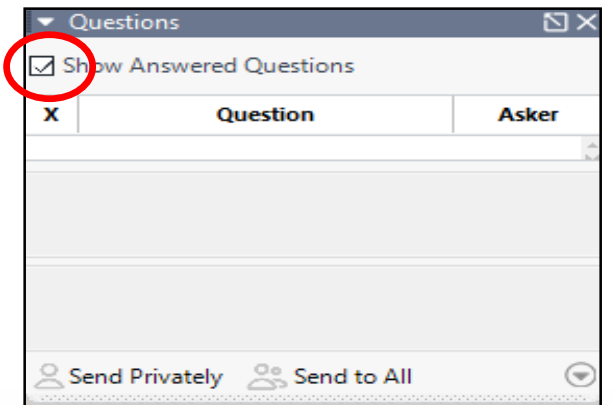


Figure 2



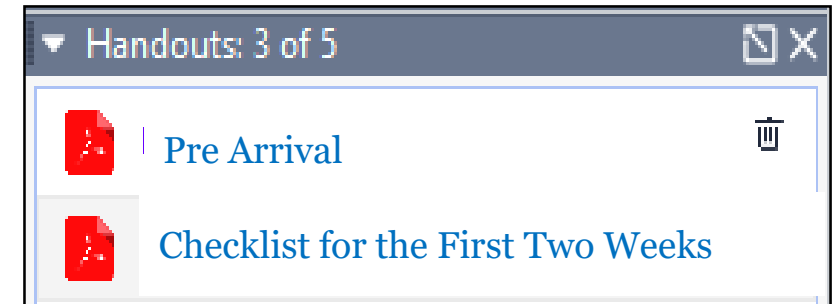
Housekeeping: Downloading handouts

During the webinar, attendees will be provided with the following handouts (See Figure 3):

1. Pre Arrival
2. Checklist for the First Two Weeks

You are encouraged to download these documents by opening and saving them to your computer.

Figure 3



What are the key things to arrange

1. Communication
2. Mandatory Quarantine (Prepare your plan)
3. In-Kind Donations
4. Research & Resources
5. Checklist for the First Two Months



The CG is to be in regular communication with the refugee throughout the process...

- Arrange for an interpreter to facilitate your communication.
- 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 (e.g., text, email, etc.) 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/CG 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 newcomer(s) 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

Mandatory quarantine: Prepare your plan

- The Government of Canada has put in place emergency measures to slow the introduction and spread of COVID-19 in Canada.
- These measures are changing rapidly. Cosponsors must visit Immigration Canada's website at: <https://www.cic.gc.ca/> to stay up to date with new travel requirements for to Canada.
- As of February 21, 2021, travelers to Canada must meet the new testing and quarantine requirements when coming to Canada. Use the checklist that applies to your newcomers:
- [Flying to Canada requirements checklist](#)
 - [Before you travel](#)
 - [Boarding your flight](#)
 - [Arriving in Canada](#)
 - [Completing your hotel and full quarantine](#)
 - [Testing and quarantine exemptions](#)

Coronavirus disease (COVID-19)
Mandatory requirements for travellers who are subject to quarantine arriving by air

C-2

The Government of Canada has put in place emergency measures to slow the introduction and spread of COVID-19 and variants in Canada. You **MUST** QUARANTINE for 14 days, provide a suitable quarantine plan, and monitor yourself for signs and symptoms as required by the Minimizing the Risk of Exposure to COVID-19 in Canada Order (Quarantine, Isolation and Other Obligations).

