



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

IP 3

In Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes

Appendices

Appendices

Appendix A	CIC coding for resettlement categories	.A-2
Appendix B	Resettlement assistance program (RAP)	.A-3
Appendix C	Guide for refugee travel to Canada	.A-4
Appendix D	Private sponsorship of refugees program	.A-5
Appendix E	Sample letter of approval from SAH to CG	.A-6
Appendix F	Monitoring private sponsorships	.A-7
Appendix G	Sponsorship withdrawal	.A-8
Appendix H	Joint assistance sponsorships	.A-9
Appendix I	Interim Federal Health Program (IFH)	.A-10
Appendix J	Request form for processing non-accompanying family members under the One Year Window of Opportunity Program (OYW)	.A-11
Appendix K	Roles and responsibilities - CIC and partners	.A-12
Appendix L	Contacts	.A-13
Appendix M	CIC Publications	.A-14
Appendix N	Acronyms list	.A-15
Appendix O	Winnipeg Private Refugee Sponsorship Assurance Program (WPRSAP)	.A-16

Appendix A - CIC Coding for Resettlement Categories

CONVENTION REFUGEE ABROAD CLASS CLASS

- CR1 - Convention refugee abroad class, government assistance required for up to 12 months
- CRS - Convention refugee abroad class, sponsored by a Sponsorship Agreement Holder or Constituent Group for up to 36 months
- CRG - Convention refugee abroad class, sponsored by a Group of Five for up to 36 months
- CRC - Convention refugee abroad class, sponsored by a Community Sponsor for up to 36 months
- CR4 - Convention refugee abroad class, self-supporting, government assistance not required
- CR5 - Convention refugee abroad class, special needs case selected under Joint Assistance Sponsorship for up to 24 months

SOURCE COUNTRY CLASS (Resettlement-Source)

- RS1 - Source Country, government assistance required for up to 12 months
- RSS - Source Country class, sponsored by a Sponsorship Agreement Holder or Constituent Group for up to 36 months
- RSG - Source Country class, sponsored by a Group of Five for up to 36 months
- RSC - Source Country class, sponsored by a Community Sponsor for up to 36 months
- RS4 - Source Country, self-supporting, government assistance not required
- RS5 - Source Country, special needs case selected under Joint Assistance Sponsorship

COUNTRY OF ASYLUM CLASS (Resettlement-Asylum)

- RAS - Country of Asylum class, sponsored by a Sponsorship Agreement Holder or Constituent Group for up to 36 months
- RAC - Country of Asylum class, sponsored by a Community Sponsor for up to 36 months
- RAG - Country of Asylum class, sponsored by a Group of Five for up to 36 months
- RA4 - Country of Asylum, self-supporting, government assistance not needed
- RA5 - Country of Asylum, special needs cases selected under Joint Assistance sponsorship

Appendix B - Resettlement Assistance Program (RAP)

Annex 1

RAP TERMS AND CONDITIONS

RESETTLEMENT ASSISTANCE PROGRAM (RAP) TERMS AND CONDITIONS PER TREASURY BOARD DECISION NO. 826086 DATED MARCH 26, 1998

RAP OBJECTIVES:

To provide assistance directly to eligible immigrants who demonstrate a lack of sufficient income to provide for their needs and the needs of their dependants.

To provide contributions to eligible service providers who demonstrate the ability to provide services to eligible immigrants.

PART I - IMMIGRANTS AS CLIENTS

I. CLIENT ELIGIBILITY:

A. "Eligible Clients"

1. The following immigrants and accompanying dependants, if any, are eligible for assistance:

(a) immigrants admitted to Canada as "Convention refugees seeking resettlement",

(i) who are selected on the basis that assistance will be provided by the federal government;

(ii) whose application for admission is sponsored by a Sponsorship Agreement Holder (SAH) in accordance with the *Immigration Regulations, 1978* in cases where there has been a SAH "sponsorship breakdown"; or

(iii) as part of a blended initiative whose application for admission is sponsored by a SAH in accordance with the *Immigration Regulations, 1978*, where the SAH has entered into a Memorandum of Understanding (MOU) with the Department of Citizenship and Immigration (hereafter the Department) which sets out the roles and responsibilities of each of the parties in the MOU;

(b) immigrants admitted to Canada as "members of the country of asylum class" or "members of the source country class",

(i) who are selected on the basis that assistance will be provided by the federal government;

(ii) whose application for admission is sponsored by a SAH in accordance with the *Humanitarian Designated Classes Regulations*, in cases where there has been a SAH sponsorship breakdown; or

(iii) as part of a blended initiative whose application for admission is sponsored by a SAH, in accordance with the *Humanitarian Designated Classes Regulations* where the SAH has entered into a MOU with the Department which sets out the roles and responsibilities of each of the parties in the MOU;

or alternatively,

(c) immigrants who are issued a written permit by the Minister pursuant to section 37 of the *Immigration Act* and who had initially applied for admission as a Convention refugee seeking resettlement, as a member of the country of asylum class, or as a member of the source country class:

- (i) who are selected on the basis that assistance will be provided by the federal government;
- (ii) whose application for admission is sponsored by a SAH in accordance with the *Humanitarian Designated Classes Regulations*, in cases where there has been a SAH sponsorship breakdown; or
- (iii) as part of a blended initiative, whose application for admission is sponsored by a SAH, in accordance with the *Humanitarian Designated Classes Regulations* where the SAH has entered into a MOU with the Department which sets out the roles and responsibilities of each of the parties in the MOU.

Immigrants who meet the requirements of any one of the above-referenced eligibility criteria are hereafter referred to as "eligible clients".

B. "Special Needs Clients"

2. There is a certain sub-set of eligible clients, described in criterion 1 (a)(iii), 1 (b)(iii), or 1 (c)(iii) above, who may have special needs and who may be eligible for a joint assistance undertaking because of the existence of any one or more of the following factors:

- (a) a physical impairment or other medical need not requiring institutional care;
- (b) a history of having experienced trauma and/or torture and/or long term displacement which is expected to hamper resettlement in Canada; or
- (c) a family size or configuration which is expected to hamper resettlement in Canada.

The eligible clients who, because of the existence of any one or more of the factors identified in criterion 2 are referred to hereafter as "special needs clients".

II. ASSISTANCE AVAILABLE TO ELIGIBLE CLIENTS & SPECIAL NEEDS CLIENTS:

A. Eligible Clients

3. Eligible clients who demonstrate a lack of sufficient income to provide for their own needs and/or the needs of their accompanying dependants will be eligible for contributions to provide income support to cover the basic needs of life (such as food, shelter, clothing, basic furniture, beds, tables, chairs and other essential household effects).

B. Special Needs Clients

4. In addition to being eligible for contributions to provide income support to cover the basic needs of life, special needs clients who demonstrate a lack of sufficient income to provide for their own needs and/or the needs of their accompanying dependants may also be eligible for contributions to be provided on their behalf to cover the following costs:

(a) admissibility costs (such as costs associated with medical examinations when the client is outside of Canada, processing, travel documents, or exit visas);

(b) right of landing fee; and

(c) transportation costs (including the costs associated with obtaining transportation from the point of embarkation to the point of final destination in Canada, as well as the reasonable living expenses incurred during the course of the journey).

III. CONTRIBUTION PERIODS, DURATION OF PAYMENTS & BASIS OF PAYMENT TO ELIGIBLE CLIENTS:

5. Contributions for income support will normally be paid to eligible clients in advance on a monthly basis.
6. Contributions for income support may be provided to eligible clients for the following maximum periods:
 - (a) a period of up to 12 months commencing from the date of the eligible client's arrival in Canada; or
 - (b) until such time as an eligible client's income is sufficient to meet his or her own needs and the needs of any accompanying dependants, whichever event occurs first.
7. In exceptional circumstances, the maximum contribution period of 12 months as described in criterion 6 may be extended up to an additional 12 months of income support in the following cases, where:
 - (a) there is a joint assistance sponsorship undertaking between the Department and a SAH;
 - (b) a SAH has sponsored the eligible clients' application for admission, in the case of a SAH breakdown; where there is specific provision included in an MOU entered into between the Department and a SAH;
 - (c) there is specific provision included in an MOU entered into between the Department and a SAH which allows for an extension of up to an additional 12 months.
8. Contributions for income support paid to eligible clients will generally be in accordance with the prevailing provincial social assistance rates available in the eligible clients' province of residence and will also take into consideration a range of benefits and entitlements established to ensure a nationally consistent approach to income support.
9. Contributions for income support paid to eligible clients which are either in excess of the total allowable contributions permissible or constitute disbursements for expenditures for which the eligible client was not entitled shall be considered debts due to the Crown.

1.1. PART II - SERVICE PROVIDERS

IV. SERVICE PROVIDER ELIGIBILITY:

10. A service provider may be any organization, such as:
 - (a) a business;
 - (b) a non-profit corporation;
 - (c) a non-governmental organization;
 - (d) a community group;
 - (e) an educational institution;
 - (f) a provincial, territorial, municipal government department/agency; or
 - (g) an international organization.
11. A prospective service provider may submit a proposal to the Department in order to demonstrate its ability to provide the required services to eligible clients.
12. The Department will consider any proposals submitted by prospective service providers in order to assess whether the service providers' proposals will be able to meet the eligible clients' needs and be able to provide the required services to eligible clients.

V. SERVICE PROVIDER PROPOSALS:

13. Proposals submitted by prospective service providers will be required to demonstrate to the Department how the prospective service provider plans to successfully provide services such as reception services, temporary accommodation, basic orientation and links to broader based services.

14. The Department, in order to assist it in making its decisions in regard to which applicants should be invited to enter into a service provider contribution agreements with the Department, may use consultative mechanisms, except where a provincial, territorial, or municipal government assures the Department that the required services can successfully be delivered.

15. The Department, after considering and assessing any proposals submitted by prospective service providers, selects the best proposals and may invite those applicants to enter into a service provider contribution agreement with the Department in accordance with the Comptrollership Volume, Treasury Board Policy on Transfer Payments, Chapter 2-12.

VI. BASIS OF PAYMENT TO SERVICE PROVIDERS:

16. Payment of contributions to service providers will normally be made by reimbursement upon receipt of a claim for allowable expenses incurred.

17. Alternatively, the Department may advance contributions to service providers, in accordance with the Comptrollership Volume, Treasury Board Policy on Transfer Payments, Chapter 2-12, when the service provider demonstrates that it will not be able to obtain the necessary start-up capital by any other means.

18. Service providers' contribution agreements may also include a provision for reimbursing the service provider for costs directly related to the provision of services deemed appropriate by the Department, such as the payment of transportation and accompanying costs from the point of embarkation to the final destination in Canada for eligible special needs clients.

19. Contributions to a service provider for services provided to eligible clients which are either in excess of the total allowable contributions permissible or constitute disbursements for expenditures for which the service provider was not entitled under the terms and conditions of the income support contribution agreement shall be considered debts due to the Crown.

VII. MAXIMUM PARTNER DURATION AND CONTRIBUTION:

20. Service provider contribution agreements will not normally exceed 36 months in duration.

21. The maximum contributions to any one service provider under a service provider contribution agreement will not exceed \$3 million per annum.

VIII. DISCRETIONARY AUTHORITY TO AUTHORIZE PAYMENTS:

22. Notwithstanding any of the above terms or conditions, any one of the following persons in the Department may authorize an additional payment of 5% of the original contract value but not to exceed a maximum of \$5,000, on termination of an agreement, upon satisfactory proof that legitimately incurred expenses exceeded the contracted amount and that the recipient is unable to obtain funds from other sources to cover the shortfall:

- (a) the Regional Directors General/Directors/Managers of Resettlement Programs, or
- (b) the Director General, Refugees Branch or the Director, Resettlement, Refugees Branch at the

Department's National Headquarters.

IX. DISPOSAL OF CAPITAL ASSETS:

23. Any capital assets purchased with contributions provided by the Department under a service provider contribution agreement which have not been physically incorporated into the premises of the service provider may be disposed of in the following ways:

- (a) sold, at fair market value, and the revenue applied to eligible costs;
- (b) donated to a registered charitable organization;
- (c) transferred to another service provider or any other suitable organization; or
- (d) retained by the service provider where (a), (b) and (c) above are not possible.

24. Disposition of the capital assets in accordance with section 23 above may be triggered by the occurrence of any one of the following events:

- (a) the termination of the service providers' contribution agreement; or
- (b) in the case of a service provider's bankruptcy, insolvency, or filing for protection against creditors; and
- (c) as any one of the persons listed in either criterion 22(a) or 22(b) decides after considering all the circumstances of the case.

X. AUDIT:

25. The contribution agreement will specify that the Department retains the option to audit the records of the service provider as they pertain to the service provider's contribution agreement.

XI. EVALUATION:

26. The Department's Refugees Branch in conjunction with the Strategic Policy, Planning and Research Branch is responsible for the evaluation of the Resettlement Assistance Program.

XII. AUTHORITY TO SIGN CONTRIBUTION AGREEMENTS:

27. Any one of the following persons in the Department has the authority to enter into, sign and approve expenditures incurred under service provider contribution agreements made pursuant to these terms and conditions:

- (a) the Regional Directors General/Directors/Managers of Resettlement Programs; or,
- (b) the Director General, Refugees Branch or the Director, Resettlement, Refugees Branch at the Department's National Headquarters.

XIII. DURATION OF TERMS AND CONDITIONS:

28. These terms and conditions will be reviewed at least every five years by the Department and will be revised from time to time as required.

Appendix B - Resettlement Assistance Program

Annex 2

RAP Change of Status Form

Client Name: _____ FOSS ID No: _____
Telephone No: () _____
Previous Address*: _____
City: _____ Province/Territory: _____ Postal Code: _____

* If you are moving from Québec to another province/territory, please provide proof of residency with a copy of your IMM 5292B (confirmation of permanent residence) and a copy of the letter from Québec Social Services.

1. ADDRESS CHANGE

New Address: _____
City: _____ Province/Territory: _____ Postal Code: _____

New Telephone No: _____ Date of Move: _____

1.2 Why are you moving?

2. EMPLOYMENT CHANGE

2.1 Are you starting full-time employment? Yes ____ No ____

Are you starting part-time employment? Yes ____ No ____

If yes, please provide the start date: _____

Employer's Name: _____

Employer's Address: _____

Employer's Telephone Number: () _____

What is your rate of pay?: _____

For part-time employment, how many hours are you working per week: _____

3. CHANGE IN FAMILY SIZE

3.1 BIRTH

Are you expecting a baby? Yes ____ No ____

If yes, please provide doctor's note with the estimated date of arrival.

Note: Once baby is born, please provide a copy of the form issued by the hospital stating your baby's name and birthdate.

3.2 FAMILY DEPENDANTS

Have any of your dependants moved? Yes ____ No ____

If yes, please provide their full name(s) and date(s) of birth.

3.3 MARRIAGE

Have you been married since your arrival in Canada? Yes ____ No ____

If yes, please provide a copy of the marriage certificate.

What is the immigration status of your spouse? _____

Is your spouse living in Canada? Yes ____ No ____

3.4 SEPARATION

Have you separated from your spouse since your arrival in Canada? Yes ____ No ____

If yes, please provide date of separation:

Full name of spouse: _____

Spouse's birth date: _____

3.5 DEATH

Has a member of your family passed away? Yes ____ No ____

If yes, please provide a copy of the death certificate.

Please indicate the name and address of the funeral home.

4.0 OTHER CHANGES

4.1 INCARCERATION

Have you been incarcerated? Yes ____ No ____

If yes, please provide a copy of the conviction report.

Has any other member of your family been incarcerated? Yes ____ No ____

If yes, please provide a copy of the conviction report.

4.2 HOSPITALIZATION

Have you been hospitalized? Yes ____ No ____

If yes, please provide a note from your doctor confirming the length of stay, if longer than one month.

Client Signature

Date

Please return the completed form within 10 days of any change in status to:

"insert CIC address"

Appendix B - Resettlement Assistance Program

Annex 3

RAP Start-up Cheque Form

Client's name:		Date of Birth:	
NAT No:		Mission:	
Family size:			
Section A: The Assistance Loan Amount		Section B:	
1) Last month's rent amount:	\$ <input style="width: 80px;" type="text"/>	1) Staple food allowance	\$ <input style="width: 80px;" type="text"/>
2) Telephone security deposit amount:	\$ <input style="width: 80px;" type="text"/>	2) Basic clothing allowance (summer)	\$ <input style="width: 80px;" type="text"/>
3) Utility security deposit amount:	\$ <input style="width: 80px;" type="text"/>	3) Basic Clothing allowance (winter)	\$ <input style="width: 80px;" type="text"/>
4) Other	\$ <input style="width: 80px;" type="text"/>	4) School supplies	\$ <input style="width: 80px;" type="text"/>
5) Total loan amount	\$ <input style="width: 80px;" type="text"/>	5) other	\$ <input style="width: 80px;" type="text"/>
		6) other	\$ <input style="width: 80px;" type="text"/>
Record amount in section A(5) on the IMM 5355. [Immigrant Loan (Assistance Loan) Form]		7) Total	\$ <input style="width: 80px;" type="text"/>
Section C:		Section D:	
Complete this section where the basic household effects furnishings, and linens are not provided though a standing offer agreement		Monthly Allowances (these rates normally remain the same for the duration of income support)	
1) Basic household effects	\$ <input style="width: 80px;" type="text"/>	1) Food and incidentals	\$ <input style="width: 80px;" type="text"/>
2) Basic linens	\$ <input style="width: 80px;" type="text"/>	2) Rent	\$ <input style="width: 80px;" type="text"/>
3) Basic household furnishings	\$ <input style="width: 80px;" type="text"/>	3) transportation	\$ <input style="width: 80px;" type="text"/>
4) Total	\$ <input style="width: 80px;" type="text"/>	4) telephone	\$ <input style="width: 80px;" type="text"/>
		5) utilities	\$ <input style="width: 80px;" type="text"/>
Total start-up Cheque	\$ <input style="width: 80px;" type="text"/>	6) other	\$ <input style="width: 80px;" type="text"/>
Total sections A+B+C+D	<input style="width: 80px;" type="text"/>	7) other	\$ <input style="width: 80px;" type="text"/>
		8) Total	\$ <input style="width: 80px;" type="text"/>
Section E:			
After move adjustments:			
Move date to permanent accommodation:			
Number of days in permanent accommodation			
Adjustments:			
Food and Incidentals	\$	per day X	days = \$ <input style="width: 80px;" type="text"/>
Transportation	\$	per day X	days = \$ <input style="width: 80px;" type="text"/>
Rent	\$	per day X	days = \$ <input style="width: 80px;" type="text"/>

Other	\$	per day X	days =	\$
				\$
Adjustment cheque amount:				\$

I understand that this cheque is issued under the terms of and conditions of the Resettlement Assistance Program (RAP) with the understanding that the money will be spent on the necessary items listed above. I acknowledge that there is no provision for replacing misused or lost money. I will open a bank account immediately and will deposit these funds in the account until they are required.

Appendix B - Resettlement Assistance Program (RAP)

Annex 4

Entitlement Tables

Monthly Food and Incidental Allowances Paid to RAP Clients in Permanent Accommodation:

SINGLE ADULT	ADULT COUPLE	DEPENDANTS
\$	\$	0
\$	\$	1
\$	\$	2
\$	\$	3
\$	\$	4

Calculations are always based on the **age of the client on the date of arrival**.

MONTHLY SHELTER ALLOWANCE INCLUDES UTILITIES AND TELEPHONE:

A similar chart may be created for the monthly shelter allowance that may be payable for family units of different sizes. As with the food and incidental chart this chart would need to be updated when social assistance rates change.

FAMILY SIZE	MONTHLY RENT
1	\$
2	\$
3	\$
4	\$

Special authorisation is required from RHQ to approve payment of rents above these maximums. Where possible it is recommended that single persons be accommodated in bachelor apartments.

SPECIAL ALLOWANCES

RAP

Clothing Allowance (basic)

\$225 per adult

\$150 children

Clothing Allowance (Winter)

\$150 per adult

\$100 per dependent child

Incidentals

\$4 per day / person

\$10/day for food where not provide by SPO

Staple Allowance

\$100/single person

\$75 each additional dependant up to \$400

School Start-up
\$150 per child

Special Diet Allowance
\$37/month

New Born Allowance
\$500

Maternity Allowance
\$150/clothing
\$37/month for up to **9 months**

Children under 6 years old
\$50 month

Transportation Allowance
\$50/month for each adult

Basic Household Needs (one time)
\$950 per single without accompanying dependents
\$1,500 per single plus 1 dependent
\$2,075 per single plus 2 dependents
\$1,625 per couple without accompanying dependents
\$1,915 per couple plus 1 dependent
\$350 for each additional dependent

Under RAP the food and shelter portion of the income support entitlement is guided by the maximum prevailing social assistance rates within the province/territory of residence and takes into account the family composition.

Appendix B - Resettlement Assistance Program (RAP)

Annex 5

Program Guidelines, Financial Coding, Income Support, and Service Provider Contributions

Resettlement Assistance Program (RAP) Program Guidelines Financial Coding - Income Support and Service Provider Contributions	Programme d'aide au rétablissement (PAR) Lignes directrices Codage financier - Contribution des fournis seurs de services et soutien du revenu
PART I	PARTIE I
Financial Coding - Income Support	Codage financier Soutien du revenu
The RAP financial coding structure under SAP is as follows:	La structure du codage financier relatif au PAR se présente comme suit dans le SAP :
Fund: 1110	Fonds : 1110
Activity: 2300	Activité : 2300
Fund Center: use your fund center code (6 digits)	Centre de financement : utilisez votre code de centre de financement (six numéros)
General Ledger (G/L) Account: use appropriate G/L Account as described below:	Compte du grand livre général: utilisez le compte approprié cidessous :
G/L Accounts:	Comptes généraux :
59001 - RAP - Start-up Costs: includes furniture, linens, basic household needs, staples (Non-taxable)	59001 - PAR - Coûts initiaux pour l'établissement : meubles, linge de maison, articles ménagers essentiels et de première nécessité (non imposable)
59002 - RAP - Clothing: includes basic clothing and winter clothing when not provided at Ports of Entry (POE), maternity clothing allowance (Non-taxable)	59002 - PAR - Vêtements : vêtements essentiels et vêtements d'hiver qui ne sont pas fournis au point d'entrée, allocation de vêtements de maternité, allocation pour la rentrée scolaire (non imposable)
59003 - RAP - Basic Allowance: includes monthly food allowance and incidentals, specific to permanent accommodation (Taxable)	59003 - PAR - Allocation de base : allocation mensuelle pour la nourriture et les frais divers entraînés par un logement permanent (imposable)
59004 - RAP - Shelter: includes monthly shelter allowance (Taxable)	59004 - PAR - Hébergement : allocation mensuelle pour le logement (imposable)
59005 - RAP - Special Allowance: includes maternity food allowance, special diets allowance, etc. (Taxable)	59005 - PAR - Allocation spéciale : nourriture pour femme enceinte, régime alimentaire particulier, etc. (imposable)

59006 - RAP - National Child Benefit

Transportation Allowance: includes monthly public transportation cost or \$40/month for each adult where public transportation does not exist (Taxable)

59007 - RAP - Miscellaneous: includes miscellaneous allowance such as burial and funeral expenses (Non-taxable)

59008 - RAP - Advanced Payment - Immigrant Loan: includes contribution payments advanced for assistance loans to cover start-up costs, employment access, etc.

59009 - RAP - Immigrant Loan Contributions - NHQ: includes contribution payments for special needs clients abroad and inland, to cover admission, transportation, and start-up costs. These contributions are not recovered from the Immigrant Loans Program. (mainly used by NHQ) (non-taxable).

59010 - RAP - National Child Benefit Taxable Re-investment : includes contribution payments for allowance for children under 6 years of age (taxable).

59011 - RAP - National Child Benefit Non-Taxable Re-investment: includes contribution payments for newborn allowance, and school start-up (i.e. clothes, books, supplies, etc.) (non-taxable).

59012 - RAP - Credit - National Child Benefit Claw Back: includes claw back from RAP income support payments due to benefits received by the refugee under the National Child Benefit program.

