

Pre-Arrival Orientation

Office for Refugees, Archdiocese of Toronto
(ORAT)



ORAT
Office for Refugees
Archdiocese of Toronto

Agenda

1. Communication
2. Airport Procedures
3. Updating Refugee's Contact Information
4. Post-Arrival Settlement Responsibilities for Sponsors
5. Timing of Financial Support
6. ORAT Resources for Cosponsors & CGs
7. Monitoring of Newcomers
8. Conclusion
9. 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 review 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 oratoutreach@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 - [cosponsor-task-list.pdf](#)
- 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 helps 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.

Post - Arrival Settlement Responsibilities for Sponsors

Arrival to first 3 weeks:

Sponsors receive & welcome refugees, assisting with their immediate & essential needs, including:

- Meeting newcomers at the airport and providing transportation to temporary or permanent housing.
- Assessing any urgent health needs that require immediate attention.
- Ensuring newcomers have suitable, safe, and clean housing, as well as essential household items and food.
- Helping newcomers with clothing for different seasons, teaching them to use phones and the internet, and ensuring they know how to contact emergency services (e.g., 911, 311, 211).
- Familiarizing newcomers with their sponsor's role and local area, including public transportation and where to buy groceries.
- Open a Bank Account
- Attend or Watch online video of the Welcome Orientation at ORAT.



Post - Arrival Settlement Responsibilities for Sponsors

Arrival to first 3 weeks:

- Assist with application for key federal and provincial programs & services including:
 - Applying for provincial/territorial health plans and explaining the Interim Federal Health Plan (IFHP).
 - Applying for a Social Insurance Number (SIN) and Canada Child Benefit (CCB) if eligible.
 - Providing information on GST/HST credits.
 - Assisting with school registration and vaccinations for school-aged children.
 - Offering referrals and information on healthcare services, including primary care, mental health, dental care, and pharmacies
 - Register with a Settlement Agency & Arrange for a Needs Assessment

Post - Arrival Settlement Responsibilities for Sponsors

- **Months 1-3:** Settlement support continues to address early settlement needs, including orientation, finding permanent housing, and updating contact information with IRCC.
- **Months 4-6:** Access Settlement Agency services including, job search, application and employment, language classes, education, and helping newcomers apply for the One-Year Window of Opportunity (OYW) if applicable.
- **Months 7-9:** Sponsors identify unmet settlement needs, address service gaps, and prepare for the transition to independent living at the end of the sponsorship period.
- **Months 10-12:** Sponsors ensure newcomers have necessary documents, access to financial support, and are comfortable managing their finances. They also provide information on Canadian citizenship and provincial social assistance, where needed.

Throughout the settlement period, cosponsors and PAs are required to update IRCC with the contact information for the PA and other family members via the online portal or by contacting IRCC directly



Updating Refugees' Contact Information with IRCC

Requirement
from IRCC

Permanent Resident Card

- Update refugees' contact info with IRCC (address, email & phone number in Canada)
 - Call the **IRCC Client Support Centre at 1-888-242-2100**
 - **Email IRCC:** IRCC.PSRCasereview-RevuedecasPSR.IRCC@cic.gc.ca

To Change refugees' address

- Change refugees' address online or through IRCC Web form
 - [Change my address – Immigration and citizenship - Canada.ca](#)
 - [IRCC Webform \(cic.gc.ca\)](#)

To change refugee's contact info (email or phone)

- Use the Web form to update refugees' email or phone number
 - [IRCC Webform \(cic.gc.ca\)](#)



Timing of Financial Support from Sponsor

Disbursement

Details

Cheque #1

- Provides financial support to the newcomer for months 1-3.
- The 1st cheque includes Start-Up funds plus 3 months of Resettlement Assistance Program (RAP) support.

Cheque #2

- Provides financial support to the newcomer for months 4-6.
- The 2nd cheque includes only 3 months of RAP support.
- Financial support may be adjusted for net employment income earned by the newcomer(s).

Cheque #3

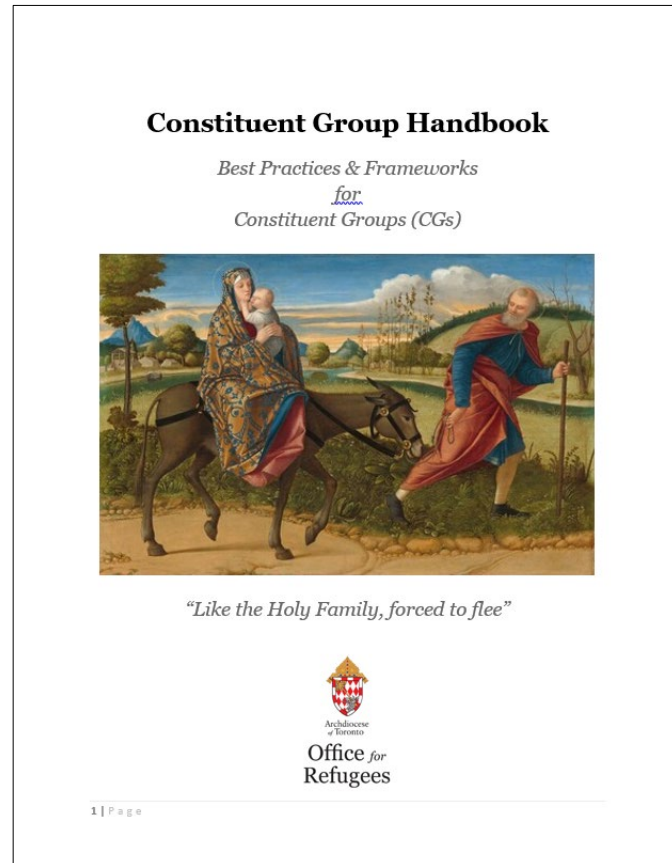
- Provides financial support to the newcomer for months 7-9.
- The 3rd cheque includes only 3 months of RAP support.
- Financial support may be adjusted for net employment income earned by the newcomer(s).

