



SPONSORSHIP HANDBOOK

February 2016

Compiled by:

**Alexandra Kotyk, Olga Radchenko, Aaron Berhane, Teri Hoang, Giovanna Riccio, and a team
of Ryerson University student researchers**

TABLE OF CONTENTS

Foreward	7
Lifeline Syria's Confidentiality Policy.....	8
Chapter 1: Sponsoring a Refugee Family	10
Where to Start.....	10
Fundraising.....	10
Creating a Settlement Plan:	10
Identifying Leads	10
Creating a Draft Budget.....	11
Finding Housing.....	11
Chapter 2: Arrival	12
Prior to Arrival.....	12
Airport Arrival.....	12
At the Airport	13
Documents	14
Accommodations	14
Food	15
First Day	16
Binder	16
"911"	17
Medical Information	17
Safety Information	17
Money	17
Map	17
Contacting Family.....	17

Before you leave.....	18
Chapter 3: First Week	19
Expectations and Responsibilities of Newcomer(s)	19
Travel Loans	20
Phone	20
Immediate Medical Needs	21
Telehealth and MedVisit	22
Interim Federal Health Program (IFH).....	22
Applying for the IFH Program:	23
Ontario Health Insurance Plan (OHIP)	23
Ontario Photo Card	23
Social Insurance Number (SIN).....	24
Housing and Neighbourhood	26
Furnishing a Refugee's home: Furniture Bank	27
Neighborhood Orientation.....	27
Library:	28
Clothing:	28
Laundry:	29
Place of Worship	29
Financial Matters	29
Budget	29
Taxes	31
Banking.....	31
Child Tax Benefit	31
Provincial Benefits:.....	32

School Registration for Children and Youth.....	34
Full-day Kindergarten.....	34
Elementary School	34
Secondary School	35
Vaccinations for School Age Children	35
Before- and After-School Programs	36
Government Funding: Resettlement Assistance Program (RAP)	37
Blended Visa Office Referred (BVOR).....	37
Joint Assistance Sponsorship (JAS).....	37
Interpreter/Translator.....	38
Visits and Privacy.....	39
Managing Expectations of Sponsoring Group.....	40
Communication	41
Chapter 4 - First Month.....	43
Medical Attention	43
Family doctor	43
Weekly clinics for refugees	43
To book an appointment for the newcomer(s).....	43
Dentist:.....	44
Prescriptions for Eyeglasses	44
Mental health.....	44
Useful Medical Websites: Hospitals, Clinics and Pharmacies	45
English Language Education.....	46
For Children.....	47
Childcare	47

Child Care Fee Subsidy:	47
Keeping your fee subsidy	48
Settlement Services.....	50
Languages in Settlement Services:.....	50
Resource Centres	51
Chapter 5 – During The Year	52
Finances	52
Transportation Loans	52
Admissibility Loans.....	52
Loan Forgiveness/Contribution Fund.....	53
Consequences of Missing a Loan Payment	53
Review the Budget	54
Rights and Responsibilities.....	54
Education	55
Employment & Job training.....	56
Volunteering.....	57
Where to look for Volunteer Work	58
Legal Aid	59
Culture.....	59
Summer programs for children	61
Day Programs	61
Children’s Tax Credit	61
Community and Recreation	62
Religion.....	63
Major Changes and Conflict	64

Chapter 5: Preparing for Independence	65
Family Reunification.....	65
Finance	65
Filing Taxes	65
Income Support.....	66
Applying for Assistance	66
Student Loans and Grants.....	66
Food Banks.....	68
New Housing	69
Subsidized Housing	69
Pests and Bedbugs:	70
Travel.....	70
Refugee travel document.....	71
Certificate of identity	71
Chapter 6– What Happens After?	73
Evaluation.....	73
Specific areas of review:.....	73
Keeping in touch	73
Celebrate!.....	74
Resources	75
Appendix A - Required Tasks Chart: First Day.....	78
Appendix B - Required Tasks Chart: First Two Weeks	79

Foreward

This handbook is a hands-on guide for groups who are sponsoring or intend to sponsor Syrian refugees under Canada's Private Sponsorship of Refugees Program. It is designed to guide sponsorship groups, step-by-step, through their one-year commitment to support refugees as they integrate into life in Canada.

Sponsorship groups will provide their sponsored family or individuals with:

- Basic living essentials such as housing, furnishings, food, clothing, and transportation.
- Support in developing a budget and becoming self-sufficient in other day-to-day matters.
- Assistance securing language and job training, finding employment, and enrolling children in school.
- Guidance in accessing health care and other government and community programs and services.
- Information about their rights and responsibilities in Canada.
- Emotional support (seeking professional assistance if necessary).

It may appear overwhelming at times, but private sponsors will help ease one of the worst humanitarian crises in decades by helping some of the most vulnerable people in the world. Sponsoring a refugee family from Syria will probably be something you will be proud of for your whole life. It will be emotionally moving and satisfying as the family makes a new life for themselves with your assistance.

By providing a legal escape route for Syrian refugees, Canadians can help reduce the number of desperate people who resort to smugglers and deadly boat crossings of the Mediterranean Sea. They will also ease the strain on host communities in the Middle East and encourage neighbouring states to keep their borders open to Syrians who need to flee conflict at home.

If you have any questions or comments regarding the material in this handbook, please feel free to contact Lifeline Syria.

Canada's private refugee sponsorship program is 35 years old and numerous other groups have contributed greatly to expanding and promoting it over the years. In compiling this handbook, Lifeline Syria is particularly indebted to work done earlier in similar and related materials produced by the Refugee Sponsorship Training Program, The Salvation Army's Immigrant and Refugee Services Office, Canadian Lutheran World Relief, and the Canadian Refugee Sponsorship Agreement Holders Association.

Sincerely

Ratna Omidvar
Chair, Lifeline Syria

Disclaimer: This handbook is only intended as a general source of information and does not offer legal advice or counselling.

Lifeline Syria's Confidentiality Policy

It has been noted in the media that many of the refugees coming to Canada are willing and able to speak to media or share their stories publicly in order to raise awareness about the plight of Syrian refugees and the crisis. However, it cannot be assumed that all families will be able or willing to share their stories publicly.

The reality is that many of the families are fleeing an extremely dangerous environment and therefore may not wish to share their information for security reasons. Others may feel overwhelmed by their experiences and uncomfortable sharing their stories publicly.

While we recognize that providing updates and information about the families we are supporting will assist in our donor relations, our commitment is to work with each family individually to determine their comfort level in speaking publicly and to provide whatever support they require in this area.

The family's security, safety and comfort will always take precedence.

To protect the confidentiality of Syrian refugees coming to Canada, Lifeline Syria is committed to the following:

- The names of refugee families or individuals will not be released publicly without informed consent of the refugee family or individual.
- Personal information such as the address of residence or workplace should be considered confidential unless the family has provided informed consent.
- Personal information that may lead to the identity of a family, including the number of family members or specific health issues, as well as their home location in Syria, will not be shared without informed consent.
- At no point will refugee families or individuals be coerced to speak with media or at other public speaking engagements.
- Any communications with children of refugee families must be conducted in the presence of the child's guardian or parent.
- Informed consent includes ensuring the refugee family or individual understands the following:
 - o Images or written information about the person may appear in news media
 - o Images or written information about the person may appear on the internet or in social media networks such as Twitter, Facebook, blogs, YouTube, etc.
- Images or written information about the person may appear in community brochures or notices.
 - o Consent must be obtained in writing or recorded verbally

The obligation to preserve confidentiality ceases when:

- **The preservation of information may risk serious harm to another person, e.g. suicide, homicide, violence, etc.**
- **It is required by law, contract, or where there is a specific court order.**
- **The individual authorizes in writing release of specific information.**

Chapter 1: Sponsoring a Refugee Family

Where to Start

Please read the FAQs on the Lifeline Syria webpage.

The Lifeline Syria webpage also has a video that covers general background information and a synopsis of the sponsorship process:

Fundraising

Please Note: Sponsoring Groups cannot deduct the Child Tax Benefit (CCTB) from the amount they need to raise to sponsor a family. Sponsorship amounts are based on Resettlement Assistance Program (RAP) rates which already take into account that children are covered by CCTB. If sponsorship groups deduct the CCTB amount from the RAP amount, they will not raise enough for the family.

Creating a Settlement Plan:

Lifeline Syria requires groups to complete their Settlement Plans before they are matched with a refugee family.

Identifying Leads

To organize your settlement process, consider identifying leads areas of responsibility. Some of these areas may include:

- Bank and Budget Lead
- Warmth and Welcome Lead
- Housing Lead
- Healthcare Lead
- Government Forms Lead
- Furniture Lead
- Clothing/Household Lead
- Education Lead
- Technology Lead
- Orientation to City Lead

- Job Search Lead

Creating a Draft Budget

You will need to submit a draft budget as part of your Settlement Plan. Please note that Citizenship and Immigration Canada requires a set amount be raised however, many groups find that this amount does not cover expected living expenses. It can be helpful to set a fundraising goal of higher than what you are liable for but not too much higher.

Finding Housing

When looking for housing, please consider the following:

- Location of other family members
- Location of sponsor group members
- Location to Settlement Services Agencies
- Rent cost

Chapter 2: Arrival

Prior to Arrival

It is important to start preparing well in advance of the arrival of the refugee(s) you are sponsoring. The sections below will go into more depth, but here is a brief overview what your sponsoring group should prepare in advance:

- Housing, either temporary or permanent. If you choose to wait until the newcomer(s) arrive to secure permanent housing, you should still begin the research so that you have options to discuss with the newcomer(s). For more information, see “Housing and Neighbourhood”.
- Prepare an orientation binder outlining essential information in both English as well as the newcomer(s)’ native language.
- Prepare a sheet of paper that outlines the names and contact information of each person in the sponsoring group along with their photos. This should be the first page in the binder.
- Have a checklist ready for all the important information that needs to be covered on the first day.
- Plan for an interpreter to accompany you to the airport.
- You may want to provide the family with a basic phone with an inexpensive plan so that they have a mode of communication right upon arrival. It is a good idea to have key phone numbers entered into the phone.

Please Note: Lifeline Syria and WIND Mobile have an agreement in place to provide Syrian refugees with mobile phones. For more information, see <http://lifelinesyria.ca/free-mobile-phones-for-refugees/>

- Whether you drop the family off at a temporary residence or permanent housing, ensure that they have all the essentials they might need over the first few days. This includes basic toiletries, easy to prepare food, and a ready-to-eat meal for when they arrive from the airport.
- Divide the responsibilities for all the tasks that need to be done within the first few weeks among members of the sponsoring group.

Airport Arrival

Please note: The process for picking up refugees from the airport is currently in flux. You will receive instructions for where to pick up your sponsored refugees when you receive information on their arrival.

The airport arrival is often a much anticipated moment for the sponsoring group. There are important things to keep in mind as you plan for this day.

At the Airport

Please Note: The newcomer(s) may be tired and overwhelmed from the long flight.

- Make a welcome sign with the newcomer(s)' names in both English and their native language to hold up when they exit the arrival area. This way you can identify one another.
- Have a small group of sponsors welcome the newcomer(s) on their arrival. While the sponsorship group may feel like celebrating, the refugee family will most likely be exhausted from a long, stressful trip and may be overwhelmed with mixed feelings stemming from their past plight.
- It might take the newcomer(s) some time to go through immigration, so be patient while waiting. Wait at the passenger pick-up area until they arrive with an IRIS (Immigration Reception and Information Services) representative. Staff at IRIS help the refugees through Canadian Customs and Immigration at the airport. .
- Arrange for an interpreter to attend the airport arrival. It may be overwhelming to try and speak another language (even if they have some English skills) after a lengthy and stressful trip. To have someone present who speaks their own language may ease some discomfort and facilitate introductions, the delivery of key information, and the addressing of any important questions or concerns the newcomer(s) may have upon arrival.

Please Note: If you are unable to locate an interpreter on your own, Lifeline Syria will help connect you with a member of the Syrian community willing to assist.

- Canada is the only country in the world to have private sponsorship of refugees. The newcomer(s) may not be aware of your role as a sponsoring group or have a good understanding of what private sponsorship is when they arrive. You should plan to provide an overview during introductions mentioning that you will support them through their first year of settlement in Canada and emphasizing that you will be around to help them out whenever needed. This should also be repeated at a later occasion such as when talking about expectations of the newcomer(s). See "Expectations and Responsibilities of Newcomers".
- As a sponsoring group you will probably want to take pictures with the newcomer(s) at the airport. Please remember that they are probably very tired after the long trip and are faced with many new impressions at once. If you decide to take pictures, ask the newcomer(s) if it is ok and only take a few pictures to make the process quick.

Please Note: If you want to post pictures of sponsored family on social media, you need to obtain their informed consent either in writing or recorded verbally. Please be respectful of their privacy. Please refer to our Confidentiality Policy at the beginning of this Handbook.

- Depending on the season, it is a good idea to bring appropriate clothing for the newcomer(s) to the airport as they may be arriving unprepared for cold temperatures. You may also want to bring along refreshments such as water and snacks especially if there are young children. It is a good idea to have a meal planned for the newcomer(s) at the location you take them to from the airport.

Documents

- Upon arrival in Canada, a refugee becomes a Permanent Resident of Canada. During processing upon arrival, the refugee will usually be asked to provide a mailing address in Canada to which the Permanent Resident (PR) card will be sent.
Please Note: If the sponsoring group gives Lifeline Syria the address information ahead of time, this information will be provided to the immigration officers when the refugees arrive at the airport. Their Permanent Resident cards should arrive in a few weeks at their new address. If the newcomer(s) were not able to provide the address at arrival, the sponsoring group can update the information online.
- Newcomer(s) who are not able to provide an address at the airport will be given an IMM 5456 (Address Notification—Permanent Resident Card). The sponsoring group can help them complete this form. **Please fax it back to the PR Card Processing Centre at 1-902-564-7317.**

Please Note: To avoid a \$50 processing fee, the refugee's permanent address in Canada must be provided to CIC within 180 days after entering Canada.