45152 - Refund of transfer payments - RAP: includes reimbursement from Advanced Payment - Immigrant Loan (59008) fund to RAP. Fund code: 2100

13205 - Recoverable RAP/Immigrant Loans: includes recoverable, immigrant loans to cover basic needs. Fund: 5200

59006 - PAR - Allocation de transport relative à la prestation nationale pour enfants : coût du transport public ou 40 \$ par mois par adulte là où il n'y a pas de transport public (imposable)

59007 - PAR - Divers : allocation pour frais divers, par exemple les frais d'inhumation et de funérailles (non imposable)

59008 - PAR - Avances - Prêts aux immigrants : contribution versée à l'avance pour un prêt d'aide à l'installation destiné à couvrir des frais de démarrage, d'accès à un emploi, etc.

59009 - PAR - Contributions aux fins des prêts aux immigrants - AC : versement de contribution à des clients ayant des besoins spéciaux au Canada ou à l'étranger pour couvrir des frais d'admissibilité, de transport et de démarrage. Une telle contribution n'est pas recouvrée par le programme de prêts aux immigrants. (surtout utilisé par l'AC) (non imposable)

59010 - PAR - Réinvestissement imposable de la Prestation nationale pour enfants : contribution pour l'allocation destinée aux enfants de moins de 6 ans (imposable)

59011 - PAR - Réinvestissement non imposable de la Prestation nationale pour enfants : contribution pour l'allocation destinée aux nouveaux nés (non imposable)

59012 - PAR - Crédit - Montants du PAR versés pour la Prestation nationale pour enfants : montants du PAR versés pour le soutien du revenu pouvant être réclamé d'un réfugié qui a reçu des montants dans le cadre du programme de la prestation nationale pour enfants.

45152 - Remboursement de paiements de transfert - PAR : remboursement au PAR des avances consenties pour les prêts aux immigrants (59008). Fonds: 2100

13205 - Prêts PAR/Prêts aux immigrants recouvrables : - prêts recouvrables accordés aux immigrants pour qu'ils subviennent à leurs besoins fondamentaux. Fonds: 5200

PART II

Financial Coding – Service Provider Contribution Agreements

The RAP financial coding structure under SAP is as follows:

Activity: 2300

G/L Accounts:	Expenses Fund:	Advances Fund:	Reduction of Advances Fund:
	1100	5350	5360
RAP - Temporary Accommodation - Reception House - NGO: Includes temporary accommodation in a reception house, which may also include commercial accommodation arranged through the reception house where the reception house is responsible for ensuring alternate accommodation in response to overflow situations.	59014	13314	16314
RAP - Temporary Accommodation - Commercial Accommodation - NGO: Includes commercial accommodation arranged through the SPO where the SPO does not operate a reception house, but sub-contracts to commercial accommodation.	59015	13315	16315
RAP - Temporary Incidentals & Food - NGO: Includes meals/food where provided directly or where meals and incidental allowance is provided to client.	59016	13316	16316
RAP - Client Services NGO: includes RAP immediate essential service delivery costs, including:	59017	13317	16317
<ul style="list-style-type: none"> • Meet and greet at temporary accommodation; • Locating permanent accommodation; • Links to mandatory federal/provincial programs; • Financial orientation and responsibilities; • Basic orientation; and • Assessment and referral to broader based services. 			
RAP - Interpreters NGO: includes interpreter services.	59018	13318	16318
RAP Administration Costs - NGO: includes overhead, staffing other than those related to 59017, mandatory employee benefits, training, etc.	59019	13319	16319
RAP - Transportation Costs - NGO: includes transportation allowance (bus ticket) provided to client and transportation to permanent accommodation..	59020	13320	16320
RAP - POE - Reception - NGO : should be used for the following:	59021	13321	16321
POE airport reception services;			
Winter clothing issued at POE; and			

Transportation to temporary accommodation, where not included in contract for temporary accommodation;

Temporary accommodation in other than traditional provider

24358 RAP Capital Costs - NGO includes information technology for use at SPO facilities	59022	13322	16322
--	--------------	--------------	--------------

24359 Advance Payments for SPOs REPLACED BY 13313-13321 SERIES

Reimbursement of the GST Third Party	59013	13313	16313
---	--------------	--------------	--------------

Summary

Costs specific to the delivery of the RAP immediate essential services are expected to be within the program resources identified for each province/territory in the notional allocation.

***Note:** The G/L account for "Liability Accounts Payable, non salary" is 21001.*

Appendix B - Resettlement Assistance Program (RAP)

Annex 6

Agreement for Income Support Recipients

The Government of Canada, through the Resettlement Assistance Program (RAP), provides financial assistance to eligible newcomers for the basic needs of life. This assistance is available to persons under certain conditions within the first year of their arrival in Canada or until they are economically self-sufficient, whichever comes first.

Income support is not an automatic benefit program and can be refused, discontinued or reduced if certain conditions are not met.

Agreement of Income Support Recipient

While receiving Income Support under the Resettlement Assistance Program,

I, _____, born on _____ social insurance number _____

(Print full name) (MM/DD/YY),

and my spouse, if applicable,

I, _____, born on _____ social insurance number _____

(Print full name) (MM/DD/YY),

on behalf of myself and my/our dependent family members, agree to the following terms and conditions:

1. I will declare to Citizenship and Immigration Canada all my funds and assets and the funds and assets of my dependent family members presently in our possession or which will follow at a later date. These assets include gold coins, precious stamps, jewellery and precious items, automobiles or any moneys to be transferred to us in Canada.
2. I and my dependent family members will report all income or benefits received from **all** sources including employment, employment insurance, worker's compensation, training allowances, social welfare payments, and income tax refunds (excluding child tax credits).
3. I will report any of the following changes to Citizenship and Immigration Canada: pregnancy, birth of a baby, commencement of paid work, death of a family member, incarceration, hospitalization, departure from Canada, family composition, including a change in marital status, or common law, or same-sex relationships.
4. I will actively seek work and be available for work at all times. I will not refuse any reasonable offer of employment or abandon employment without just cause. I will not limit myself to employment in my normal occupation but will be willing to consider all available jobs.
5. I and my dependent family members will avail ourselves of appropriate training and settlement measures.
6. I will use the income support funds advanced only for the purpose for which they are intended to provide for myself and my dependants the most basic and common of household needs and effects such as food, rent, clothing, furniture, basic household furnishings and basic, monthly telephone charges.
7. I am aware that only basic, initial, telephone installation charges are payable under the income support program, and any and all charges for long distance, directory assistance and any optional, additional, telephone equipment and accessories are my sole responsibility.
8. I agree to contact Citizenship and Immigration Canada before incurring any expenses for items such as prescription medications, eye glasses or emergency dental care.

9. I agree to promptly repay any benefits given to me which exceed the amount to which I am properly entitled and I authorize Citizenship and Immigration Canada to arrange repayment through payroll deduction with my employer; and
10. If I voluntarily move to a city other than that of my original destination, I am aware that income support benefits already given for rent, furniture/furnishings, clothing, language training, accommodation etc. cannot be given again.
11. In the case of voluntary repatriation, I authorize Citizenship and Immigration to release my date of departure from Canada to the Department of National Revenue for the purpose of income support-related programs administered by that Department (Canada Customs and Revenue Agency).
12. I consent to the disclosure and/or use of personal information dealing with either myself or members of my immediate family (dependents) for the purpose of assisting in our resettlement and adaptation to Canada, specifically to those settlement agencies and Canadian government authorities involved in our resettlement process.
13. I acknowledge that the above information was fully explained to me to my complete satisfaction by Citizenship and Immigration Canada, my worker or through an interpreter and I fully understand the contents. I realize I could face criminal prosecution if I am found in violation of any or all of these terms and conditions.
14. I acknowledge I was given a copy of this document.

Accepted and agreed to this _____ day of _____ 20_____, in the City of _____.

Income Support Recipient

RAP Counsellor

Spouse of Income Support Recipient

RAP Counsellor

Interpreter (if used)

Appendix B - Resettlement Assistance Program (RAP)

Annex 8

Secondary Migration Chart (excluding Kosovo)

* "Reason for transfer" please use no. 1. Family/Friends 2. Employment 3. Language 4. Other

Prov City	Month	Foss Id	Family Head	Family Members Given Name	Family Size	Post From	JAS	Arrival Date Canada	Trans Out Date	Trans In Date	*Reason For Transfer	Approx Transfer Time To In Mo	Trans From	Trans To
NFLD.														
			SUBTOTAL NFLD		0							0.00		
PEI														
			SUBTOTAL PEI		0							0.00		
N.S.														
			SUBTOTAL N.S.		0							0.00		
N.B.														
			SUBTOTAL		0							0.00		

			N.B.											
ONTARIO														
Kitchener														
			SUBTOTAL KITCHENER	0							0.00			
Toronto														

Table continued on next page

			SUBTOTAL/ TORONTO							Average time for transfer	0. 0 0			
Ottawa														
			SUBTOTAL/ OTTAWA							Average time for transfer	0. 0 0			
London														
			SUBTOTAL/ LONDON							Average time for transfer	0. 0			

Appendix B - Resettlement Assistance Program (RAP)

Annex 9

RAP Relocation Form

REFUGEES ASSISTANCE PROGRAM (RAP) RELOCATION FORM	
PRIMARY - Surname, Given Names	_____
Date of Birth: _____ (dd/mm/yy)	
DEPENDANTS: (Surname, Given Names)	_____
_____	_____
_____	_____
_____	_____
CIC FILE NUMBER / FOSS ID.	_____
ARRIVAL DATE IN CANADA:	_____ (dd/mm/yy)
LAST MONTH ASSISTANCE RECEIVED: _____ (mm/yy)	AMOUNT: \$ _____
CURRENT ADDRESS:	_____
	(Street No., City, Province, Postal Code)
TELEPHONE:	_____
RELOCATING TO: _____	
	(City, Province)
REASONS for TRANSFER:	1. Family/Friends; 2. Employment; 3. Language; 4. Other
COMPLETE ADDRESS (if available):	_____
CONTACT PERSON for CIC:	_____
(include the phone number)	
Signature of Client: _____	Signature of CIC Counsellor: _____
	CIC Office: _____
Date: _____	Date: _____

Appendix B - Resettlement Assistance Program (RAP)

Annex 10

Client Monitoring Report

Name of Client: _____ Refugee Category: _____
Address: _____ CIC Responsibility Centre: _____
_____ Original Client: ___ or
_____ Secondary Migrant ___
_____ Initial Monitoring Report: ___
Telephone Number: _____ Subsequent Monitoring Report ___
FOSS ID Number: _____
Arrival Date: _____
Report Date: _____
Name of RAP Counsellor: _____
Type of Monitoring: ___ Telephone, ___ Personal Interview, ___ Focus Group
Names of Family Members Participating in the Monitoring

Section 1

1. Monitoring Services Received

This section of the report is intended to provide client information on the range, level and quality of services provided under RAP and the links provided to broader-based programs/services. It may be difficult for the client to remember exact information and therefore, more general information is just as helpful. The information can be used to supplement contract monitoring. The information will also be used to determine whether the range/level and quality of service provided under the program best meets the needs of the refugees.

Were services provided and did the client take advantage of the services and with what result?

2. Port of Entry Reception Service

Was there someone at the port of entry to assist you after you were through Immigration and Customs? ___ yes ___ no

If yes, what kind of assistance was provided?

- **Assistance with luggage ___ yes ___ no**
- **Assistance with connecting with transportation to your final destination? ___ yes, ___ no**
- **Did you require an overnight stay at port of entry? ___ yes, ___ no**
- **Was winter clothing required ___ yes, ___ no**
- **Was winter clothing provided, if required? ___ yes, ___ no**

- Were you provided with information that helped you understand what was happening at this stage? ___ yes, ___ no
- If no, what information would help? _____
- Were you provided with information that helped you understand what was happening at the next stage? ___ yes, ___ no
- If no, what information did you want that you did not have? _____

- Did you feel comfortable to ask for this information? ___ yes, ___ no
- Was information available in a language you understand? ___ yes, ___ no
- Is there something we could do to improve this service? ___ yes, ___ no
- If yes, what would you suggest? _____

3. Arrival at Final Destination

Were you met by someone and provided transportation to temporary accommodation? ___ yes, ___ no

Were you told earlier that you would be met by someone who would take you to your temporary accommodation? ___ yes, ___ no

Where did you learn this information? _____

If you were not met by anyone, what did you do? _____

Did the person who met you provide you with information to let you know what would happen next? ___ yes, ___ no

What would you have liked to have known at this stage and didn't? _____

What would you like to be different? _____

a) Temporary Accommodation

Did you stay in a reception house or in commercial accommodation? _____ RH, ___ Com.

When you arrived at the temporary accommodation did you:

- Feel comfortable? ___ yes, ___ no
- If no, provide reason _____

- Did you have health or other problems you wanted to tell someone about? ___ yes, ___ no
- Did you share your problem with someone? ___ yes, ___ no
- If no, why did you not do so? _____

-
- If yes, were you provided the assistance you needed? ___ yes, ___ no
 - If no, what assistance did you expect and not receive? _____

-
- Were you shown the emergency plan in place at temporary accommodation to follow in case of fire or other emergency? ___ yes, ___ no
 - Did you understand the procedures in place? ___ yes, ___ no

If no, what would help you better understand what to do in an emergency?

-
- Did you know how to contact someone in case of an emergency? ___ yes, ___ no
 - Were you shown how the shower, toilet and sinks and appliances work? ___ yes, ___ no
 - If yes, did you understand how to use these things in a responsible manner so as not to endanger self, others or the building? ___ yes, ___ no
 - If no, can you suggest another way this information could be provided to help with understanding these things? _____

How were meals provided during you stay in temporary accommodation?

- Cooked own ___ or
- Prepared by reception house ___ or
- Bought from a restaurant ___

Did you like the arrangement for meals or would you prefer a different arrangement?

- Like current arrangement ___ or
- Would prefer a different arrangement _____
- If another arrangement is preferred, what is the arrangement and why is it preferred?

When you were in temporary accommodation, did you receive money for food, incidentals and transportation? ___ yes, ___ no

Were you provided information on how to use the money when you first received Canadian currency? ___ yes, ___ no

How did you learn how to use Canadian currency? _____

Did you learn how to use public transportation when you stayed in temporary accommodation (where public transportation exists)? ___ yes, ___ no

If no, when and how did you learn to use public transportation? _____

Were you provided with a card that gave the name, address and telephone number for temporary accommodation? ___ yes, ___ no

Did you receive assistance from the service provider with locating permanent accommodation? ___ yes, ___ no

If no, how did you locate your permanent accommodation? _____

How long after you arrived in Canada did you see your first apartment? _____

How long did you stay in temporary accommodation? _____

- Was the stay ___ too long?
- Why? _____
- Was the stay ___ too short?
- Why? _____
- Was the time you stayed ___ about right?
- Why? _____

4. Links to Mandatory Federal/Provincial Programs

Canada collects taxes from residents and uses these funds to provide services to which individuals and families have access. This means that first time residents of Canada have a large number of forms to complete all at once. This is usually confusing and it is difficult to keep the information on each one straight. The information related to each form is usually covered briefly as the forms are being completed and the same information is covered in more detail later on

The forms you completed link you to the following government/other programs:

- Social insurance number – provides access to employment and identifies individual/family for tax and related purposes
- Provincial health care – provides access to basic health care
- Interim Federal Health – provides supplementary coverage for emergency dental, etc. not covered in provincial plan
- Income Tax – provides information for tax payment and benefit purposes, e.g. General Sales Tax Rebate
- Child Tax Benefit (where applicable)

Bank account – provides the means to cash income support cheque and pay bills. Paying bills on time helps to establish a good credit rating

How was this task performed?

- in a group with other newcomers ___ or
- with only you/your family ___

How much did you understand at this point?

- Nothing about what I was doing and being told ___
- A little of what I was doing and being told ___
- Most of what I was doing and being told ___

If you understood little or nothing at this stage, were you okay with not knowing? ___ yes, ___ no

Can you provide suggestions that could help the service provider help others with this part of becoming established? _____

5. Financial Orientation and Financial Responsibilities

Financial orientation was made available to you to help you understand Canadian currency, how much money you would be provided for furniture, towels and clothing, etc. and other information on how much you would receive once a month for food, shelter and incidentals. Part of the orientation included information on how to divide up the money received each month and pay monthly expenses. Another part of the orientation explains your role and responsibility in proper use of the funds made available. Both spouse and head of family were asked to sign a Client Agreement acknowledging you understood the information in the agreement.

Did you understand the language the Agreement was printed in?

- Yes ___
- No ___
- If no, was an interpreter used to interpret the information?
- Yes ___
- No ___

Was a copy of the Client Agreement provided to you in a language you understand?

- Yes ___
- No ___

Do you want a copy of the Client Agreement provided in a language you understand?

- Yes ___
- If yes, which language? _____
- No ___
- Doesn't matter _____

Approximately how long was spent to provide the financial orientation? _____(hours)

How would you describe this part of the process?

- Too much information in too short a time ____
- Too little information in the time provided ____
- About the right amount of information in the time made available ____

Did you participate in all the financial orientation made available?

- Yes ____
- No ____
- If no, why not and in which parts did you participate? _____

What did you understand best at the end of the financial orientation?

What did you understand the least at the end of the financial orientation?

Do you feel comfortable in managing financially?

- Yes ____
- No ____
- If not, where do you need help? _____

How did you receive your financial orientation?

- in a group with other newcomers ____
- individual/family ____

When did you receive your financial orientation?

- All financial orientation was provided before the move to permanent accommodation ____
- Some of the financial orientation was provided before the move to permanent accommodation and some was provided after the move ____
- All the financial orientation was provided after the move to permanent accommodation ____

Would you prefer one of these three over the other?

- Yes ____
- If yes, which one _____

- No ____
- Doesn't matter ____

Is there information you need to know, that was not covered in the financial orientation?

- Yes ____
- If yes, what information? _____

- No ____

Was the orientation provided in a language you understood?

- Yes ____
- No ____

Would you have suggestions on how we conduct this stage of the process that could help other newcomers learn the financial information?

a) Basic Orientation

Basic orientation is usually information about the community you live in and may include the location of the school and how to register your child or children in school, how to get medical help, where medical clinic/hospital/pharmacy is located and what to expect as services, basic laws about Canada such as personal rights and freedoms, laws on family violence and abuse, what activities are free or at little cost, location of ethnic services, learning how to be safe and keep your children safe, who to contact in an emergency, the cost of long distance calling, etc.

Approximately how long was spent to provide basic orientation on these and other topics?
_____(hours)

How would you describe this part of the process?

- Too much information in too short a time ____
- Too little information in the time provided ____
- About the right amount of information in the time made available ____

Did you participate in all the basic orientation made available?

- Yes ____
- No ____
- If no, why not and in which parts did you participate? _____

What did you understand best at the end of the basic orientation?

What did you understand the least at the end of the basic orientation?

How did you receive your basic orientation?

- in a group with other newcomers ____
- individual/family ____

When did you receive your basic orientation?

- All basic orientation was provided before the move to permanent accommodation ____
- Some of the basic orientation was provided before the move to permanent accommodation and some was provided after the move ____
- All the basic orientation was provided after the move to permanent accommodation ____

Would you prefer one of these three over the other?

- Yes ____
- If yes, which one _____
- No ____
- Doesn't matter ____

Is there information you still want/need to know that was not covered in the basic orientation?

- Yes ____
- If yes, what information? _____

- No ____

Was the basic orientation provided in a language you understood?

- Yes ____
- No ____

Would you have suggestions on what else should be included in basic orientation and/or on how we conduct this stage of the process that could help other newcomers learn what is provided in basic orientation?

6. Assessment and Referral to Settlement and Other Broader Based Services

The last of the immediate and essential services normally provided within the first 4-6 weeks of arrival in Canada is an interview to help you plan what to do next and where to go to next to get other kinds of help to support your settlement in Canada. Each individual is responsible for his/her own

settlement. The final interview with the service provider helps you to understand which of your expectations are realistic and those that are not. This interview is also meant to provide information on what is available in the community to support your settlement. This is a very important part of the services made available to you upon your arrival in Canada.

Did you take part in an interview where the service provider reviewed these things with you?

- Yes ____
- No ____
- If no, please explain why _____

If you did participate approximately how long was spent to provide you with information on these and other topics? _____(hours)

How would you describe this part of the process?

- Too much information in too short a time ____
- Too little information in the time provided ____
- About the right amount of information in the time made available ____

Did you participate in this session alone or with other members of your family?

- Alone ____
- With other family members ____
- If with other family members, please specify with whom _____

What did you understand best at the end of the interview?

What did you understand the least at the end of the interview?

When did this interview take place?

- Before the move to permanent accommodation ____
- After the move to permanent accommodation ____

Is there information you still want/need to know that was not covered in the interview?

- Yes ____
- If yes, what information? _____

- No ____

Was the interview conducted in a language you understand fully?

- Yes ____
- No ____

Where were you referred and for what reason?

Did you go to the places suggested to you during the interview?

- All ____
- Some ____
- If only some, indicate why and which ones

If you went to some or all of the places suggested, what happened at each one (was the outcome expected from the referral realized)?

Would you have suggestions on what else should be covered in the assessment and referral interview and/or on how we conduct this stage of the process that could help other newcomers get the most out of the assessment and referral interview?

7. What recommendations or follow-up actions are suggested/required?

This section of the report is intended to identify recommendations the RAP counsellor may make to the client, based upon the information provided above. The section should also indicate where follow-up may be required with the service provider to clarify information or identify items for service provider monitoring.

a) Recommendations to client for follow-up (include time frames if indicated)

b) Items for follow-up with service provider

c) Other actions required by RAP counsellor

Section 2

1. Financial Monitoring

This section of the report is intended to provide information on how well the refugee is able to manage within the resources provided and whether the refugee is respecting the terms of the Client Agreement.

Are there indications of financial stress beyond that encountered by others in similar circumstances?

- Yes ___
- What are they or why are they there?

Are there reportable changes in status?

- Yes ___
- What are they?

Is proof available to indicate the refugee is meeting their financial responsibilities?

- Yes ___
- What is made available

- No proof provided ___

(A telephone bill as a minimum can indicate whether or not a high level of long distance calls are being made and paid for, or being made and not paid. A high level of paid calls may suggest unreported income/earnings and a high level of unpaid telephone bill can indicate financial trouble.)

Is there evidence that funds are being used to provide benefit to all family members?

- Yes ___
- What was made available

-
-
-
- No proof provided ____

(The mother could be asked to show you a bus pass or that she has access to bus tickets. Lack of proof may indicate the need to explore other factors, e.g. isolation, inability to participate in employment access activities, etc.)

2. What recommendations or follow-up actions are suggested/required?

a) Recommendations to client for follow-up (include time frames where applicable)

b) Actions required by RAP counsellor

Section 3

1. Monitoring for Settlement Indicators

The immediate essential services provided under RAP take place within the first 4-6 weeks of arrival in Canada and there is probably very little that can be identified in the way of settlement indicators that can be solely linked to RAP. This section of the report is designed to try and identify information that can provide indications of how well the individual/family is settling.

Are all members of the immediate family in Canada?

- If yes, are there other family members for whom there remains concern or worry?
- If yes, please identify relationship and location

Are there family members or friends in Canada with whom individual/family is in contact?

- If yes, what role if any do these members play to support settlement, e.g. social, information, etc.?

- If no, are there new friends/neighbours that provide this support or do individual/family or members of the family feel isolated and alone?

Are there service organizations, cultural, social, artistic, activities/groups that the individual or family members have approached?

- If yes, what are they and with what result?

- If no, what reasons are given?

Are there health concerns that are identified and is appropriate action taken to resolve or manage any health issues?

- If no, what are the reasons given?

Are there apparent health concerns that are not identified by the individual or family but are suspected and require a referral for medical examination?

- Yes ___
- No ___

Are there child/school/child care related issues?

- If yes, is the family managing these issues or do they not understand the situation or not know where to turn?

- Are those children of school age enrolled in and attending school?
- If no, what reasons are given?

Are adult family members participating in some form of employment access activity, e.g. language training, skill training, education program, job search or part-time or full-time employment?

- If yes, what information is available on their experience in this area?

- If no, what reasons are given?

Are there indications that make you suspect family violence?

- If yes, what makes you suspicious?

If the individual or family is a secondary migrant, where did they migrate from and how many times?

What reasons are given for the decision to migrate?

Did the result of the decision meet the desired expectations?

If yes, in what ways and if no, why not?

If the decision did not have the expected outcome, is there information that may have helped make a decision to remain in the original destination?

If yes, what suggesting would you make that could help others and if no, what makes you say no?

How would you define level of settlement at this point for the individual/family in relation to others from similar background and in similar circumstances?

- About the same ____
- Better than expected ____
- Worse than expected ____

What made you choose this response?