Cheque #4

- Provides financial support to the newcomer for months 10-12.
- The 4th cheque includes only 3 months of RAP support.
- Financial support may be adjusted for net employment income earned by the newcomer(s).

ORAT has Resources Available to Assist Cosponsors and CGs Settle their Newcomer

Resources



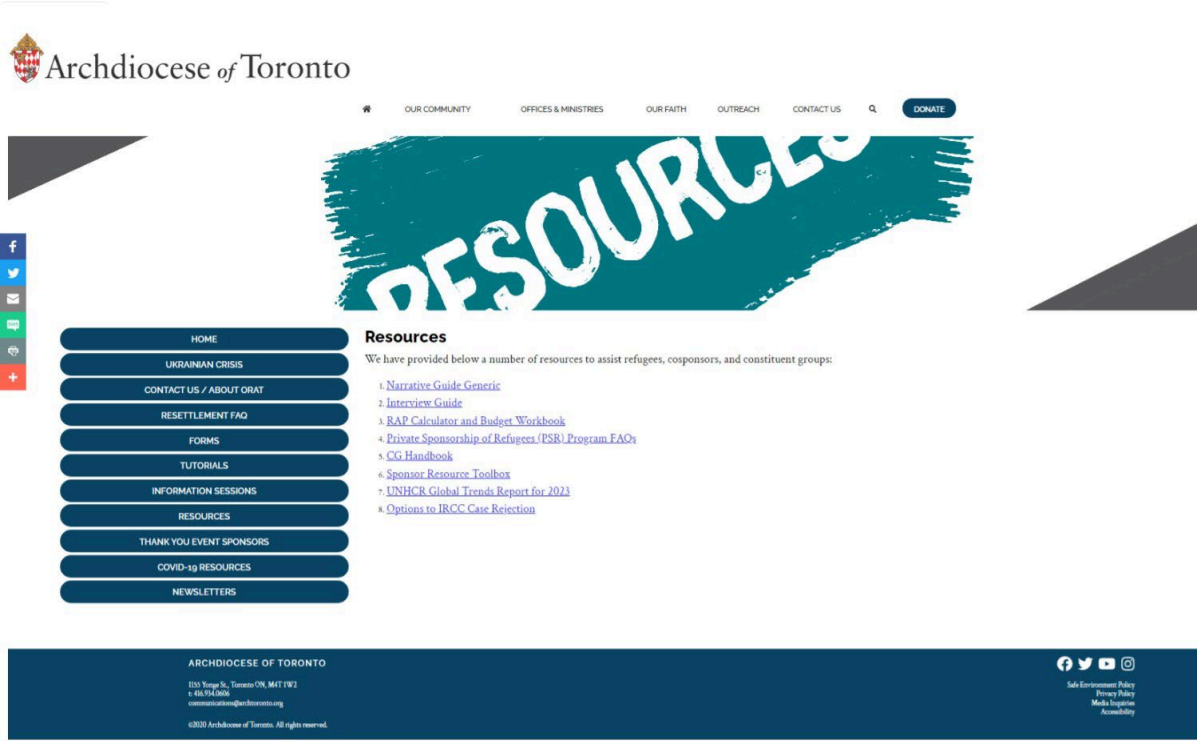
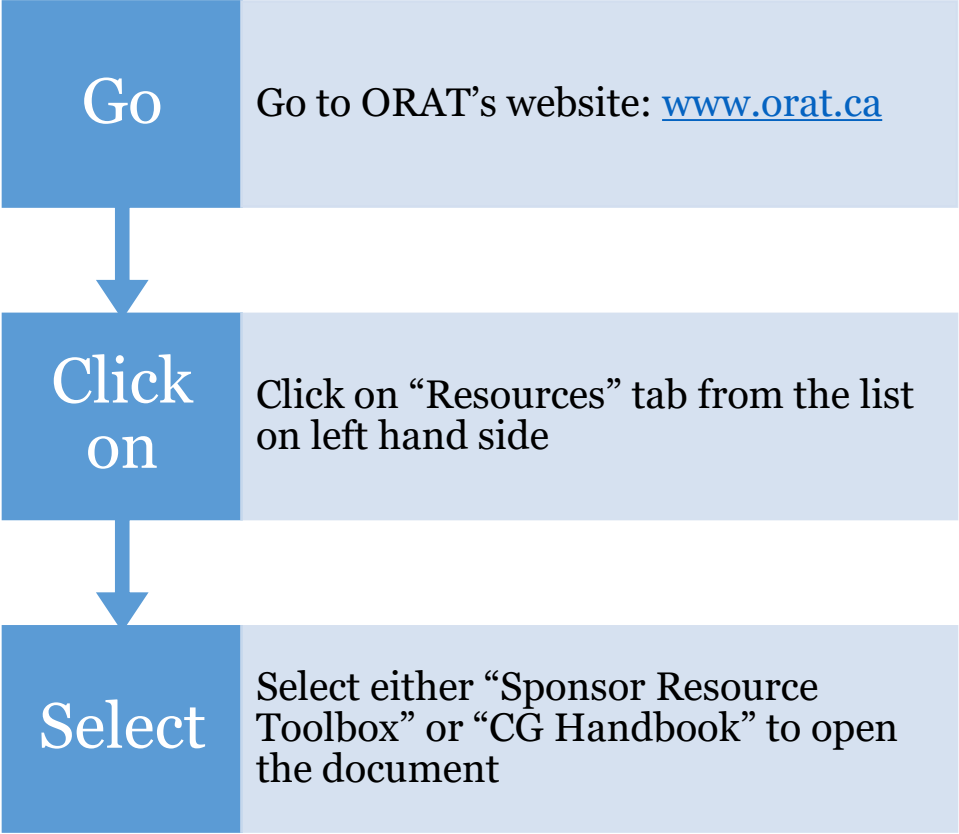
[o-cg-handbook.pdf \(archtoronto.org\)](https://archtoronto.org/o-cg-handbook.pdf)