Accommodations

- If your sponsor group chooses to wait for the arrival to arrange permanent housing, you must still arrange adequate temporary housing. Keep in mind that it is important to keep the newcomer(s) together and not separate them even in temporary housing, as they are going through a traumatic experience.
- If you are bringing the newcomer(s) to temporary housing from the airport, please clarify that this is not where they are expected to live in the long-term and that you are working on arranging permanent housing. For more information on housing, see “Housing and Neighbourhood”.
- If you do not have adequate lead time to prepare before arrival or are unable to arrange for temporary housing, please contact Lifeline Syria and we will work to assist with temporary options or hotel offers.

Food

Please consider purchasing some of the following food items for your newcomer(s) and having them available when they arrive.

- Chickpeas
- Tahini
- Pita bread
- Olives
- Feta cheese
- Spices: salt, cumin, cardamom, saffron, bay leaves, coriander, cinnamon, paprika, mint, all spice
- Frozen peas and frozen green beans
- Green and red lentils
- Rice
- Pasta and pasta sauce
- Fava beans
- Milk
- Eggs
- Butter
- Tea
- Turkish coffee beans
- Olive and Canola oils
- Sugar
- Labneh
- Yogurt
- Halal ground beef, stew beef, chicken
- Tomato sauce and paste

- Lemons/lemon juice
- Garlic
- Samneh
- Tomatoes
- Cucumbers
- Lettuce
- Parsley
- Onions
- White Beans
- Chili paste
- Oranges
- Bananas

First Day

Following the airport pick-up, there are a few important things that need to be covered during the first day. Please remember the refugees may be exhausted and stressed from their journey to Canada. It is best to limit the information given to them on arrival and to repeat it again later.

Here is the important information that you need to go through during the first day:

Binder

Provide the newcomer(s) with an orientation binder prepared ahead of time in English and in their native language.

The binder should have a Welcome Letter and information on Privately Sponsored Refugees. This binder is not a replacement for providing key information verbally but is a supplement that the newcomer(s) can use as a resource to go back to when needed. Do not expect them to process all the information in the binder during the first day, but you can suggest that they go back and review it after the first week's orientation.

Lifeline Syria may have some basic standard templates of what we suggest should be included in the binder, but the sponsorship group will want to adapt these and add to them as they see fit.

This binder should contain the names, photographs, and contact information for everyone in the sponsor group, details on how to handle emergency situations, information on calling 911, and other useful contact information. You can also suggest that they keep the binder for all their important paper work regarding immigration.

The information should be related in bullet points and in simple, clear language.

“911”

One of the most important things to do during the day of arrival is to give the newcomer(s) information about how to call 911 in case of emergency as well as providing them with a phone to do so. For more information, see “Phone”.

Medical Information

Provide information about the nearest walk-in clinic and hospital and explain the differences between the two, i.e. which one they should go for certain specific services.

Safety Information

- Explain that the water is safe to drink
- Show the refugees how to use all appliances in their home.
- Explain what to do if there is a fire in their home.

Money

Provide a small amount of cash for the newcomer(s).

Map

Provide a map of the surrounding neighbourhood, indicating the locations of the nearest grocery store, TTC stop, drug store, etc.

Contacting Family

Help the newcomer(s) contact their family members both inside and outside Canada. Give them a telephone calling card or a phone with a calling plan and explain how the plans work and how much they cost. You can go into more detail about phones over the next few days. See “Phone” for more information.

Before you leave....

Before you leave at the end of the first day, be sure to ask if the newcomer(s) have any questions and reinforce that they can call you if questions arise or they need assistance. Also, arrange for a time to meet the next day.

For specific check lists of tasks that are required immediate upon arrival, see Appendix A.

For specific check lists of tasks that are required during the first two weeks, see Appendix B.

Chapter 3: First Week

Expectations and Responsibilities of Newcomer(s)

It is necessary to discuss expectations and responsibilities with the newcomer(s) soon after arrival. This is important so that everyone involved has the same understanding of who is responsible for what. If there is a language barrier, it is necessary to have an interpreter present in order to avoid misunderstandings.

Things to be explained and discussed include the following:

- Finances
- Where the money is coming from-especially if the sponsorship is being funded partially through a government program-and that the funding is finite.
- Monthly allowance including, if applicable, Child Tax Benefit etc.
- Living expenses: who pays rent, food, and what 'living expenses' include.
- Who pays for what: newcomer(s) vs. sponsoring group.
- Bills : understanding of who pays the bills, how much, etc.
- Savings: if possible.
- Banking: understanding of bank card, bank accounts, bank fees, cheques, bank machines, credit cards, etc.
- Schooling/Employment
- LINC/ESL: importance and requirement to learn English, when to sign up etc.
- Register children for school: how to register, vaccinations, legal requirement for children 6-16, etc.
- Employment/Work experience: importance of Canadian work experience, possibility of part-time or evening work, etc.
- What to do in case of emergency
- How to call 911
- Non-emergency options: walk-in clinics, Telehealth, local police etc.
- Phone, internet & TV

- How to call abroad in the most cost effective way
- Medical & Dental needs
- OHIP and IFH (Interim Federal Health Program)
- Dental

It is beneficial to have the above points discussed and written down, with a copy in English and in the native language, and given to the newcomer(s). It is suggested that a basic contract be drafted which lays out the most important requirements and that the family is asked to confirm that they understand what was discussed. If they agree to sign the document, make sure that they understand exactly what is written and that they agree with the information. This document is not legally binding but is a good tool as it can be used in case of doubts or uncertainties of what was discussed. It is necessary to do a follow up on everything discussed after a few months, as a reminder of everyone's responsibilities.

Please Note: Use your best judgement for what the family can process at a given time. While communicating this information is important, you do not have to do it all at once.

Travel Loans

Explain to your family that the government has currently waived their travel costs. They do not have to pay back their travel costs.

Phone

You may want to provide the family with a basic phone with an inexpensive plan. It is a good idea to have key phone numbers entered into the phone.

Lifeline Syria and Wind Mobile have an agreement in place to provide Syrian refugees with phones and phone service. For more information, see

<http://lifelinesyria.ca/free-mobile-phones-for-refugees/http://lifelinesyria.ca/free-mobile-phones-for-refugees/>.

If the newcomer(s) have to buy the phone themselves, take them to a store where they can buy a cheap phone and make sure they get a plan or phone card that suits their needs.

It is important to explain how Canadian phone plans work and ensure that the newcomer(s) understand that they are billed for usage at the end of each month.

Please Note: In many countries, phones tend to be prepaid and the newcomer(s) may expect to simply be cut off once the balance runs out not knowing that they can keep using the phone and running up a tab.

If you have pre-purchased a phone for the family, enter some key phone numbers into the phone ahead of time, i.e. sponsor group contacts, emergency, Telehealth, etc.

Immediate Medical Needs

For information on medical resources, please check the Lifeline Syria website at <http://lifelinesyria.ca/medical-resources-for-sponsors/>

Newcomer(s) may have medical needs that have to be looked at soon after arrival.

Try to find a family doctor prior to the newcomers(s)' arrival ideally located near the area where you expect the permanent housing to be. A good place to start is to ask your own family physician.

Ontario has a service, *Health Care Connect*, that assists with finding a family physician. However, this process will take time and cannot be relied on for immediate needs:

<http://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner>

A group of doctors in the GTA has mobilized to provide some free-of-charge services to refugees. If the above options do not meet the needs of the newcomer(s), or if they require access to services that are not covered under OHIP go to the Lifeline Syria website for information about these clinics.

If there is no family doctor secured and the newcomer(s) have immediate medical needs, they can use a walk-in clinic or a community health center. Remember that they might need an interpreter while visiting so see if you can find a clinic with staff that speaks their language or arrange for an interpreter to accompany them. For more information on clinics, see “Weekly Clinics for Refugees.”

- Inform the newcomer(s) that they need to bring their OHIP card or IFH (Interim Federal Health program) document- likely both-with them every time they go to seek medical attention. It is important that the sponsoring group assists them immediately after arrival with applying for both IFH and OHIP. For more information, see “Interim Federal Health Program” and “Ontario Health Insurance Plan.”
- If the newcomer(s) need to seek urgent medical care before they have received IFH or OHIP coverage, the sponsoring group should call Lifeline Syria for assistance with scheduling an appointment with a Citizenship and Immigration Canada (CIC) office to apply for IFH.

The City of Toronto provides a range of free services for which no health coverage is needed and can be accessed before obtaining the OHIP card. For more information, see

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=acc3e75c575124104gnVCM10000071d60f89RCRD>

Telehealth and MedVisit

Telehealth Ontario is a free service provided by the Ontario Ministry of Health and Long-Term Care that allows Ontario residents to speak to a Registered Nurse with their medical questions any time of the day or night. It's designed to provide quick answers, information and advice. This could be when a person is sick or injured but isn't sure if they need to see a doctor or can treat the situation at home.

The service does not replace a doctor's visit for an actual diagnosis or prescription. Nor is it intended to provide emergency support.

- Ontario residents can call Telehealth Ontario at **1-866-797-0000**.
- The service is available in French as well, and the nurses can connect to translators in 110 languages.

For more information on Telehealth, see

<http://www.ontario.ca/page/get-medical-advice-telehealth-ontario>

MedVisit offers doctor house call services for those persons who are unable to get out to see a doctor. MedVisit does not charge any fees as the home visit is covered by OHIP. You can find more information about MedVisit here: <http://medvisit.ca/index.php>

Interim Federal Health Program (IFH)

It is important to apply for IFH as soon as possible to receive medical coverage in the period before qualifying for Ontario health care coverage (OHIP).

- Appointments for IFH (Interim Federal Health program) are made at the airport.
- The IFH program has undergone several changes in the past few years which may continue; sponsoring group can get the most updated information by going to the IFHP website here: <http://www.cic.gc.ca/english/refugees/outside/summary-ifhp.asp>
- If the newcomer(s) are sponsored through the Joint Assistance Sponsorship (JAS) program, the application for IFH should be done at COSTI during their interview with a Citizenship and Immigration Canada official. The sponsoring group needs to ensure that this is done before the newcomer(s) leave COSTI.
- If the newcomer(s) are sponsored through the Blended Visa Office Referred (BVOR) program, the application for IFH will be done during their Resettlement Assistance Program (RAP) interview with CIC. **At least one member from the sponsoring group must be present at that interview.**

Applying for the IFH Program:

- Newcomers must fill out an IFH application form and bring it to their local Citizenship and Immigration office once they arrive in Canada. The application requires a photograph which must fit the requirements or the form will not be accepted. If the form is accepted, the applicant will begin to receive IFH coverage immediately.
- A guide to the IFH application can be found here: [Guide 5568 - Application for Interim Federal Health Program Coverage \(IFHP\)](#)
- For the IFH application form: IMM5564, see <http://www.cic.gc.ca/english/information/applications/index.asp>
This form is used for initial IFH applications and IFH-Extension applications.
- Alternatively, you can mail in the form but your coverage will not activate until your application has been accepted by Citizenship and Immigration Canada. This can take around six weeks to process.
Please note: it is important for the sponsoring group to accompany the newcomer(s) to a CIC office within the first week of arrival.
- For all other refugees applying for IFH, an appointment has to be made with a Citizenship and Immigration (CIC) office.

Ontario Health Insurance Plan (OHIP)

There is normally a three-month wait period for OHIP coverage, but this does not apply to privately-sponsored refugees who have their application approved at the airport.

Ontario Photo Card

When applying for OHIP at Service Ontario it is a good idea to apply for an Ontario Photo Card at the same time. The Ontario Photo Card is a government-issued identification that permanent residents and citizens, aged 16 and older, may use if they do not have a driver's license. By having an Ontario Photo Card, the newcomer(s) don't need to carry their Permanent Resident card with them and can keep it safely at home. A person cannot have an Ontario driver's license and an Ontario Photo Card at the same time. This is an official identification card and can be used as valid proof of identification in day-to-day business transactions.

This card can be applied for at Service Ontario. The applicant must bring:

- An original identity document to prove their legal name, date of birth, and signature. Acceptable identity documents can be found here:
<https://www.ontario.ca/government/acceptable-identity-documents-ontario-photo-card>

- A marriage certificate if the person applying is doing so under their married name
- The photo card costs \$35 and delivery time is 4-6 weeks.
- The photo card cannot be used as travel documentation.
- The photo card needs to be renewed every five years at a Service Ontario Centre.

Social Insurance Number (SIN)

If immigration services at the airport helped the newcomer(s) fill in the application for the SIN card at arrival, you do not need to go to a Service Canada Centre. Otherwise, an application for a SIN card needs to be done in person at a Service Canada Centre. To find a Service Canada Centre, see [http://www.servicecanada.gc.ca/cgi-bin\(s\)c-srch.cgi?app=hme&ln=eng](http://www.servicecanada.gc.ca/cgi-bin(s)c-srch.cgi?app=hme&ln=eng)

Primary Documents:

The applicant needs to provide a primary document at the time of application. The primary document is an official document that proves his or her status in Canada. The document has to be an original. If the name on this document is different from the name the person currently uses, the person will also need to provide a supporting document.

- Permanent Resident Card issued by Citizenship and Immigration Canada.
- Confirmation of Permanent Residence AND visa counterfoil affixed to a foreign passport or a travel document.
- Confirmation of Permanent Residence AND foreign passport for visa exempt countries.
- Verification of landing. This document is provided when an original of the Record of Landing or the Confirmation of Permanent Residence is not available (i.e. lost, misplaced, etc.).
- Status Verification, also known as "Verification of Status", is considered an acceptable document to support the refugee's status in Canada when applying for a replacement SIN card or updating the SIN record.