How does the individual/family define their level of settlement at this point in relation to others from similar background and in similar circumstances?

- About the same ____
- Better than most ____
- Worst than most ____

What makes them choose this response?

If this is a follow-up monitoring, was the course of action/recommendation suggested by the RAP counsellor followed up on by the individual, family or family member for whom the recommendation was made?

- Yes ____
- No ____
- If no, what reasons are provided?

What other observations or information should be noted?

2. What recommendations or follow-up actions are suggested/required?

a) Recommendations to client for follow-up (include time frames where applicable)

b) Actions required by RAP counsellor

Appendix B - Resettlement Assistance Program (RAP)

Annex 11

Letter of Notification to Next-of-Kin (RAP)

Dear Mr. (Mrs.) (Miss) _____:

It is with deep regret that I have to inform you of the death of your _____
_____ (relationship), Mr. (Mrs.) (Miss) _____
_____.

I have been advised that _____
_____ (name) died at _____
_____ (place where death occurred) on _____
_____ (date) as the result of _____
_____ (nature of illness or accident.)

(Insert tactfully any known information regarding the circumstances of the immigrant's death, particulars of the inquest and, if any, the immigrant's personal effects and the arrangements made for the administration of his/her estate.)

Please accept our deepest sympathy in your bereavement.

Yours sincerely,

Appendix B - Resettlement Assistance Program (RAP)

Annex 12

Federal Benefits Package

Adjustment Assistance Program (AAP) (Prior to April 1, 1998)	Resettlement Assistance Program (RAP) Introduced April 1, 1998
Clothing Allowance \$200 Children up to 2 years old \$300 Children 3-12 years old \$400 for adults	Clothing Allowance \$225 per adult \$150 per child Winter Clothing \$150 per adult \$100 per child
Incidentals 0 to 11 years old - \$6/week 12 to 17 years old - \$10/week Max. \$35/week adult \$10/day where not provided by SPO	Incidentals \$4 per day/person \$10 per day/person for food where not provided by SPO
Staples Allowance \$50/single \$75/family (2 persons) \$100/family (three or more) with an additional \$25 for each additional member up to \$200	Staples Allowance \$100/single \$75 for each additional dependent up to \$400
School Start-up \$50 for children in 1-8th grade \$75 for children in high school	School Start-up \$150 per child (for children between the ages of 4-18 yrs)
Special Diet Allowance According to Soc. Assistance Practices	Special Diet Allowance \$37/month
	Newborn Allowance \$500
Maternity Allowance According to Soc. Assistance Practices	Maternity Allowance \$150/clothing \$37/month for up to 9 months
	Children under 6 years old \$50/month
	Transportation Allowance Actual public transportation cost per month OR \$50/month for each adult where public transportation is not available

Under RAP the food and shelter portion of the income support entitlement is guided by the maximum prevailing social assistance rates within the province/territory of residence and takes into account the family composition.

With the new entitlements introduced in April 1998, the RAP Program meets the objectives and the reinvestment strategy of the NCB.

Appendix B - Resettlement Assistance Program (RAP)

Annex 13

Guidelines for Calculating the RAP Income Support Benefits for the Non-Accompanying Family Members coming under the “One-Year Window of Opportunity” Program

This document provides preliminary guidelines for CIC Regional and local offices for administering RAP income support benefits in situations arising from the re-unification of families under the “One Year Window of Opportunity” Program.

The guidelines address three specific situations as follows:

1. When the Head of Family (HOF) is receiving RAP income support
2. When the HOF is no longer receiving RAP income support and is receiving provincial/territorial social assistance
3. When the HOF is no longer receiving RAP income support and is employed.

The intent in all three scenarios is to calculate benefits for the non-accompanying family members as if they had arrived with the HOF. That is, they and the HOF are to be considered as a family unit with the assumption being that they will reside with the HOF upon arrival in Canada. RAP benefits are, therefore, to be calculated at the new family unit rate (i.e., the HOF and the non-accompanying family members). In the case of certain RAP allowances or if the HOF is no longer on RAP income support, the RAP benefits become the new family unit rate less entitlements already received by the HOF. References in these guidelines to the HOF also include any dependent family members that accompanied the HOF initially.

The length of time for which non-accompanying family members remain eligible to receive RAP income support is, in accordance with the RAP Terms and Conditions, up to a maximum of 12 months from their date of arrival in Canada.

In addition to income support, non-accompanying family members are entitled to all Service Provider Organization (SPO) services.

The guidelines should be used in conjunction with the relevant sections in the IP 14 manual.

1) HOF RECEIVING RAP INCOME SUPPORT

The CIC RAP counsellor will meet with the HOF and non-accompanying family members either at the SPO or local CIC office. The RAP counsellor should follow the usual procedures as outlined in IP14, including the following:

- Update HOF file with non-accompanying family members' information
- Verify amount of RAP income support currently being received by the HOF
- Determine personal assets using 'family rate'
- Recalculate family benefits for RAP income support in accordance with instructions in this section
- Issue the adjusted RAP income support cheque to the HOF

a) Entitlement for shelter, food and incidentals

- The entitlement for shelter, food and incidentals will be based on the family unit rate (following maximum prevailing provincial/territorial social assistance rates) for the HOF and non-accompanying family members

b) Ongoing entitlements

- Include:
 - ◆ Dependent children under 6 years of age Allowance
 - ◆ Transportation Allowance
- Each eligible non-accompanying family member is entitled

c) Start-up Allowances

- Clothing and School Start-up Allowances: Each eligible non-accompanying family member is entitled
- Staple Allowance: Each eligible non-accompanying family member is entitled to \$75 up to the family unit maximum of \$400 (the HOF's initial allocation must be included when calculating the family unit maximum)
- Basic Household Needs Allowance: The entitlement will be the family unit rate (outlined in IP14) **less initial allocation paid to the HOF**

d) Special Allowances

- Maternity, Newborn and Special Diet Allowances: Each eligible non-accompanying family member is entitled

Burial Expenses

- Refer to IP14

f) 2nd Move Allowance (NEW!)

- When an HOF is required to move to larger accommodations due to arrival of non-accompanying family members, an allowance of up to \$1000 per family unit may be provided on a case-by-case and **one-time** basis only, upon approval from the Regional office
- Costs may include the following:
 - ◆ Penalty costs related to breaking of lease for initial accommodation (note: HOFs should be counselled to begin seeking larger accommodations as soon as they become aware that applications have been submitted by their non-accompanying family members abroad)
 - ◆ Telephone installation costs
 - ◆ Last month's rent for new accommodation
- Security, telephone and utility deposits
- Moving costs

2) HOF NO LONGER RECEIVING RAP INCOME SUPPORT AND RECEIVING PROVINCIAL/TERRITORIAL SOCIAL ASSISTANCE

The HOF must accompany the non-accompanying family members when meeting with the RAP counsellor to determine RAP benefits. The RAP counsellor should follow the usual procedures as outlined in IP14, including the following:

- Create file for non-accompanying family members
- Determine personal assets of the HOF and non-accompanying family members using 'family rate'
- Calculate income support for non-accompanying family members in accordance with instructions in this section
- Issue the RAP income support cheque to the non-accompanying family member as follows:
 - ◆ To the spouse/partner; or
 - ◆ If dependent children only, to the HOF when children are minors (note: the HOF should sign a customized assistance agreement acknowledging that they are receiving assistance on behalf of a dependant (minor) and that they agree to report any changes in their situation which would affect the RAP Income Support being received).
- Dependent children who have reached the age of majority may be treated as individual RAP clients rather than as part of a family unit and their benefits may be calculated accordingly

a) Entitlement for shelter, food and incidentals

- The entitlement for shelter, food and incidentals will be based on the family unit rate (following maximum prevailing provincial/territorial social assistance rates) less the monthly RAP benefits the HOF received when he/she was on RAP income support
- The RAP counsellor must provide a letter to the HOF identifying the amount of assistance being received by non-accompanying family members under RAP and must counsel the HOF to present this letter to the provincial/territorial social assistance authorities

b) Ongoing entitlements

- Include:
 - ◆ Dependent children under 6 years of age Allowance
 - ◆ Transportation Allowance
- Each eligible non-accompanying family member is entitled

c) Start-up Allowances

- Clothing and School Start-up Allowances: Each eligible non-accompanying family member is entitled
- Staple Allowance: Each eligible non-accompanying family member entitled to \$75 up to family maximum of \$400 (the HOF initial allocation must be included when calculating the family unit maximum)

- Basic Household Needs Allowance: The entitlement will be the family unit rate (outlined in IP14) **less initial allocation paid to the HOF**

d) Special Allowances

- Maternity, Newborn and Special Diet Allowances: Each eligible non-accompanying family member is entitled

e) Burial Expenses

- Refer to IP14

f) 2nd Move Allowance (NEW!)

- When an HOF is required to move to larger accommodations due to the arrival of non-accompanying family members, an allowance of up to \$1000 per family unit may be provided on a case-by-case and **one-time** basis only, and upon approval from the Regional office
- Costs may include the following:
 - Penalty costs related to breaking of lease for initial accommodation (note: HOFs should be counselled to begin seeking larger accommodations as soon as they become aware that applications have been submitted by their non-accompanying family members abroad)
 - Telephone installation costs
 - ◆ Last month's rent for new accommodation
 - ◆ Security, telephone and utility deposits
 - ◆ Moving costs

3. HOF NO LONGER RECEIVING RAP INCOME SUPPORT AND HAS EMPLOYMENT

The HOF must accompany the non-accompanying family members to a meeting with the RAP counsellor to determine RAP benefits. The RAP counsellor should follow the usual procedures as outlined in IP14, including the following:

- Create file for non-accompanying family members
- Verify amount of income currently being received by the HOF
- Determine personal assets of the HOF and non-accompanying family members using 'family rate'
- Calculate income support for non-accompanying family members in accordance with instructions in this section
- Issue the RAP income support cheque to the non-accompanying family member as follows:
 - To the spouse/partner; or
 - If dependent children only, to the HOF when dependent children are minors (note: the HOF should sign a customized assistance agreement acknowledging that they are receiving assistance on behalf of a dependant (minor) and that they agree to report any changes in their situation which would affect the RAP benefits being received).

- To dependent children who have reached the age of majority and can be treated as individual RAP clients rather than part of a family unit. Their benefits should be calculated accordingly.

a) Entitlement for shelter, food and incidentals

- The entitlement for shelter, food and incidentals will be based on the family unit rate (following maximum prevailing social assistance rates) **less the HOF current income**
- The 25% rule will continue to apply (refer to IP 3, Section 22.2)

b) Ongoing entitlements

- Include:
 - ◆ Dependent children under 6 years of age Allowance
 - ◆ Transportation Allowance
- Each eligible non-accompanying family member is entitled

c) Start-up Allowances

- Clothing and School Start-up Allowances: Each eligible non-accompanying family member is entitled
- Staple Allowance: Each eligible non-accompanying family member is entitled to \$75 up to the family unit maximum of \$400 (the HOF initial allocation must be taken into consideration when calculating the family unit maximum)
- Basic Household Needs Allowance: The entitlement will be the family unit rate (outlined in IP 3) less the initial entitlement paid to HOF

d) Special Allowances

- Maternity, Newborn and Special Diet Allowances: Each eligible non-accompanying family member is entitled

Burial Expenses

- Refer to IP14

f) 2nd Move Allowance (NEW!)

- When an HOF is required to move to larger accommodations due to the arrival of non-accompanying family members, an allowance of up to \$1000 per family unit may be provided on a case-by-case and **one-time** basis only, and upon approval from the Regional office
- Costs may include the following:
 - ◆ Penalty costs related to the breaking of a lease in initial accommodation (note: HOFs should be counselled to begin seeking larger accommodations as soon as they become aware that applications have been submitted by their non-accompanying family members abroad)
 - ◆ Telephone installation costs
 - ◆ Last month's rent for new accommodation

- ◆ Security, telephone and utility deposits
- ◆ Moving costs

Appendix C - Guide for Refugee Travel to Canada

INTRODUCTION

The Guide for Refugee Travel To Canada sets out parameters and procedures to assist officers, both abroad and in Canada, in the transportation of refugees (including humanitarian classes and privately-sponsored) from point of embarkation overseas to final destination in Canada. It is intended to facilitate a manageable flow of arrivals and a less stressful journey for the refugee.

1 TRAVEL ARRANGEMENTS

1.1 Choosing an Air Carrier

Consideration should be given to airlines that provide the most cost-effective travel arrangements. Visa Posts shall use International Organization for Migration (IOM) services where available.

1.2 Maximum Number of Refugees Per Flight

The availability of staff and facilities at the Port of Entry (POE) requires that the maximum number of refugees per flight be 75 refugees. Despite this restriction, it is still possible for a POE to be faced with a large number of arrivals, at the same time, from various parts of the world. Consequently, the POE must assume responsibility for ensuring adequate staff and facilities are available to accommodate arrivals. This is one of the reasons why it is so important for the POEs to receive Notification of Arrival Transmissions (NAT) in sufficient time (10 working days prior to refugee arrival in Canada).

If there is a need for a Visa Office to book more than 75 refugees on any given flight, a message stating the reasons for the request must be sent to the Matching Centre. This request must be sent to the Matching Centre at least 15 working days in advance of the flight date. The Matching Centre will consult regional officials and respond to the request within 2 working days.

1.3 DAYS OF ARRIVAL

1.3.1 Government-Assisted Refugees

a) Government-assisted refugee and humanitarian cases (GARs) may not arrive on Friday, Saturday, Sunday or on statutory holidays unless there are extenuating circumstances. Note that there are different statutory holidays by province.

An updated list of Canadian Statutory holidays is distributed to Missions and IOM each fall by the Matching Centre. See APPENDIX A for a generic list. This list can also be obtained by contacting the Matching Centre.

b) Some Friday arrivals may be allowed when the final destination is the local POE. Matching Centre and Regional Headquarters (RHQ) approval is required. Send your requests directly to Matching Centre which will coordinate.

c) Exceptions are dealt with on a case by case basis in extenuating circumstances. Contact the Matching Centre to coordinate exceptional cases.

1.3.2 Privately-Sponsored Refugees

a) Friday and weekend arrivals of privately-sponsored refugees (PSR) are permitted, but should be kept to a minimum. The name and telephone number of the sponsor must accompany the refugee to Canada. Notification of Arrival Transmissions (NATs) should indicate weekend arrivals as an alert to the POE staff and include names and telephone numbers of sponsors.

b) The Visa Office must ensure that NAT instructions are followed to ensure that the sponsor is advised of the arrival. See APPENDIX B for more info about NATs.

1.4 Time of Arrival

The organization/agency making travel arrangements abroad must ensure refugees will arrive at their final destination before 2200 hrs. local time.

1.5 Winter Arrivals

Between October 15 and April 15, winter clothing distribution centres are available exclusively at Ports of Entry in Montreal, Toronto, Calgary and Vancouver. Refugees requiring winter clothing immediately on arrival must arrive through these POEs.

1.6 Connecting Flights

When scheduling connecting flights, it must be emphasized that at least 4 hours are required at the initial POE to allow for landing procedures, clearing customs, distribution of winter clothing if applicable, and transportation to connecting flights. This is especially critical in Toronto as refugees often must travel between terminals or airports and several hours may be required.

1.7 Overnight Stay

It is sometimes necessary to delay onward travel to final destination to ensure arrival within the time guidelines. Arrangements must then be made for an overnight stay at the POE.

Onward travel to destination should not depart POE before 1000 hrs. because of required commuting time and the availability of escorts.

1.8 Ticket for Onward Travel

Travel arrangements for the journey from POE to final destination must be made at the time of original flight booking, with the exception of Quebec destined cases. Airline tickets must provide flexibility for onward travel up to 7 days after arrival at the POE to avoid the necessity of issuing a Transportation Warrant (IMM 0500) for a new ticket at the regular fare and requesting a credit for the lower cost of the unused ticket portion. IOM missions receive a copy of these Travel Guidelines.

Travel arrangements for all Quebec destined refugees are limited to Montreal. In addition, Quebec destined refugees should enter Canada at Montreal whenever possible.

1.9 Change in Travel Plans

- ◆ Changes of destination when refugees are in transit should be discouraged whenever possible.
- ◆ Officers at the POE must advise the CIC of final destination, using the client's file number, of any change in travel plans such as a missed connection, unplanned overnight stay and cancellation of onward flight.
- ◆ Changes to another province must be reported to the Matching Centre. Fax (613) 957-5849
- ◆ When refugees request a change of final destination upon arrival at a POE, there may be an additional cost of transportation to be considered that will require approval from the CIC POE Manager. When the existing loan exceeds \$10,000, or the sum of existing and potential subsequent loans exceeds \$10,000 the CIC Manager may approve the additional loan amount if he/she is satisfied that the loan applicant will be able to repay the loan.

1.10 Secondary Migration

Secondary migration is a serious issue once refugees arrive in Canada. The rate of secondary migration is higher for some provinces than for others. Migration is a historical and societal factor for the people of Canada. However, when resettled refugees arrive at a POE or in the community of final destination and decide to move to a community other than the community of final destination the impact of resources and in-Canada infrastructures increases proportionately. **To that end it is very important that the visa officer consult the Community Profiles as a counselling tool.**

It is more understandable that after 9-12 months a refugee may become familiar enough with Canada that they make a decision to move to an area of the country where they expect greater employment opportunities

exist. Refugees often cite the need to be close to family in Canada as a reason for not going on to their final destination or moving soon afterwards. It is important that refugees identify during the interview where they have immediate family in Canada to inform destining decisions on the part of the visa officer.

Visa officers are to counsel refugees:

- ◆ to identify immediate family so that an appropriate destining decision can be made
- ◆ that when a destination is provided by the visa officer, the refugee is to go to the final destination and remain in the community while they receive settlement services that will assist them to become self-sufficient in Canada and
- ◆ refugees who stay in their community of final destination have access to programs and services that will benefit them in the longer term.

Refugees are to be counselled that if they decide to change their final destination at the POE, they will need to make their own arrangements for temporary accommodation, etc. The same applies if they move from their community of final destination to another community. Refugees are to be counselled that there are programs and services available to them in their community of final destination that may not be available to them in another community.

1.11 Monthly Transportation Plan

Whenever possible, Visa Offices must provide the Matching Centre with a monthly transportation plan, at least one month in advance of travel and with copies to regional offices concerned. The telex should include the flight numbers, the dates and the number of seats booked.

1.12 Cut-Off Date

The yearly cut-off date for GAR arrivals is December 15th.

2 MANAGING REFUGEE DESTINATIONS

2.4 Quebec

For refugees in transit through Montreal, the Matching Centre must be advised by e-mail, and the Matching Centre will advise the Ministère des Relations avec les citoyens et de l'immigration (MRCI).

Whenever possible, all refugees destined to the province of Quebec should enter Canada at the POE in Montreal (Dorval). MRCI has the responsibility for managing refugee travel to community of final destination.

2.9 Special Need Cases

Information about special need cases, such as women at risk (AWR) and disabled refugees who are coming under Joint Assistance Sponsorship (JAS), must be placed on a separate NAT and all such NATs must bear the appropriate program identifier (JAS) in the subject line.

2.10 Fast Track Cases

Fast-track (protection) cases where insufficient time exists for the Destination Matching Request (DMR) process must have the special identifier FTS on their NAT. In addition, final destination must be confirmed by telephone with the Matching Centre.

2.11 Witness Relocation

Refugees participating in the program known as Witnesses in Need of Relocation must have the special identifier WINOR on their NAT.

2.12 NAT Sequence

NATs must be numbered sequentially. Appendices are not acceptable. A new sequence must be started on NATs for refugees travelling in a new calendar year. i.e. The first NAT sent in December 99 for a January 2000 arrival will have the sequence number 001/00 assigned to it.

3 TRANSPORTATION AND ASSOCIATED COSTS

3.1 Transportation Loans- Inland Transportation Costs

IP 19 and OP 16, Section 9 stipulates that a loan may be approved only to the extent that transportation assistance is required. Inland transportation costs to final destination must be included on the transportation warrant (IMM 0500) by the responsible IOM mission or transportation company abroad. This may include meals en route, overnight accommodation, ground transportation and incidental expenses. Should inland transportation en route to the final destination be required and was not pre-arranged overseas, the travel costs may be approved under the Immigrant Loans Program.

3.2 Resettlement Assistance Program

Only Government-assisted refugees and Government-assisted humanitarian cases are eligible for the Resettlement Assistance Program (RAP). Therefore, IP 19, Section 9.3 d) can now only be applied to GARs who require an unexpected overnight stay at the POE. The cost of accommodation is provided as a contribution under RAP and therefore not entered on the IMM 0500. Please ensure a subsequent IMM 0500 is not approved to cover the cost of an overnight stay in Canada for GARs.

3.3 Unexpected Overnighting Requiring IMM 0500

a) Occasionally, privately-sponsored refugees (CR3,RA3,RS3) have to stay overnight at the POE. In such instances, the immigration officer can approve a Transportation Warrant (IMM 0500) to cover the costs of the in-transit accommodation and related expenses (i.e., meals at the hotel). The warrant number of the original IMM 0500, where applicable, must be recorded in Box 1 of the subsequent IMM 0500. The loan holder must present the IMM 0500 to the hotel which will fill in the expenditure amount and send the original to the following address:

Citizenship and Immigration Canada
Jean Edmonds Building North Tower
4th floor
300 Slater Street
Ottawa, Ontario K1A 1L1

The hotel may wish to batch the bills and send them to NHQ on a weekly or bi-weekly basis.

b) Privately-sponsored refugees must be apprised by the visa officer that they must bear the cost of overnight stays and related expenses, where required.

3.4 Contribution Program for Transportation and Associated Costs

Special needs refugees such as disabled refugees, large refugee families and sole parent refugee families, particularly women at risk may qualify for a transportation contribution in lieu of a loan. The Visa Office may recommend that travel be paid through a contribution. Each request is reviewed individually at NHQ. Requests should be addressed to NAT-Resettlement with cc to the Matching Centre. See OP16/IP19 for detailed procedures.

4 EXCESS BAGGAGE

Excess baggage is often a problem as some overseas carriers permit the refugees to carry more baggage than North American carriers. Canadian carriers are enforcing their baggage regulations. Excess baggage will not be allowed to board unless it is prepaid by the refugee.

4.1 Regulations

The visa posts, IOM and others making travel arrangements should counsel refugees on the number, weight and dimensions of pieces of baggage, allowed per person travelling to Canada.

4.1.1 Checked Baggage

Passengers will be charged the applicable cost for each piece of baggage that exceeds the following:

Weight	32kg (70 lb)
Size	158 cm (62 inches)

(Length + Width + Height)

Standard allowance - 2 pieces per person

Note: *No piece of baggage weighing more than 45 kg (100 lb) will be accepted as checked baggage.*

4.1.2 Carry-on baggage

Transport Canada has issued new baggage allowance requirements for carry-on baggage. The entitlements consists of:

Two pieces of baggage which, when combined, do not exceed

9" wide x 16" high x 22½" long for under seat stowage.

And: Your choice of the following items for storage in the overhead bin:

a) One soft-sided, single-suit garment bag, not exceeding

9" wide x 22" high x 22½" long when folded in half;

OR

b) One briefcase or one laptop computer or one purse not exceeding a width of 4½":

Baggage exceeding the above guidelines must be checked in. Any oversized suitcase, parcel, or bag will have to be repacked at the departure point to meet air carrier dimension and weight requirements before boarding a flight to Canada. Refugees should also be advised that temporary baggage storage units are no longer available in Canadian airports.

4.2 Personal and Household Effects

Refugees have responsibility for shipping arrangements and related costs for their personal and household effects. These costs cannot be financed under the Immigrant Loans Program nor under the Resettlement Assistance Program (RAP).

4.3 Prohibited Items

Visa Posts and IOM should counsel refugees regarding items, especially food stuffs, which cannot be brought into Canada. Excessive delays are caused at POEs when Canada Customs or Agriculture Canada officials must search each piece of baggage.

4.4 Personal Responsibility

Ensure that refugees have their own airline tickets and are aware that they are each responsible for their own baggage claim tickets. One refugee must not/not be given the claim tickets for an entire flight of refugees.

5 MINORS (Unaccompanied)

5.1 Age of Majority

The age of majority varies from province to province in Canada. The age of 18 is considered the age of majority in Quebec, Manitoba, Saskatchewan and Alberta. The age of 19 is considered the age of majority in Newfoundland, Nova Scotia, Prince Edward Island, New Brunswick, Ontario and British Columbia.

