

Welcome Orientation for Newcomers

Office for Refugees, Archdiocese of Toronto
(ORAT)



ORAT
Office for Refugees
Archdiocese of Toronto

Agenda

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2. Newcomer Rights and Responsibilities
3. Traveling Outside of Canada
4. Post Arrival Settlement Responsibilities for Sponsors
5. Financial Support, Timing & Adjustments
6. Conflict
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About ORAT

About ORAT

- The Office of Refugees (ORAT) is a department of the Roman Catholic Archdiocese of Toronto.
- We are not an NGO or government agency.

ORAT Funding

- How ORAT is funded?
 - Roman Catholic Archdiocese of Toronto
 - ShareLife (Charitable arm of the Archdiocese of Toronto)
 - Donor Support
 - No Government Funding

Where is your financial support coming from?

Family Linked Case

Your support comes from your sponsor, family members, and/or friends.

Non-Family Linked Case

Your support comes from the Catholic Church, through monies that have been donated from parishioners, or from community groups.

Funds for your settlement Do Not come from the government



Newcomer Rights

Permanent Resident (PR)

- Fully protected by the Canadian Charter of Rights and Freedoms.

Restrictions: PRs are unable to...

- Vote or run for political office;
- Apply for certain government jobs that require a high-level security clearance; and
- Obtain a Canadian passport

Settlement Support

- Your sponsor has committed to providing you with financial and settlement support



Newcomer Responsibilities

Integration: Newcomers are to **take active steps** towards integrating to Canadian life by accessing:

- Language Training;
- Employment Counselling; and by
- Securing Employment. This is especially critical in the event that you need to secure a rental accommodation after the settlement period has ended.

Abide by the laws, customs and traditions of Canadian society

- Democratic system & freedom of religion
- Equality of women & gender roles
- Family dispute and treatment of children
- Sexual orientation

Committing a serious offence can lead to deportation

For non-family linked cases it is critical that the newcomer cooperates with and is transparent with CG volunteers



Traveling Outside of Canada

- Newcomers can travel outside of Canada but should not return to their country of origin or their country of asylum.
- Travel documents have to be completed before traveling. (e.g., visas).
- Make sure that you have your Permanent Resident Card (PR Card) before traveling.
- To keep your permanent resident status, you must have lived in Canada for at least 730 days during the last five years.



Post - Arrival Settlement Responsibilities for Sponsors

Arrival to first 3 weeks:

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

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



Post - Arrival Settlement Responsibilities for Sponsors

Arrival to first 3 weeks:

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

Post - Arrival Settlement Responsibilities for Sponsors

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

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



Updating Refugees' Contact Information with IRCC

Requirement
from IRCC

Permanent Resident Card

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

To Change refugees' address

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

To change refugees' contact info (email or phone)

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

Monitoring of Newcomers

Monitoring

- IRCC routinely monitors refugee cases to ensure that sponsors are fulfilling their financial and non-financial responsibilities, including registration with a settlement agency (e.g., Catholic Cross-Cultural Services (CCS), YMCA, etc.), and access to settlement services provided by the agency.
- As part of monitoring efforts, IRCC has been pro-actively interviewing newcomers. The monitoring process is being done through email surveys and telephone calls (with translators).
- SAHs, CGs and cosponsors are not notified by IRCC unless a support gap has been identified.
- All parties should take increased care to ensure that IRCC's updated rules are being followed.
- Principal Applicants have the right to either accept or decline the interview.
- All settlement support is to be well documented. Avoid cash disbursements.
- ORAT will send an online Newcomer Survey via Survey Monkey in the 2nd month of sponsorship, which needs to be completed by the newcomer

Sources of Financial Support

Sponsor

- Sponsors are responsible to provide financial support to newcomers during their first year of settlement or until the newcomer becomes self-sufficient;
- Newcomers are not required to pay back their cosponsors, Constituent Groups, relatives or the Office for Refugees;
- The total sponsorship cost may be reduced through the donation of in-kind support, which may include lodging; furniture; and/or clothing.