Supporting Documents:

A supporting document is a legal document indicating the name you currently use. It is required if the name on your primary document is different. Your supporting document must be an original written in English or French. A supporting document is:

- A Certificate of marriage, record of solemnization of marriage or marriage statement (or a similarly titled document, depending on the issuing authority) to support your family name after marriage.

Please Note: This does not apply to Quebec residents, regardless of where they were married after April 1, 1981).

- Divorce Decree, certificate of Divorce, or Decree Absolute issued in accordance with the Supreme Court of Canada for the dissolution of a marriage to support the family name requested on the SIN record when it does not appear on the primary document.
- Legal change-of-name certificate or court order document issued in accordance with provincial name change legislation.
- Adoption order certified by a Canadian Court (applies to adoptions in Canada only).
- Notarial certificate, also called notarial adoption certificate, issued by the country of origin of a child adopted abroad and used by the adoptive parents to have the SIN issued in the adopted child's Canadian name.
- Request to Amend Record of Landing issued by Citizenship and Immigration Canada and used to amend a Record of Landing or a Confirmation of Permanent Residence document.

Please Note:

- **There is no fee to apply for a Social Insurance Number**
- **On March 31, 2014, Service Canada began issuing SINs in paper format (confirmation of SIN letter). Production of the plastic SIN cards has stopped.**
- **Original proof of identity documents are required to apply for a SIN; photocopies are not accepted.**

If everything is in order, the newcomer(s) will receive their SIN during their visit to Service Canada. Make sure that you explain for the newcomer(s) the importance of the SIN card, why they have it, who may ask for it etc. More information can be found here:

<http://www.servicecanada.gc.ca/eng/sc/sin/index.shtml> and
http://www.priv.gc.ca/resource/fs-fi/02_05_d_02_e.asp

Housing and Neighbourhood

If you know when the sponsored refugees are arriving, you may want to arrange for permanent housing ahead of time. However, sponsor groups should anticipate possible travel delays or unexpected changes in the size and composition of the family. Additional members of the family may be identified later in the process, and the practice is to keep all family members together. Sponsored families may have their own preferences for housing. You may want to arrange for temporary housing for a family on their immediate arrival and then find permanent housing in consultation with them shortly after arrival.

Whether you are arranging for permanent housing before or after the newcomer(s)' arrival, the landlord will probably require one of the sponsoring group's members to sign as a guarantor. The person who signs the contract/lease is liable for everything on behalf of the residents under that contract. The sponsor group should make every effort to convince the landlord to accept the newcomer(s) as the main applicant and signatory to the contract/lease. The sponsor group should offer to provide a letter explaining how they will support the newcomer(s) during the year of the sponsorship. This letter should be prepared ahead of time. If the newcomer(s) are being given government support from the Resettlement Assistance Program, this can be indicated in the letter. This is important so that the newcomer(s) can establish a history of rental housing during their first year, so that they can easily find new housing should they wish to move after the first year.

When making housing arrangements, look for accommodation that the refugee family will be able to afford once their sponsorship is over. This provides more comfort and security for the newcomer(s). The sponsoring group will also not need to worry about assisting them with finding other housing at the end of the sponsorship.

Many newcomer(s) who come to Canada, especially people who have lived in refugee camps, are often used to living in close quarters with each other. For them, it might not be a problem if several people share one bedroom especially if that can lower the rent. In Toronto, there is a by-law regulating the occupancy standards. It is advisable to inform the newcomer(s) about this by-law should there be any issues regarding occupancy. You can find the Toronto by-law here:

http://www.toronto.ca/legdocs/municode/1184_629.pdf

If you live outside of Toronto you can check with your local municipality if there is a by-law addressing this issue.

For any housing-related issues, you can use the following resources:

- For housing-related issues, see The Residential Tenancies Act for Ontario:
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_06r17_e.htm
- For free advice on tenant rights, call the Toronto Tenant Hotline at 416-921-9494 or
hotline@torontotenants.org

- For free or low-cost advice, contact a community legal aid clinic:
[http://www.settlement.org\(s\)ys/faqs_detail.asp?k=LEGAL_CLC&faq_id=4000078](http://www.settlement.org(s)ys/faqs_detail.asp?k=LEGAL_CLC&faq_id=4000078)
- To contact a local community settlement agency: <http://www.settlement.org/findhelp/>

Furnishing a Refugee's home: Furniture Bank

Lifeline Syria has become an Agency of Record with **Furniture Bank**. Furniture Bank is a charity that collects used furniture across the GTA and shares it free of charge with people who are starting a home in the GTA. For their programs and services, see www.furniturebank.org

For more information about the Furniture Bank, see the Lifeline Syria website at <http://lifelinesyria.ca/partner-information-for-sponsors/>

Neighborhood Orientation

During the first days after arrival, sponsors need to introduce newcomers to their neighborhood to make them feel more comfortable with their surroundings. An orientation can include but is not limited to:

- Showing families where they can go grocery shopping and help them plan their budgets by introducing them to Bulk stores and farmers' markets that can be cheaper than the big-chain stores.
- Helping the family find specific food items such as halal meats.
- Introducing them to Canadian food items either from the grocery store or by preparing a meal for or with them.

Please Note: Remember that the newcomer(s) might need guidance with preparing meals. You can teach them how to cook on a budget. It is always important to judge how much help the family member want and not make assumptions.

Shopping may be very different in the refugee family's country of origin. They may be used to bargaining over store prices. Explain Canadian shopping habits to the newcomers.

- Accompanying the newcomer(s) to do their grocery shopping the first few times, but only with their agreement. You can help answer questions and clarify things, but be careful to ensure you are not interfering with their decision making.
- Showing the family parks and green areas. Since many newcomer(s) live in apartments, it is nice to show them areas where they can enjoy the outdoors.
- Showing the family public transportation. Most newcomers are dependent on public transportation. You should provide the newcomer(s) with several maps of the public transportation

system which can be obtained at a public transit counter as well as maps of the city which can be found at the airport. Take the family on a trip through the transit system to show them how to buy tokens and passes, learn how much they cost, and how to use the transfer system, the buses, street cars and subway system, hours of operation, and other things related to public transit. Help them find the most economical travel options.

Introduce them to resources that can help them map out their routes via public transit to various destinations, e.g. TTC's Trip Planner online tool: http://www.ttc.ca/Trip_planner/index.jsp

Please Note: Toronto has recently mandated that all children under 12 years of age can ride the TTC for free.

Library:

As the newcomer(s) have very limited resources, public libraries can be a source for important services, learning tools, as well as free entertainment. Services include borrowing books, music and DVDs, internet access, computer access, activities for children, etc. Some branches also have computer learning centers where people can take computer classes for free.

To apply for a library card, bring a valid name AND address identification to any branch. The card expires after a year and can be renewed by showing your identification to branch staff. More information can be found at: <http://www.torontopubliclibrary.ca>

Some library branches participate in the Sun Life Financial Museum + Arts family pass. Through this service, people with a valid library card can access free passes to various museums, art galleries, and other cultural venues.

Clothing:

If the newcomer(s) arrive in the winter, you should provide some weather appropriate clothing. If they require new clothes, go with the newcomer(s) to help them understand what clothes are appropriate for the weather and also suit their cultural needs and budget.

Warn newcomers about Canada's winters. It will probably be colder than they have expected. If they arrive during spring or summer, make sure that you assist them with acquiring warm clothes for the winter either through donations or by helping the newcomer(s) to buy them.

Some sponsoring groups get donations of second-hand clothing for families. However, it is important to be aware that in some cultures, it can be seen as an insult to give people used goods. Explain why you are doing so and how second hand clothing is seen as a money saver in Canada.

Always respect individual preferences.

Advise the newcomer(s) on second-hand or other affordable stores in the area they live such as Goodwill, Value Village, Salvation Army Stores, and Dollar Stores.

New Circles is an organization that provides free new and gently used clothing to those in need. Please see their website for more information: <http://newcircles.ca/>

Laundry:

Offer to demonstrate how to operate the washing and drying machines, how the payment system works, and what products should be used. If there are no laundry services inside the unit or the building, it may be necessary to take them to the closest laundromat and explain how the process works.

Place of Worship

Ask the sponsored family if they are interested in attending a specific religious place of worship. Offer to help them locate one nearby. Do not assume the newcomer(s) are of a specific religion or are looking for a place of worship.

Financial Matters

It is good to have a discussion about financial matters during the first week of arrival. Help the newcomer(s) understand how they can make the most out of their budget by showing them discount, second-hand, and bargain stores. Help them compare prices between different stores so that they get an idea of where they can save money.

Even if you can provide the newcomer(s) with financial literacy and budgeting, it might also be a good idea to connect them with multicultural groups that offer these services in their own language. It might help to have someone from the newcomers' own culture provide advice on Canadian finance practices. Do not leave all of this responsibility to anyone outside of the group.

Many settlement agencies have budgeting and financial programs for newcomers. It would be good to be aware of these programs and share this information at the appropriate time with the newcomer(s).

Budget

A budget should be developed with the newcomer(s) and not created for them without their input. While a sponsoring group is providing funds, it is the sponsored refugee family that should make the final decisions on how to spend it. Sponsors should provide sound advice to the newcomer(s) and create a clear understanding about their financial situation. Sometimes it is a good idea to meet quarterly to review the budget and revisit the expectations of both the sponsors and the sponsored family.

While many groups find it useful to do some pre-budget planning in advance of the arrival of the newcomer(s), the group must be careful to avoid a dictatorial approach to spending when the newcomers arrive. It may be best to talk through some basic budgeting principles with the newcomer(s), keeping in mind that they are independent adults who may have been managing their affairs for a long time in very difficult circumstances before they arrived in Canada. While it is true the newcomer(s) can learn from the group's Canadian experience, budgeting should not become a point of conflict. For example, sometimes groups will ask newcomer(s) to keep receipts to ensure that they are keeping to the predetermined budget amounts. This may feel insulting and invasive to the newcomer(s). It may be better to work together to create a financial plan.

- It needs to be clear how they will be receiving money as well as how much their expenses are expected to be. Make sure to include, where applicable, Resettlement Assistance Program (RAP), Canada Child Tax Benefit (See "Canada Child Tax Benefit) and Universal Child Care Benefit (UCCB) payments.
- Create a chart of the budget with income and expenses.
- Explain how to pay bills and the importance of paying them on time. It may be good idea to help at the beginning of the sponsorship until it becomes a routine.
- Explain costs related to phones and internet such as long-distance calls, texting, calling abroad, using phone cards, calling online, etc. Even if the group has not included all of these services in the budget, the newcomer(s) will eventually want to access them. An explanation of how expensive these services are will allow the newcomer(s) to be better informed of their choices.

It is a good idea to do research on affordable phone plans, internet plans, and cost of phone cards before the newcomer(s) arrive. You can thereafter discuss the alternatives together with them to decide on the best option. It is important to remember that the post-paid cell phone system common in Canada is uncommon in other countries and can cause a lot of confusion and frustration for the newcomer(s).

If the newcomer(s) go over their monthly budget, the sponsorship group must discuss and decide what should be done, i.e. provide extra funds beyond what was budgeted. It is up to the group on how such situations should be handled, but it is a good idea to have a discussion about such hypothetical situations before the newcomer(s)' arrival.

There are many tools available online for free that assist with creating and tracking budgets. Most banks will have budgeting resources available and the Financial Consumer Agency of Canada is a great source of information as well as budgeting tools:

<http://www.fcac-acfc.gc.ca/Eng/resources/toolsCalculators/Pages/BudgetCa-Calculat.aspx>

Taxes

Explain necessary information about Canada's taxation system. HST will likely be confusing when the price they pay in the store is different than what is stated on the sign or tag. Depending on the situation, you can choose to explain early about filing taxes and that the salary earned is not equal to take-home pay, but you can also choose to leave this until they are more settled in Canada as it might be too much information for them at once.

Banking

After the newcomer(s) arrive, sponsorship group members should accompany them to a bank to set up a bank account and get a bank card.

- Do research ahead of time to find a bank with the most benefits and least costs. Some banks have special programs designed especially for newcomers to Canada that may offer flexibility regarding required documentation and the banking terms.
- Confirm with the bank beforehand on what documents are needed to set up a bank account.
- Teach the newcomer(s) about specific Canadian banking matters such as the cost of withdrawing money from an ATM other than their bank, the cost of paying in a store with the debit card, bank fees, etc.
- Many newcomer(s) will never have used cheques, direct deposit, or automatic withdrawals. Explain how these work. For automatic withdrawals, involve the newcomer(s) in any decisions made to set these up.
- Explain the risks and benefits of having a credit card including that it is important to start developing a credit history in Canada. Should the newcomer(s) choose to apply for a credit card, ensure they understand the terms especially interest charges.

Child Tax Benefit

The Canada Child Tax Benefit (CCTB) is a tax-free monthly payment for eligible families to assist them in the cost of raising children under the age of 18. Included with the CCTB is the National Child Benefit Supplement (NCBS), a monthly benefit for low-income families with children under 18. To be eligible for the CCTB all the following criteria must be met:

- The applicant must live with the child and the child must be under the age of 18.
- The applicant must be primarily responsible for the care and upbringing of the child.

- The applicant must be a resident of Canada and their spouse or common-law partner must be a Canadian citizen, a permanent resident, a protected person, or a temporary resident who has lived in Canada for the previous 18 months, and who has a valid permit in the 19th month.

To apply for the CCTB:

Please Note: The applicant must have a SIN number.

To apply for the CCTB, the sponsorship group should help the newcomer(s) complete and submit the following forms:

- Form RC66, Canada Child Benefits Application:
<http://www.cra-arc.gc.ca/E/pbg/tf/rc66/rc66-13e.pdf>
- Schedule RC66SCH, Status in Canada/Statement of Income must also be completed and attached to the application. This form is for people who have not filed an income tax return yet. You can find the application here:
<http://www.cra-arc.gc.ca/E/pbg/tf/rc66sch/rc66sch-13e.pdf>
- A proof of birth for the child needs to be attached to the application if CRA have not previously paid benefits to anyone for this child. Attach clear photocopies of both sides of all pages of the Record of Landing or confirmation of permanent residence issues by Citizenship and Immigration Canada.