5.2 Avoid Overnight Stay

Unaccompanied minors are often met by the sponsor at the POE, but on occasion they must proceed inland to be met by the sponsor at final destination. Therefore, if at all possible, travel arrangements for minors are to be made in such a manner that overnight stay at the POE is avoided.

5.3 Child Minding Services

In those cases where an overnight stay is unavoidable, arrangements must be made for child-minding services, as minors cannot be left alone. Neither reception services nor POE have the mandate or facilities to provide overnight stays for privately-sponsored minors in transit. While minors are generally placed with a family during the flight, there are no standard arrangements for the duration of the stay at the POE, which can

leave the child in a potentially vulnerable situation. IOM must contact either the parent, guardian or sponsor directly before arranging flights in order to avert any difficulties.

5.4 Contact Information

Because it is particularly important to clearly identify unaccompanied minors, travel arrangements must always be provided on a separate NAT or a message separate from the NAT. This communication must include the name, telephone number and address of the contact or sponsor in Canada in case of an emergency or of a change in travel arrangements. Please ensure that the NAT has been received.

5.5 Assigned Refugee

If a minor is travelling in the company of another refugee assigned to provide assistance during the flight, that person must also be identified on the NAT and/or message.

5.6 Airline Restrictions

Some transportation companies in Canada place restrictions on minors travelling alone. Visa posts and IOM must ensure, when making travel arrangements abroad, that the carrier for the Canadian leg of the trip will allow the minor to travel to the final destination unaccompanied. Confirmation of these arrangements must be included on the NAT.

6 PETS

6.1 Financial Responsibility

There are no provisions to pay for the transportation of pets under the Immigrant Loans Program. If a refugee wishes to take along a pet, he or she will have to bear the costs of transporting the pet to the final destination in Canada. These costs must be paid in advance overseas. The refugee will have to ensure that the pet meets Customs and Agriculture Canada requirements, and make travel arrangements to a local kennel or other appropriate lodging for a period of quarantine, if required. Many ground carriers will not transport pets. The refugee will also be expected to cover the costs of placing the pet in a kennel while awaiting permanent living quarters, as temporary accommodation is likely not available to those persons with pets. The costs of an inspection by an Agriculture Canada veterinarian at the POE must also be paid by the client.

6.2 Permanent Accommodations

Refugees must be made aware by Visa Posts and IOM, prior to their departure, that permanent accommodation is difficult to locate when the family has a pet, because many landlords do not allow any animals in their buildings. In the case of sponsored refugees, it is essential that the sponsor be made aware of the presence of a pet.

6.3 Import Restrictions

6.3.1 Quarantine Requirements

Quarantine requirements should be obtained before travelling, and the necessary steps taken to adhere to the requirements. Animals requiring vaccination must receive such vaccines within a prescribed time period prior to travel. Visa Posts and IOM must ensure that refugees are aware of the requirements well ahead of travel dates.

Requirements are subject to change. For current restrictions, contact:

Import Section
Animal Health
Agriculture and Agri-food Canada
174 Stone Road West
Guelph, Ontario
N1G 4S9

Telephone number: (519) 837-9400
FAX number: (519) 837-9771

6.4 Advance Notice

Visa posts should indicate on the NAT when refugees are traveling with pets.

Holidays Recognized in Canada		
January 1st	New Year's Day	
January 2nd		Quebec only
3rd Monday of February	Family Day	Alberta only
Good Friday	date variable	
Easter Monday	date variable	
3rd Monday of May	Victoria Day	
June 24	Fête Nationale	Quebec only
July 1	Canada Day	
2nd Monday of July	Orangemen's Day	Newfoundland only
1st Monday of August	Civic Holiday	except Quebec and Alberta
1st Monday of September	Labour Day	
2nd Monday of October	Canadian Thanksgiving	

Table continued on next page

November 11	Remembrance Day	except Quebec
December 24	Christmas Eve	Quebec only
December 25	Christmas Day	
December 26 or the first normal working day after Christmas Day	Boxing Day	
December 31	New Year's Eve	Quebec only

*****Note :** *The official cut-off day for Government Assisted Refugee arrivals is December 15th. Arrangements should be made through the Matching Centre for any refugees travelling after that date. Only exceptional cases can be accommodated between cut off and the first official day for travel. This is usually the first normal working day following New Year's Day. For Quebec, it is usually the second normal working day.*

Appendix D - Private Sponsorship of Refugees Program

Annex 1

List of Sponsorship Agreement Holders (SAHs)

ROMAN CATHOLIC ORGANIZATIONS

1. Roman Catholic Archdiocese of Edmonton
2. Roman Catholic Episcopal Corp. of Ottawa (Roman Catholic Archdiocese of Ottawa)
3. Roman Catholic Archdiocese of Vancouver
4. Roman Catholic Archiepiscopal Corporation of Regina
5. Roman Catholic Archiepiscopal Corp. of Winnipeg (Archdiocese of Winnipeg)
6. Corporation archiepiscopale catholique romaine de Saint-Boniface (Archidiocèse de St-Boniface)
7. Roman Catholic Bishop of Calgary
8. Roman Catholic Bishop of Kamloops (Diocese of Kamloops)
9. Roman Catholic Bishop of Saint John
10. Roman Catholic Bishop of Thunder Bay
11. Diocese of Hamilton
12. Roman Catholic Diocese of Victoria
13. Roman Catholic Episcopal Corporation of Antigonish (Diocese of Antigonish)
14. Roman Catholic Episcopal Corporation of Halifax
15. Episcopal Corporation of Saskatoon (Roman Catholic Diocese of Saskatoon)
16. Roman Catholic Episcopal Corporation of the Diocese of Alexandria-Cornwall in Ontario
17. Roman Catholic Episcopal Corporation of the Diocese of Charlottetown
18. Roman Catholic Episcopal Corporation of the Diocese of London in Ontario
19. Roman Catholic Episcopal Corporation for the Diocese of St. Catharines in Canada (Diocese of St. Catharines)
20. Roman Catholic Episcopal Corp. for the Diocese of Toronto in Canada (Archdiocese of Toronto)
21. La Corporation Episcopale Catholique Romaine de Grouard (Archidiocèse de Grouard - McLennan)
22. Diocese of Peterborough
23. Diocese of Prince Albert
24. Roman Catholic Bishop of Nelson

ANGLICAN ORGANIZATIONS

25. Diocese of Eastern Newfoundland and Labrador
26. Anglican Diocese of British Columbia
27. Synod of the Diocese of Calgary
28. Anglican Diocese of Central Newfoundland
29. Synod of the Diocese of Edmonton
30. The Diocese of Nova Scotia
31. The Diocese of Qu'Appelle
32. Synod of the Diocese of Rupert's Land (Anglican Diocese of Rupert's Land)
33. Synod of the Diocese of Saskatoon
34. Diocesan Synod of Fredericton
35. Incorporated Synod of the Diocese of Algoma
36. Incorporated Synod of the Diocese of Huron (Anglican Diocese of Huron)
37. The Synod of the Diocese of Niagara
38. Incorporated Synod of the Diocese of Ottawa
39. Incorporated Synod of the Diocese of Toronto
40. The Synod of the Diocese of Kootenay
41. Anglican Synod of the Diocese of New Westminster
42. Diocesan Synod of Western Newfoundland
43. The Incorporated Synod of the Anglican Diocese of Ontario

BAPTIST ORGANIZATIONS

44. United Baptist Convention of the Atlantic Provinces

45. Baptist Union of Western Canada

JEWISH ORGANIZATIONS

46. B'nai Brith Canada
47. Jewish Immigrant Aid Services of Canada

OTHER ORGANIZATIONS

48. Accura Financial Management Inc.
49. Afghan Association of Ontario
50. Afghan Women's Counselling and Integration Community Support Organization
51. Babylon Ethnic Society Inc.
52. Baha'i Community of Canada
53. Calgary Ethiopian Community Association
54. Calvalry Temple Church
55. Canadian Labour Congress
56. Canadian Lutheran World Relief
57. Canadian Ukrainian Immigrant Aid Society
58. Canadian Unitarian Council
59. Chaldean Refugee Assistance Committee Inc.
60. Christian Aid Mission
61. Christian Cultural Association of South Asians
62. Christian and Missionary Alliance
63. Council of Christian Reformed Churches in Canada
64. East Kootenay Friends of Burma
65. Ethiopian Orthodox Church of Canada, Vancouver
66. Governing Council of the Salvation Army in Canada
67. His Highness Prince Aga Khan Shia Imami Ismaili Council for Canada
68. Free Methodist Church in Canada
69. Manitoba Interfaith Immigration Council (Welcome Place)
70. Mennonite Central Committee Canada
71. Newfoundland Sikh Society
72. Oromo Community Refugees Resettlement Services Network
73. Oromo Family Association of Edmonton
74. Pentecostal Assemblies of Newfoundland
75. Presbyterian Church in Canada
76. Saint Maratken Community Society
77. St. Mark's Coptic Orthodox Church
78. Ukrainian Canadian Congress
79. United Church of Canada
80. Victory Christian Fellowship of Calgary NW
81. Welfare Committee for the Assyrian Community in Canada
82. World University Service of Canada
83. World Vision Canada
84. CAUSE Canada
85. Canadian Unitarian Council
86. Concerned Citizens and Friends of Sierra Leone
87. Sierra Leone Immigrant Resettlement and Integration Centre (SLIRIC)
88. Ethiopian Orthodox Tewahedo Church of Edmonton
89. Islamic Foundation of Toronto
90. Society for Canadians of West African Origin
91. Emmanuel Free Reformed Church
92. Canadian International Immigrant and Refugee Support Association
93. Sierra Leone Canada Watch (SLCW)

Liste des signataires d'entente avec le Québec

1. Corporation médicale internationale à l'enfance (L'AMIE)
2. Procure des missions, Pères Jésuites
3. Corporation Archiépiscope Catholique romaine de Montréal
4. Église anglicane du Canada
5. Archdiocèse de Gatineau-Hull
6. Focus et Conseil Ismaïli Canada
7. Communauté syriaque catholique, Diocèse de Montréal
8. Entraide universitaire mondiale du Canada
9. Religieuses de Jésus-marie Province de Montréal

Appendix D - Private Sponsorship of Refugees Program

Annex 2

Agreement Effective January 2003

SPONSORSHIP AGREEMENT

Between the Government of Canada and as represented by the Minister of Citizenship and Immigration Canada and the

1. AGREEMENT

The following documents and any amendment thereto form the Agreement between the Department of Citizenship and Immigration Canada (CIC) and the Sponsorship Agreement Holder (SAH):

- The Sponsorship Agreement
- Appendix 1 – Financial Guidelines
- Appendix 2 – Communication
- Appendix 3 – Reporting
- Appendix 4 – Joint Assistance Sponsorship Program

1. 2. PREAMBLE

Canada's refugee resettlement program is one means by which we express our humanitarian traditions with respect to the displaced and the persecuted. This Agreement provides an opportunity for the voluntary sector to extend Canada's capacity to resettle Convention Refugees (CRs) and Humanitarian-Protected Persons Abroad (HPAs) (henceforth referred to as "refugees"), through the Private Sponsorship of Refugees Program (PSRP) and through supporting government resettlement initiatives.

Through the provisions of the Immigration and Refugee Protection Act (IRPA) and its Regulations (IRPR), CIC encourages Canadian public involvement in the resettlement of refugees whose admission depends upon the support of a sponsor. The authority for the two parties to enter into this Agreement is found in section 152 of IRPR.

SAHs are continuing a tradition of dedication by the voluntary sector to resettle and integrate refugees into Canadian society. Through their offers of financial and moral support, they provide refugees with a foundation on which to build their new lives in Canada. SAH involvement and enthusiasm demonstrates a commitment to continuing Canada's humanitarian traditions.

For more information on the PSRP, consult IRPA, IRPR, the Inland Processing Chapter (IP3) and the Overseas Processing Chapter (OP5) of the CIC Manuals and the Guide to the PSRP.

1.1. 3. PRINCIPLES

- a) **The purpose of this Agreement is to define the responsibilities of parties under the PSRP.**

- b) **The PSRP is a symbiotic partnership between SAHs and CIC wherein each relies on the other to fulfill their responsibilities in order for the program to succeed. Both parties will act in good faith in the implementation and administration of this Agreement.**
- c) The SAH may submit undertakings of support for refugees referred either by CIC or by sponsors.
- d) CIC may refer refugees who require private sponsorship to a SAH for its consideration.
- e) The refugees who are sponsored under the PSRP are in addition to the number of government assisted refugees (GARs) CIC resettles in Canada each year.
- f) The refugees who are sponsored under the PSRP will not be required to take membership in, volunteer for or participate in activities, meetings or functions associated with the sponsoring group in order to receive care, lodging and settlement assistance.
- g) The partnership created by this agreement provides a framework where SAHs may collaborate with CIC to respond to special measures, United Nations High Commissioner for Refugees appeals and other emergency situations.
- h) SAHs will not profit financially through the sponsorship of refugees.
- i) In view of the emotional and financial link of de facto dependants to their extended family, it is CIC's policy to keep family units intact.
- j) Any discussion or proposal to change regulations that affect this agreement will consider both the principles stated in this agreement and the best interests of the private sponsors, the refugees and CIC.

4. DEFINITIONS

BLENDED SPONSORSHIP:

A sponsorship undertaking whereby both CIC and a SAH contribute to the financial support of the refugee(s). The period of financial support during which each party contributes is established with the agreement of both parties. The SAH has responsibility for the reception and settlement assistance for the refugees for the term of the sponsorship. Other responsibilities such as start-up-costs may also be undertaken by the sponsor.

CARE:

The provision of food, clothing, local transportation costs and other basic necessities of life to the refugees.

CONSTITUENT GROUP (CG):

A group authorised in writing by the SAH to act on its behalf in sponsoring refugees. Refer to section 138 "group" of IRPR.

COSPONSOR:

An individual or organisation that partners with an SAH to share responsibility for an undertaking. Derived from the meaning of "group" as found in Section 138 of IRPR.

DEPUTY HEAD OR ITS DELEGATE:

The Deputy Minister of Citizenship and Immigration Canada (CIC) or the Director General of the Refugee Branch of CIC or the Director, Resettlement.

DE FACTO DEPENDANT:

A de facto dependant is a person who does not meet the definition of family member but who is nonetheless considered by the Principal Applicant (PA) to be an integral member of the family unit. The Visa Officer must be satisfied that this person is dependent on the family unit in which membership is claimed and cannot apply as a family member. The dependency may be emotional or economic and will often be a combination of these factors. Such a person would normally, but not exclusively, reside with the PA as a member of the same household and must be the dependants of a PA who has been determined to be a member of one of the three refugee classes. The de facto dependant must also meet the definition of refugee in his own right even when a dependency relationship is established. Refer to OP5 and IP3.

FAMILY MEMBER:

A family member, for resettlement purposes, is a person who can be included on the principal applicant's (PA) application (i.e. spouse or common-law partner of the PA; a dependent child of the PA or of the PA's spouse or common law partner; and a dependent child of the dependent child of the PA or of the PA's spouse or common law partner regardless of whether they are physically at the same location). Refer to Subsections 1(3) and Section 142 of the IRPR.

GOVERNMENT:

Government of Canada as represented by the Minister of Citizenship and Immigration, henceforth called "Citizenship and Immigration Canada" (CIC).

GOVERNMENT-ASSISTED REFUGEE (GAR):

A refugee supported by CIC through the Resettlement Assistance Program (RAP). GARs include both members of the Convention refugees abroad class (CR) and members of the Source Country Class (RS), and in exceptional cases, members of the Country of Asylum Class (RA) requiring a Joint Assistance Sponsorship.

HUMANITARIAN-PROTECTED PERSONS ABROAD (HPA):

A person in similar circumstances to a Convention refugee (CR) who is a member of one of the following Humanitarian-protected persons abroad classes (HPC): Country of Asylum Class (RA) and Source Country Class (RS). Refer to Section 146 of IRPR.

INTERIM FEDERAL HEALTH PROGRAM (IFH):

A health program established by CIC that provides temporary medical coverage for refugees during the settlement period in Canada prior to their qualification for provincial health care coverage. Thereafter, refugees are eligible for partial limited coverage for the duration of the sponsorship period where provincial health care does not cover services provided by IFH.

IMMIGRANT LOANS PROGRAM:

A loan program established by CIC that provides admissibility, transportation, and assistance loans to refugees and their family members. Refer to section 289 of IRPR, and the inland and overseas processing chapters IP19 and OP17.

IMMIGRATION AND REFUGEE PROTECTION ACT (IRPA):

An Act respecting immigration to Canada and the granting of refugee protection to persons who are displaced, persecuted or in danger which came into effect June 28, 2002.

IMMIGRATION AND REFUGEE PROTECTION REGULATIONS (IRPR):

Detailed instructions that have been placed in Regulations to accompany IRPA.

INLAND PROCESSING CHAPTER 3 (IP3):

A chapter of the CIC Inland Processing Manual that explains the policy and procedures for the refugee resettlement program in Canada, including the PSRP and Resettlement Assistance Program (RAP).

INLAND AND OVERSEAS PROCESSING CHAPTERS 19 and 17 (IP 19/OP17)

Two chapters of the CIC Inland and Overseas Processing Manuals that describe the Immigrant Loans Program and its four loan components. They provide objectives and eligibility criteria for each loan option and outline the procedures for processing and approving immigrant loans. These chapters also include guidelines for assessing loans for approval as well as guidelines for counselling loan applicants.

INDIVIDUAL AGREEMENT:

The particular agreement that an individual SAH signed with CIC.

JOINT ASSISTANCE SPONSORSHIP (JAS):

A joint undertaking by a SAH or one of its CGs and CIC to sponsor GARs requiring special assistance and whose admissibility depends upon this additional support to become established. Refer to Section 157 of IRPR, IP3 and OP5 for details.

LETTER OF APPROVAL:

A letter signed by a person authorised to sign on behalf of the SAH, authorising a SAH's CG or cosponsor to enter into an undertaking to sponsor refugees on its behalf.

LIMITED INDIVIDUAL AGREEMENT:

A sponsorship agreement that establishes a limitation on the number of persons the SAH or its CGs can undertake to sponsor in a given calendar year. All Limited Individual Agreements include an expiry date.

LODGING:

Suitable accommodation, basic furniture and other household essentials.

MEMBER OF THE CONVENTION REFUGEE ABROAD CLASS (CR):

Has the same meaning as provided in Section 96 of IRPA and Section 145 of IRPR.

MEMBER OF COUNTRY OF ASYLUM CLASS (RA):

Has the same meaning as provided in Sections 146 and 147 of IRPR.

MEMBER OF SOURCE COUNTRY CLASS (RS):

Has the same meaning as provided in Sections 146 and 148 of IRPR.

NGO-GOVERNMENT COMMITTEE ON THE PRIVATE SPONSORSHIP OF REFUGEES (NGO-GOVT COMMITTEE):

A committee of elected SAH representatives and appointed CIC representatives established in 1994 to provide an ongoing consultative mechanism for program partners in support of the PSRP. The committee is intended to be a facilitative mechanism and does not limit the avenues through which representations may be made of issues of concern to any interested party.

NOTIFICATION OF ARRIVAL TRANSMISSION (NAT):

A notification sent by the visa office that provides information on the point of origin, the port of entry, the date of arrival, the flight details, and special requirements for the refugee(s), if any.

NON-ACCOMPANYING FAMILY MEMBER:

A non-accompanying family member is defined as a dependent family member of a refugee who is separated from the family unit due to circumstances beyond his/her control and is unable to travel with the principal applicant. Refer to Section 141 of IRPR.

ONE YEAR WINDOW OF OPPORTUNITY (OYW):

A regulatory mechanism that allows non-accompanying family members to submit an application and be eligible to be processed in the same class and category as the principal applicant (PA) for up to one year following the PA's arrival in Canada. All family members must be identified on the PA's application form. For more details refer to Paragraph 141(1) (b) of IRPR, IP3 and OP5.

OVERSEAS PROCESSING CHAPTER 5 (OP5):

A chapter of the CIC Overseas Processing Manual that explains the policy and procedures for the refugee resettlement program abroad including the selection of government-assisted refugees (GARs) and privately sponsored refugees (PSRs).

OVERSEAS PROCESSING CHAPTER 22 (OP22):

A chapter of the CIC Overseas Processing Manual that provides an understanding of the process for judicial reviews of decisions made under the Immigration and Refugee Protection Act for which no specific right of appeal exists. This chapter deals specifically with overseas files that are subject to judicial review.

PRINCIPAL AGREEMENT

The Agreement negotiated between CIC and the SAH Community.

RECEPTION:

Reception is defined here as meeting the refugee upon arrival in the community of resettlement or, when applicable, making arrangements for the refugee's transportation from the closest domestic airport to the community of resettlement.

REFUGEE SPONSORSHIP TRAINING PROGRAM (RSTP):

A program of the SAHs that is funded by CIC and whose primary goal is to provide training on the private sponsorship of refugees to SAHs, CGs, Cosponsors, Community Sponsors and G5s.

RESETTLEMENT ASSISTANCE PROGRAM (RAP):

A contribution program established by CIC that provides basic income support and essential services for refugees who have been admitted to Canada as GARs.

RAP SERVICE PROVIDER

A non-governmental organization funded by CIC to provide a range of settlement and adaptation services directly to GARs in Canada.

SELF-SUPPORTING:

The point at which a refugee no longer requires the financial support (care and lodging) of a sponsor but may still need settlement assistance. Refers to Paragraph 5 (d) and Appendix 1 of this Agreement.

SETTLEMENT ASSISTANCE:

The activities that facilitate the refugee's adjustment to Canadian society such as providing orientation to the community help with learning an official language, assistance with finding employment, and extending ongoing friendship, encouragement and general assistance. It also involves informing refugees of the rights and responsibilities of permanent residents in Canada.

SETTLEMENT PLAN:

A written plan that outlines a sponsor's arrangements for the reception, care, lodging and settlement assistance of the sponsored refugee(s).

SPONSOR:

A sponsor is a SAH or a CG or Cosponsor acting on behalf of the SAH. Refer to Section 138 "sponsor" of IRPR.

SPONSORSHIP AGREEMENT HOLDER (SAH):

A Corporation incorporated under the laws of Canada or any province thereof, that signs a Sponsorship Agreement with the Minister.

SPONSORSHIP BREAKDOWN:

An official declaration that an irreparable failure to meet the sponsorship arrangements (care, lodging and settlement assistance) has occurred.

SPONSORSHIP DEFAULT:

A bar to sponsorship that is declared against a sponsor determined to be liable for a sponsorship breakdown. Refer to Subsection 153(4) of IRPR.

SPONSORSHIP REVOCATION:

A rescindment, withdrawal or cancellation of an approved undertaking by CIC before or after the issuance of a visa. Refer to Section 155 of IRPR.

SPONSORSHIP WITHDRAWAL:

A cancellation by a sponsor of an undertaking before the issuance of a visa.

UNDERTAKING TO SPONSOR:

A written undertaking to the Minister to make provision for reception, care, lodging and settlement assistance for a refugee and their named accompanying and non accompanying family members in the expected community of settlement for a period of 12 months (longer in exceptional circumstances if agreed to by the SAH) from the date of arrival of the refugee or until the refugee becomes self-supporting and no longer requires settlement assistance, whichever is less. Refer to Sections 138 “undertaking” and 141 and Subsections 154(2) and (3) of IRPR.

5. RESPONSIBILITIES: SPONSORSHIP AGREEMENT HOLDER (SAH)

In this Agreement:

- k) Prior to submitting the undertaking and based on available information, the SAH will make a preliminary assessment as to whether the applicant may meet the refugee eligibility criteria as defined in Section 139 of IRPR.
- l) The SAH by signing an undertaking assumes the responsibilities described therein for each named refugee. Once submitted and approved by CIC, the terms of the undertaking and the individuals named therein cannot be amended or changed without the written consent of the SAH. Refer to Sections 138 and 141 and Subsections 154(2) and (3) of IRPR
- m) The SAH responsibilities under special programs, including JAS, Blended Sponsorship and any future special programs, will vary according to the specific terms of those programs.
- n) The SAH is not required to continue providing care and lodging from the point the refugee is self-supporting but is still required to provide settlement assistance if necessary. The SAH must resume financial support if, at any time during the period of sponsorship, the refugee ceases to be self-supporting.
- o) The SAH assumes the responsibility to select and authorise CGs and Cosponsors. The SAH may authorise a CG and/or a cosponsor in the expected community of settlement, through a letter of approval, to enter into a sponsorship undertaking on its behalf with CIC. The SAH guarantees that any CG or Cosponsor so authorised in writing has authority to bind the corporation under the terms of this Agreement.
- p) The SAH must have sufficient resources and expertise to fulfil these responsibilities and must ensure that its CGs and Cosponsors have adequate resources and arrangements to fulfil these responsibilities.

