

# Pre-Arrival Orientation

Office for Refugees, Archdiocese of Toronto  
(ORAT)



**ORAT**  
Office for Refugees  
Archdiocese of Toronto

# Agenda

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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 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 [oratoutreach@archtoronto.org](mailto: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 - [o-cosponsor-task-list.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

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- 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

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## 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

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## 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](mailto: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 refugees' 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 2<sup>nd</sup> cheque includes only 3 months of RAP support.
- Financial support may be adjusted for net employment income earned by the newcomer(s).

### Cheque #3

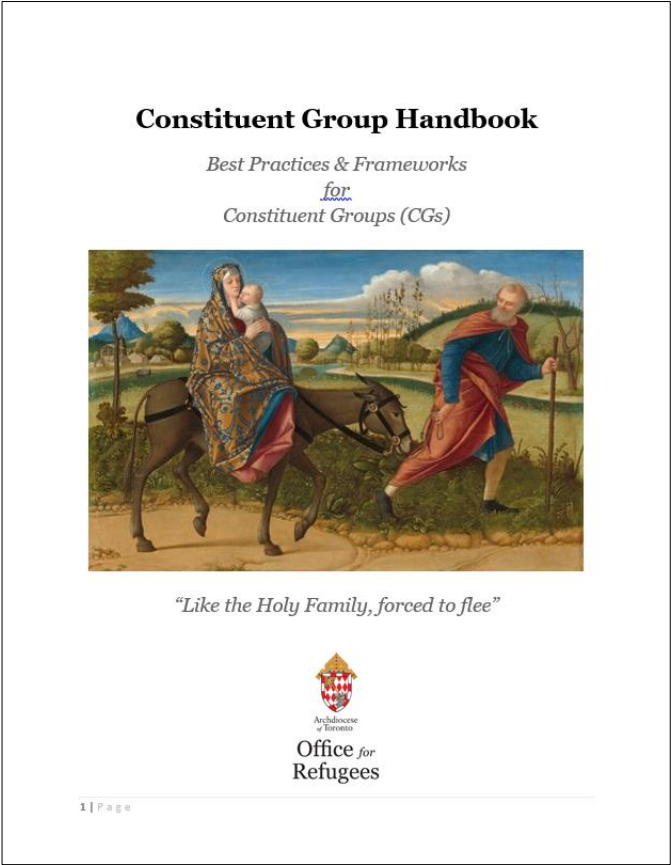
- Provides financial support to the newcomer for months 7-9.
- The 3<sup>rd</sup> cheque includes only 3 months of RAP support.
- Financial support may be adjusted for net employment income earned by the newcomer(s).

### Cheque #4

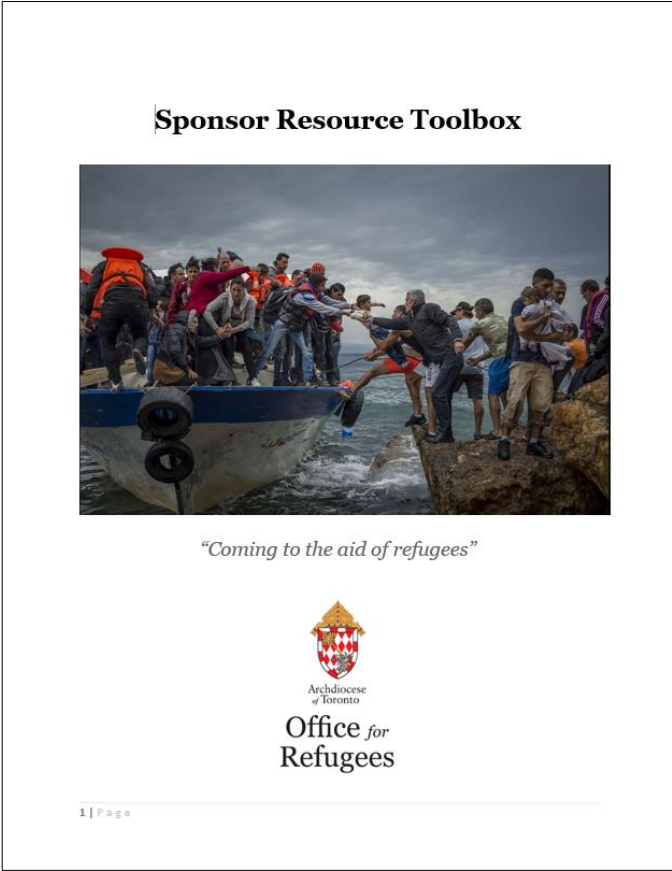
- Provides financial support to the newcomer for months 10-12.
- The 4<sup>th</sup> cheque includes only 3 months of RAP support.
- Financial support may be adjusted for net employment income earned by the newcomer(s).