You MUST

- **QUARANTINE** for 14 days starting on the day of your arrival
- **UNDERSTAND** your COVID-19 molecular tests in Canada. This requirement does not apply if you have evidence of a positive COVID-19 molecular test that was obtained 14 to 90 days prior to your arrival in Canada.
 - TAKE the first COVID-19 molecular test at the airport on the day you arrive. Follow any specific directions provided by a Quarantine Officer at the airport.
 - **OBTAIN** a COVID-19 specimen collection kit at the airport
 - **TAKE** the second COVID-19 molecular test on DAY 10 of your quarantine period (the "10")
- **CHECK-IN** upon arrival at the desk of the government-authorized accommodation you pre-booked
- **REMAIN** there until you receive your on-arrival test result.
 - If the test result is **NEGATIVE**, **CHECK-OUT** of the government-authorized accommodation and **PROCEED** to your suitable place of quarantine.
 - If you need to take public transportation (e.g. aircraft, bus, train, subway, taxi or ride-sharing services), to your place of quarantine, follow public health measures.
- If test result is **POSITIVE**, **INVALID** or **INDETERMINATE**, await further instructions from a quarantine officer
- **REPORT** within 48 hours after arriving to your place of quarantine using the [ArrivalCAN](https://www.cic.gc.ca/ArrivalCAN) app, online at [Canada.ca/ArrivalCAN](https://www.cic.gc.ca/ArrivalCAN) or call 1-877-344-7342.
- You must also report your daily COVID-19 symptom self-assessment until the end of your quarantine or your last reporting of symptoms

After you receive your on-arrival negative test result, you MUST:

- **REMAIN** in quarantine. Your quarantine will end after the 14th day **ONLY** if you get a negative test result from your Day 10 test.
- **RESPOND** to calls or visits from screening officers or public officers.
- **KEEP** a copy of all your COVID-19 molecular test results. You may be asked to provide this proof to a Government of Canada or Provincial Government official or to the local public health authority during your quarantine period.

* Certain travellers who arrive at Calgary International Airport will be required to take the second COVID-19 molecular test at a pharmacy and will be given specific directions related to the second test at the airport.

Public health measures to follow while in transit

- **WEAR** a well-constructed, well-fitting, non-medical mask while in transit, unless you are alone in a private vehicle
- **PRACTISE** physical distancing of 2m when possible, such as sitting in the back away from the driver
- **SANITIZE** your hands when entering/exiting the vehicle
- **AVOID** contact with surfaces frequently touched by passengers or other drivers
- **REMAIN** in the vehicle as much as possible; pay at the pump for gas and use drive-through when you need food
- **AVOID** stops and contact with others while in transit
- **AVOID** using the recirculated air option for the car's ventilation during passenger transport; use the car's vents to bring in fresh outside air and/or open the vehicle windows

Referrals to designated quarantine facilities

You must follow the directions of a Quarantine Officer and enter a quarantine facility or other suitable place if:

- you do not take a test when required
- you do not have a suitable quarantine plan
- you test positive for COVID-19 while at the government-authorized accommodation
- you show signs and symptoms of COVID-19 while at the government-authorized accommodation
- you are exposed to someone who shows signs and symptoms for COVID-19

You MUST have a suitable place of quarantine where you:

- **CAN STAY** for 14 days or possibly longer
- **WILL NOT HAVE** contact with people who:
 - are 65 years or older
 - have underlying medical conditions
 - have compromised immune systems
 - work or assist in a facility, home or workplace that includes at-risk populations, including:
 - Nurses, doctors, other healthcare professionals, personal support workers, social workers
- First responders, such as paramedics
- Cleaning and maintenance staff, receptionists and administrative staff, food services staff, volunteers, essential workers to those living in long-term care facilities
- **CAN AVOID** contact with others who did not interact with you
- **CAN HAVE** a separate bedroom from those who did not travel with you
- **HAVE ACCESS** to the necessities of life, including water, food, medication and heat without leaving quarantine

Government of Canada / Gouvernement du Canada

Canada



Quarantine instructions for Cosponsors/ CG members

Mandatory
Quarantine

- Ensure that newcomers have a suitable place to quarantine and that essentials have been provided (i.e., food, air, medicines...)
- Arrange to take newcomers directly to the place of quarantine without delay and have them stay there for 14 days from the date they arrived in Canada.
- Sponsors and newcomers must wear a suitable mask or face covering while in transit.
- Practise physical distancing at all times.
- Use private transportation such as a private vehicle to reach your place of quarantine, if possible.