- q) The SAH and any CGs or Cosponsors signing an undertaking on its behalf will all be jointly and severally or solidarily liable. Refer to Subsection 152(3) of IRPR. The SAH is responsible for alternative arrangements where the CG or Cosponsor does not assume these responsibilities.
- r) The SAH will ensure that a Settlement Plan is developed for each undertaking and, in the letter of approval for a CG and/or cosponsor, will indicate that the Settlement Plan has been reviewed. The SAH will retain copies of Settlement Plans and provide CIC with a copy upon request
- s) First-time SAHs (and their CGs & Cosponsors) who signed their original Agreement with CIC after June 28, 2002 will submit a copy of the Settlement Plan to CIC with each undertaking for the first 2 years of their Agreement.
- t) The SAH will provide its CGs and Cosponsors with organisational assistance, advice, information and support required to meet the responsibilities of the undertaking.
- u) The SAH is responsible for monitoring its CGs or Cosponsors and their individual undertakings. The purpose of the monitoring will be to provide support to the sponsor and the refugee in meeting respective commitments and responsibilities. When issues and problems arise which could lead to possible breakdown, the SAH will work cooperatively with CIC to resolve them.
- v) The SAH will promptly advise CIC of any change in persons authorised to sign letters of approval on behalf of the SAH and will ensure that such persons provide CIC with a completed Sponsor Assessment Form (IMM5492).
- w) The SAH will report annually regarding the past year's sponsorship activities, and projected activities for the following year, as requested by CIC. See Appendix 3.
- x) The SAH with a Limited Individual Agreement will assume the responsibility to apply to renew its Agreement if it wants to continue to sponsor.

6. RESPONSIBILITIES: CITIZENSHIP AND IMMIGRATION CANADA (CIC)

In this Agreement:

- y) CIC will process undertakings of support for PSR cases in accordance with departmental priorities as governed by the objectives set out in section 3(2) of IRPA.
- z) CIC will communicate in a timely fashion with the SAH as per the communication benchmarks set out in Appendix 2.

- aa) CIC will provide information packages and training on PSRP.
- bb) CIC visa officers will determine, in accordance with Section 139 of IRPR, whether the applicant is eligible and admissible for resettlement to Canada.
- cc) CIC visa officers will base decisions on clear and transparent criteria. A refusal letter will refer to information provided by the applicant and the reason(s) why their application was refused.
- dd) CIC will provide the refugee, to the extent possible, with pre-arrival orientation and information.
- ee) CIC will facilitate the necessary arrangements for the refugee's travel from the point of departure to a domestic airport nearest to the community of settlement in Canada.
- ff) CIC will provide the refugee access to the Immigrant Loans Program in accordance with Section 289 of IRPR, IP19 and OP17.
- gg) CIC will provide refugees access to IFH from the time they arrive in Canada pending coverage by their provincial health plans (90 days maximum after arrival in the province). Thereafter, refugees are eligible for partial limited coverage for the duration of the sponsorship period where provincial health care does not cover services provided by IFH.
- hh) CIC will consult with the SAHs through the NGO-GOVT Committee on the PSRP and on any proposed policy, regulatory or legislative change that is likely to affect this agreement.
- ii) To foster mutual co-operation and respect, CIC will strive to ensure that the regulatory and policy framework for the PSRP is always communicated to the SAH and that the SAH is kept up to date (and given an opportunity to provide input) respecting any changes that may need to be made from time to time.
- jj) CIC will report to the SAH on an annual basis on the overall sponsorship activities of the past year. See Appendix 3.
- kk) CIC is responsible for monitoring the SAH, their CGs or Cosponsors and individual undertakings. The purpose of monitoring will be to provide support to the sponsor and the refugee in meeting their respective commitments and responsibilities. CIC will ensure that the monitoring process is communicated with SAHs and will work cooperatively with the SAH to anticipate and/or resolve problems or issues that may arise.

7 SPONSORSHIP WITHDRAWAL

- ll) Sponsorship withdrawal refers to the cancellation of an undertaking or part thereof by the sponsor before the immigrant visa has been issued. Since an undertaking to sponsor is legally binding every attempt must be made to fulfil the commitment regarding the sponsorship. There are acceptable and unacceptable reasons for withdrawal. A Sponsorship Agreement may be cancelled or suspended if a disproportionate number of withdrawals for unacceptable reasons are made within one calendar year.

- mm) Acceptable reasons for withdrawal of an undertaking include:
- i. Change in the financial status of the sponsoring group that renders it unable to support the refugee(s) financially.
 - ii. Major change of condition, such as significant loss of membership so great, that will prevent the sponsoring group from fulfilling its sponsorship obligations.
 - iii. New information gained about the refugee family or their family in Canada that will result in demands the sponsor cannot meet. For example, the medical condition of a family member could require special care beyond the sponsor's capability or the community of destination may lack required medical facilities or specialists.
 - iv. A visa officer determines that a refugee family requires more than 12 months settlement assistance and support to establish successfully and the sponsor does not have the financial resources or commitment from membership to provide that level of assistance.
 - v. Change in relationship between a SAH and its CG or Cosponsor that makes the original sponsorship undertaking not feasible.
 - vi. A sponsor learns that the application is no longer viable, i.e. a refugee applicant does not meet the eligibility or admissibility criteria.
 - vii. Lengthy processing time that exceeds the estimated processing time for applications at that visa office.
 - viii. A sponsor has reasons to believe that the refugee will not remain in the expected community of settlement for the duration of the sponsorship period.
- c) Unacceptable reasons for withdrawal of an undertaking include:
- i. **Withdrawing an application for a refugee in order to sponsor another refugee.**
 - ii. Change of leadership in the sponsoring group.
 - iii. Loss of membership that does not necessarily impact the group's ability to sponsor.

2. 8. SPONSORSHIP BREAKDOWN

- a) **Responsibility for a sponsorship breakdown may rest with the refugee(s), with the sponsor, with CIC, or may not be attributable to any party.**
- b) When an SAH has delegated its sponsorship authority to a CG and or Cosponsor and it appears that a sponsorship breakdown is imminent and attributable to the SAH, or CG or Cosponsor, the SAH will make all reasonable efforts to co-ordinate alternate sponsorship arrangements. It may transfer the sponsorship responsibility to another CG or Cosponsor or it may assume the responsibility itself.

- c) CIC recognizes that lengthy processing time that exceeds the estimated processing time at a visa office may result in the inability of the sponsor to meet all of its obligations. In these circumstances an assessment of breakdown will take place as per paragraph d) below.
- d) **Responsibility for sponsorship breakdown will be assessed through a process of consultation between CIC, the SAH, the CG and/or Cosponsor, the refugee(s), and other relevant parties. The final determination with respect to responsibility for a breakdown rests with CIC subject to any review mechanisms that are in place.**
- e) **If the SAH and/or its CG or Cosponsor are not held responsible for a breakdown of the sponsorship, the SAH and/or the CG or Cosponsor are not held responsible for continuing financial support, whether in the sponsoring community of settlement or elsewhere.**
- f) Where a sponsorship breakdown has occurred as result of secondary migration, and where the SAH and/or its CG or Cosponsor are held responsible for the breakdown and therefore must provide continued financial support, the SAH and/or its CG or Cosponsor will provide the financial support at the level required in the community of sponsorship even if the refugee's cost of living is higher in the new community of settlement.
- g) If a SAH is held responsible for the breakdown of the sponsorship, refer to Section 9 below.

9. SPONSORSHIP DEFAULT

- h) If the SAH and or its CG or Cosponsor are held responsible for a breakdown, and where the refugee seeks support from CIC that would normally be provided by the sponsor, a default will be declared against the SAH and/or its CG and/or Cosponsor and the provisions under Subsection 153(4) of IRPR will apply.
- i) **When a SAH is declared in default, its agreement will be suspended until it ceases to be in default.**
- j) **When a CG and/or a Cosponsor fails to respect either a financial or non-financial obligation in respect of an undertaking, and when the SAH assumes the financial or non-financial obligation in order that no default is declared by CIC, the SAH will notify CIC in writing whether a default should be declared against the CG and/or the Cosponsor.**
- k) **When a SAH is in default, CIC will require reimbursement of funds provided to the PSR as a result of the sponsorship breakdown, unless there are extenuating or exceptional circumstances.**

10. SPONSORSHIP REVOCATION

- l) CIC will revoke the approval of the undertaking as per Section 155 of IRPR
 - i. Where a sponsor poses a threat to the safety of the refugee, or
 - ii. Where the sponsor is unable to provide sufficient care, lodging and settlement assistance or cannot fulfill the responsibilities of the sponsorship.
- a) Where CIC intends to revoke the undertaking of a CG, the SAH will be consulted and given the opportunity to make alternate arrangements for the sponsorship.

i) 11. CANCELLATION OR SUSPENSION OF AN INDIVIDUAL AGREEMENT

ii)

- a) An individual agreement remains in effect unless:
 - i. Either party gives 90 calendar days written notice of its intention to cancel. In cases where the SAH gives notice to cancel, no further undertakings can be submitted by the SAH and/or its CGs and Cosponsors after such notice is received by CIC; or
 - ii. 36 months have elapsed since the SAH and/or its CGs sponsored any refugees under the authority of this Agreement, or
 - iii. The Deputy Head or the Deputy Head's delegate gives written notice that the Minister or the Minister's delegate is of the opinion that the SAH has contravened the terms of the Agreement.
- a) **Subsequent to the signing of this Agreement, any action by the SAH or by one of its CGs or Cosponsors, that is determined by CIC to be a breach of the performance of or the compliance with any of the responsibilities accepted through this Agreement, may result in the suspension or cancellation of this Agreement and the revocation of outstanding sponsorships.**
- b) **Prior to a decision by CIC to suspend or cancel an Agreement, the SAH will be given written notice of the issues that may lead to suspension or cancellation, including the opportunity to respond to the notice and the opportunity to rectify the situation. Suspension or cancellation will only occur upon final written notice by the Deputy Head or the Deputy Head's delegate; however, a verbal notice could precede a written notice.**

12. AMENDMENT TO THE INDIVIDUAL AGREEMENT

When a significant change occurs to a SAH, which affects its ability to meet its responsibilities in accordance with the Principal Agreement, its individual agreement may be amended. CIC or the SAH may initiate the amendment.

13. REVIEW OR AMENDMENT TO THE PRINCIPAL AGREEMENT

- c) The Principal Agreement remains in effect unless IRPA and its Regulations or policies in effect at the time it was entered into undergo fundamental change. Either CIC or the NGO-GOVT Committee co-chair can initiate the process of review of the Principal Agreement in writing.
- d) Either CIC or SAHs through the NGO-GOVT Co-chair may request a review of the terms of this Agreement or policies and procedures, which may necessitate an amendment.
- e) Notification by either parties that the Principal Agreement needs to be amended does not put the whole Principal Agreement up for discussion, only the affected clauses.
- f) Where the Principal Agreement is amended, all undertakings already approved are not affected.
- g) **Notwithstanding CIC's Annual Planning process, to which SAHs contribute through their activity projections (See Appendix 3.2), from time to time exceptional situations may require limiting the processing of undertakings at a specific visa office or geographic region.**
 - i. **In exceptional circumstances and as a result of CIC regional resource constraints, CIC may place a limit for a specific period of time on the number of persons for whom SAHs may submit undertakings in that geographic region.**
 - ii. **Prior to imposing the limit, CIC will consult with the SAH community through the NGO-GOVT Committee, including consultation on the length of time of the limitation and the review process on the time limitation. Undertakings submitted prior to the imposing of the limit would not be affected.**
 - iii. **Any such limitation as described in paragraph i) and ii) will be through a time specific amendment to the Principal Agreement.**
 - iv. **Any limitation as described in paragraph i), ii) or iii) above does not limit the SAHs sponsorship activities in other geographic regions.**
 - v. During the consultations described in ii), CIC will cease from processing new undertakings until the consultations are over.

14. CONTINUANCE OF SPONSORSHIP AFTER CANCELLATION

Any obligation of the SAH with respect to a PSR and their accompanying and non-accompanying family member(s) who are admitted to Canada (including those not admitted but in receipt of a positive decision from the visa office) assumed under their Individual Agreement prior to the date of cancellation will not be subject to the cancellation but will continue in accordance with the terms of the Individual Agreement as if it had not been cancelled. The cancellation will apply to all sponsorships for persons not admitted to Canada or not in receipt of a positive decision from a visa office.

15. REINSTATEMENT

In order to consider a request for a reinstatement of an individual agreement that has been suspended or cancelled for cause, the SAH will contact the Director General of Refugees Branch in writing. Reinstatement will occur when the Deputy Head or Deputy Head's delegate is satisfied that the condition that gave rise to the suspension or cancellation is rectified and that the SAH can fulfill its responsibilities under the Principal Agreement. This may entail the review of the SAH's performance and most recent financial information and possibly altering or amending the original individual agreement.

2.1. 16. LIMITED INDIVIDUAL AGREEMENT

This clause pertains to a SAH which is subject to a limitation on the number of sponsorship undertakings submitted during the individual agreement's validity period. Due to its numerical restriction, this individual agreement is referred to as a "Limited Agreement".

2.2. 17. RENEWAL OF A LIMITED INDIVIDUAL AGREEMENT

Pursuant to Section 16, renewal of a Limited Individual Agreement requires that an application for renewal be submitted to CIC. CIC will base its decision to renew and/or to amend the individual agreement on a review of the SAH's performance and most recent financial information.

2.3. 18. ADMINISTRATION

Provisions for the administration of this Agreement are described in the attached appendices, which flow from the Agreement. The appendices include:

1. Financial Guidelines
2. Communication
3. Reporting
4. Joint Assistance Sponsorship Program

19. TERMS OF THE LIMITED INDIVIDUAL AGREEMENT

The Limited Individual Agreement is valid for [number of years] from the date that the SAH representative signs the agreement, as indicated in the Authorization clause below. The agreement allows for a maximum sponsorship caseload of [number of persons] over [number of years].

20: AUTHORIZATION

[Insert NAME of signatory]
[Insert POSITION of signatory]
[Insert NAME of SAH]
[Insert CITY/PROVINCE of SAH]

[Insert NAME of signatory]
Director General
Refugees Branch
for the Minister of Citizenship and Immigration Canada

Signed this ___ day of _____ 20___ Signed this ___ day of _____ 20___

APPENDIX 1

i. FINANCIAL GUIDELINES

- a) IRPR require the sponsoring group to have sufficient resources to support the PSR for the period determined in the undertaking, normally twelve (12) months.
- b) Varying amounts of funds to meet the basic costs of living are needed in different areas of Canada. The level of support which sponsors are expected to provide to the PSR(s) is equal to that of the prevailing rates for provincial/municipal or social assistance in the expected community of settlement. The total sponsorship costs may be reduced through the donation of "in-kind" goods, which may include accommodation, furniture and clothing. Where practicable, the PSR should have the responsibility to manage his or her own financial affairs.
- c) The SAH will be able to adjust the financial support downward if the PSR refuses to take a reasonable job offer.
- d) SAHs and CGs and Cosponsors acting on behalf of SAHs will not accept the payment of funds from the PSR either before or after their arrival in Canada for the submission of a sponsorship. However, the PSR's relatives in Canada or abroad may contribute funds to the resettlement.
- e) PSR have no legal obligation, and cannot be made to enter into a legal obligation, to prepay or repay their sponsors for lodging, care and settlement assistance. Any sponsor who attempts to secure or does accept such prepayment or repayment will be considered by CIC to be in contravention of this Agreement.
- f) Sponsors are only responsible for financial obligations that they have agreed to in this Agreement.
- g) PSR with financial resources must contribute to their basic financial support. Where PSR have financial resources, they will retain the right to manage their own finances. SAHs will not require the PSR to submit their funds to them to manage.
- h) The standards for the use of personal funds and income revenue applicable to GARs as described in IP3 may be applied to the PSRP where PSR arrive with personal funds or begin to generate income and/or receive entitlements after arrival, unless the sponsor chooses to maintain a higher level of income support.
- i) The SAH may recover a one-time maximum payment of \$100 per application from the CG and Cosponsor for direct administrative costs incurred in support of the application. Direct administrative costs include staff, rent, telephone, facsimile, postage, courier and photocopying. SAHs must maintain for one year a record of all fees collected, including receipts that verify related expenditures.
- j) A SAH or its CG or Cosponsor may establish a trust fund. A donor to the trust fund can be an individual, a group or an organization but must not include the PSR or funds acquired from the PSR. The individual rights and obligations of the sponsor, trustee and donor are set out in three different sources: Provincial law, Common Law Principles with respect to the law of trusts and the Trust Deed, which is drafted by the donor to establish the terms of the trust.
- k) It is the responsibility of the sponsor to ensure that the terms of the trust fund, including the respective rights and obligations, conform to the laws of the Province in which the deed is registered.

- l) The Trust Deed must clearly outline the terms of the trust fund which include the identity of the beneficiary, when and how funds will be disbursed and the outcome of the funds should the beneficiary not arrive in Canada. The deed should also stipulate whether the trust fund is for a specific PSR or whether it is a general charitable trust fund for the sponsorship of any PSR.

- m) In the event that the refugee is not accepted for resettlement in Canada, funds held in trust for the sponsorship of that refugee, including all accumulated interest, must be returned to the donor.

APPENDIX 2

COMMUNICATIONS

BETWEEN SAHs, CIC LOCAL OFFICES AND VISA OFFICES

Effective communications between SAHs, local CICs inland and visa offices abroad are essential to partnership in the PSRP. In particular, the regular provision of processing information to sponsors can help to ensure that processing problems are resolved quickly and efficiently.

1. PROCESSING "BENCHMARKS"

a) In-Canada:

- i. Local CIC offices will process sponsorship undertakings within 30 days of their receipt from the sponsor. If they are unable to meet this estimated processing timeframe, the local CIC will notify the sponsoring group's contact person and indicate approximately how long it will be before the undertaking is processed.
- ii. Local CIC offices will inform the sponsoring group's contact person as soon as possible upon receipt of a Notification of Arrival (NAT) from CIC National Headquarters.

a) Overseas:

Visa offices will establish, as a matter of routine, regular communications with SAHs. These communications will be facilitated by the use of a standard form letter that will be used at two important "benchmarks" during the processing of an application:

- i. Receipt of the refugee application for permanent residence (IMM0008) and estimated time before an interview.
- ii. The outcome of the selection interview, and pending the final results of the medical, security and admissibility checks, the estimated time to visa issuance. Refer to section 4 on Privacy below.

1. CASE INQUIRIES FROM SPONSORS

Where an SAH is in possession of new information material to the application or relevant to the applicant's safety, the SAH will provide the information to the local CIC who will forward the information to the appropriate contact at the visa office abroad. Where the processing time of a case has exceeded the estimated processing time for the relevant processing stage, as indicated by the local CIC office or visa office, an SAH may wish to request a status update.

2. RESPONDING TO A NEGATIVE DECISION

- a) Where the application is rejected, the decision-maker will clearly explain to the applicant, through written reasons, why the application was refused. Sponsoring groups can assist applicants in responding to a negative decision through the review mechanism as described below.
- b) IRPA does not provide for a direct appeal of a Visa Officer's decision on a refugee application. A refugee applicant who is refused abroad can seek leave for judicial review before the Federal Court of Canada (Trial Division).
- c) A judicial review of a decision is not an appeal on the merits of the case. The Court cannot substitute its decision for that of the decision-maker. Rather, the Court examines the process that led to the decision and determines if the process was fair and reasonable. If the Court determines that it was not, the Court may only "quash" the

decision in question and order a redetermination. Judges cannot order which decision is to be made, although they may issue “directions” as to how the redetermination is to be carried out. The applicant has 60 days after being notified of the decision to apply for leave and judicial review. In certain circumstances, the Court may extend this deadline. For more information on the judicial review process, consult Chapter 22 of the Overseas Processing Manual (OP-22).

- d) A Visa officer will not revisit a decision that has already been made. The onus is on the applicant to provide all relevant evidence and information at their disposal in support of the application at the time of the initial interview. If an applicant whose case has been refused wants to provide new information or to claim that they are victims of changed circumstances, they must submit a new application based on the new information. In this case, a new sponsorship undertaking would also be required.
- e) Should a sponsor believe that the visa officer erred in his/her decision to refuse a case, details may be sent in writing to the Director of Case Review, Case Management Branch, National Headquarters, Citizenship and Immigration Canada (CIC). The sponsor must include the Consent to Release Form signed by the applicant.
- f) If a sponsor has concerns about possible misinterpretation of policies and procedures by officials of CIC, the sponsor may contact the Director of Refugee Resettlement, Refugees Branch, National Headquarters, Citizenship and Immigration Canada.

1. PRIVACY

- a) Refugee applicants can authorize the disclosure of information regarding their case (e.g., reasons for refusal, details of their refugee story, medical conditions, etc.) to their sponsor. However, the applicant's signed authorization allows CIC to release information on a need to know basis only.
- b) If the refugee applicant does not authorize the disclosure of their personal information to the sponsor, the sponsor can only be provided with the overseas benchmark reporting information (IMM0008 received / approx. time to interview, notice of selection decision / and estimated time to visa issuance), and the arrival date.
- c) If authority to disclose personal information to the sponsor is not given the SAH or its CG or Cosponsor will not receive a copy of the refusal letter.

APPENDIX 3

REPORTING

SPONSORSHIP AGREEMENT HOLDERS (SAH)

Each SAH is expected to maintain a tracking system that will allow it to report the following information to CIC on an annual basis:

1. For the previous calendar year:
 - a) total of administration fees recovered from CGs or Cosponsors (refer to Appendix 1 (i))
 - b) number of PSR sponsored
 - c) number of PSR cases that were withdrawn or resulted in a breakdown.
 - d) number of PSR cases approved and refused overseas.*
1. For the next calendar year:
 - a) person(s) authorized to sign on behalf of the SAH and contact details
 - b) estimated number of persons to be sponsored and location if known

CITIZENSHIP AND IMMIGRATION CANADA (CIC)

CIC is expected to report on an annual basis:

For the previous calendar year:

- c) number of PSR arrivals
- d) number of GAR arrivals
- e) estimated processing times and refusal rates by visa office .

* The extent of reporting required may be adjusted downward by CIC depending upon the availability of electronic data.

APPENDIX 4

JOINT ASSISTANCE SPONSORSHIP PROGRAM

Joint Assistance Sponsorship (JAS) refers to a joint undertaking by a SAH or its CG and CIC to sponsor refugees requiring special assistance and whose admissibility depends upon this additional support to become established (henceforth referred to as JAS refugees). Refer to subsection 157(1) (2) of IRPR.

From time to time, visa officers interview refugee applicants who have good long-term prospects for successful settlement and integration, but who need more assistance than normally available for either GARs or PSRs in their first year of settlement. These JAS refugees could have physical or mental disabilities which could require treatment in Canada, be disadvantaged by their refugee experience (incidents of trauma or torture, long-term camp stays), or have unusual family configurations (single parent families with several young children, elderly parents, families consisting only of siblings, etc.) that could lead to socio-economic challenges during their early settlement period.

JAS refugee cases are a shared responsibility between the SAH, CIC and Resettlement Assistance Program (RAP) service providers. The JAS undertaking (IMM 1324) lists the respective obligations of the partners. All partners are encouraged to work collaboratively and may choose to modify their respective roles in the interest of helping the refugee resettle better.

In addition, CIC agrees to provide JAS refugees access to contributions from RAP according to program criteria.

In locations where there is no RAP service provider, CIC agrees to provide the JAS refugees with the same services through the local CIC office.

Appendix D - Private Sponsorship of Refugees Program

Annex 3

Sample Letter of Confirmation of Receipt of Application to Sponsor

Citizenship and Immigration Canada

DATE:

Re: Application to Sponsor:

Last name, First name Client ID: 0000-0000

Last name, First name Client ID: 0000-0000

File No.: 0000-00000000

Dear (insert name):

This letter is to confirm the receipt of your application to sponsor the above named persons under the Private Sponsorship of Refugees Program. Your file number is (insert number). Please refer to this number for any future correspondence.