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

Resources



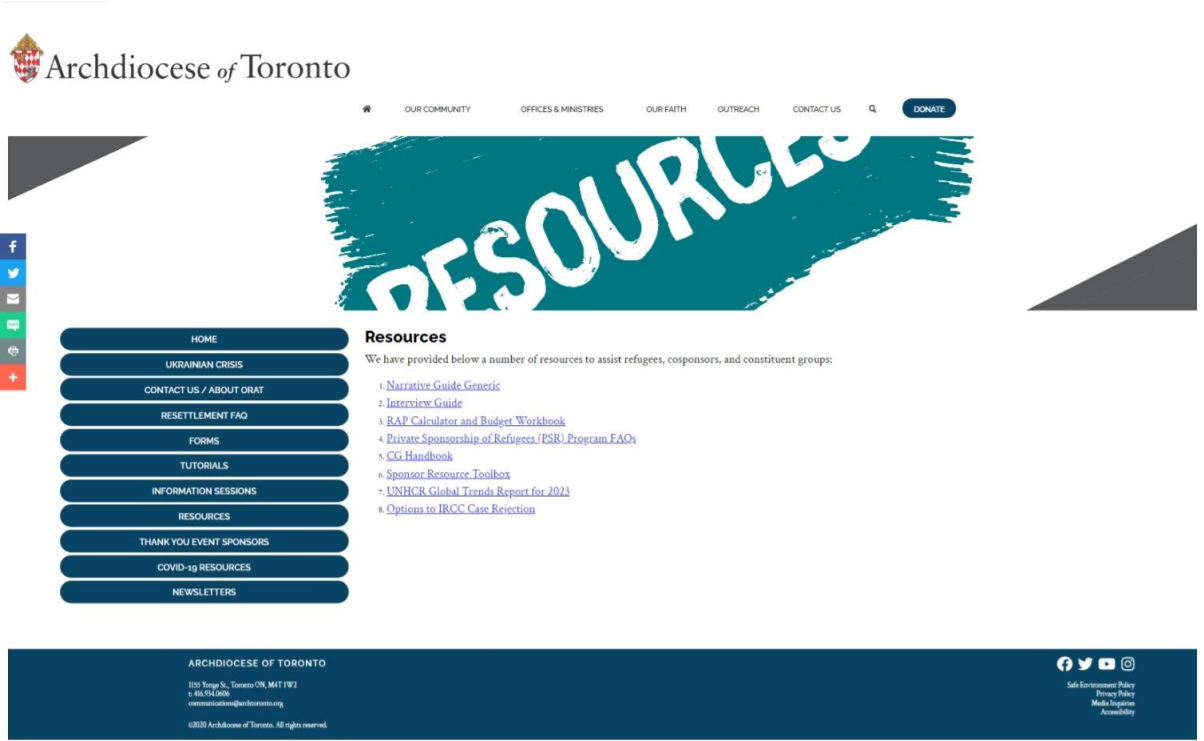
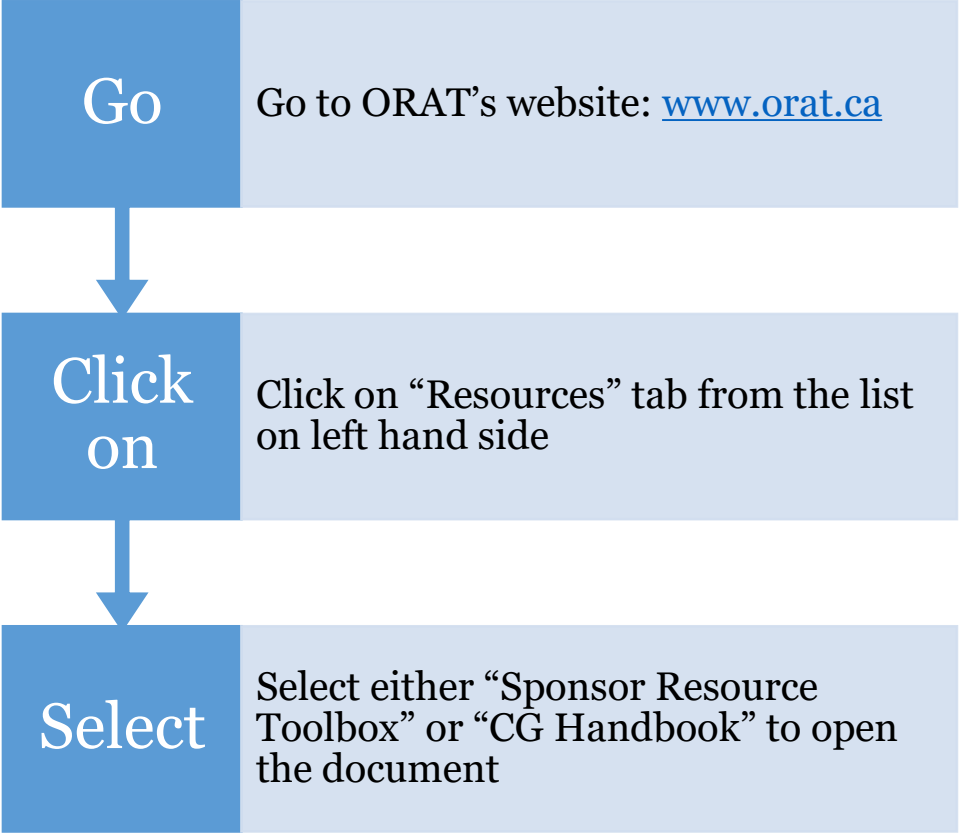
[o-cg-handbook.pdf \(archtoronto.org\)](http://archtoronto.org/o-cg-handbook.pdf)