The Arrival Confirmation Process

The Process

- [Use ArriveCAN to submit your travel and quarantine plans](#)
- An email request will be sent to you from IRCC & ORAT
- Follow instructions from ORAT contained in the email
 - Provide confirmation asap so that ORAT can respond to IRCC
 - Complete Confirmation Letter for the Refugee (send copy to PA & ORAT)
 - Complete the detailed Quarantine Plan Template (send to ORAT for review)



Ensure that the PA has a copy of the quarantine plan details in the event that s/he is questioned by CBSA officers upon their arrival to Canada

Sample of confirmation letter template

Confirmation Letter Dear Public Health Agency of Canada and/or Canada Border Services Agency Officer, **RE:** _____

G#: _____ We, the Archdiocese of Toronto's Office for Refugees (ORAT) have sponsored the above named refugee(s) to Canada under the Private Sponsorship of Refugees (PSR) program. Following the required stay in a Government of Canada-authorized hotel, the above named refugee(s) will be staying at

_____ where they will quarantine for a 14-day period following their arrival. Our sponsoring group has ensured that the newcomer(s) will have access to food, medicine and other supplies and essentials during their 14-day stay at the above address. The refugee(s) will not be staying with at-risk subpopulations, including people who work in hospitals or long-term care facilities, adults over the age of 65, or those who are immunocompromised or at risk for more severe disease outcomes. The refugee will avoid all contact with persons with whom they did not travel. We have shared information with the refugee(s) on the entry requirements they must follow and the consequences of breaching the requirements. We will also continue having discussions with the newcomers about the requirements and consequences to ensure they understand them. If you would like further information, or have any questions or concerns, please contact:

Yours Sincerely, Office for Refugees, Archdiocese of Toronto (ORAT) (416) 934-3400 x804



1222 Yonge Street, Suite 203
Toronto, ON M4T 1W1
t: 416 934 3400 x804
e: orat@refugees.archdioceseoftoronto.org
w: www.orat.toronto.org/refugee

Confirmation Letter

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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 organizations that provide free/low cost in-kind items (e.g., furniture bank, Value Village, Salvation Army...).

In-Kind Items

1. Bedroom
 - Beds, Mattresses, Bedding
 - Dressers, Night Tables, Lamps...
2. Household appliances
 - Vacuum, Iron
 - Kettle
 - TV, Radio, Clock
3. Other
 - Towels, Draperies
 - Desks



Sponsorship costs can be reduced through 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 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. The form can be found at www.orat.ca

Best Practice (in collaboration with your sponsors)

1. Assess the value of assets
2. Voluntarily sign the [Declaration of Funds and Assets](#);
3. Calculate the exemption based on you family size;
4. Apply any excess assets towards newcomer expenses, offsetting the cost of sponsorship.

| 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)

Employment

School / Education*

**English Language
Classes**

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?

- 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.?

- 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?

- 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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Office for Refugees
Archdiocese of Toronto

Other topics to research...

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?



... and just a few more

Research

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?



ORAT has developed several resources to assist cosponsors and CGs in their resettlement work

Constituent Group Handbook

Best Practices & Frameworks
for
Constituent Groups (CGs)



"Like the Holy Family, forced to flee"



1 | Page

Sponsor Resource Toolbox

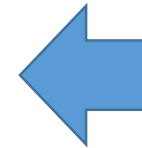


"Coming to the aid of refugees"



1 | Page

Click on
links or
pictures to
access full
documents



Details about Sponsor Resource Toolbox

- Available online on our website
- PDF searchable document (point and click on table of contents)
- Provides links to most commonly used resources

[Constituent Group Handbook](#)

[Sponsor Resource Toolbox](#)

Settlement Services Connection

- Connecting the refugees with a local Settlement agency that can assist sponsors with fulfilling their settlement responsibilities and help newcomers to meet their settlement and integration needs is very important.
- CCS – Catholic Crosscultural Services is a national non-profit organization, based in the GTA (Greater Toronto area). CCS aims to empower immigrants and refugees of all religious, ethnicities, countries or origin, or political affiliation to develop the skills and acquire the necessary knowledge to settle, integrate, and succeed in Canada.