To submit the forms:

- If the newcomer(s) live in Toronto, send the forms to the Sudbury Tax Centre at the following address: Sudbury Tax Centre, 1050 Notre Dame Avenue, Sudbury, ON P3A 5C1
- If the newcomer(s) live elsewhere in Ontario you can find their tax centre here:
<http://www.cra-arc.gc.ca/cntct/tso-bsf-eng.html>
- It is important to inform the family that in order to continue to receive the CCTB, they have to file their income tax and benefit returns every year, even if they have no income to report.

Provincial Benefits:

The Canada Revenue Agency administers the Ontario Child Benefit (OCB). You do not have to apply separately for both the federal and provincial benefit, the Canada Revenue Agency will use the information you have submitted for the CCTB to determine your eligibility for the Ontario Child benefit.

More information about child and family benefits can be found online at:

- www.cra-arc.gc.ca/formspubs/tpcs/bnfts-eng.html
- <http://www.rstp.ca/images/resources/handbooknov2012.pdf>

School Registration for Children and Youth

As a first step, you should sit down with the newcomer(s) and provide information about the Canadian school system. That education is compulsory between the ages of 6 to 16 is not the case in all other countries. Other things to talk about with the newcomer(s) include homework expectations, school trips, school lunch, parent-teacher relationships, vaccinations, school buses, etc. The Canadian school system might be very different from where they lived previously or they might never have attended school at all.

You should also discuss what supports are available to newcomer children to help ease any anxieties the adults in the family might have. The elementary and secondary schools in Ontario have special language training for children who do not speak English or French as their first language or who speak a variety of English or French that is different from the language used in Ontario schools. Students can get help from teachers who specialize in working with newcomer(s). They can also get help to develop their literacy skills.

Full-day Kindergarten

Full-day kindergarten is provided by all elementary schools across Ontario. Full-day kindergarten is available for four- and five-year-old children and is free. Before and after school programs are optional and are offered for a fee. Financial assistance is available for families who qualify. Kindergarten is a good way to integrate newcomer children into Canadian society and may ease the transition into the school system. It also gives them an opportunity to be surrounded by English-speaking adults and children.

To learn more about full-day kindergarten in Ontario, see <http://www.edu.gov.on.ca/kindergarten/>

Elementary School

To register an elementary student within the Toronto District School Board (TDSB), you will have to visit the local school directly. To find the nearest local school, see [http://www.tdsb.on.ca/Newcomers\(s\)tudents.aspx](http://www.tdsb.on.ca/Newcomers(s)tudents.aspx)

To find school boards in Ontario that are located outside of Toronto, see <http://www.edu.gov.on.ca/eng/sbinfo/boardList.html>

When you have located the local school, you can call the school and ask what the required documents for registering are as well as the best time to go to register. It is helpful to get the registration form ahead of time and fill part of it in.

Secondary School

To register for high school, all students between the ages of 14-20 can begin by visiting a Newcomer Reception Centre. At the Reception Centre, they will assess English language and mathematics skills of the student. This assessment will help schools offer the newcomer children the supports they need to begin studying in Canada.

To book an assessment in Toronto, call any of these three Newcomer Reception Centers:

George Vanier Reception Centre

3000 Don Mills Road East, M2J 3B6

Telephone: 416-395-9440

Greenwood Reception Centre

24 Mountjoy Ave, M4J 1J6

Telephone: 416-393-0705

West End Reception Centre

777 Bloor Street West, M6G 1L6

Telephone: 416-393-0542

Vaccinations for School Age Children

Students in Ontario are required by law to be immunized against measles, mumps, rubella, diphtheria, tetanus, and polio. Parents must provide their school-age child's immunization record or a valid exemption form from Toronto Public Health. There are some exceptions to vaccinating children such as medical, religious, or philosophical reasons. Exemptions may be obtained by calling Toronto Public Health at 416-392-1250.

All vaccinations needed for school are free of charge. Vaccinations can be done by a family doctor or at a walk-in medical clinic. If the person does not have an Ontario Health Card or has difficulty booking an appointment with their doctor, an appointment can be made at a public health clinic. Parents/guardians are required to provide their child's immunization records to their local public health unit as well as to update the information when they have received additional vaccinations.

If the newcomer(s) do not have immunization records with them, they will be required to get the required vaccinations in Canada, even if that means they will be repeating the vaccinations.

- For Public Health Units, see <http://www.phdapps.health.gov.on.ca/PHULocator/>

- Toronto Public Health: (416) 388 7600 or call 311.

Toronto is one of the most multicultural cities in the world, and the City of Toronto provides information in as many as 180 languages. Dial 311 to access municipal information in different languages or browse the city's website, [toronto.ca homepage](http://toronto.ca) in 50 different languages.

- Service Ontario: 1-866-532-3161 (Toll-free) or (416)314 5518.
- Many community agencies can assist with immunizing school age children. For community agencies, see www.settlement.org
- You can contact the Immunization Line at 416-392-1250 Monday to Friday 8:30 A.M. - 4:30 P.M. for interpreter services, translation of foreign immunization records, or more information about immunization records.

Before- and After-School Programs

The City of Toronto offers several free programs before and after school located at neighbourhood community centres. These programs are offered across various age groups. For more information and to locate a program in a specific neighbourhood, go here:

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=545bd9cb9ca1f310VgnVCM10000071d60f89RCRD>

Canada Learning Bond

The Canada Learning Bond is an important but little known benefit. When newcomer parents apply for their Social Insurance Numbers (SIN), they should also apply for their children. As soon as the children have their SIN, they can receive the Canadian Learning Bond. For more information about the Canada Learning Bond, see <http://www.canlearn.ca/eng/savings/clb.shtml>.

Government Funding: Resettlement Assistance Program (RAP)

If the newcomer(s) arrive in Canada through the Blended Visa Office Referred (BVOR) program or the Joint Assistance Sponsorship (JAS) program, they will receive full or partial financial support from the Canadian government through Citizenship and Immigration Canada (CIC).

Blended Visa Office Referred (BVOR)

Through the BVOR program the newcomer(s) receive partial financial support from the government. Before the newcomer(s) can start receiving their payments they need to attend a RAP meeting. Setting up a meeting will be done by government staff soon after the newcomer(s)' arrival. Members of the sponsoring group responsible for finances should attend the meeting together with the newcomer(s).

During the RAP orientation, the newcomer(s) will sign a RAP agreement which is a binding contract that describes the roles and responsibilities of a recipient of RAP benefits.

The agreement will be fully explained to the newcomer(s) by the RAP officer during the RAP meeting. The newcomer(s) must fully understand their roles and responsibilities and the terms and conditions of the client agreement before they sign it and receive their first cheque. They will also receive a copy of the agreement. It is the sponsoring group's responsibility to provide an interpreter at the meeting for BVOR cases. It is very important for the newcomer(s) to understand the RAP agreement and so CIC requires an interpreter if the newcomer(s) are not fluent in English or French.

Please Note: The CIC office in Toronto is located at 25 St. Clair Avenue East.

Joint Assistance Sponsorship (JAS)

Through the JAS program the newcomer(s) receive full financial support from the government. Before the newcomer(s) can start receiving their payments they need to attend a RAP meeting with a RAP officer. COSTI will schedule the orientation, and it will be held at their premises. Members of the sponsoring group responsible for finances must attend the meeting together with the newcomer(s).

The newcomer(s) will sign a RAP agreement which is a binding contract describing the RAP benefits and the roles and responsibilities of a recipient. The newcomer(s) must fully understand their roles and responsibilities and the terms and conditions of the agreement before they sign and receive their first cheque. They will also receive a copy of the agreement. COSTI will provide an interpreter at the meeting for JAS cases. CIC requires an interpreter if the newcomer(s) are not fluent in English or French.

RAP clients will receive RAP payments through direct deposits to their bank accounts for the period of RAP eligibility or until recipients become self-sufficient. They will receive their first payment in person at their RAP orientation and will likely receive the next cheque by mail. They will also be given access to a loan for their last month's rent and telephone installation. While this is a loan that

must be repaid, it is suggested that they take this loan in case they need the extra money to help tide them over until they are receiving regular direct deposits which can take a few months to normalize.

If there is a change in the financial situation of the clients during the sponsorship period, a new RAP assessment may be necessary. Therefore, the clients have the responsibility to notify the CIC RAP counsellor of any changes as soon as possible by submitting a Client Report Form which is provided at the meeting. It is suggested that the group copies and saves a blank version of this form as it is not a publicly available document.

For groups sponsoring newcomer(s) under either the BVOR or JAS program, you should familiarize yourselves with the RAP Agreement as it is a legally binding contract that you should help the newcomer(s) understand.

Interpreter/Translator

If the newcomer(s)' English is limited, an interpreter might be necessary and very useful when communicating important issues with the newcomer(s), such as medical services, banking, tax benefits etc. As mentioned earlier, you might also need to arrange for an interpreter to meet the newcomer(s) at the airport. It might also be necessary to translate important documents such as contracts, documents regarding medical issues, or the orientation binder. Some of these translations should be done ahead of time to ease the settlement process once the newcomer(s) have arrived.

When searching for an interpreter, please take into account age, gender, and political sensitivities:

- Since you might discuss personal matters, is the interpreter's gender and age appropriate?
- If the interpreter is from the same country as the newcomer(s), is the interpreter from a group that has historical hostility with the newcomer(s)' group?
- Does the interpreter have a good understanding of refugee situations and issues?
- Is the interpreter easily available on short notice?
- Does the interpreter understand the need for strict confidentiality?

Please Note: Contact Lifeline Syria or a settlement agency if you need help finding an interpreter or translator appropriate for your purposes. Lifeline Syria may be able to connect you to an individual willing to volunteer their services for free although most of the time this won't be a professional interpreter/translator.

- COSTI Immigrant Services has both translation and interpretation services available for a fee. For additional information about their services or to receive a cost estimate, contact COSTI Languages

Bureau at 416-658-8537 or languages@costi.org. You can also visit their website for more information: <http://www.costi.org/lb/translation.php>.

- MCIS Language Services is another non-profit organization that provides translation and interpretation services in many different languages. For information about their services, contact MCIS at 416-467-3097 or by email: info@mcis.on.ca. You can also visit their website at <http://mcislanguages.com>
- ACCT: Arab Community Centre of Toronto

Visits and Privacy

During the settlement process, it is important to remember your role as a sponsoring group in relation to the newcomer(s). Sponsored families should be able to expect respect for their privacy in their new homes. It is important to give them space as needed.

It is important not to separate parents and children without the parents' understanding and agreement. It might seem more convenient to only bring the parents when going for appointments etc. but this can become a very uncomfortable experience for both parents and children. Remember that they may have experienced traumatic situations and staying together might be a great comfort for them. If there is ever a need to separate parents and children for any reason, make sure that you do it with the parents' agreement.

One of the more important points related to privacy is the visits with female newcomers. We advise that no men from the sponsor group should be alone with newcomer women in their homes unless specifically invited. The women may have a history of abuse or have experienced other situations which have led to a lack of trust in men; therefore it is important to be extra conscious about this. The women may also feel uncomfortable being alone with a man for religious or cultural reasons. Make sure to try and have a woman from the sponsor group present when possible out of respect for newcomer women.

Here are some guidelines on what you can do to guard the newcomers(s)' privacy:

- Call ahead of time to make an appointment before going to visit the newcomer(s) in their home. This shows them that it is common practice to call before a visit as well as respects their privacy.
- If people outside the sponsor group wish to contact the newcomer(s), inform the newcomer(s) ahead of time about who is going to contact them and why.
- Avoid sharing unnecessary private information about the newcomer(s) within the sponsoring group such as information that you would not like to be shared about yourself. Only discuss private matters about the newcomer(s) with people who are directly involved with settlement support. Do not discuss the newcomer(s)' private issues with anyone without their permission.

- Do not publish or forward the names, addresses, and telephone numbers of any member of the newcomer family to anyone or any organization outside of the sponsoring group without the newcomer(s)' specific permission.

Please Note: Pay special attention to what you share online and on social media. Do not post photos of newcomer(s) without their permission, and never disclose their personal details especially address and contact information.

- Make sure to include the newcomer(s) in conversations when they are present especially conversations that is about them. This is important to do even though their English is not very strong to make them feel included, listened to, and understood.
- Do not expect settlement agencies and other organization to keep you completely informed on their work with the newcomer(s) as they are bound by privacy legislation.

Managing Expectations of Sponsoring Group

As a sponsoring group you may have certain expectations about how the sponsorship should be done and what you imagine the results of the sponsorship will be like for the newcomer(s). It is really important to remember that things do not always go as planned. It is good to always keep an open mind as well as to be flexible in doing things differently than what might have been planned from the beginning.

- It is very important for the sponsoring group members to be conscious of their own expectations of the newcomer(s) especially when it comes to attending events. When inviting the newcomer(s) to events, you must ask them if they would like to attend the event and not assume so. It is up to the newcomer(s) how much they would like to be involved in social gatherings.
- When it comes to faith-related events, it is important to explain freedom of expression of religion to the newcomer(s). They might have been persecuted for their religious beliefs and be afraid to express their beliefs openly. Explain the Charter of Rights and Freedoms (specifically freedom of religion, belief, and expression) in an easy-to-understand way with an interpreter present if needed.
- You can invite the newcomer(s) to talk about their religion, but it should never be forced and it is up to them if they feel comfortable enough to do so. Do not assume that the newcomer(s) have any specific religious affiliation.
- One important aspect of events and social gatherings is not to single the newcomer(s) out or ask them to speak in front of a group of people. This can be a very uncomfortable experience and may make them feel less as if they belong and more as an outsider.