[o-sponsor-resource-toolbox.pdf \(archtoronto.org\)](https://archtoronto.org/o-sponsor-resource-toolbox.pdf)

Process Steps to Access Sponsor Resource Toolbox & CG Handbook

Resources



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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!

Watch the pre-recorded Welcome Orientation. 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!


 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: _____ 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?
 DO: _____

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 2T2

DEPENDANTS INFORMATION

Have you any dependants other than those listed below?

Immigration Officer: _____ Date (YYYYMMDD): _____

I hereby certify that the above statements are true and correct and that I fully understand the conditions imposed.

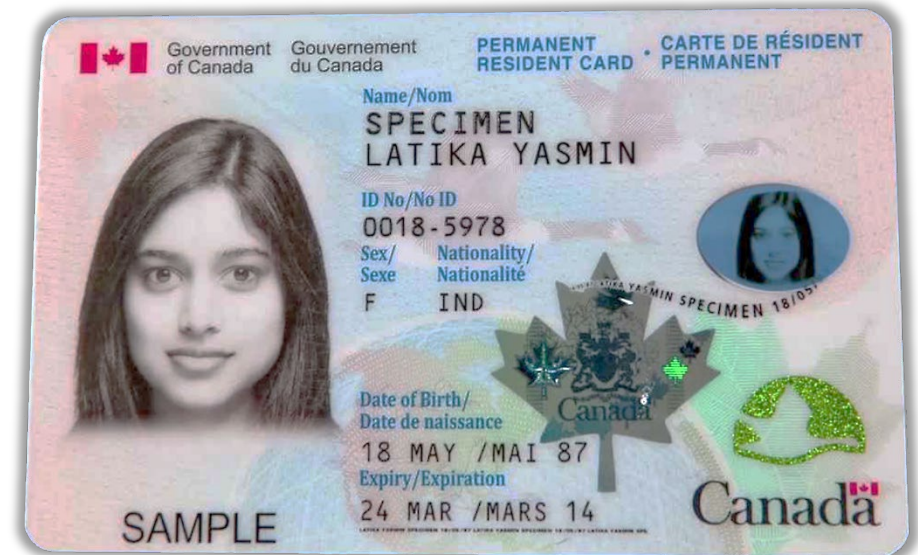
_____ Date (YYYYMMDD): _____

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Canada

Permanent Resident Card (Sample)

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



Ontario Health Insurance Plan (OHIP)

- 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)

- 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.gc.ca/ifhp

PROTECTED - B

INTERIM FEDERAL HEALTH CERTIFICATE OF ELIGIBILITY

Family name: _____
 Date of birth: _____
 Sex: _____
 Citizenship: _____

Application no: _____

Comments: _____

The coverage expires on the modified arrival date. If you are a permanent resident, you must apply for permanent residence before the expiration date of this certificate.

This certificate must be presented to participating health providers (using your government issued photo ID) before receiving services. If an individual does not have a valid photo ID, they must apply to the Immigration Health Program (IHP) for a temporary photo identification.

I, the undersigned:

declares that I have completed the required forms and that I have read and understood the conditions of the Interim Federal Health Program (IFHP) and that I agree to the terms and conditions of the IFHP and that I understand that my personal information will be shared with CIC, IHP, and other government departments and other third parties in accordance with the Privacy Act and the Department's Information Management Policy.

Signature: _____

Client ID #: _____
 Date of birth: _____

Canada



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