We will review your application and inform you of the result within 10 days of receipt of your application.

Sincerely,

Appendix D - Private Sponsorship of Refugees Program

Annex 4

Sample Approval Letter for G5's

Citizenship and Immigration Canada

DATE:

Re: Application to Sponsor:

Last name, First name Client ID: 0000-0000

Last name, First name Client ID: 0000-0000

File No.: 0000-00000000

Dear (insert name):

Your application to sponsor has been approved by Citizenship and Immigration, and the information forwarded to our Canadian Visa Office abroad. Enclosed is your copy of the approved *Undertaking to Sponsor*.

Please be aware that the approval of the application by this office does not guarantee that those sponsored will be accepted under this program. The Canadian Visa Office will determine whether or not the person(s) you have referred meet the eligibility and admissibility criteria.

The refugee applicant(s) will receive an application in the mail within approximately three (3) months. They should complete and return the application to the Visa Office. An interview time may be arranged for the applicant(s). If the assessment of the application and interview is favourable, the applicant(s) must then pass medical, security and criminality checks before the issuance of visa(s).

The selection process can be time-consuming and, even if successful, it is not uncommon in some parts of the world for one to two years to pass between the time an application is made and the time the refugee(s) arrive in Canada. Hopefully however, it will not take this long.

In the interim, there are websites on the internet which may be of use in helping your sponsoring group familiarize itself with the country conditions of the refugee applicant. This information may also be of use in confirming the quality of your referral. CIC's refugee protection website has a page which contains links to several sites that provide country-specific information and we encourage you to consult it as a part of your preparations. The page containing these links can be found at http://www.cic.gc.ca/ref-protection/Infocentre/Country-Pays/index_e.htm

Please remember that it is important that we be notified of any change of address for the refugee applicant(s) so that the Visa Office has accurate information with which to process the application.

Thank you for your participation in the Private Sponsorship Program.

Sincerely,

Name

Title

Telephone

Appendix D - Private Sponsorship of Refugees Program

Annex 5

Sample JAS Approval Letter

Citizenship and Immigration Canada

DATE:

Re: Application to Sponsor:

Last name, First name Client ID: 0000-0000

Last name, First name Client ID: 0000-0000

File No.: 0000-00000000

Dear (insert name):

Your application for Joint Assistance Sponsorship has been approved by Citizenship and Immigration and the information forwarded to our Canadian Visa Office abroad. Enclosed is your copy of the approved *Joint Assistance Undertaking*.

We will inform you of the date of arrival of the sponsored refugee(s) when we receive the Notice of Arrival e-mail from the visa office.

In the interim, there are websites on the internet which may be of use in helping your sponsoring group familiarize itself with the country conditions of the refugee applicant. CIC's refugee protection website has a page that contains links to several sites that provide country-specific information and we encourage you to consult it as a part of your preparations. The page containing these links can be found at http://www.cic.gc.ca/ref-protection/Infocentre/Country-Pays/index_e.htm

Thank you for your participation in the Joint Assistance Sponsorship of Refugees Program.

Sincerely,

Name
Title
Telephone

cc: SAH (if CG application)

Appendix D - Private Sponsorship of Refugees Program

Annex 6

Sample Letter for Missing Documents for G5 Applications

Citizenship and Immigration Canada

DATE:

Re: Application to Sponsor:

Last name, First name Client ID: 0000-0000

Last name, First name Client ID: 0000-0000

File No.: 0000-00000000

Dear (insert name):

We have received your application to sponsor the above named persons under the Private Sponsorship of Refugees Program.

We regret that we are unable to continue processing this application due to missing information and/or documents which are indicated as follows:

- ___ Proof of Canadian Citizenship (a photocopy of the front and back of your Citizenship Card) or proof of landed immigrant status (a photocopy of your Record of Landing document (IMM8)) for each member of your group.
- ___ Complete Financial Profiles for each member of your group (form IMM5373B contained in the application kit)
- ___ Original letters of confirmation of employment and income for each member of your group or letter from an accountant for members of your group who are self-employed
- ___ Copies of T4 (statement of remuneration paid) for each member of the group
- ___ Notice of Assessment from Revenue Canada for each member of your group
- ___ Incomplete information on the sponsorship agreement form (IMM5373 contained in the application kit)
- ___ Missing, incomplete or inadequate Settlement Plan (IMM 5373A contained in the application kit)
- ___ Some member(s) of the group have signed other sponsorship undertaking(s) and did not indicate, nor supply details of the agreements.
- ___ Other, as specified.

Please provide this information/documentation within 30 days. If we do not receive this information/documentation within the above time period, your application will be assessed based on the information/documentation you have submitted. This could result in your application being refused.

Sincerely,

Name:

Title:

Tel:

Appendix D - Private Sponsorship of Refugees Program

Annex 7

Sample Approval Letter for SAH or CG

Citizenship and Immigration Canada

DATE:

Re: Application to Sponsor:

Last name, First name Client ID: 0000-0000

Last name, First name Client ID: 0000-0000

File No.: 0000-00000000

Dear (insert name):

Your application to sponsor has been approved by Citizenship and Immigration and the information forwarded to our Canadian Visa Office abroad. Enclosed is your copy of the approved *Undertaking to Sponsor*.

Please be aware that the approval of the application by this office does not guarantee that those sponsored will be accepted under this program. The Canadian Visa Office will determine whether or not the person(s) you have referred meet the eligibility and admissibility criteria.

The refugee applicant(s) will receive an application in the mail within approximately three (3) months. They should complete and return the application to the Visa Office. An interview time may be arranged for the applicant(s). If the assessment of the application and interview is favourable, the applicant(s) must then pass medical, security and criminality checks before the issuance of visa(s).

The selection process can be time-consuming and, even if successful, it is not uncommon in some parts of the world for one to two years to pass between the time an application is made and the time the refugee(s) arrive in Canada. Hopefully however, it will not take this long.

In the interim, there are websites on the internet which may be of use in helping your sponsoring group familiarize itself with the country conditions of the refugee applicant. This information may also be of use in confirming the quality of your referral. CIC's refugee protection website has a page that contains links to several sites that provide country-specific information and we encourage you to consult it as a part of your preparations. The page containing these links can be found at http://www.cic.gc.ca/ref-protection/Infocentre/Country-Pays/index_e.htm

Please remember that only the following information can be released to the sponsor without the express written consent of the applicant: the date the application is received, the date the application is accepted or refused, the date a medical decision is reached, the date the visa is issued and the departure date. Sponsors can expect to receive notice from the visa office at 2 specific times – when a completed application is received from the refugee applicant and when a selection decision has been made.

Finally, please remember that it is important that we be notified of any change of address for the refugee applicant(s) so that the Visa Office has accurate information with which to process the application.

Thank you for your participation in the Private Sponsorship of Refugees Program.

Sincerely,

Name

Title
Tel:

cc: SAH (if CG application)

Appendix D - Private Sponsorship of Refugees Program

Annex 8

Sample Letter of Refusal of Application to Sponsor

Citizenship and Immigration Canada

Date:

Re: Application to Sponsor:

Last name, First name Client ID: 0000-0000

Last name, First name Client ID: 0000-0000

File No.: 0000-00000000

Dear (insert name):

We have reviewed your application to sponsor the above named persons under the Private Sponsorship of Refugees Program.

We regret that we are unable to approve your application for the following reasons:

- 1)
- 2)
- 3)

We regret that this could not be a more favourable decision. If you are able to address the concerns listed above, you may resubmit an application.

If you have any questions, please do not hesitate to call us.

Sincerely,

Name

Title

Tel:

cc: SAH (if CG application)

Appendix D - Private Sponsorship of Refugees Program

Annex 9

Sample Letter of Notification of a Change in Sponsorship

Letters of notification to local CIC offices of a change in sponsorship will contain the following information:

- Local CIC file number
- Name of all the refugee applicants included in the sponsorship
- Name of the SAH and contact information
- Statement that a new sponsoring group will assume responsibility for the undertaking
- Reasons for the change
- Name of the original sponsoring group and contact information
- Name of the new sponsoring group and contact information

SAHs will copy letters of notification to CGs involved, and CGs will copy letters to SAH. CIC will copy such letters to the Matching Centre and to the overseas post.

Please note: If a new CG accepts responsibility for the sponsorship, a new undertaking should be signed.

Appendix D - Private Sponsorship of Refugees Program

Annex 10

Form Letter for CICs

[*Citizenship and Immigration Canada
Address
City, Province
Postal Code*]

[*Day-Month-Year*]

[*Group Representative
Sponsoring Group
Street Address
City, Province
Postal Code*]

Dear [Group Representative]:

Re: *File number XXXX- YYYY-YYYY Refugee Surname, First Name, and # of dependents*

Enclosed is a copy of your group sponsorship application. The undertaking information was sent to the visa office in [location of visa office]. They will arrange to interview the above stated applicant(s) to determine eligibility and admissibility to Canada.

The processing times for sponsorships vary from visa office to visa office. However, the average processing for the [specify which office] visa office is [use the figure located in the 80% column found under mission processing times @ <http://www.cic.gc.ca/ref-protection/english/infocentre/stats/2000.htm>] months.

If any of the information you provided in the application changes, or if you have additional information that may affect the process of this case, you should contact this CIC by mail or fax and we will forward the information to the mission. When providing information you should give the names and date of birth, country of birth and the CIC file number as well as the visa office file number (B#) if you have it.

We will inform you of any information or status updates that we receive from the visa office. However, we are unable to respond to any inquiries on the status of this application until a least 12 months from the date of this letter. Please forward such inquiries in writing by mail or by fax (give fax number of CIC) including names, file number(s) and the nature of the inquiry.

Please note that all inquires must be made by the designated representative of the group. Thank you for your commitment to the private sponsorship program.

Sincerely,

Designated Officer's Name
CC: SAH (when applicable)

Appendix D - Private Sponsorship of Refugees Program

Annex 11

Refugee Application Progress Report

Visa Office's file number:	
Name of applicant:	
Applicant's address:	

To be completed once the completed refugee IMM8 kit is received by the Visa office

Completed application received on _____
An interview is scheduled for _____ or an interview will be scheduled in the next _____ weeks/
months

To be completed following a positive selection decision

Provisional acceptance. You, and your dependants, if any, must meet statutory requirements (medical examination and background check) before a visa can be issued.
Average time to visa issuance is _____ weeks / months

To be completed following a refusal decision

Refusal Letter was sent on: _____ Refusal letter attached _____

For use when communicating regarding Privately Sponsored Refugees

CC:

Sponsoring Group: _____

Address: _____

CIC: _____

Address _____

Appendix D - Private Sponsorship of Refugees Program

Annex 12

Example Profile

Ready to travel (when statutory requirements are met the refugee(s) are ready to travel once a sponsor has been found)

Not travel ready

Family size and description - 3 (number of people in the family)

- **Head of family - female** - age range will be provided
- **Son** -
- **Son** -

Level of education

- **Head of family** - Primary Secondary
- **Son** - Primary Secondary
- **Son** - Primary Secondary

Case Type -JAS or visa-office referred

Preferred destination - this is likely the place where they have friends or family

Other relatives traveling with family: indicate yes or no and how many

Language Ability- no English or no French OR
little English or French OR
speaks English or French

Community Affiliation- Iraqi

Work experience or special skills -

- trade
- professional
- service
- new worker
- retired
- home maker

Special medical requirements- NO Yes

Appendix D - Private Sponsorship of Refugees Program

Annex 13

Schedules I and II of the *Corrections and Conditional Release Act*

Schedule I of the *Corrections and Conditional Release Act*

1. An offence under any of the following provisions of the *Criminal Code*, that was prosecuted by way of indictment:

- (a) paragraph 81(2)(a) (causing injury with intent);
- (b) subsection 85(1) (using firearm in commission of offence);
- (b.1) subsection 85(2) (using imitation firearm in commission of offence);
- (c) subsection 86(1) (pointing a firearm);
- (d) section 144 (prison breach);
- (e) section 151 (sexual interference);
- (f) section 152 (invitation to sexual touching);
- (g) section 153 (sexual exploitation);
- (h) section 155 (incest);
- (i) section 159 (anal intercourse);
- (j) section 160 (bestiality, compelling, in presence of or by child);
- (k) section 170 (parent or guardian procuring sexual activity by child);
- (l) section 171 (householder permitting sexual activity by or in presence of child);
- (m) section 172 (corrupting children);
- (n) subsection 212(2) (living off the avails of prostitution by a child);
- (o) subsection 212(4) (obtaining sexual services of a child);
- (o.1) section 220 (causing death by criminal negligence);
- (o.2) section 221 (causing bodily harm by criminal negligence);
- (p) section 236 (manslaughter);
- (q) section 239 (attempt to commit murder);
- (r) section 244 (causing bodily harm with intent);
- (s) section 246 (overcoming resistance to commission of offence);
- (s.1) subsections 249(3) and (4) (dangerous operation causing bodily harm and dangerous operation causing death);
- (s.2) subsections 255(2) and (3) (impaired driving causing bodily harm and impaired driving causing death);
- (s.3) section 264 (criminal harassment);
- (t) section 266 (assault);
- (u) section 267 (assault with a weapon or causing bodily harm);
- (v) section 268 (aggravated assault);
- (w) section 269 (unlawfully causing bodily harm);
- (x) section 270 (assaulting a peace officer);
- (y) section 271 (sexual assault);
- (z) section 272 (sexual assault with a weapon, threats to a third party or causing bodily harm);
- (z.1) section 273 (aggravated sexual assault);
- (z.2) section 279 (kidnapping);
- (z.3) section 344 (robbery);
- (z.4) section 433 (arson -- disregard for human life);
- (z.5) section 434.1 (arson -- own property);
- (z.6) section 436 (arson by negligence); and
- (z.7) paragraph 465(1)(a) (conspiracy to commit murder).

2. An offence under any of the following provisions of the *Criminal Code*, as they read immediately before July 1, 1990, that was prosecuted by way of indictment:

- (a) section 433 (arson);
- (b) section 434 (setting fire to other substance); and
- (c) section 436 (setting fire by negligence).

3. An offence under any of the following provisions of the *Criminal Code*, chapter C-34 of the Revised Statutes of Canada, 1970, as they read immediately before January 4, 1983, that was prosecuted by way of indictment:

- (a) section 144 (rape);
- (b) section 145 (attempt to commit rape);
- (c) section 149 (indecent assault on female);

- (d) section 156 (indecent assault on male);
- (e) section 245 (common assault); and
- (f) section 246 (assault with intent).

4. An offence under any of the following provisions of the *Criminal Code*, chapter C-34 of the Revised Statutes of Canada, 1970, as they read immediately before January 1, 1988, that was prosecuted by way of indictment:

- (a) section 146 (sexual intercourse with a female under 14);
- (b) section 151 (seduction of a female between 16 and 18);
- (c) section 153 (sexual intercourse with step-daughter);
- (d) section 155 (buggery or bestiality);
- (e) section 157 (gross indecency);
- (f) section 166 (parent or guardian procuring defilement); and
- (g) section 167 (householder permitting defilement).

5. The offence of breaking and entering a place and committing an indictable offence therein, as provided for by paragraph 348(1)(b) of the *Criminal Code*, where the indictable offence is an offence set out in sections 1 to 4 of this Schedule and its commission

- (a) is specified in the warrant of committal;
- (b) is specified in the Summons, Information or Indictment on which the conviction has been registered;
- (c) is found in the reasons for judgment of the trial judge; or
- (d) is found in a statement of facts admitted into evidence pursuant to section 655 of the *Criminal Code*.

6. An offence under any of the following provisions of the *Crimes Against Humanity and War Crimes Act*:

- (a) section 4 (genocide, etc., committed in Canada);
 - (b) section 5 (breach of responsibility committed in Canada by military commanders or other superiors);
 - (c) section 6 (genocide, etc., committed outside Canada); and
 - (d) section 7 (breach of responsibility committed outside Canada by military commanders or other superiors).
- (b) 1992, c. 20, Sch. I; 1995, c. 39, s. 165, c. 42, ss. 64 to 67; 2000, c. 24, s. 41.

Schedule II of the Corrections and Conditional Release Act

1. An offence under any of the following provisions of the *Narcotic Control Act*, as it read immediately before the day on which section 64 of the *Controlled Drugs and Substances Act* came into force, that was prosecuted by way of indictment:

- (a) section 4 (trafficking);
- (b) section 5 (importing and exporting);
- (c) section 6 (cultivation);
- (d) section 19.1 (possession of property obtained by certain offences); and
- (e) section 19.2 (laundering proceeds of certain offences).

2. An offence under any of the following provisions of the *Food and Drugs Act*, as it read immediately before the day on which section 64 of the *Controlled Drugs and Substances Act* came into force, that was prosecuted by way of indictment:

- (a) section 39 (trafficking in controlled drugs);
- (b) section 44.2 (possession of property obtained by trafficking in controlled drugs);
- (c) section 44.3 (laundering proceeds of trafficking in controlled drugs);
- (d) section 48 (trafficking in restricted drugs);
- (e) section 50.2 (possession of property obtained by trafficking in restricted drugs); and
- (f) section 50.3 (laundering proceeds of trafficking in restricted drugs).

3. An offence under any of the following provisions of the *Controlled Drugs and Substances Act* that was prosecuted by way of indictment:

- (a) section 5 (trafficking);
- (b) section 6 (importing and exporting);
- (c) section 7 (production);
- (d) section 8 (possession of property obtained by certain offences); and
- (e) section 9 (laundering proceeds of certain offences).

4. The offence of conspiring, as provided by paragraph 465(1)(c) of the *Criminal Code*, to commit any of the offences referred to in items 1 to 3 of this schedule.

Appendix E - Sample Letter of Approval from SAH to CG

Official Letterhead of the Sponsorship Agreement Holder

LETTER OF APPROVAL
with respect to the SPONSORSHIP AGREEMENT
between
(NAME OF THE SPONSORSHIP AGREEMENT HOLDER)
and
CITIZENSHIP AND IMMIGRATION CANADA

This is to Certify that
(Name of Constituent Group)
(Address/Telephone Number of Constituent Group)

has been approved for a (Private/Jointly Assisted - specify) sponsorship of the refugees(s) and dependent family members as named below:

Principal Applicant Name

Date of Birth (Day/Month /Year)

Dependent Family Member Name Date of Birth

Dependent Family Member Name Date of Birth

(Signature of Authorized Representative of Sponsorship Agreement Holder)

Date _____

Appendix F - Monitoring Private Sponsorships

Annex 1

Monitoring Privately Sponsored Refugees

Refugee: _____

FOSS ID: _____

Address: _____

Telephone: _____

Arrival Date: _____

Report Date: _____

Sponsorship
Group: _____

CIC interviewer: _____

Type of Monitoring: telephone personal interview

Names of additional family members participating in the monitoring

Section 1 - Monitoring Services Received

This section of the report is intended to provide client information on the range, level and quality of settlement assistance provided by the private sponsor. It also reports on the links provided by the private sponsor to broader based programs and services. It may be difficult for the client to remember exact information and therefore, more general information is just as helpful. The information can be used to supplement contract monitoring. The information will also be used to determine whether the range/level and quality of service provided under the program best meets the needs of the refugees.

1. Were services provided and did the client take advantage of the services and with what result?

Port of Entry Reception Service

Was there someone at the port of entry to assist you after you were through Immigration and Customs? yes no

If yes, what kind of assistance was provided?

- Assistance with luggage? yes no
- Assistance with connecting with transportation to your final destination? yes no
- Did you require an overnight stay at port of entry? yes no

- Was winter clothing required yes no
 - Was winter clothing provided, if required? yes no
-

- Were you provided with information that helped you understand what was happening at the Port of Entry? yes no

If no, what information would help? _____

- Did you feel comfortable to ask for this information? yes no
- Was information available in a language you understand? yes no
- Is there something we could do to improve this service? yes no

If yes, what would you suggest? _____

Arrival at Final Destination

Were you met by someone and taken to your temporary accommodation? yes no

Had you been told that you would be met by someone who would take you to your temporary accommodation? yes no Where did you learn this information?

If you were not met by anyone, what did you do?

Did the person who met you provide you with information to let you know what would happen next? yes no

What would you have liked to have known at this stage and that you did not know?

What would you have liked to be different?

Temporary Accommodation

Did you stay in a reception house or in commercial accommodation?

reception house commercial accommodation other

When you arrived at the temporary accommodation did you:

• **Feel comfortable?** yes no

• **If no, provide reason** _____

Did you have health or other problems you wanted to tell someone about? yes no

Did you share your problem with someone? yes no

• **If no, why did you not do so?**

-
- If yes, were you provided the assistance you needed? yes no
 - If no, what assistance did you expect and not receive?

- Were you shown the emergency plan in place at temporary accommodation to follow in case of fire or other emergency? yes no
 - Did you understand the procedures in place? yes no
- If no, what would help you better understand what to do in an emergency?

- Did you know how to contact someone in case of an emergency? yes no
- Were you shown how the shower, toilet and sinks and appliances work? yes no If yes, did you understand how to use these things in a responsible manner so as not to endanger self, others or the building? yes no
- If no, can you suggest another way this information could be provided to help with understanding these things?

How were meals provided during you stay in temporary accommodation?

cooked own prepared by reception house, or bought from a restaurant

Did you like the arrangement for meals or would you prefer a different arrangement?

like current arrangement would prefer a different arrangement

If another arrangement is preferred, what is the arrangement and why is it preferred?

When you were in temporary accommodation, did you receive money for food, incidentals and transportation? yes no

Were you provided information on how to use the money when you first received Canadian currency? yes no

How did you learn how to use Canadian currency?

Did you learn how to use public transportation when you stayed in temporary accommodation (where public transportation exists)? yes no

If no, when and how did you learn to use public transportation?

Were you provided with a card that gave the name, address and telephone number for temporary accommodation? yes no

Did you receive help from the service provider to find permanent accommodation? yes no
If no, how did you locate your permanent accommodation?

How long after you arrived in Canada did you see your first apartment? _____
How long did you stay in temporary accommodation? _____

- Was the stay too long about right too short?
- Why? _____

Links to Mandatory Federal/Provincial Programs

The government of Canada collects taxes from residents and uses these funds to provide services for individuals and families. Newcomers to Canada have a large number of forms to complete all at once in order to register in national and provincial programs. Completing all of these forms is often confusing. The information related to each form is usually discussed briefly as the forms are being completed and the same information is explained in detail later on.

The forms you completed link you to the following government/other programs:

- **Social insurance number – provides access to employment and identifies individual/family for tax and related purposes**
- **Provincial health care – provides access to basic health care**
- **Interim Federal Health – provides supplementary coverage for emergency dental care that is not covered by provincial plan**
- **Income Tax – provides information for tax payment and benefit purposes, e.g. Goods and Services Tax/Harmonized Sales Tax (GST/HST) Rebate and Child Tax Benefit (where applicable)**

How much did you understand at that point about what you were doing and being told?

nothing a little most

If you understood little or nothing at that stage, were you okay with not knowing? yes no

Can you provide suggestions that could help the service provider help others with this part of becoming established?

Have you obtained a Social Insurance Number? yes no

Have you been registered in the Interim Federal Health program? yes no

Have you been registered for Provincial health care coverage? yes no

Have you been registered for Income Tax in order to access the Child Tax benefit and the GST/HST Rebate? yes
 no

Financial Orientation and Financial Responsibilities

Financial orientation was made available to you to help you understand Canadian currency, how much money you would be provided for furniture, towels and clothing, etc. and other information on how much you would receive once a month for food, shelter and incidentals. Part of the orientation included information on how to divide up the money received each month and pay monthly expenses. Another part of the orientation explains your role and responsibility in proper use of the funds made available. Both spouse and head of family were asked to sign a Client Agreement acknowledging you understood the information in the agreement.

Did you understand the language the Agreement was printed in? yes no

If no, was an interpreter used to interpret the information? yes no

Was a copy of the Client Agreement provided to you in a language you understand? yes no

Do you want a copy of the Client Agreement provided in a language you understand?

yes no doesn't matter If yes, which language? _____

Approximately how long was spent to provide the financial orientation? _____ (hours)

How would you describe this part of the process?

too much information in too short a time too little information in the time provided about the right amount of information in the time made available

Did you participate in all the financial orientation made available? yes no

If no, why not and in which parts did you participate?

What did you understand best at the end of the financial orientation?

What did you understand the least at the end of the financial orientation?

Do you feel comfortable in managing financially? yes no

If not, where do you need help?