Government Programs

- Additional monies may be available from certain Government programs
 - Canada Child Benefit (CCB)
 - Ontario Disability Support Program (ODSP)

Newcomer

- Newcomer support may be adjusted for Newcomer Personal Assets or Net Employment Income

Social assistance cannot be obtained in the first year of sponsorship

Timing of Financial Support from Sponsor

Disbursement

Details

Cheque #1

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

Cheque #2

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

Cheque #3

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

Cheque #4

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



Newcomer support may be adjusted for a Newcomer's Personal Assets

Financial Support

- Personal assets are items of value that persons own before arriving in Canada or have in their possession when they arrive to Canada.
- Refugees receiving financial support are expected to submit the [Declaration of Funds and Assets on Arrival](#) as this may impact the level of financial support that is to be provided. The form can be found at www.orat.ca

Best Practice (in collaboration with your sponsors)

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

Family Composition	Personal Asset Exemption (CAD)
Single person	\$5,000
Couple	\$7,500
Single plus one dependant	\$7,500
Each additional dependant	\$2,500

Example: The personal asset exemption for a family of 4 (mother, father and 2 children) is \$12,500. This amount cannot be used to reduce the level of financial support.



Financial support may be adjusted for a Newcomer’s Net Employment Income

- Newcomers are able to earn up to 50% of their monthly basic RAP rate without any reduction in the level of financial support from the sponsor in that month. Once the 50% of monthly RAP threshold is reached, sponsors may deduct dollar for dollar from their monthly support the amount of net income that exceeds 50% of monthly RAP.

Best Practice (in collaboration with your sponsors)

1. Calculate the net monthly income for all eligible family members;
2. Voluntarily share your pay slips with your sponsors;
3. Cosponsor to adjust monthly support.

Family Size	Monthly RAP	50% of Monthly RAP	
1	\$1,000	\$500	

Scenario	Earned Income	Reduction in Sponsor Support	Monthly Support from Sponsor
Earning up to 50% of RAP	\$500	\$0	\$1,000
Earnings exceeds 50% of RAP	\$600	\$100	\$900

Exception: Where the employment income is earned by a refugee who is attending secondary school on a full-time basis, the income is not to be included in the total of the family earnings.

Conflict Resolution

Step 1

- Discuss conflicts initially with your Cosponsor and/or CG.

Step 2

- If not resolved, inform ORAT by:
 - Email at oratoutreach@archtoronto.org;
 - Phone at (647) 494-5419

Step 3

- ORAT will investigate and work to resolve any issues. ORAT may require supporting documents from involved parties.



Recent Changes to the Immigration Travel Loan

Travel Loan

- Repayment begins 1 year after arrival in Canada.
- New loans are interest free.
- The repayment period has been extended by 2 years.

Questions?

- Toll free: 1-800-667-7301 Fax: 819-934-3884
- Email: collection@cic.gc.ca
- Mailing address: 365 Laurier Avenue West, Ottawa Ontario, K1A 1L1

Sponsoring groups are not responsible for covering the cost of the newcomer's Immigration Travel Loan



Emergency & Fraud

Emergency

- In case of emergency, call 911 for:
 - Fire Services;
 - Medical Emergency;
 - Police Emergency;
- It can also be used when witnessing violent or criminal acts

Fraud

- Be aware of fraud
 - If you suspect that you are a victim of fraud, report this incident to the Canadian Anti-Fraud Centre.
 - Toll Free: 1 (888) 495-8501

Important Documents in Canada

- Confirmation of Permanent Residence
- Permanent Resident Card (PR)
- Social Insurance Number (SIN)
- Ontario Health Insurance Plan (OHIP)
- Interim Federal Health Insurance (IFH)
 - Medavie Blue Cross
 - www.cic.gc.ca/ifhp
- Travel Loan
- Driver's Licence
- Library Card



Landing Paper (Sample)

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

CONFIRMATION OF PERMANENT RESIDENCE

Family name: _____
 Given name(s): _____
 Date of birth: _____ UCI: _____
 Sex: _____
 Citizenship: _____ App. no.: _____
 Document no.: _____