Communication

Good communication among members of the sponsoring group as well as with the newcomer(s) is significant for a successful sponsorship. Spoken as well as written communication and documentation is important to avoid misunderstandings and to make sure that everyone is on the same page.

The sponsoring group needs to try and work as one unit, and not as separate individuals, to create the best possible sponsorship. Therefore, clear communication and documentation will help keep everyone in the sponsoring group updated on what has been done and what needs to be done

- A structured way of sharing information among the sponsoring group members is important in order to work together as a group and keep everyone informed. One way of sharing information within the sponsoring group is on-line through Dropbox: a free file hosting service where the group can create a secured account with a login where you can share documents, pictures etc. Dropbox allows users to create a special folder on each of their computers which Dropbox then synchronizes so that it appears to be the same folder (with the same contents) regardless of which computer is used to view it. Every member can therefore access all files in all folders as they will have the same content. Files placed in this folder are also accessible through a website and mobile phone applications. See <https://www.dropbox.com>.
- Another way of sharing information is through Google Docs/Google Drive. Google Docs/Drive is a free, online service offered by Google. It allows users to create and edit documents online so it can be accessible on any computer. This is a step-by-step guide on how to access Google Drive: <http://www.gcfllearnfree.org/googledriveanddocs/2/print>

We recommend that you use one of the above file sharing tools if you do not have another alternative. We do not recommend that online communication is done through only email only as it is important to have a record to go back to and it can easily become disorganized and confusing.

We also recommend that the sponsoring group members involved with the newcomer(s) do write-ups on their visits, conversations and other necessary information about the newcomer(s) and share with the other members on a web-based portal. This will help to keep everyone up to date on what is going on.

When receiving questions or requests from the newcomer(s), it is a good rule of thumb not to give promising answers without consulting with the rest of the sponsoring group members. Not saying “yes” or “no” in the moment will help to make sure no promises will be made that the sponsoring group members may not be able to fulfill later. Instead of saying a direct ‘yes’ or ‘no’ you can give answers such as “I will look into that and get back to you as soon as I have an answer for you” or “I will check with the other sponsor group members and talk to you once we have an answer”. It is important that the newcomer(s) don’t get mixed messages or lose trust when people are not able to follow through on promises. It is also very important that these questions be answered in a timely

manner and that, even if the answer is no, the newcomer(s) feel that their request was listened to and respected.

When explaining things for the newcomer(s) it is important to make sure that what you have explained has been understood. Even though people may be nodding, responding 'yes' to your questions or giving a general response this does not mean that they have actually comprehended the message clearly. Here are some tips for creating better communication:

- Write down key points in both English and the newcomer(s)' language, or if possible, ask them to write down the key points themselves.
- Ask the newcomer(s) to repeat key points back to you.
- Invite them to ask questions.

Chapter 4 - First Month

Medical Attention

It will always be necessary to explain the Canadian medical system to the newcomer(s). Explain OHIP and IFH and what it encompasses, what family doctors are, how walk-in clinics work and where the nearest one to their house is, where the nearest hospital for emergencies is, etc. The newcomer(s) might have previously had very limited access to medical care and need to be encouraged to access it. In many countries healthcare is not free and most people will only use it in emergency situations. This is why it is important to make sure the newcomer(s) is informed about different ways of accessing healthcare, what they have to pay for, and what is free.

If you are sponsoring newcomer(s) with special medical needs, it is important to do research ahead of time to understand their needs, sources of special equipment, care, and support. See “Weekly Clinics for Refugees” “Telehealth and MedVisit”.

The Ministry of Health and Long-Term Care has developed a temporary, toll-free, multi-lingual health line to connect refugees to health care providers across Ontario. Information on this and other health services can be found here: <http://lifelinesyria.ca/medical-resources-for-sponsors/>

Family doctor

Family doctors have an ongoing relationship with their patients and are often the first line of care and help to connect patients to specialists and other resources. It is a good idea to register the newcomer(s) with a family doctor as soon as possible after arrival. Make sure that you assist the newcomer(s) in finding a doctor that suits their needs. The doctor’s office would preferably be located in their area and if possible speak the newcomer(s)’ native language if there is an issue with English. You should also ask the newcomer if they prefer a female or a male doctor.

For information on how to find a family doctor, see

<http://settlement.org/ontario/health/find-a-doctor-or-medical-professional/>

Weekly clinics for refugees

There will be a weekly clinic held at a different location each week. The clinic will be staffed by clinicians with an expertise in refugee health issues. Health care providers at these clinics will help identify and provide assistance with acute and chronic health concerns and will offer preventative care like immunizations. Clinic staff will help connect the newcomer(s) to family physicians in their neighbourhood.

To book an appointment for the newcomer(s)

Call the Women's College Hospital Crossroads Clinic: **416 323 6400 x. 5905** and leave a message. Your call will be returned within 24 hours.

Dentist:

The expanded IFH program covers only emergency and essential dental. An emergency service is one that is necessary to alleviate pain, infection, hemorrhage and oral trauma. Essential dental services are covered only after an emergency service has taken place and serious dental problems remain. These services must have prior approval. Therefore, these are suggestions for non-emergency and essential dental concerns:

- Toronto Public Health offers free dental services to eligible children and youth (0-17 years), adults enrolled in selected Toronto Public Health programs, and seniors (65 years and older). Assessment for eligibility must be done in person at a Toronto Public Health dental clinic. The type of documentation required to prove eligibility varies depending on the situation so always call first to find out what documentation to bring.
- To find a dental clinic near you, see the Toronto Public Health website at:
<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=61974485d1210410VgnVCM10000071d60f89RCRD>
- If the newcomer(s) are not eligible for free services, they might qualify for dental care at reduced cost. Contact Lifeline Syria for an updated list of clinics that have low cost dental services.
- For further information on free dental care check Toronto Public health at:
<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=51b74485d1210410VgnVCM10000071d60f89RCRD>

Prescriptions for Eyeglasses

If the arriving family needs eye glasses or testing for eye glasses, Lifeline Syria may be able to provide assistance to a limited number of people at no or very low cost. If costs are becoming an undue burden on the family or the sponsoring group, please contact Lifeline Syria and we may be able to make arrangements for this service.

Mental health

People who come to Canada as a refugee may have experienced war, violence, or other types of trauma. These previous experiences may make it more difficult to establish a life in Canada as well as to trust authority figures such as government officials. They can also lead to Post-Traumatic Stress Disorder (PTSD). PTSD can develop at any time following a traumatic event. Please be aware that only medical professionals can diagnose PTSD. If you are concerned that the newcomer is suffering from mental trauma, you can inform the person about different counselling services and support programs.

Private counselling may be expensive but there are other options such as Community Health Centers that also provide counselling.

Settlement agencies can also connect people to mental health services. Remember that it is important to find a service in the newcomer(s)' language. There are also mental health services for particular ethnic and cultural communities.

- To find services for counselling, contact **211 Toronto** from your phone or through their website: <http://www.211toronto.ca>
- The **Canadian Centre for Victims of Torture (CCVT)** is an organization that provides services for people who have experienced trauma through torture and war. They have mental health services such as individual counselling, support groups, crisis intervention as well as settlement services and programs for children and youth. CCVT has three different offices in Toronto. For their contact information, see <http://www.ccvvt.org>

Please note: Sponsoring groups should not act as counsellors, but they can help the person access available services.

Useful Medical Websites: Hospitals, Clinics and Pharmacies

Hospitals (by Locations)

<http://www.health.gov.on.ca/en/common/system/services/hosp/locations.aspx>

<http://www.oha.com/AboutUs/HospitalLocator/Pages/HospitalSummary.aspx?Mode=2>

Clinics (by Locations)

<http://www.ontario.ca/locations/health/>

List of Pharmacies (by Locations)

<http://pharmacyfind.ca/ON/>

<http://www.yellowpages.ca/business/ON/00984601.html>

English Language Education

It is very important that the newcomer(s) start English classes as soon as possible. A strong knowledge of English will improve their chances of getting a job, applying for school, and interacting with the community.

Language Instruction for Newcomers to Canada (LINC) programs in Ontario provide free English classes for permanent residents and Convention refugees who are 18 years or older. Newcomers who need English language instruction need to do an assessment through YMCA Language Assessment & Referral center. After the assessment, the staff will recommend a program with the appropriate English level and a location close to the newcomer(s)' home. The assessment test is free but the sponsoring group will have to make an appointment before the newcomer(s) can go.

LINC offers both full- and part-time classes and some centers have free child-minding. Most locations with child-minding accept children between 18 months and 6 years of age but there are few that accept babies from 6 months of age. There are also options for day time or evening classes which provide instruction in different levels of English. At the assessment, the newcomer(s) needs to provide the staff any needs that they have such as child-minding, wheelchair accessibility, etc.

Call YMCA Language Assessment & Referral Centre for an assessment within the GTA at 416-925-5462.

You can also visit YMCA's website for more information:

<http://www.ymcagta.org/en/newcomers/you-arrived/language/>

At the time of the assessment, the newcomer must bring an original immigration document. Acceptable documents for permanent residents are Record of Landing (IMM 1000), Confirmation of Permanent Residence (IMM 5292 or IMM 5509) or the Permanent Resident Card. The assessment and referral centers have five locations within the GTA: Toronto Central, Toronto North-East, Toronto North-West, Etobicoke and Scarborough.

To learn more about language instruction for newcomers, see

http://www.ontarioimmigration.ca/OI/en/learn/OI_LEARN_MULTI.html

Additional opportunities to practice English can be found in "conversation circles" conducted by Culturelink <http://www.culturelink.ca/services/practice-english/> and Woodgreen <http://www.woodgreen.org/ServiceDetail.aspx?id=206>.

Some churches may also offer conversation circles for newcomers.

For Children

Childcare

If there are children in the refugee family under school age, it is good to research different options for child care in the community before arrival. In the beginning, the parents will probably stay at home with the children until they have adjusted but if they start looking for a job during their sponsorship period, the sponsoring group needs to assist them in finding affordable child care. If the parent's attend ESL or LINC classes many provide childcare. Please keep in mind cost and access to public transit. It is important to find child care that will be affordable enough that children can continue to attend after a sponsorship ends. Parents may feel uncomfortable leaving their children with strangers so you should discuss this thoroughly with the sponsored family. For parents who attend English classes, childcare may be one of their first needs. Many groups that offer language training classes may also provide child care but it is best to double check on the ages of children accepted. They vary from group to group.

Childcare in the City of Toronto is available in over 900 licensed child care centers and through 19 licensed home child care agencies working with over 2,000 approved home-care providers. Children served by licensed childcare range in age from infant to school age.

You can search for licensed childcare in on these websites:

In Toronto:

- **<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=434763f843ae0410VgnVCM10000071d60f89RCRD>**

In Ontario:

- **<https://www.iaccess.gov.on.ca/LCCWWeb/childcare/search.xhtml>**

Child Care Fee Subsidy:

Fee subsidies help families in financial need with the cost of childcare in Toronto. To apply for fee subsidy, the parent must:

- Live in Toronto, be moving to Toronto, or be an employee of the City of Toronto.
- Be employed, in school or in a training program. Even if the newcomer has not started work or school, they can still apply to get on the waiting list.
- File an income tax return, and if they receive the Universal Child Care Benefit (UCCB), they need the income on their most recent Canada Child Tax Benefit statement (CCTB) otherwise, they will need their Revenue Canada Notice of Assessment (NOA) or Notice of Reassessment. To replace a

CCTB statement, call Revenue Canada at 1-800-387-1193 or to replace a NOA call 1-800-959-8281.

- New immigrants may still apply before having filed their first tax return.
- For information on applying for fee subsidy, see
<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=bcd25e0076113410VgnVCM10000071d60f89RCRD>
- You can call 311 to apply over the phone or visit this website to apply directly online:
<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=198b5f2bda51f310VgnVCM10000071d60f89RCRD&vgnextchannel=bcd25e0076113410VgnVCM10000071d60f89RCRD>

Please Note: You cannot use the online application to re-apply, change your address, phone number, child care choices or to add a new child to your application. For those services, call the City of Toronto at 416-392-5437.

Keeping your fee subsidy

Once newcomer(s) have started receiving their child care fee subsidy, there are some important things to know. To maintain their subsidy, newcomer(s) must:

- Pay the fees to the child care program directly and on time.
- Newcomer(s) must pay the fee for the days their child is absent from the program including vacation, illness, and all statutory holidays if they are absent more than 35 days per year, per child.
- If newcomer(s) have questions about their fee, or if they think the bill is not correct, contact a caseworker immediately.
- If there is a change in newcomer(s)' fee, they must pay the new fee?
- If it is determined that newcomer(s) received a childcare subsidy that they were not entitled to, they must repay the funds paid on their behalf.

Please make sure to report any changes in newcomer(s)' status including:

- Employment or school
- Maternity or paternity leave
- Marital status
- Address

- Phone number

Please Note: Newcomer(s) must call a caseworker to report a change to newcomer(s)' income only if they receive:

A Revised Canada Child Tax Benefit or Ontario Child Benefit statement, where the Family Income shown is more than the amount indicated on your previous statement.

Or

A Notice of Reassessment from Canada Revenue Agency where the amount of income on line 236 is more than the amount of your previous assessment.

Settlement Services

Settlement services are services for newcomers to Canada. These services will help newcomer(s) settle and adjust to their new life in Canada. Settlement services are often free and they are always confidential. Connecting the newcomer(s) with a settlement agency can be very beneficial for them as it can be a great resource that can assist them with many different needs.

- To locate newcomer settlement agencies by location , see **<http://settlement.org/>**.
- To access support from a settlement service and other community organizations, assist the newcomer(s) by connecting them directly with a person at the agency. Although you may feel capable of providing the newcomer(s) with the same support as the settlement agency, keep in mind that the newcomer(s) may make friends and important contacts through different programs and groups at the agency.