A bank account provides the means to cash income support cheques and to pay bills. Paying bills on time helps to establish a good credit rating. Have you opened a bank account? yes no

How long after your arrival was the bank account opened? _____

How did you receive your financial orientation?

in a group with other newcomers individual/family

How much financial orientation was provided to you before moving to permanent accommodation? all some none

Would you prefer one of these three over the other? yes no doesn't matter

- If yes, which one _____

Is there information you need to know, that was not covered in the financial orientation?

yes no

- If yes, what information? _____

Was the orientation provided in a language you understood? yes no

Would you have suggestions on how we conduct this stage of the process that could help other newcomers learn the financial information?

Basic Orientation

Basic orientation is general information about the community you live in and how to take advantage of the services that are available in your new community. Such orientation should identify to you the location of the school, health centre or hospital, grocery store, post office, community centre and other important services. Orientation should also describe to you how to register your child or children in school, how to get medical help, what to expect in the way of services and who to contact in an emergency. It should also outline basic laws about Canada concerning personal rights and freedoms and explain laws on family violence and abuse

Lastly, it should describe those activities that are free or of little cost, should teach you how to be safe and to keep your children safe and educate you on things such as the cost of long distance calling.

About how long was spent to provide basic orientation on these and other topics? _____ (hours)

How would you describe this part of the process?

too much information in too short a time

too little information in the time provided

about the right amount of information in the time made available

What did you understand best at the end of the basic orientation?

What did you understand the least at the end of the basic orientation?

Who provided your basic orientation?

your private sponsor other, please specify _____

When did you receive your basic orientation?

- all basic orientation was provided before the move to permanent accommodation
 some of the basic orientation was provided before the move to permanent accommodation
 all the basic orientation was provided after the move to permanent accommodation

Would you prefer one of these three over the other? yes no

- If yes, which one _____

Is there any information you still would like to know that was not covered in the basic orientation?

yes no

- If yes, what information?

Was the basic orientation provided in a language you understood? yes no

Would you have suggestions on what else should be included in basic orientation and/or on how we conduct this stage of the process that could help other newcomers learn what is provided in basic orientation?

Section 2 - Financial Monitoring

This section of the report is intended to provide information on how well the refugee is able to manage within the resources provided and whether the refugee is respecting the terms of the Client Agreement.

Are there indications of financial stress beyond that encountered by others in similar circumstances? yes no

- **What are they or why are they there?**

Are there reportable changes in status? yes no

What are they?

Is proof available to indicate the refugee is meeting their financial responsibilities? yes no

What is made available?

(A telephone bill as a minimum can indicate whether or not a high level of long distance calls are being made and paid for or being made and not paid. A high level of paid calls may suggest unreported income/earnings and a high level of unpaid telephone bill can indicate financial trouble.)

Is there evidence that funds are being used to provide benefit to all family members? yes no

What was made available?

(The mother could be asked to show you a bus pass or that she has access to bus tickets. Lack of proof may indicate the need to explore other factors, e.g. isolation, inability to participate in employment access activities, etc.)

What recommendations or follow-up actions are suggested/required?

a) Recommendations to client for follow-up (include time frames where applicable)

b) Actions required by settlement officer

Section 3 - Monitoring for Settlement Indicators

The immediate essential services provided under RAP take place within the first 4-6 weeks of arrival in Canada and there is probably very little that can be identified in the way of settlement indicators that can be solely linked to RAP. This section of the report is designed to try and identify information that can provide indications of how well the individual/family is settling.

Are all members of the immediate family in Canada?

- **If yes, are there other family members for whom there remains concern or worry?**
- **If yes, please identify relationship and location**

Are there family members or friends in Canada with whom you or your family are in contact?

- **If yes, what role, if any, do these people play in your settlement? (social, information)**

- **If no, are there new friends/neighbours that provide this support or do individual/family or members of the family feel isolated and alone?**

Are there service organizations, cultural, social, artistic, activities/groups that the individual or family members have approached?

- **If yes, what are they and with what result?**

- **If no, what reasons are given?**

Are there health concerns that are identified and is appropriate action taken to resolve or manage any health issues? yes no

- **If no, what are the reasons given?**

Are there apparent health concerns that are not identified by the individual or family but are suspected and require a referral for medical examination?

Are there child/school/child care related issues? yes no

- If yes, is the family managing these issues or do they not understand the situation or not know where to turn?

Are those children of school age enrolled in and attending school? yes no

- If no, what reasons are given?

Are adult family members participating in some form of employment access activity, eg. language training, skill training, education program, job search or part-time or full-time employment?

- If yes, what information is available on their experience in this area?

- If no, what reasons are given?

Are there indications that make you suspect family violence? yes no

- If yes, what makes you suspicious?

Has the individual or family secondary migrated? yes no

- If yes, where did the individual or family migrate from?

_____ How many times
have they moved? _____

- What reasons are given for the decision to migrate?

Did the result of the decision meet the desired expectations? yes no

- If yes, in what ways? If no, why not?

If the decision did not have the expected outcome, is there information that may have helped make a decision to remain in the original destination? yes no

- If yes, what suggestion would you make that could help others?
- If no, what makes you say no?

How would you define level of settlement at this point for the individual/family in relation to others from similar background and in similar circumstances?

- better than expected about as expected worse than expected

What made you choose this response?

How does the individual/family define their level of settlement at this point in relation to others from similar background and in similar circumstances?

- better than most about the same as most worse than most

What makes them choose this response?

If this is a follow-up monitoring, did the individual, family or family member follow-up on any recommendations made by the settlement officer? yes no

If no, what reasons are provided?

What other observations or information should be noted?

2. What recommendations or follow-up actions are suggested/required?

a) Recommendations to client for follow-up (include time frames where applicable)

b) Actions required by settlement officer

Appendix F - Monitoring Private Sponsorships

Annex 2

Monitoring Private Sponsors

The private sponsorship of refugees program is a means through which private citizens and corporations assist the Government of Canada to meet or exceed its humanitarian commitments. By its very nature, the sponsorship of convention refugees and members of the humanitarian designated classes is a voluntary activity. The Department of Citizenship and Immigration has instituted programs to assist and train private sponsors. In addition, to maintain the confidence of the Canadian public in its programs, the department conducts routine monitoring to ensure that the participants are fulfilling their obligations.

As part of this monitoring, private sponsors receive a questionnaire designed to help the local Citizenship and Immigration Centre (CIC) determine whether the refugee individual or family is receiving the required settlement assistance. The questionnaire is mailed to sponsors approximately three months after the refugee's arrival. It provides an opportunity for private sponsors to offer feedback to the local CIC on the private sponsorship program and for the local CIC to offer feedback to the private sponsor should it appear that assistance is required.

The monitoring of sponsors is supplemented by interviews with the refugee individual or family. However, owing to limitations of the department's resources, not all refugees can be interviewed. Local CICs tend to focus on new sponsors that have not established a track record of refugee settlement.

Please ensure that your sponsoring group completes the attached questionnaire and returns it to the local CIC office.

Sincerely,

Local CIC officer: _____

Address: _____

Private Sponsorship of Refugees Program - Sponsor Questionnaire

CIC File No.: _____

Sponsoring Group: _____

FOSS ID: _____

TO BE COMPLETED BY CIC

Group Representative (person completing this form): _____

Telephone: (____) _____

Email address: _____

Sponsored Refugee: _____

FOSS ID: _____

TO BE COMPLETED BY CIC

Section 1 - Monitoring of Services Provided

This section of the report is designed to provide information to CIC on the services provided by the private sponsor to the refugee. The purpose of the monitoring is to ensure that refugees are receiving the settlement assistance to which they are entitled and to inquire about how the sponsorship is proceeding. Where refugee is used within this document, it refers to the refugee individual or refugee family that your private group has sponsored for resettlement in Canada.

Arrival in Community of Final Destination

Did a representative of the sponsoring group meet the refugee at the airport? yes no
If no, who met the refugee and what happened?

Was an interpreter required? yes no
If yes, did you locate an interpreter to facilitate reception of the refugee? yes no

Was winter clothing provided? yes no
Was winter clothing provided to the refugee, if required? yes no

Did you provide the refugee with transportation to his or her accommodation? yes no
If no, how did the refugee arrange for his or her transportation?
If yes, were there any problems?

Were any unanticipated problems encountered at the Port of Entry? yes no
Were there any problems with Customs or Immigration staff? yes no
If yes, please describe _____

Accommodation

Did the refugee require temporary accommodation after you first met him or her? yes no

If yes, please answer the following questions:

- What form of temporary accommodation was used?
 reception house commercial other, please specify _____
- Did you explain emergency procedures to the refugee? yes no
- Did you explain how you could be contacted in case of an emergency? yes no
- **Did you explain how the shower, toilet and sinks and appliances work?** yes no
- **Did you explain how to use these things in a responsible manner so as not to endanger one's self, others or the building?** yes no
- **If no, can you suggest another way this information could be provided to help with understanding these things?** _____

- How long did the refugee remain in temporary accommodation? _____

What arrangements were made for the refugee's permanent accommodation?

rental house/apartment shares a house/apartment living with a relative/sponsor

Links to Mandatory Federal/Provincial Programs

The federal and provincial governments of Canada collect taxes from residents and use these funds to provide services for individuals and families. Newcomers to Canada have a large number of forms to complete all at once in order to register for national and provincial programs. Completing all of these forms is often confusing and the refugee will require assistance getting a hold of the forms and then completing each of them.

Has the refugee obtained a Social Insurance Number? yes no

Has the refugee been registered in the Interim Federal Health program? yes no

Provincial health care coverage? yes no

Income Tax registration (to access Child Tax benefit and GST/HST Rebate)? yes no

Did you explain what the individual application forms were for? yes no

Did the refugee seem to understand the information? yes no

Can you provide any suggestions that could help others with this part of becoming established?

Financial Orientation and Financial Responsibilities

Did you teach the refugee about Canadian currency? yes no

Did you explain to the refugee how much money would be provided monthly for basic food, shelter and incidentals? yes no

Did you help the refugee to open a bank account in her or his own name? yes no

How long after the refugee arrived was the bank account opened? _____

Are you allowing the refugee to handle her or his own finances? yes no

If not, why not? _____

Did you explain that the funds must be used properly, specifically to pay for essentials such as accommodation, food, clothing, basic household furnishings and monthly local telephone charges? yes no

Did you explain to the refugee how to divide up their monthly allowance and pay for monthly expenses? yes no

Approximately how long was spent to provide the financial orientation? _____ (hours)

Did the refugee seem to understand the financial orientation? yes no

If not, is there anything that might facilitate this process? _____

Does the refugee now seem capable of managing her or his financial affairs? yes no

How long after the refugee's arrival was financial orientation provided? _____

Basic Orientation

Basic orientation is general information about your community. It includes information on the services that are available in the community. This includes the location of the school, health centre or hospital, grocery store, post office, community centre and other important services.

Did you provide basic orientation to the refugee? yes no

Orientation should also describe to the refugee how to register their child or children in school or daycare, how to get medical or dental help, what to expect in the way of services and who to contact in an emergency.

Did you explain to the refugee how to accomplish these tasks? yes no

Has the refugee completed any of these tasks? yes no

If yes, please explain (ex. The refugee has gone for a medical exam.)

Did you explain to the refugee how to use public transportation? yes no

Has the refugee begun to use public transportation? yes no

Did you outline basic laws about Canada such as personal rights and freedoms, laws on family violence and abuse? yes no

You may also wish to describe activities that are free or at little cost, location how to be safe and keep your children safe. the cost of long distance calling, etc.

Did the refugee seem to understand the basic orientation? yes no

If not, is there anything that might facilitate this process? _____

Does the refugee now seem capable of accessing local services for himself or herself as they are required? yes no

Approximately how long did you spend providing basic orientation? _____ (hours)

When did you provide basic orientation to the refugee? _____

Section 2 - Monitoring for Settlement Indicators

This section of the report is designed to try and identify information that can provide indications of how well the individual/family is settling.

Referral to Settlement Services

How often does your sponsoring group see the refugees? _____

Please indicate whether the refugee used the following formal settlement services:

Orientation sessions?	<input type="radio"/> yes <input type="radio"/> no	Information sessions?	<input type="radio"/> yes <input type="radio"/> no
Reception Centre?	<input type="radio"/> yes <input type="radio"/> no	Trauma Counselling?	<input type="radio"/> yes <input type="radio"/> no
Career Planning?	<input type="radio"/> yes <input type="radio"/> no	Language training (LINC)?	<input type="radio"/> yes <input type="radio"/> no

How is the refugee adjusting to life in Canada?

very well reasonably well fairly well not very well

Are there concerns regarding the physical or emotional health of the refugee? yes no

How would you rate the prospects for self-sufficiency and integration in Canadian life?

very good good fair poor

Are the children adjusting to school in Canada? yes no

Is the refugee studying English? yes no not required

If yes, how is the language training going? very good good fair poor

Where is the refugee studying English?

What are the prospects for employment? very good good fair poor

Has work been found? yes no

If yes, please answer the following questions:

- How would you describe the job search? easy difficult
- Does the work compare with the refugee's previous occupation in his/her home country?
 yes no
- Is the refugee happy with work and hopeful about the future? yes no

Additional comments?

Is there any proof that the refugee is meeting his or her financial responsibilities? yes no

If yes, please explain

Is there evidence that funds are being used to provide benefit to all family members? yes no

If yes, please explain

Are all members of the immediate family in Canada? yes no

- **If yes, are there other family members for whom there remains concern or worry?**
- **If yes, please identify relationship and location**

Are there family members or friends in Canada with whom individual/family is in contact?

- **If yes, what role if any do these members play to support settlement, e.g. social, information, etc.?**

- **If no, are there new friends/neighbours that provide this support or do individual/family or members of the family feel isolated and alone?**

Are there service organizations, cultural, social, artistic, activities/groups that the individual or family members have approached?

- **If yes, what are they and with what result?**

- **If no, what reasons are given?**

Are there health concerns that are identified and is appropriate action taken to resolve or manage any health issues? yes no

- **If no, what are the reasons given?**

Are there apparent health concerns that are not identified by the individual or family but are suspected and require a referral for medical examination? yes no

Are there child/school/child care related issues? yes no

- **If yes, is the family managing these issues or do they not understand the situation or not know where to turn?**

- **Are those children of school age enrolled in and attending school? yes no**

- **If no, what reasons are given?**

Are adult family members participating in some form of employment access activity, eg. language training, skill training, education program, job search or part-time or full-time employment?

- **If yes, what information is available on their experience in this area?**

-
- **If no, what reasons are given?**

Are there indications that make you suspect family violence? yes no

- **If yes, what makes you suspicious?**

How would you define the refugee's level of settlement at this point?

better than expected about as expected worse than expected

What made you choose this response?

How does the individual/family define their level of settlement at this point in relation to others from a similar background and in similar circumstances?

better than most about the same as most worse than most

What makes them choose this response?

Section 3 - Sponsor's Expectations

Were there any surprises?

Were there any particular negative or positive aspects to the experience?

Have you any advice for Citizenship and Immigration Canada and the private sponsorship of refugees program?

How would you rate your experience with the Private Sponsorship of Refugees program?

excellent very good good fair poor

Would you sponsor again? yes no

Any other observations or information should be noted?

Appendix G - Sponsorship Withdrawal

Annex 1

Details outlined in letter of notification of a change in sponsorship

- a) Letters of notification to local CIC offices of a change in sponsorship will contain the following information:
- Local CIC file number
 - Name of all the refugee applicants included in the sponsorship
 - Name of the SAH and contact information
 - Statement that a new sponsoring group will assume responsibility for the undertaking
 - Reasons for the change
 - Name of the original sponsoring group and contact information
 - Name of the new sponsoring group and contact information
- b) SAHs will copy letters of notification to CGs involved, and CGs will copy letters to SAH. CIC will copy such letters to the Matching Centre and to the overseas post.

G - Sponsorship Withdrawal

Annex 2

Details outlined in letter of notification of sponsorship withdrawal where a new sponsoring group has not been located

- a) Letters of notification to local CIC offices of withdrawal from SAHs are to contain the following information:
- Local CIC file number
 - Reasons for the withdrawal
 - Name of all the refugee applicants included in the sponsorship
 - Statement that the SAH attempted to find another sponsorship group
 - Name of the SAH and contact information
 - Name of the CG and contact information
- b) Letters of notification of withdrawal from CGs are to contain the following information:
- Local CIC file number
 - Name of all refugee applicants included in the sponsorship
 - Reasons for withdrawal that the SAH has been informed and an unsuccessful attempt was made to find another sponsor
 - Name of the SAH and contact information
 - Name of CG and contact information
- c) Letters of notification of withdrawal from G5s are to contain the following information:
- Local CIC file number
 - Name of all refugee applicants included in the sponsorship
 - Reasons for withdrawal
 - Name of group members with contact information

SAHs will copy letters of notification to CGs involved, and CGs will copy letters to SAHs. CIC will copy such letters to the Matching Centre and to the overseas

Appendix H - Joint Assistance Sponsorships

Annex 1

Example Profile

Profile number- NAR000000000 (this number is assigned by the Matching centre for CIC tracking purposes)

Ready to travel (when statutory requirements are met the refugee(s) are ready to travel once a sponsor has been found)

Not travel ready

Case Type - JAS/AWR (could also be visa office referred, urgent protection, blended)

Immigration Category - CR-5 (CR (Convention Refugee) RA(country of Asylum, RS (source country) (3 - privately sponsored, 5 joint assisted)

Family size and description - 3 (number of people in the family)

Head of family - female - 32 years old

Son - 10 years old, 3 years of school

Son - 7 years old, 1 year of school

Other relatives traveling with family: yes - older son -25 -CR-1 (list the relative and Immigration category)

Language Ability - Assyrian, no ability to speak English or French (list language they speak and their ability to communicate in either official language)

Nationality - Iraqi

Work experience or special skills - employed as a history teacher in Iraq

Case Summary - Husband went missing and family fled because of threats to their lives. (list some details of the case)

Special medical requirements - NO - (may list if they have experienced extensive trauma, hearing or seeing impaired)

Appendix H - Joint Assistance Sponsorship

Annex 2

Monitoring Form

Monitoring a JAS case is necessary and must be completed between the first 6 – 10 months after the refugee(s) arrival. The form will assist in the ongoing evaluation of the JAS program.

Completing and submitting this form is mandatory when a CIC officer recommends that a JAS case no longer requires income support after a 12-month period.

Once completed the JAS monitoring form should be faxed to:

Matching Centre, Refugees Branch
Jean Edmonds South Tower, 17th floor
365 Laurier Avenue West
Ottawa, Ontario, K1A 1L1
Fax: (613) 957-5849

Matching Center will make the final determination as to whether or not assistance should be adjusted. As well, Matching Center will collect information for an ongoing review of the JAS program and provide information to the RAP team so that the RAP budget can be adjusted accordingly.

Should an immigration officer feel that a Government Assisted Case requires the additional support of a sponsor and income support for the duration of 2 years they should also advise the Matching Centre so that assistance for the refugee(s) is appropriate.

Recommending change of assistance: Yes _____ No _____

Name of refugee(s):(HOF)_____
FOSS ID number(s):(HOF)_____
Date of Arrival in Canada:_____ Date report Completed:_____
Name of Sponsoring Group:_____
Name of Sponsorship Agreement Holder:_____
Reporting CIC:_____
Designated officer:_____ Phone number:_____

1. Identify why this case was determined to be a Joint Assistance Sponsorship. (List special needs such as large family, Women at Risk, etc.)

2. Are the special needs of the refugee(s) being met?
_____ Yes _____ No If no why?

3. Do you consider this case still to warrant a Joint Assistance Sponsorship?
_____ Yes _____ No If no why?

Has the situation of the refugee(s) changed so that they may no longer require a Joint Assistance Sponsorship?

_____ Yes _____ No If yes why?

Does the Sponsorship support need to be modified?

_____ Yes _____ No If yes why?

(When Sponsorship support should be modified you do not require the approval of the Matching Centre but should ensure that the modification of support is in the best interest of the refugee(s) and is done in consultation and agreement with the sponsoring group and the Sponsorship Agreement Holder)

_____ MC **agrees** with CIC recommendation

_____ MC **does** not agree with CIC recommendation and why:

Sponsorship Support modified effective: Date:_____ CIC Officer:_____

Income Support modified effective: Date:_____ Senior MC advisor:_____

Appendix I - Interim Federal Health Program (IFH)

Annex 1

Information for Health Care Providers for Eligible Clients Who Do Not Benefit From a Basic Provincial Health Insurance Plan

INTERIM FEDERAL HEALTH PROGRAM (IFH)
INFORMATION FOR HEALTH PROFESSIONALS (TO BE SHOWN TO HEALTH CARE PROVIDERS)

BENEFITS:

Services covered:

1. Essential health services only for the treatment and prevention of serious medical/dental conditions (see dental regulations),
2. Contraception, prenatal and obstetrical care,
3. Essential medications only and must be a CPS prescription drug (or life supporting drugs such as insulin or nitro). Must be lowest cost alternatives and on provincial drug formularies.

Fees as per provincial health care plan, fee codes (where applicable) must be supplied. Invoices must be submitted within 6 months of service.

Services covered with prior approval only:

- Complete physical examination by a general practitioner,
- Ambulance/medical transport (unless emergency),
- Diagnostic services (surgical, laboratory, or x-ray) when no significant medical short-term complications are foreseen,
- High cost medications (eg. Imitrex, Accutane, Interferon and Lamisil),
- Allergy testing/desensitization,
- Plastic surgery for esthetic purposes,
- Elective surgery (eg. hernia repair, cholecystectomy, rhinoplasty, tympanoplasty),
- High cost procedures (eg. transplantations, lithotripsy),
- Ongoing psychiatrist's care after the initial consultation,
- Psychotherapy/counselling by psychologists/general practitioners,
- Physiotherapy,
- Prosthetic or mechanical devices including hearing devices and artificial eyes,
- Eyewear. Visual acuities needed for all patients.

Requests for prior approval must be submitted by mail or fax to:

Medical Director, IFH/CIC,
365 Laurier Ave. West
Jean Edmonds Tower South, 14th Floor,
Ottawa, Ontario K1A 1L1
FAX: 1-800-362-7456

Services not covered:

- Routine medical/eye exams,
- Infertility investigations and treatment,
- Routine circumcisions of newborns,
- Chiropractic care,
- Alternative/complementary medicine,
- Over-the-counter medications even when written on a doctor's prescription.

Invoices and photocopy of original of identity/eligibility to be mailed by the health care providers only to:

FAS Benefit Administrators Ltd.,
9707 –110 Street, 9th Floor,
Edmonton, Alberta,
T5K 3T4
Telephone (for health care providers only): 1-800-770-2998

Updated December 1998

APPENDIX I
Interim Federal Health Program (IFH)

Annex 2
**Information for Health Care Providers for Eligible Clients Who Do Not Benefit From a Basic
Provincial Health Insurance Plan (Dental)**

REFUGEE DENTAL CARE REGULATIONS (TO BE SHOWN TO DENTIST)

ONLY EMERGENCY DENTAL SERVICES COVERED – (defined as urgent procedures to alleviate pain, active infection, hemorrhage, and/or the results of oral trauma).

A maximum coverage of \$350 exists during the patient's eligibility period (as verified by the eligibility form, IMM 1442, bearing a photograph of a the patient*. A maximum of two teeth may be treated per visit.

This funding is intended to cover only the following:

- a. emergency exams (not more frequently than once every 3 months per office),
- b. radiographs (not more than two intra-oral films per visit),
- c. permanent fillings (composite, amalgam and stainless steel crowns only),
- d. pulpal treatments (only opening and drainage on permanent teeth; only pulpotomies on primary teeth),
- e. periodontal services (limited only to emergency treatment of acute oral/gingival infections (eg. drainage of periodontal abscesses),
- f. extractions (uncomplicated tooth removal is allowed; complex extractions require pre-treatment radiograph submission and pre-authorization),
- g. drug prescriptions (only those needed to treat the emergency condition(s)),
- h. flipper partial denture (wire reinforced if necessary) to replace anterior teeth and any strategic posterior teeth that happen to be missing at the same time in the same arch. (Please note that cast partial dentures will not be routinely covered)

EXCLUSIONS: ROOT CANAL TREATMENTS, PROSTHETICS AND ORTHODONTICS ARE NOT COVERED

Payment will be made at 100% of the applicable current provincial/territorial fee guide and, to facilitate this process, invoices must list all relevant procedure codes, amounts, and dates of service. As specified on the medical benefits sheet, claims, with accompanying copies of the eligibility form, must be sent to FAS Benefit Administrators Ltd. for payment.