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

# Process Steps to Access Sponsor Resource Toolbox & CG Handbook

Resources



# 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

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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](mailto:oratoutreach@archtoronto.org).





# Samples of Government Issued Documents

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- 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: \_\_\_\_\_  
 Sex: \_\_\_\_\_  
 Citizenship: \_\_\_\_\_

UCI: \_\_\_\_\_  
 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): \_\_\_\_\_  
 Expiry date: \_\_\_\_\_

Travel doc. no.: XXXXXXXXXXXXXXXX  
 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: 4-371 Old Kingsh. 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.

TORONTO: \_\_\_\_\_ Date (YYYYMMDD): \_\_\_\_\_  
 HANDOUT MPAS HAS: \_\_\_\_\_

186 888 24-2424 CLIENT COPY 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.cg.ca/ifhp](http://www.cic.cg.ca/ifhp)

**INTERIM FEDERAL HEALTH CERTIFICATE OF ELIGIBILITY**

Family name: \_\_\_\_\_  
 Given name(s): \_\_\_\_\_  
 Date of birth: \_\_\_\_\_  
 Sex: \_\_\_\_\_  
 Citizenship: \_\_\_\_\_  
 Application no: \_\_\_\_\_

**COVERAGE**

Child's name:  **Child's name**  **Spouse**

I, the undersigned:

declares that I require coverage under the IFH and that I will notify CIC immediately of any change to my immigration status or if I become eligible for another health insurance;

understands that it is my responsibility to provide the coverage rates and amounts mentioned as required;

understands that my medical and personal information will be shared with CIC, IFH claims administrator and other appropriate third parties for the administration of the IFH and that personal information may be shared with other government institutions and other third parties in accordance with the Privacy Act and the Department of Citizenship and Immigration Act.

Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_

Client ID #: \_\_\_\_\_  
 Family name: \_\_\_\_\_  
 Given name(s): \_\_\_\_\_  
 Date of birth: \_\_\_\_\_



# 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