Settlement services include:

- Interpretation and translation of documents, or help to arrange these services.
- Help filling out forms and applications .
- English as a Second Language (ESL) classes.
- Help finding a job or training.
- Information about other community services, schools and health care.

Languages in Settlement Services:

Many settlement agencies have staff who speak languages other than English. If newcomer(s) go to a settlement agency and they do not have the service or language they need, that settlement agency should help the newcomer(s) to find another agency that does. Settlement agencies can also be called immigrant- or refugee-serving agencies, or newcomer services. Some schools and libraries have settlement services too. Many agencies have eligibility requirements that you have to meet to use their services. For example, newcomers might have to live in a certain area, or have a certain immigration status.

- Settlement.org has a resource page for finding settlement services in specific areas in Ontario. See **<http://www.settlement.org/findhelp/>**
- You can also search for settlement agencies and other community services in Ontario by calling 211 or by visiting their website at **<http://www.211ontario.ca>**

When searching for a settlement services agency for the newcomer(s), you should consider factors such as;

- Location
- Languages
- Availability (if there is an empty spot)
- Services provided (LINC, Child Minding)
- Translation

Resource Centres

Newcomer Settlement agencies

<http://www.citizenship.gov.on.ca/english/newcomers/agencies.shtml>

List of Public Libraries

<http://www.mtc.gov.on.ca/en/libraries/oplweb.shtml#M>

Chapter 5 – During The Year

Finances

Update on Loans

On November 26th, 2015, the Liberal government announced that was waiving the Transportation and Admissibility loan for all Syrian refugees.

Transportation and Admissibility Loans

This loan allows applicants to pay for the medical exam they are required to have prior to their departure to Canada and costs associated with their travel to Canada.

Although the newcomer(s) are responsible for repaying the loans, the sponsoring group can add the full or partial cost of the Admissibility loan into their budget. It can be easier for the sponsoring group to fundraise to cover the cost than for the refugees/newcomers to pay it off themselves. Most refugees/newcomers that are sponsored to come to Canada have a very limited budget both during the sponsorship period as well as directly after. However, helping the newcomer(s) to pay off their loans is not a requirement for sponsoring groups.

The loan recipient is expected to repay the loan in full by consecutive monthly installments and in accordance with the repayment schedule. Repayment will start 30 days after the newcomer(s) have arrived in Canada. The newcomer(s) will receive a repayment schedule from the Government of Canada. Monthly payments are calculated based on the amount borrowed and the length of repayment period depends on the amount borrowed. There is an interest-free grace period of one to three years depending on the size of the loan. It is beneficial to pay off as much as possible during the interest free period.

The interest-free period for transportation and admissibility loans is:

- up to \$1,200 12 months
- over \$1,200 but less than \$2,400 24 months
- over \$2,400 36 months

The interest rate for these loans in 2014 was 1.74%.

Please call Collections services toll-free at 1-800-667-7301 for more information about the loan.

Please Note: Under special circumstances, a collection officer may grant a deferral of loan payments, a variation of payments or an extension of the repayment period; the deferral of loan payments may be up to two years. If a newcomer makes this request, they may be asked to explain their personal

finances and why it is difficult to make the payments. It is suggested that sponsoring groups help the refugees/newcomers to ask for a deferral to give them more time as soon as the first repayment schedule is received.

A deferral of loan payments is not automatically provided. A loan recipient who approaches an immigration office in Canada because he or she is unable to make full, regular loan payments will be immediately referred to Collection Services, Finance, NHQ, toll-free at 1-800-667-7301.

It is also very important to tell CIC when the refugees/newcomers have a new address. They must give Collection Services their new address within 10 days of moving.

Loan Forgiveness/Contribution Fund

Under some circumstances assistance may be obtained to forgive part of a loan. Citizenship and Immigration Canada's Inland Processing (IP) manual 3 Part 1 section 7.10 describes the possibility of loan forgiveness for high needs/JAS cases:

“Contribution program: Certain categories of refugees selected abroad (e.g. single parents of large refugee families, victims of torture, refugees with disabilities) who apply for an immigration loan may have access to the contribution fund from the RAP. This fund will pay, on a contribution basis, for transportation, medical examination, and costs associated with travel to the final destination in Canada, for selected special needs refugees.”

Consequences of Missing a Loan Payment

A refugee/newcomer cannot be removed from Canada for not repaying their loan. However, if they do not make their payments, CIC can direct the case to a private collections agency, keep the income tax refunds, or take them to court.

Please Note: It is especially important to make the payments if refugees are planning on sponsoring a family member. If they default on loan payments, it may be more difficult to show that they can support a sponsored family member.

Review the Budget

It is important for sponsors to review a refugee/newcomer's budget with them several times during the year. Both income and expenses might change and will need to be adjusted. Reviewing the budget also gives everyone a chance to assess how the newcomer(s) are doing financially and if they have issues meeting the budget or if they might have the possibility to save some of their income. During the review, it is a good idea to look at the loan repayment schedule again to see if they are meeting their payments.

Rights and Responsibilities

During the year, it is a good idea to go through the newcomer(s)' rights and responsibilities in Canada with the newcomers. Rights and responsibilities are different for every country. There are also responsibilities specific to sponsorship.

Things to go through include, but are not limited to:

- Financial obligations such as paying bills and rent.
- The responsibility and importance of learning English during the sponsorship year.
- The responsibility to find a job when they are ready or able to do so.
- The right to settlement and social services.
- The responsibility to repay travel loans.
- The responsibility to file taxes.
- Responsibilities and rights in regards to renting an apartment which can be found in Ontario's Residential Tenancies Act, 2006 which can be downloaded here:

[http://www.ontario.ca/laws?search=residential+tenancies&filteroption=current&filterstate\[\]=current&filteryear=&source_type\[\]=public&source_type\[\]=regulation&pit_date=&filtertype=Statute&sort=chrono-desc&sort_letter=*&browse=on](http://www.ontario.ca/laws?search=residential+tenancies&filteroption=current&filterstate[]=current&filteryear=&source_type[]=public&source_type[]=regulation&pit_date=&filtertype=Statute&sort=chrono-desc&sort_letter=*&browse=on)

- Legal rights and freedoms, such as the freedom of religion and freedom of opinion and expression. The newcomer(s) might have experienced persecution due to their religion or beliefs and it is therefore important to clarify for them that the Canadian Charter of Freedom and Rights guarantees the fundamental rights and freedoms set out in it. For more information about the Charter of Rights and Freedoms, see Appendix C.

- The right and limitation of travel within and outside Canada including obligations of travel documents.

Education

If the newcomer(s) English language ability is strong and they are interested in studying at a post-secondary institution, there are different resources that can be used in sourcing information. Again, community centers and settlement agencies can help.

- There are many different types of education, some that might not be familiar to the newcomer(s). It is therefore good to go through the different options and the difference between them such as university and college programs, continuing education, apprenticeship programs, and private career colleges.
- The Centre for Education and Training (CET) offers services to help newcomers assess their skill and language competency in the Canadian job market. For more information, see <http://www.tcet.com/>
- If the person is interested in higher education in Canada and has a high-school diploma or other past academic credentials from their home country, their credentials may need to be evaluated in Canada. At some academic institutions, this is done by staff at the admissions office while other institutions ask the students to get an external evaluation. Questions about evaluation need to be directed to the specific academic institution.
- If accepted at an educational institution, the person may be able to apply for financial assistance through the Ontario Student Assistance Program (OSAP) as well as through bursaries and grants.

The government of Canada has a list of various education and training programs that newcomer(s) can choose from. Along with programs dedicated solely for newcomer(s), this list also takes into consideration people with disabilities, families and children, veterans and youths. A full list of programs can be found at <http://www.servicecanada.gc.ca/eng/subjects/education/index.shtml>

Employment & Job training

One of the most important responsibilities for the newcomer(s) during the sponsorship period is to improve their English through classes and conversations. It is important that before the newcomer(s) start looking for a job, they have a strong knowledge in the English language. The sponsorship year is a great opportunity for the newcomer(s) to take advantage of English classes.

If the newcomer(s) start looking for a job during the sponsorship period before their English has reached a high level, the sponsoring group might want to advise and encourage the newcomer(s) to focus on their language learning. Provide examples on what benefits they can get in the future from speaking, writing and reading English well. They are much more likely to succeed in Canada if they take the opportunity to acquire a higher level of English.

If their English is at a high level, or they achieve a high level during the sponsorship year, then looking for employment becomes an important task for newcomers. This can be a challenging and daunting experience; therefore, the newcomer(s) may benefit from assistance and support both from the sponsoring group and an employment or settlement agency. Be prepared to provide both practical and emotional support.

Please Note: Please remember that your newcomers need to be treated with respect. Do not impose your ideas of employment onto them. They have the right to decide how to pursue employment for themselves.

Depending on the newcomer(s) level of English, employment counselling can start at different times throughout the sponsorship year. When to start discussing different employment options depends on the individual and on their level of English and adjustment to their new life in Canada.

- The newcomer(s) need to understand the significance of Canadian work experience when searching for a job. Understanding that their first job in Canada may be the first step towards a better job is important. It is typical in Canada to work in one job to gain the experience to acquire a better job. It is therefore important to begin working when able to do so even if it is not in their trade, skill or profession.
- Many settlement and employment agencies provide employment counseling and skills development in different languages that is tailored to the needs of newcomer(s). They often have both one-on-one counselling and workshops with focus on interview skills, career planning, and job search techniques etc. Some agencies also have workshops in computer literacy. Many also have self-service resources such as access to computers and internet, photocopiers and fax machines.
- For community services and settlement agencies in Ontario, see <http://settlement.org/findhelp/ontario/>

There are topics regarding Canadian workplace culture that the sponsoring group can talk about with the newcomer(s) regarding customs and behaviors, for example:

- Office behavior
- Appropriate communication style in different settings
- Punctuality
- Body language
- Non-discrimination and inclusiveness policies

There are different ways to apply for a job in Canada and this should be discussed with the newcomer to help them prepare for job search.

Online job search is a tool commonly used nowadays. A downside with online job applications is the amount of people applying. The chance of getting an interview this way might be small.

Another way of searching for a job is in person. This requires being prepared with resumes and cover letters. This is a good option especially when applying for jobs such as store clerks or restaurant staff.

Having a well-prepared resume is necessary when applying for jobs. Many employment services and settlement agencies can help with resume writing and interview preparation.

Canadian experience is often asked for; especially in jobs that require higher education. Canadian experience through volunteering is very common for new immigrants. The newcomer(s) may not be able to start volunteering during the sponsoring year, but it is still important to inform them about volunteering so that they are aware of this option.

If the person already has academic credentials they should be evaluated in the Canadian context to find out if additional education is needed. Most of the time it is. An employment consultant at a community organization or settlement agency can help direct the credentials for assessment.

- For information about preparing to work in Ontario, see
<http://www.citizenship.gov.on.ca/english/newcomers/preparetowork.shtml>
- For information on job searches and skills building, see
<http://www.tcu.gov.on.ca/eng/employmentontario/newtoontario/>

Volunteering

Volunteering is common in Canada, but working for free might seem like a strange concept to newcomer(s). Since volunteering is often a way to get the Canadian experience so often asked for by employers, please discuss this option with your newcomers. There are many benefits to volunteering

such as getting Canadian work experience, practical knowledge about the Canadian workplace, developing new skills, networking opportunities, getting Canadian references, etc.

One major benefit in volunteering for newcomers is the opportunity to practice their English language skills. If newcomers are currently in a situation where they are not regularly practicing their English in the real world, this is a good opportunity for them to do so.

There are places that reimburse volunteers for their expenses, such as bus fare, in exchange for their volunteer work. This way the newcomers do not have to pay anything extra out of their own pocket for volunteering. Also, many organizations have flexible volunteer schedules that can fit into the newcomer(s) life.

If the newcomer(s) decide to volunteer you can assist them in finding an organization that suits their needs. When looking for an organization, be aware of things such as: matching newcomer(s)' schedule, the opportunity for practicing English and interacting with other people, and that the tasks they will do suit their needs. Try and make sure that the newcomer(s) end up in a volunteer position that will benefit them when searching for a job. There are many volunteer positions out there and it is important to find one that can be used to help the newcomer(s) towards employment.

Where to look for Volunteer Work

Volunteer Toronto (<http://www.volunteertoronto.ca/>) is a charity that connects volunteers to causes that need them. If a newcomer is uncertain, they can start small, for example, volunteering for a day at a special event.

If newcomer(s) are having trouble finding a place to start volunteering, YMCA also has a wide variety of volunteer opportunities that newcomer(s) can choose from. There are many programs available that can match one's interests and passions. For example, if newcomer(s) have expressed a love for children, the YMCA provides volunteer opportunities at their child care centers such as becoming a School Age Play Partner where one can engage with children in fun activities. If they love health and fitness, suggest for the newcomer(s) to apply to be a Group Fitness Leader, where they can provide a group fitness class for every member of age and ability. Because YMCA has a large volume of volunteers, it will be easy for newcomer(s) to meet other people and continuously grow and learn new skills. Make a suggestion for them to visit

<http://www.ymcagta.org/en/volunteer/volunteer-opport/index.html> and help them find a role that's right for them.

Legal Aid

If during the year of settlement you discover that the newcomer(s) may need legal aid, there are different options that you can use to help them seek free legal aid services. There are eight main options when it comes to free or low-cost legal aid services:

1. Community legal clinics.
2. Legal Aid Ontario.
3. Duty counsel at courts and tribunals.
4. Law Help Ontario Self-Help Centres.
5. Family Law Information Centres.
6. Family Law Service Centres (FLSCs).
7. Law Society of Upper Canada.
8. JusticeNet

If a newcomer(s) have questions about their rights, look over the Canadian Charter of Rights and Freedoms with them. The Charter can help them review certain political rights of Canadian citizens and civil rights of everyone in Canada. Knowing their rights can also help newcomer(s) feel comfortable in our country by reminding them of the freedom that each citizen has the right to.