Settlement Services

Presented by: Ghazal Amiri



ORAT
Office for Refugees
Archdiocese of Toronto

Who We Are

- Founded in 1954, Catholic Crosscultural Services provides services that assist in the settlement and integration of immigrants and refugees.
- We provide assistance at no cost to all newcomers regardless of race, religion, country of origin or immigration status
- Our offices are located in Toronto, Mississauga, and Brampton

www.ccscan.ca



ORAT
Office for Refugees
Archdiocese of Toronto

Languages

- We proudly offer our clients services in over 30 different languages:
 - Amharic, Arabic, Armenian, Azeri, Cantonese, Croatian, Dari, English, Farsi, French, Gujarati, Hindi, Italian, Korean, Malayalam, Mandarin, Marathi, Nepali, Pashto, Polish, Portuguese, Punjabi, Romanian, Russian, Serbian, Sindhi, Sinhala, Spanish, Tagalog, Tamil, Tigrinya, Turkish, Ukrainian, Urdu



What We Offer

- Settlement services
- English language classes
- Information sessions and workshops
- Employment services
- Support services for women
- Training and support to groups sponsoring refugees
- Newcomer mental health
- Connections to community resources



Settlement Services Includes:

- ❖ Information and orientation to temporary and permanent housing, health care, employment, family doctor and dentist, school, daycare and language training.
- ❖ Referral to community programs and access to services for your family
- ❖ Applications for Social Insurance Number, health card, Ontario photo card and Child Tax Benefit
- ❖ Applying for child tax benefit
- ❖ Develop and review settlement action plan, follow ups after initial meeting
Settlement Worker to address further needs

Do not feel overwhelmed, CCS is here to help you with your settlement process.



Accessing Settlement Funds

- All Cheques will be automatically issued by the office once the arrival of newcomers has been confirmed.
- 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: will be automatically issued to the newcomer in cosponsored cases and to the CG in Project Hope cases.
- 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.

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.



Sponsor task list after newcomers have completed their quarantine

Checklist

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

Sponsor task list after newcomer arrival

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

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 is as important as a birth certificate!

The image shows a sample of a 'CONFIRMATION OF PERMANENT RESIDENCE' form, also known as a landing paper. The form is titled 'CONFIRMATION OF PERMANENT RESIDENCE' and is marked 'PROTECTED - B'. It contains several sections for personal and application details, including fields for family name, date of birth, sex, citizenship, marital status, place of birth, and application details. A large watermark 'VALID FOR TRAVEL' is visible across the center of the form. The form also includes sections for medical details, sponsor information, and remarks. At the bottom, there are fields for the immigration officer's signature and date, and a section for the client's signature and date. The form is labeled 'CLIENT COPY' and features the Canada logo at the bottom right.

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)

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 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, Given name(s), Date of birth, Sex, Citizenship, and Application no. Below these fields, there is a section for Coverage with checkboxes for "Child's name" and "Spouse". The form also contains several paragraphs of text, including a warning "NOT VALID FOR TRAVEL" and "CAN'T BE USED TO APPLY FOR VISAS". A large "SPECIMEN" watermark is overlaid on the form. At the bottom, there is a section for the individual's signature and a box for the client's name, family name, and date of birth. The form is marked "PROTECTED - B" in the top right corner and has the Canadian flag in the top left 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