PERSONAL DETAILS - PA

Marital status: _____ Place of birth: _____ COB: _____
 Height (cm): _____ Eye color: _____ COR: _____
 Last entry at: _____ Last entry date: _____ Orig. entry date: _____
 Became P.R. at: _____ Became P.R. on: _____ Undertaking (mos): _____
 Travel doc. no.: XXXXXXXXXXXXXXXX Expiry date: _____
 Country of issue: CANADA

APPLICATION DETAILS

Issued at: _____ Issued date: _____ Valid to: _____
 Category: _____ Prov. of dest.: _____ City of dest.: _____
 Special program: _____ Trans. loan no.: _____ Flight no.: _____
 CSG no.: _____ ESDC no.: _____ PNC: _____

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

MEDICAL DETAILS

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

SPONSOR INFORMATION

UCI: _____ Name: Roman Catholic Episcopical Corporation for the Diocese of Toronto in Cana
 DOB: _____ Relationship: _____
 Address: A-371 Old Kingsh Road, Scarborough ON, M1C 3Y2

DEPENDANTS INFORMATION

Have you any dependants other than those listed below?

REMARKS

Immigration Officer: _____ Date (YYYYMMDD): _____
 I hereby certify that the above statements are true and correct and that I fully understand the conditions imposed.

TOMASZAS _____ Date (YYYYMMDD): _____
 HARCOUT MNAS HAO

IMM 5485 (01-2016) CLIENT COPY Canada



Permanent Resident Card (Sample)

Key Documents
in Canada

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



Ontario Health Insurance Plan (OHIP) (Sample)

Key Documents
in Canada

- You will be asked to show your valid health card each time you visit a doctor, hospital, or health care clinic.
- For more information about OHIP, please visit:
<https://www.ontario.ca/page/what-ohip-covers>



Interim Federal Health Certificate (IFH) (Sample)

- IFH is a program that provides limited, temporary coverage of health-care benefits to landed refugees (newcomers);
- It does not replace OHIP;
- Detailed information about IFH coverage is available on www.cic.cg.ca/ifhp.

INTERIM FEDERAL HEALTH CERTIFICATE OF ELIGIBILITY

Family name: _____
 Given name: _____
 Date of birth: _____
 Sex: _____
 Citizenship: _____
 Application no: _____

NOT VALID FOR TRAVEL
NON-VALID POUR VOYAGE

The above-named individual is eligible for the following coverage:

Coverage: _____

The coverage may cease or be modified without notice if the individual's immigration status changes.

The certificate must be presented to participating health providers, along with government issued proof of identity, when receiving services. If an individual pays for services covered by the Interim Federal Health Program of this country, services are not covered.

I, the undersigned:

- understand that I require coverage for the individual and certify the responsibility of any change to my immigration status or if I become eligible for another health program;
- understand that it is my responsibility to renew the coverage terms and amounts payable as required;
- understand that my medical and personal information will be shared with CIC, IRP clients administration and other government departments for the administration of the IRP and that personal information may be shared with other government institutions in accordance with the Privacy Act and the Department of Citizenship and Immigration Act.

Signature: _____

By the health care provider, you MUST verify the identity of the individual with the front government issued identification document, via web: www.cic.gc.ca/ifhp/ifhp-eligibility.aspx (phone: 1-800-943-8292)

Client ID #: _____
 Family name: _____
 Given name: _____
 Date of birth: _____

Canada

Social Insurance Number (SIN)

Key Documents
in Canada

- The Social Insurance Number (SIN) is a nine-digit number that you need to work in Canada and is required to access government programs and benefits.
- The most common uses of your SIN are:
 - For employment;
 - For income tax filings;
 - For financial institutions (e.g., banks, credit unions);
 - To obtain Child Tax Benefits (CCB); and
 - To obtain Canada Student Loans.



Other Key Documents

Key Documents
in Canada

Ontario Photo ID

- Provides government issued identification to those Ontarians who do not have a driver's license, making it easier for them to do things such as open a bank account and any other activities that require official identification.

Driver's Licence

- Ontario has a graduated driver's license process.

Public Library Card

- Free membership at public libraries.

Conclusion

Welcome to Canada and we wish you all the best!

If you have any further questions, you can reach ORAT at:

email: oratoutreach@archtoronto.org

Phone: (647) 494-5419

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