A list of all Canadian citizen rights can found at
<http://laws-lois.justice.gc.ca/eng/const/page-15.html>.

Culture

In Canada, many cultural and arts festivals take place during the summer and offer free outdoor performances. These festivals may focus on theatre, music, dance, literature, film, an art form or a specific ethno-cultural community. As a sponsoring group, you can assist the newcomer(s) in finding free events and local attractions that they can attend by themselves or together with the sponsoring group. This is a great way for newcomer(s) to enjoy some free or low-cost entertainment as well as to experience multiculturalism in Canada.

There are also special events and important celebrations in Ontario, such as Canada Day, when many towns have public celebrations, parades, fireworks and musical entertainment. If it is possible during these special days, you can ask the newcomer(s) to join you in the celebration. This can make them feel more as a part of Canada.

There are many cultural attractions newcomer(s) can visit such as museums, art galleries, heritage buildings, historic sites and other local attractions. Many of these places have a lower admission fee for children, students and seniors. Sometimes they have one day a week when the admission fee is free or at a lower cost for adults as well.

Please Note: The MAP (Museum & Arts Pass) is a program through Toronto Public Library that lets families (2 adults and up to 5 children) explore some of Toronto's cultural treasures for free. For more information, see <http://www.torontopubliclibrary.ca/museum-arts-passes/>

Some of the participating venues are AGO, Casa Loma, Ontario Science Centre, Toronto Zoo and ROM. To access the pass, the family must have a valid Toronto Public Library card. Passes are limited in quantity and must be picked up at a Toronto Public Library branch. There are certain rules and conditions that apply, so make sure to read up on them before heading to the library. You can find them here: <http://www.torontopubliclibrary.ca/museum-arts-passes/conditions.jsp>

Here are some useful websites that contain information about fun things to do in Ontario:

Discover Ontario - This website invites newcomers to learn more about their new home. It has information about arts and culture, history, tourism, geography, fun facts and more.

http://www.ontarioimmigration.ca/en/about/OI_ABOUT_DISCOVER_ONTARIO.html

Ontario Heritage Trust - This website has information about hundreds of historical museums, buildings and sites across Ontario.

<http://www.heritagetrust.on.ca/Home.aspx>

Toronto Public Library Programs, Classes & Exhibits.

<http://www.torontopubliclibrary.ca/programs-and-classes/>

To find your library local location:

<http://www.torontopubliclibrary.ca/hours-locations/>

Toronto Fun Guide - This guide has a wide range of programs and activities for all ages, skill levels and interests:

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=a96adada600f0410VgnVCM10000071d60f89RCRD>

Summer programs for children

Children can participate in summer programs focusing on sports, art, science and more. These programs can be a good way to make new friends and have fun. Many communities have activities for children during summer vacation.

It is important to register early or they might not get a spot. Usually summer programs last for 1 - 2 weeks. They can sign up for multiple sessions. Depending on newcomer(s)' household income, Newcomer(s) may be able to get a reduction (subsidy) on the price. Ask the program organizers if a reduction is possible.

Day Programs

- Most day programs go from 8:30 a.m. - 4:30 p.m. It may be possible to get extra childcare before or after the regular programming, but it might come with an additional fee.
- In most cases, the child must bring a lunch, snack and drink.

To find summer programs for children, see

<http://settlement.org/ontario/community/sports-and-recreation/recreation-and-sports/what-are-summer-programs-for-kids/>

Children's Tax Credit

Children's Fitness Amount - Tax Credit - Parents can get a tax credit for their child's participation in a prescribed program of physical activity.

Children's Arts Amount - Tax Credit - Parents can get a tax credit for their child's participation in a prescribed artistic or cultural program.

Community and Recreation

Participating in community activities is important to newcomers. It can help them meet new people and adjust to their new life in Canada. Newcomers can join a local community group which is a good way to make them feel more included in their community. This can give them the chance to meet people with shared backgrounds, traditions and languages. It is an excellent way to practice their English and make new connections. To find an activity that suits the newcomers' wants and needs, the sponsoring group should have a conversation about their interests. However, sponsoring groups must be aware of the newcomer(s)' feelings about connecting to their community. Sponsoring groups need to ask about and respect the newcomers' wishes about meeting members from their own community.

To find an association or group, you can:

- Talk to people in the community.
- Contact a settlement agency.
- Volunteer in the local or cultural community. Volunteering can be a good way to gain Canadian experience and references.
- Look in local or ethno-cultural media.
- Contact an ethno-cultural organization or a place of worship.
- Contact the Canadian Ethno-cultural Council (CEC). For ethno-cultural organizations across Canada, see <http://www.ethnocultural.ca/members>.
- Search "Cultural Heritage Groups" at <http://www.211ontario.ca/> This listing shows many of the culturally-specific community groups in Ontario.

Many recreation centers have ice rinks, tennis courts or swimming pools. Many of these are low-cost or free to use but there is usually a fee to attend organized programs, such as swimming lessons or fitness classes. Some centers have sports or programs specifically for people with disabilities. Check with the municipal government for guides with a description of available programs and how much they cost. Depending on newcomer's household income, they may be able to get a subsidy on the price. Newcomer(s) living in Toronto can apply for Welcome Policy Toronto for a fee subsidy to access City of Toronto recreation programs. If the newcomer(s) are approved for Welcome Policy, they will receive an annual financial subsidy that can be spent on any of the wide variety of high-quality recreation programs offered by the City throughout the year.

Please Note: Effective March 1, 2014 the individual annual credit amounts were increased to \$483 for children and youth and \$225 for adults and seniors.

To apply for the Welcome Policy and then register for a recreation program, see

<http://www1.toronto.ca/wps/portal/contentonly?vnextoid=a048a4bd35341410VgnVCM10000071d60f89RCRD>

For more information about different recreation programs and how to register, see

<http://www1.toronto.ca/wps/portal/contentonly?vnextoid=a96adada600f0410VgnVCM10000071d60f89RCRD>

To find a recreation center in the area, you can:

- Research online.
- Contact your municipal government.
- Visit a community agency.

To learn more about community and recreation activities, see

<http://www.settlement.org/topics.asp?section=COMREC>

Religion

Religion is always a sensitive area. Sponsors must never press their religious beliefs on newcomers. They should be careful when inviting newcomers to attend religious services, even if the sponsored families are of the same faith as the sponsors.

Sponsors should help newcomers connect with places of worship, if the newcomers so wish. A place of worship can be an important source of support for a newcomer as well as a place for prayers and community. However, it is important to remember that the reason for the newcomer(s) becoming a refugee may have been due to religion and/or community members who would attend the church, mosque, etc. As always, do not give any information that would identify the newcomer(s) to those in their community.

In Canada, places of worship often provide social services. For example, they might organize food or clothing for people in need, or help newcomers settle in their communities. For example, newcomers can find out where to find food that meets their religious dietary needs, or stay connected to their language, culture and traditions. They may also advocate defending the rights of refugees and immigrants.

Here are some ways that you can help newcomers look for a place of worship in their area:

- Look in local or ethno-cultural media.
- Contact an ethno-cultural organization.
- Talk to people in your community.

- Contact a settlement agency.
- Contact the Ontario Multifaith Council at **www.omc.ca**

Major Changes and Conflict

While most sponsorships will go relatively smoothly, there are times when things happen that might need or require direct intervention from the SAH or CIC.

As permanent residents, newcomers have the right to live anywhere in Canada, but a move can change the responsibilities of sponsorship. It is important for the sponsoring group to alert Lifeline Syria to a sudden change in circumstances such as a move or a major conflict with the sponsoring group. If a group is unsure whether something should be reported, it is better to error on the side of caution.

It is important to remember that all sponsorships are legally binding contracts with responsibilities and liabilities that must be monitored and followed. For this reason, when there are major changes to the family composition, circumstances, location or if there is major conflict between group members, family members, or the general public Lifeline Syria should be notified.

In extreme situations of changes to the sponsorship or circumstances of the newcomer(s), a breakdown of the sponsorship may be declared. In some circumstances, a breakdown can cause the sponsorship agreements to be suspended.

Chapter 5: Preparing for Independence

Sponsors and their sponsored families must always concentrate on preparing for the end of the sponsorship and the transition to self-sufficiency and independence.

Family Reunification

Canadian refugee law allows a One-Year Window for family reunification for resettled refugees. Refugees can identify certain family members who are abroad but not able to travel with them and seek to expedite their reunification.

If there is a possibility of a One-Year Window the sponsor group must inform Lifeline Syria as soon as the person has been found as it is critical for the paperwork to be submitted as soon as possible.

Family members processed under a One-Year Window are processed as dependents but they must pass an admissibility screening.

Please note: All family members applying under the One-Year Window need to be listed on the original family member's application or be added to it before the refugee family's departure to Canada. They also must be considered dependents under CIC's definition.

- A sponsoring group is responsible for supporting all family members on an application during the duration of a sponsorship, even those who arrive later under the One-Year Window.
- If the newcomer(s) are interested in resettling their family members listed on their original application, the sponsoring group should act immediately. Time is of the essence as an application must be received overseas prior to the one year anniversary of the newcomer's arrival in Canada.

Finance

Filing Taxes

The newcomer(s) might never have filed taxes before and even if they have, the system that they are used to is probably quite different from the Canadian system. It is important to file taxes together with the newcomer(s) instead of doing it for them so they can learn how to do it for themselves. This is an important step in preparing them for independence. Think about how you, as a sponsoring group, can assist them in doing their taxes so that they will be able to do it themselves next year.

E-file or similar programs may be less difficult than filing a paper version. This may still be quite confusing for people who are not used to the Canadian way of filing taxes. A better option is to go to a free tax clinic. A free tax clinic will provide services for eligible people such as those with low-income, students, seniors, new immigrants etc. Some tax clinics also have services in languages other than English such as Urdu, Punjabi, Tamil, Arabic, etc.

- For Volunteer Tax Preparation clinics, see <http://www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/toronto-on-eng.html>
- For an assistant program through The Chartered Professional Accountants Ontario, see <http://www.icao.on.ca/public/apps/TaxClinics/TaxClinics.aspx>

Income Support

As you get closer to the end of the sponsorship it is important that the newcomer(s) are prepared financially. When the financial support from the sponsorship ends, a plan needs to be in place to ensure that the family has the ability to support itself. If they are in need of government assistance, the applications have to be submitted early enough so that there is no gap between the sponsorship and the new means of income.

Applying for Assistance

Remember that the newcomer(s) may not become fully self-supporting during their first year in Canada. Some people require longer support but it should not come from their sponsoring group. It may take longer to learn English or upgrade their skills, and others just may require more time to adjust to their new lives. In this case, the sponsoring group should assist the newcomer(s) to apply for social assistance at the end of the sponsorship period.

Ontario Works:

They can apply for financial assistance from **Ontario Works (OW)**. To learn more about Ontario Works and how to apply go to: <http://www.mcsc.gov.on.ca/en/mcss/programs/social/ow/>

Ontario Disability Support Program

The Ontario Disability Support Program is similar to the Ontario Works program but it specifically helps people with disabilities. To learn more about ODSP and how to apply go to: <http://www.mcsc.gov.on.ca/en/mcss/programs/social/odsp/>

Many settlement agencies can assist in applying for income assistance. You can search for local agencies and those providing services in other languages at: <http://www.settlement.org/findhelp/>

More information about the different types of income assistance that are available can be found at this Government of Canada website: <http://www.servicecanada.gc.ca/eng/subjects/benefits/>

Student Loans and Grants

If members of the family have applied to study at university, college or another educational institution, they might need assistance in applying for student loans, bursaries and grants through the **Ontario Student Assistance Program (OSAP)**. The Ontario Student Assistance Program (OSAP) is an integrated student loan made up of both federal and provincial funding to assist students in paying

for their post-secondary education. It provides eligible students with various types of assistance based on financial need. OSAP is open to a student who is a Canadian Citizen, permanent resident, or protected person. Learn more at: http://www.esdc.gc.ca/en/student_loans/cslp/index.page

A loan is money you borrow that must be paid back. A grant is a type of aid that you typically do not have to pay back. A grant is usually awarded based on financial need and/or other factors. With OSAP, you are borrowing the money from the governments of Canada and/or Ontario. When you pay back the loan, you will also be paying any interest on the debt. With student loans, the interest that adds up while you're in school is paid by the federal and provincial governments. When you finish attending school, the Ontario government pays the interest on your Ontario student loan(s) for the first 6 months. Once the grace period ends, you're responsible for paying the interest on both your Ontario and Canada student loans.

There are two types of rates that are charged on your OSAP loans – provincial rate and federal rate. The provincial rate is the prime rate (2.70% as of September 2015) of interest plus 1%. The federal interest rate can be the prime rate plus 2.5%. Additionally, the Ontario (provincial) portion of your OSAP loan is interest free during 6 months (known as Grace Period) while the federal portion will grow in interest until it is paid off.

For more information, see

<http://www.ontario.ca/education-and-training/osap-ontario-student-assistance-program>

How to apply for OSAP

In 2003 Canadian law changed to allow refugee students –all protected persons – to be eligible for federal student loans and most provincial student loan programs. Here is a guide for refugee students seeking financial assistance in Ontario:

<http://www.cpj.ca/files/docs/onguide1.pdf>

What you need to apply

Know if you plan to study full- or part-time. You need to apply for OSAP as either a full- or part-time student.

Full-time students = taking 60% or more of a full course load.

Part-time students = taking 20-59% of a full course load.

Students with a permanent disability:

60%+ of a full course load = full-time student

40-59% of a full course load = either full- or part-time student (you choose)

20-39% of a full course load = part-time student.

Know the special circumstances that give you access to more aid. You could be eligible for additional money if you are:

- an Aboriginal student
- a student with a permanent disability
- a youth with Crown ward status
- the first in your family to go to college or university

OSAP for students in special circumstances

If you're a student with specific needs, OSAP offers a range of programs that can help you pay for postsecondary education. See <http://www.ontario.ca/page/students-special-circumstances>

For more detail on how to apply for OSAP, see <http://www.ontario.ca/page/how-get-osap>

Food Banks

Newcomers should be informed about the availability of food banks in case they need to use one in the future.

The newcomer(s) should not use food banks during the sponsorship. It is the responsibility of the sponsor to work with the family to budget food spending and to ensure they have access to appropriate food options. However, it is important to inform the newcomer(s) about food banks in case they are needed once sponsorship ends.

Food banks provide people with food and many times also act as a resource centre for other forms of food insecurity assistance. Food banks are often located in community centres as well as in churches.

To locate general neighbourhood food banks, visit

<https://www.foodbankscanada.ca/utility-pages/find-a-food-bank.aspx>

or call Daily Bread Food Bank (416-203 0050).

You can also call 211 to find more information about where to access food.

Please Note: The Muslim Welfare Centre in Scarborough and Mississauga offers a free halal food bank alongside other related services. See

<https://www.muslimwelfarecentre.com/contact-us/office-locations/>

Food banks often provide information and referrals for social services, such as accessing income supports to information on housing and legal aid. Some food banks also act as community kitchens, offering space and resources for people to cook and share culturally diverse and inexpensive meals.

See The Stop on Davenport Road in Toronto at

<http://thestop.org/programs/fight-hunger/community-kitchens/>

New Housing

If your newcomer(s) want new housing arrangements, you can begin your search here:

- View It.ca (<http://www.viewit.ca/>)
- Torontorenters.ca (<http://www.torontorenters.ca/>)
- 4rent.ca (<https://4rent.ca/>)
- rentseeker.ca (<http://www.rentseeker.ca/>)
- padmapper.ca (<http://www.padmapper.com/>)
- kijiji.ca (<http://www.kijiji.ca/>)
- craigslist.ca (<http://toronto.craigslist.ca/>)

It is important to help the newcomer become familiar with average rental prices and the often high costs of living in various areas of the GTA. In 2014, the average market rent in greater Toronto for a two bedroom apartment was \$1,264 and \$1,823 downtown. It is useful to help the newcomer understand the nature of rental options available in the GTA, including apartment buildings and basement apartments.

Subsidized Housing

If there is a possibility that the newcomer is going to have low income when the sponsorship is over, they may need to apply for subsidized housing. It is a good idea to discuss how subsidized housing works before the end of the sponsorship so the group can help them apply. Usually the rent the person pays is determined by the person's income and is called rent-geared-to-income housing. This way the person pays around 30% of the monthly income and the rent is subsidized by the government or a private organization.

There is also the rent supplement program where rent is geared to income with private landlords. This is organized through Housing Connections, which offers about 2,900 rent supplement units.

Unfortunately, the waiting lists for subsidized housing can be very long. The average wait time in the GTA for subsidized housing was four years in 2014.

- Settlement agencies can assist with applying for subsidized housing. It is advisable to accompany the newcomer(s) to make sure that there is no miscommunication in the information given.
- To get on a wait list for subsidized housing you can contact a **coordinated access centre**. They can give information about non-profit, co-op and public housing. You can find access centres in Ontario here:
http://www.onpha.on.ca/onpha/Content/About_Non-Profit_Housing/access_centres_2.aspx
- **Housing Connections** is the organization that provides access to the central waitlist in Toronto. This includes rent-geared-to-income units as well as rent supplement and housing allowance units in cooperatives, private non-profits, supportive housing, Toronto Community Housing buildings and private market buildings.

The Housing Connections Resource Centre is located on 176 Elm Street, Toronto. You can call **(416) 981 6111** to use the self-serve options 24/7 or speak to a representative Monday to Friday between 8:30 a.m. - 4:30 p.m. (10 a.m. - 4:30 p.m. on the last Tuesday of every month). E-mail queries can be sent to ask@housingconnections.ca Housing Connections web site is:
<http://www.housingconnections.ca>

Pests and Bedbugs:

As bedbugs become a more common problem in Toronto and other cities, it is important to inform the newcomer(s) about this issue and what they need to do if they get bedbugs or pests in their own apartment.

- It is important to keep the apartment clean and uncluttered. Prevent overcrowding or an apartment that is too warm as these are conditions that pests and bedbugs thrive in.
- Report any infestations to the building manager as soon as they are discovered. Immediate action is very important.
- When treatment is being carried out, it is necessary to follow all instructions given or the treatment will not be effective.
- Never pick up furniture from the street as these may be infested with bedbugs or cockroaches.

Travel

If the newcomer(s) want to travel outside of Canada as permanent residents they need to have a passport from their country of citizenship or refugee travel document AND a Permanent Resident card, issued by the Government of Canada.

A Permanent Resident Card (PR card) is issued by the government of Canada. While the newcomer(s) will be issued a Confirmation of Permanent Residence document upon arrival, it is important to apply for a PR card. To apply for a PR card, see

<http://www.cic.gc.ca/english/information/pr-card/apply-how.asp>

Please Note: It is strongly advisable that sponsored newcomers not travel before they become citizens or go back to their country of citizenship as permanent residents. As their status in the country of citizenship was the reason for seeking refugee status, there is a possibility of issues arising when re-entering Canada. If someone comes to Canada as a refugee and then returns to their country of origin, it can be interpreted that they are no longer in need of protection and their permanent residence status could be revoked.

If the newcomer(s) do not have a passport from their country of citizenship, they can apply for a refugee travel document in Canada. This document is available for convention refugees, protected persons, stateless persons, and permanent residents of less than three years who are unable to obtain a national passport for a valid reason.

Obtaining the travel document can take several months, and it is recommended that the person not make travel plans until they receive the documents. In some cases, the newcomer(s) may be given a **certificate of identity**. Once the application form and supporting documents are submitted,

Passport Canada will decide which document the person is eligible for. **But again, it is strongly advised that the newcomer(s) do not travel before they become citizens. If they experience trouble while outside the country, their permanent residence status does not give them the right to receive protection or assistance from the Canadian government.**

Refugee travel document

Refugee travel documents are issued to people in Canada with protected-person status, including Convention refugees and persons in need of protection. It is recognized in all countries as a valid travel document.

Please note: A refugee travel document is endorsed for travel to **all countries except the bearer's country of citizenship**.

The validity period is determined by the issuing office.

Certificate of identity

Certificates of identity are issued to permanent residents of Canada who are not yet Canadian citizens, and who, although not considered to have refugee status in Canada, are otherwise stateless or unable, for a valid reason, to obtain a national passport or travel document from any source. **A certificate of identity is not valid for travel to the bearer's country of citizenship.**

The validity period is determined by the issuing office.

Not all countries recognize certificates of identity; therefore, it is necessary to check with the consulate or embassy of the country that the newcomer(s) are planning to visit about their entry requirements.

You can find more information on how to apply here as well as contact information for further inquiries:

- General Inquiries: 1-800-567-6868
- TTY: 1-866-255-7655

To find the forms and a guide to apply:

<http://www.ppt.gc.ca/info/form.aspx?lang=eng®ion=NonCA>

For more information about travel documents:

http://www.settlement.org/sys/faqs_detail.asp?k=ref_after&faq_id=4001608

Chapter 6– What Happens After?

Evaluation

When a sponsorship ends, review the case to determine what changes may be needed in the future especially if your group intends to sponsor additional refugees.

Get comments from as many people in the group as possible, preferably within a month of the sponsorship's conclusion.

It is worthwhile to review your original goals and achievements and ask what would you do differently to achieve different or the same results.

Document your evaluation so that future sponsorship groups can benefit from your experience.

Specific areas of review:

- How was the communication between the group members performed? What were the results from this method? What could you do differently next time to achieve better results?
- How well did the group members feel involved in the sponsorship throughout the year? What could you do differently next time to make group members more involved in the sponsorship?
- What actions were taken to integrate the newcomer(s) in Canada? What were the results? What could you do differently next time to achieve better results?
- How much did the newcomer(s) improve their knowledge of the English language? What were the barriers to improving their English (if any)? What could you do differently next time to achieve better results?
- How prepared were the newcomer(s) for independence at the end of the sponsorship period (financially, level of English, social support etc.)? What were the barriers to becoming independent (if any)? What could you do differently next time to achieve better results?
- How were the newcomer(s) medical issues taken care of? What were the barriers to accessing medical care (if any)? What could you do differently next time to achieve better results?
- Did the newcomer(s) have affordable, appropriate and permanent housing at the end of the sponsorship? What were the barriers to accessing affordable, appropriate and permanent housing?

Keeping in touch

After the sponsorship is over, you might have become friends with the newcomer(s). You can keep in touch with them but you have to make sure that they understand the difference between your role as a

sponsor and as a friend after the sponsorship. Be clear about where your responsibilities end especially the financial ones.

Celebrate!

Go ahead, both sponsors and the sponsored will have a good reason to mark the end of a sponsorship. It's also a perfect time to thank other people in the community who helped.

Resources

Organization/Description	Website
Citizenship and Immigration Canada	http://www.cic.gc.ca/english/index.asp
Settlement.org: This website provides resources and information to newcomer(s) in Ontario. The website has general information about immigration & citizenship, housing, health, employment, education, community & recreation, legal service and daily life. They also have some general documents about the above categories translated into different languages. A useful resource on their website is the “Services Near Me” where you can search for community agencies that provide services for newcomer(s) in Ontario.	Settlement.org
In my Language: this website provides multilingual information for newcomers in Ontario. They provide information about immigration, housing, work, health, and education	http://english.inmylanguage.org/
Ontario Immigration: this website provides information for newcomers(s) about living, working, doing business and studying in Ontario	www.ontarioimmigration.ca
Your Health Care Options: this website provides information about the health care system in Ontario. It has a list of different types of care centres and search options to find the closest care center to you	http://www.health.gov.on.ca/en/public/programs/hco/options.aspx
Child Care Fee Subsidy	http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=bcd25e0076113410VgnVCM1

	0000071d60f89RCRD
Canada Revenue Agency (2014). Canada Child Tax Benefit (CCTB).	http://www.cra-arc.gc.ca/cctb/
City of Toronto. (2013). Toronto Municipal Code Chapter 629, Property Standards.	http://www.toronto.ca/legdocs/municode/1184_629.pdf
City of Toronto. (2014). Welcome Policy.	http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=a048a4bd35341410VgnVCM10000071d60f89RCRD
Government of Canada. (2014). Application for Interim Federal Health Program Coverage	http://www.health.gov.on.ca/en/public/programs/telehealth/
Government of Canada. (2013). Guide to the Private Sponsorship of Refugees Program.	http://www.cic.gc.ca/english/resources/publications/ref-sponsor/section-2-19.asp .
Government of Canada. (2014). Passport Canada.	http://www.ppt.gc.ca/info/form.aspx?lang=eng&region=NonCA
Government of Canada. (2014). Social Insurance Number.	http://www.servicecanada.gc.ca/eng/sc/sin/
Ontario Ministry of Education. (2014). Full-Day Kindergarten.	http://www.edu.gov.on.ca/kindergarten/
Ontario Ministry of Health and Long-Term care. (2014). Immunization.	http://www.health.gov.on.ca/en/public/programs/immunization/school_age.aspx
Ontario Ministry of Health and Long-Term care. (2009). Telehealth Ontario.	http://www.health.gov.on.ca/en/public/programs/telehealth/
Refugee Sponsorship Training Program (2014). Resources.	http://www.rstp.ca/en/resources/

Settlement.org. (2010). Evaluate my credentials.	http://www.settlement.org/sys/faqs_detail.asp?faq_id=4001126
Settlement.org Services Near Me	http://www.settlement.org/findhelp/
Service Ontario (2014) Ontario Photo Card	http://www.health.gov.on.ca/en/public/programs/telehealth/
Toronto District School Board. (2014). Newcomer – Students.	http://www.tdsb.on.ca/Newcomers/Students.aspx
Toronto Public Library. (2014). Sun Life Financial Museum + Arts Pass.	http://www.torontopubliclibrary.ca/museum-arts-passes/
YMCA Greater Toronto. (2014). Language Assessment and Referral Centre.	http://www.ymcagta.org/en/newcomers/you-arrived/language/index.html

Appendix A - Required Tasks Chart: First Day

Task	Assigned	Completed	Comments
Meet at Airport			
Basic explanation of who group is and that they are there to help new arrivals*			
Provide home or cell phone			
Provide basic safety orientation of new home*			
Provide names, contact details and times of availability of group members*			
Provide list of emergency numbers*			
Provide information on 911, nearest hospital and walk-in clinic*			
Provide food staples and/or premade meals			
Orientation of appliances in new home*			
Provide a small amount of money for unexpected purchases			
Phone card provided to allow contact with family and friends back home			
Arrange a time to return to home the following day*			
<i>Additional Tasks Completed:</i>			

- Written version of task completed must be provided

Appendix B - Required Tasks Chart: First Two Weeks

Task	Assigned	Completed	Comments
Find permanent housing			
Register for SIN			
Register for IFHP			
Apply for CCTB (if applicable)			
Register for OHIP			
Tend to acute medical needs			
Neighborhood orientation*			
Expanded home orientation*			
Public transit orientation*			
Register for English classes			
Register children in school			
Expanded explanation of who group is and that they are there to help new arrivals*			
Explanation of group's roles and responsibilities to newcomers*			
Explanation of newcomers responsibilities and rights in Canada and to group*			
Provide Welcome Binder*			
Financial meeting*			
Open bank account			
Confirm application/apply for Permanent Resident Card			
Schedule RAP			

meeting (if applicable)			
Additional Tasks Completed:			

- Written version of task completed must be provided