Attention: IFH Dental Consultant
FAS Benefit Administrators Ltd.
9707-110th St., 9th Floor
Edmonton, Alberta
T5K 3T4

*Dentists may verify the remaining credit for a client by calling toll-free 1-800-770-2998. If past limit, a special approval must be obtained to provide services.

Updated December 1998

APPENDIX I
Interim Federal Health Program (IFH)

Annex 3
Information for Health Care Providers for Clients Eligible For a Basic Provincial Health Insurance Plan

INFORMATION FOR HEALTH CARE PROVIDERS
(TO BE SHOWN TO THE HEALTH PROFESSIONAL)

BENEFITS:

Services covered

1. Essential services only for the treatment and prevention of serious dental conditions (see dental regulations).
2. Essential medications only and must be CPS prescription drugs (or life supporting drugs like insulin or nitro). Must be the lowest cost alternatives and listed on provincial formularies.

Fees as per provincial health plans, fee codes (where applicable) must be supplied. Invoices must be submitted within 6 months of service.

Services covered with prior approval only:

- Ambulance/medical transport (unless emergency care),
- High cost medications (eg. Imitrex, Accutane, Interferon and Lamisil),
- Prosthetic or mechanical devices, including hearing devices and artificial eyes,
- Eyewear (visual acuities required for all patients).

Requests for prior approval must be submitted by mail or fax to:

Medical Director
Interim Federal Health Program
365 Laurier Ave. West
Jean Edmonds Tower South, 14th floor
Ottawa, Ontario
K1A 1L1
Fax: 1-800-362-7456

Services not covered

- Over-the-counter medications (even when written on a MD's prescription pad),
- Routine eye exams,
- Medications for infertility,
- Invoices and photocopy of original identity/eligibility document to be mailed by the health care providers only to :

FAS Benefit Administrators Ltd.
9707-100th St., 9th Floor
Edmonton, Alberta
T5K 3T4

Billing Information for health care providers only: 1-800-770-2998

APPENDIX I
Interim Federal Health Program (IFH)

Annex 4
Information for Health Care Providers for Clients Eligible for a Basic Provincial Health Insurance Plan (Dental)

REFUGEE DENTAL CARE REGULATIONS
(TO BE SHOWN TO DENTIST)

ONLY EMERGENCY DENTAL SERVICES COVERED – (defined as urgent procedures to alleviate pain, active infection, hemorrhage, and/or the results of oral trauma).

A maximum coverage of \$350 exists during the patient's eligibility period (as verified by the eligibility form, IMM 1442, bearing a photograph of a the patient*. A maximum of two teeth may be treated per visit.

This funding is intended to cover only the following:

- a. emergency exams (not more frequently than once every 3 months per office),
- b. radiographs (not more than two intra-oral films per visit),
- c. permanent fillings (composite, amalgam and stainless steel crowns only),
- d. pulpal treatments (only opening and drainage on permanent teeth; only pulpotomies on primary teeth),
- e. periodontal services (limited only to emergency treatment of acute oral/gingival infections (eg. drainage of periodontal abscesses),
- f. extractions (uncomplicated tooth removal is allowed; complex extractions require pre-treatment radiograph submission and pre-authorization),
- g. drug prescriptions (only those needed to treat the emergency condition(s)),
- h. flipper partial denture (wire reinforced if necessary) to replace anterior teeth and any strategic posterior teeth that happen to be missing at the same time in the same arch. (Please note that cast partial dentures will not be routinely covered)

EXCLUSIONS: ROOT CANAL TREATMENTS, PROSTHETICS AND ORTHODONTICS ARE NOT COVERED

Payment will be made at 100% of the applicable current provincial/territorial fee guide and, to facilitate this process, invoices must list all relevant procedure codes, amounts, and dates of service. As specified on the medical benefits sheet, claims, with accompanying copies of the eligibility form, must be sent to FAS Benefit Administrators Ltd. for payment.

Attention: IFH Dental Consultant
FAS Benefit Administrators Ltd.
9707-110th St., 9th Floor
Edmonton, Alberta
T5K 3T4

*Dentists may verify the remaining credit for a client by calling toll-free 1-800-770-2998. If past limit, a special approval must be obtained to provide services.

Appendix J - Request form for processing non-accompanying family members under the One Year Window of Opportunity Program (OYW)

Principal Applicant (PA)

Name: _____

Foss ID: _____

Date of Arrival in Canada: _____

Telephone Number: () _____ - _____

Case Processing Visa Officer: _____

PA's File Number: _____

Local CIC File Number: _____

PA's Mailing Address in Canada

Street: _____

City: _____

Province: _____

Postal Code: _____

Non-Accompanying Family Member(s)

Full Name: _____	Mailing _____ Address: _____
Date of Birth: _____	_____
Relationship: _____	_____
Listed on IMM8: Yes or No	_____

Full Name: _____		Mailing _____	
		Address: _____	
Date of Birth: _____		_____	
Relationship: _____		_____	
Listed on IMM8: Yes or No		_____	

Full Name: _____		Mailing _____	
		Address: _____	
Date of Birth: _____		_____	
Relationship: _____		_____	
Listed on IMM8: Yes or No		_____	

Full Name: _____		Mailing _____	
		Address: _____	
Date of Birth: _____		_____	
Relationship: _____		_____	
Listed on IMM8: Yes or No		_____	

Full Name: _____		Mailing _____	
		Address: _____	
Date of Birth: _____		_____	
Relationship: _____		_____	
Listed on IMM8: Yes or No		_____	

Full Name: _____		Mailing _____	
		Address: _____	
Date of Birth: _____		_____	
Relationship: _____		_____	
Listed on IMM8: Yes or No		_____	

Full Name: _____		Mailing _____	
		Address: _____	
Date of Birth: _____		_____	
Relationship: _____		_____	
Listed on IMM8: Yes or No		_____	

Full Name: _____		Mailing _____	
		Address: _____	
Date of Birth: _____		_____	
Relationship: _____		_____	
Listed on IMM8: Yes or No		_____	

Full Name: _____		Mailing _____	
		Address: _____	
Date of Birth: _____		_____	
Relationship: _____		_____	
Listed on IMM8: Yes or No		_____	

Full Name: _____		Mailing _____	
		Address: _____	
Date of Birth: _____		_____	
Relationship: _____		_____	
Listed on IMM8: Yes or No		_____	

Appendix K - Roles and responsibilities - CIC and partners

Regional Responsibilities

The Regional Offices are responsible for the following tasks related to government assisted and privately sponsored refugees:

- Managing the Resettlement Assistance Program (RAP) (delivered through local CICs).
- Consulting on annual levels and Pre-approved plans (PAPs).
- Allocating annual budgets for local CICs.
- Monitoring local CICs.
- Providing
 - ◆ Guidance to local CICs on operational problems (e.g. sponsorship breakdown)
 - ◆ Training to local CICs
 - ◆ Advice and guidance to NHQ on policy and program development
 - ◆ Strategic leadership and planning to local CICs
- Undertaking statistical analysis and reporting on trends
- Developing regional policy guidelines and standards that complement national guidelines
- Obtaining concurrence from provincial authorities on cases involving minors and medical inadmissibility as needed
- Liaison with provinces and major NGOs

It must be recognized that although the above tasks represent the general roles, each office will respond as required while respecting regional flexibility.

The issues faced by one regional office may be quite different from those in another region. The responses will vary given the number of provinces in the region and if a Settlement Renewal Agreement has been signed.

Local CIC Office Responsibilities

Each region has a number of local Offices delivering the programs within the provinces/territories in its region. Local responsibilities related to government assisted refugees and privately sponsored refugees include the following:

- Promoting the sponsorship program with the public and community organizations.
- Assessing, approving/refusing, processing and monitoring private Sponsorship Undertakings.

- Registering refugees for the Interim Federal Health (IFH) Program, where required.
- In conjunction with the Visa Offices, responding to representations from sponsoring groups on the status of sponsorship cases, as required.
- Delivering RAP income support and monitoring RAP income support clients.
- Liaison with:
 - ◆ provinces and municipalities
 - ◆ private sponsoring groups
 - ◆ service provider organizations (SPOs), and
 - ◆ other non-governmental organizations (NGOs).
- Providing information and direction to potential sponsoring organizations regarding:
 - ◆ the Private Sponsorship of Refugees Program, and
 - ◆ contact information for service providers in the community.
- Assisting MC in:
 - ◆ matching sponsors with refugee profiles
 - ◆ informing sponsoring groups of decisions regarding the undertaking, and
 - ◆ monitoring travel guideline compliance.

Matching Centre Activities

The MC performs the following activities:

Maintains...	<p>An inventory, where possible, of:</p> <ul style="list-style-type: none"> • Profiles of refugees awaiting sponsorship • Groups who are waiting for Canada-referred sponsorship. This inventory is created using the submitted requests for Canada-referred sponsorship (IMM5438) form and the application to sponsor <p>A database of arrivals and landings:</p> <ul style="list-style-type: none"> • Target planned and actual
Performs...	<ul style="list-style-type: none"> • FOSS query on client by referring case to CICs for sponsorship
Liaises with...	<ul style="list-style-type: none"> • Local CICs to find appropriate sponsors to participate in the JAS Program or Canada referred cases
Sends out...	<ul style="list-style-type: none"> • Request messages to one of several visa offices outlining the requirement for profiles when a local CIC contacts the MC with a request from a sponsor
Keeps records of...	<ul style="list-style-type: none"> • Government-assisted cases

	<ul style="list-style-type: none"> Privately sponsored cases Urgent protection cases
Assists...	<ul style="list-style-type: none"> In the matching of refugees with private sponsors With the destining of refugees (GARs and privately sponsored)
Co-ordinates...	<ul style="list-style-type: none"> The distribution of refugees within Canada through DMRs for visa offices not using a PAP
Determines...	<p>An appropriate location for the refugee(s) with regard to information in the profile. This decision is based on information about:</p> <ul style="list-style-type: none"> Family and friends that the refugee(s) may have in Canada Special needs of the refugee Availability of resources, including interpreters and other services to support settlement and integration
Receives...	<ul style="list-style-type: none"> NATs from visa offices and ensures arrival information is distributed to the local CICs and POEs at destinations in Canada. The local CIC forwards the NAT to the sponsor and SPO.
Notifies...	<ul style="list-style-type: none"> The appropriate overseas visa office and IOM (Ottawa) of any errors in the NATs .

Sponsoring Group Responsibilities

Sponsoring groups can be

- Sponsorship Agreement Holders (SAHs) and their Constituent Groups (CGs), or
- Groups of Five (G5s).

All sponsoring groups assume the following responsibilities with respect to each sponsored refugee and accompanying dependants:

- reception
- lodging
- care
- settlement assistance, and
- support.
- Settlement assistance and support is
- defined in the Sponsorship Agreement or Sponsorship Undertaking,
- begins from the date of arrival of the sponsored refugee in Canada, and
- continues for a period of one year (longer, if agreed to by the SAH), or until the refugee becomes self-supporting, whichever is less.

For more information, please refer to:

Appendix D, Annex 1 – List of Sponsorship Agreement Holders (SAHs)

Appendix D, Annex 2 – Sponsorship Agreement

Section 31 – Private Sponsorship of Refugees Program – General Guidelines

Responsibilities under RAP

SPOs are accountable for the following duties under RAP:

- Providing reception services to GARs by
 - ◆ meeting newcomers at the airport upon arrival
 - ◆ arranging transportation to temporary accommodation
 - ◆ ensuring temporary accommodation is provided, and
 - ◆ assisting refugees in obtaining immediately essential services such as counseling.
- Providing basic orientation and linking GARs to
 - ◆ mandatory federal and provincial programs and services
 - ◆ broader based settlement services, and
 - ◆ income support assistance by ensuring they understand their financial responsibilities.
- Providing GARs with access to services and resources, including
 - ◆ the services of an interpreter when needed
 - ◆ assistance with employment information, the mechanics of job searching, and applying for work.
- Helping to secure accommodations for GARs by
 - ◆ ensuring arrangements are made to assist newcomers with locating permanent accommodation
 - ◆ assisting in obtaining furniture and household effects, and
 - ◆ making newcomers aware of the tenant/landlord relationship and both parties' rights and responsibilities
- Keeping accurate records of GARs by
 - ◆ creating client files for each family under the head of family's name and FOSS ID number, and
 - ◆ transferring files to another CIC when secondary migration occurs.

For more information, please refer to:

Section 13 Government Assisted Refugees and The Resettlement Assistance Program (RAP)

Client Responsibilities under RAP

Client responsibilities include:

- Making every effort to become self-sufficient as soon as possible.
- Repaying all benefits that exceed the amount of the entitlement.
- Ensuring income support is used to pay monthly expenses including rent and utilities
- Reporting to the CIC RAP Counselor any change in the status of the family, including
 - ◆ address change
 - ◆ birth
 - ◆ marriage
 - ◆ separation
 - ◆ death
 - ◆ incarceration
 - ◆ hospitalization, and
 - ◆ employment earnings.

For more information, please refer to:

Appendix B, Annex 6 – Agreement for Income Support Recipients

Role of Regional Headquarters (RHQ) in Processing JAS cases

Regional involvement may be required when provincial concurrence is required, such as a JAS for a medically inadmissible refugee.

Some RHQs require a copy of JAS cases to ensure or approve proper destining.

Note: This request does not apply to all regions and should be reviewed annually by the Matching Centre and RH

Appendix L - Contacts

Annex 1

Contacts

CPC Locations

There are three CPCs in Canada handling distinct files

The CPC for...	Processes...
Mississauga, Ontario	<ul style="list-style-type: none">• sponsorships of family members abroad (family class sponsorships).
Vegreville, Alberta	<ul style="list-style-type: none">• employment and student authorizations and extensions of visitor status, and• landings in Canada.
Sydney, Nova Scotia	<ul style="list-style-type: none">• all applications for citizenship and has served as the only citizenship card production centre.• Applications for Proof of Citizenship

Accessing information on Citizenship and Immigration programs

Information on Citizenship and Immigration programs in Canada is made available by using the Call Centre's automated telephone service that is available to the public seven days a week, 24 hours a day, or

speaking with a Call Centre agent during business hours.

The Call Centres can

- answer questions and provide general information related to CIC services and programs
- answer questions related to information on applications, and/or
- take orders for application kits.
-

Call Centre numbers

The following table lists Call Centre telephone numbers and hours of service.

City and telephone number	Business hours
Montreal (514) 496-1010	Agents are available Monday to Friday, 7 a.m.-5 p.m. (EST)
Toronto (416) 973-4444	Agents are available Monday to Friday, 8 a.m.-4 p.m. (EST)
Vancouver (604) 666-2171	Agents are available Monday to Friday, 8 a.m.-4 p.m. (PST)
From anywhere else in Canada	7 days a week – 24 hours a day

1-888-242-2100 (toll free)	
----------------------------	--

Regional Offices (RHQs)

The following table shows where the five Regional Offices are located in Canada.

Region	Location of Regional Office (RHQ)
Atlantic	Halifax
Quebec	Montreal
Ontario	Toronto
Prairies and Northwest Territories	Winnipeg
British Columbia and Yukon	Vancouver

UNHCR

You can contact the United Nations High Commissioner for Refugees (UNHCR) via the following address:

UNHCR
 Suite 401, 250 Albert ST.
 Ottawa, Ontario K1P 5G8
 Phone: 613-232-0909
 Fax: 613-230-1855
 E-mail: canot@unhcr.ch

The Canadian Information Centre for International Credentials

The Canadian Information Centre for International Credentials was established jointly by the federal, provincial and territorial governments.

Its purpose is to help individuals and organizations with information on how to have foreign credentials or qualifications assessed and recognized in Canada.

The centre is mainly a referral service and can be reached at:

252 Bloor Street West, Suite 5-200
 Toronto, Ontario
 M5S 1V5
 (416) 964-1777

Education Evaluation in Ontario

The following table provides information on how to have education evaluated in Ontario:

For evaluation of...	The client must...
University education	send a <ul style="list-style-type: none"> • copy of their original university records • copy of the English translation • cheque or money order payable to: University of Toronto Comparative Education Service Room 202, 214 College Street Toronto, Ontario

	<p>M5T 2Z9 Tel: (416)978-2185</p> <p>Clients can also approach WES (World Education Services) for evaluation of university or post-secondary education by contacting:</p> <p>World Education Services 45 Charles Street East, Suite 700 Toronto, ON M4Y 1S2 Tel: 416-972-0070 Fax: 416-972-9004 http://www.wes.org/ca/</p>
Secondary education for employment purposes only	<p>write for an evaluation form to:</p> <p>Registrar Services Ministry of Education 12th Floor, Mowat Block Queen's Park Toronto, Ontario M7A 1L2</p>

Interim Federal Health Program Administration website

The IFH Administration website offers information on the IFH Program, including:

- Standard claim forms
- Benefit lists
- Sample copies of eligibility documents

The website address is www.fasadmin.com

You can access the IFH information in the site by:

- Clicking in the main page, then
- By selecting
 - ◆ Client plans, then
 - ◆ Interim Federal Health Program

Appendix L

Annex 2

CIC Publications

The following table indicates how CIC information can be sought or obtained:

Location of information	Contents
CIC website: http://www.cic.gc.ca	Softcopy of CIC publications
Public Affairs Branch Citizenship and Immigration Canada Jean Edmonds Towers South, 19th floor 365 Laurier Avenue West Ottawa, Ontario, Canada K1A 1L1 Fax: (613) 954-2221	Hardcopy of CIC publications
OR	
Distribution Services Communications Branch Citizenship and Immigration Canada Ottawa, Ontario K1A 1L1	

List of available CIC publications

Publications Catalogue:

<http://www.ci.gc.ca/cicexplore/english/index/media.htm>

General:

- 2000 Canada, The place to be: Annual Immigration Plan for the Year 2000 [October 1999]
- 1999 Canada -- A Welcoming Land: 1999 Annual Immigration Plan [September 1998]
- Action Plan 1997-1998 for the Implementation of Section 41 of the Official Languages Act [June 1997]
- Canada's Immigration Law [December 1999]
- Departmental Outlook on Program Expenditures and Priorities, 1996-97 to 1998-99 [June 2000]
- Fee Schedule for Citizenship and Immigration Services [November 1999]

- Performance Report: Citizenship and Immigration Canada For the period ending March 31, 2000 [March 2000]
- Sustainable Development Strategy 2001-2003 [February 2001]
- You Asked About ... Immigration and Citizenship [May 1999]

Refugees:

- Canada's Program for Women at Risk [March 1999]
- Private Sponsorship -- Fact Sheet [August 1999]
- Response to the Recommendations made by the Standing Committee on Public Accounts in its Report on the Processing of Refugee Claims [October 1998]

Integration and Settlement:

- A Newcomer's Introduction to Canada [May 1999]
- A workbook for community planning: Helping communities work together to help newcomers [May 1999]

Host Program:

- Fact Sheet: Come and Make a New Friend in Canada [February 1995]
- Fact Sheet: Join a Whole New World of Friendship [February 1995]
- Fact Sheet: Volunteer to be a Host to a New Immigrant [February 1995]
- Guide for Applicants [November 1997]
- Handbook for Service Provider Organizations [November 1997]
- Immigrant Settlement and Adaptation Program (ISAP) Fact Sheet
- [August 1996]
- Guide for Applicants [November 1997]
- Handbook for Service Provider Organizations [November 1997]
- **Integration Fact Sheets [June 1997]:**
- Employment
- Housing
- Education
- Health and Income Security
- Budgeting, Banking and Saving

- Government in Canada
- Sponsorship
- Rights and Responsibilities
- Citizenship
- Before You Leave
- Canadian Language Benchmarks: ESL for Adults and ESL for Literacy Learners
- [November 1998]
- Language Instruction for Newcomers to Canada (LINC) Fact Sheet [May 1996]
- Guide for Applicants [November 1997]
- Guide for Service Provider Organizations [November 1997]
- Round II Consultations on Settlement Renewal: Finding a New Direction for Newcomer Integration [June 1996]

Reference:

- Facts and Figures 1999: Immigration Overview [July 2000]
- Profiles: Immigration Research Series

Reports on immigrants to Canada:

This series describes settlement patterns, family status, education, demographics, income and other details. [June 1996]

- A Profile of Immigrants from Italy in Canada
- A Profile of Immigrants from Lebanon in Canada
- A Profile of Immigrants from the Netherlands in Canada
- A Profile of Immigrants from the Philippines in Canada
- A Profile of Immigrants from Poland in Canada
- A Profile of Immigrants from Portugal in Canada
- A Profile of United Kingdom Immigrants in Canada
- A Profile of American Immigrants in Canada
- A Profile of Immigrants from Vietnam in Canada
- A Profile of Immigrants in Canada
- A Profile of Immigrants from China in Canada

- A Profile of German Immigrants in Canada
- A Profile of Immigrants from Hong Kong in Canada
- A Profile of Immigrants from India in Canada

Refugee Protection website

The Refugee Protection website is designed for those involved in the processing and resettlement of refugees destined for Canada. This site includes:

- a forum for the exchange of ideas and information
- reference material for use by both government and non-government organizations
- refugee processing information
- committee lists and contact information
- events and activities
- links to other refugee-related sites
- training material
- frequently asked questions
- Sponsoring group handbook
- SAHs Manual
- Sponsor training video "Who Can be Sponsored? Private Sponsorship of Refugees to Canada", and
- "Information for Sponsored Refugees" in a variety of different languages.

For more information, please refer to:

<http://www.cic.gc.ca/ref-protection> (Refugee Protection website)

Integration Net website

Integration-Net was created by Citizenship and Immigration Canada (CIC) as a communications and research tool to support the work of the Canadian settlement community.

It also provides a means to develop both a national and international exchange of information and ideas about best practices on integration strategies and programs in order to share and learn from the experience of others.

This website can be accessed at <<http://integration-net.cic.gc.ca>>.

Website for locating phone numbers of Resettlement staff

Phone numbers of persons in the Resettlement Division can be obtained from the Public Works and Government Canada website, located at <<http://direct.srv.gc.ca/cgi-bin/wgweng>>.

Once the site is accessed:

- Type "Resettlement" in the first empty box.
- In the Field box, select "Organization".
- Click on "Search".

Other useful websites

- **Immigration and Refugee Board (IRB):**
The Convention Refugee Determination Division of the IRB deals exclusively with claims to Convention refugee status made in Canada. The Division is responsible for determining refugee claims fairly and expeditiously, so that Canada can offer protection to Convention refugees, while discouraging those who make unfounded refugee claims. It can be found at <<http://www.irb.gc.ca>>
Guidelines on Women Refugee Claimants Fearing Gender Persecution can be found at <http://www.irb.gc.ca/guideline/women/index_e.stm>
- **IFH Administration Website:**
This website offers information on the IFH program, including standard claim forms, benefit lists and sample companies of eligibility documents. It is located at <www.fasadmin.com>.
- **International Organization for Migration, The IOM website is located at**
<<http://www.iom.int>>.
- **Canadian Council for Refugees (CCR):**
The CCR site provides links to virtually all other Canadian and international organizations and resources concerned with refugees. It is located at <<http://www.web.net/~ccr>>.
- **Inter-Church Committee for Refugees (ICCR):**
Includes joint church positions, reports, and briefs. It also includes reports from international and intergovernmental bodies on human rights issues relating to refugees. It is located at <<http://www.web.net/~iccr>>.

UNHCR website and resources

United Nations High Commissioner for Refugees (UNHCR):

This site can be found at <<http://www.unhcr.ch>>. It contains a large number of important and useful documents and links including:

- the 1951 Geneva Convention
- the 1967 Protocol
- the Handbook on Procedures and Criteria for Determining Refugee Status

- the Resettlement Handbook
- the International Covenant on Civil and Political Rights
- the Universal Declaration of Human Rights, and
- the International Covenant on Economic, Social and Cultural Rights.

The UNHCR publishes books and periodicals, both for the general reader and for Experts:

1. The periodical *Refugees* is published several times per year and is meant to keep the layperson up to date on refugee issues and situations. The periodical is distributed free of charge. To subscribe, write to:
UNHCR, P.O. Box 2500, 1211 Geneva 2, Switzerland
 2. Two standard reference books from the UNHCR are extremely useful. The first is the Handbook. This gives the UNHCR interpretation of the Convention definition. It is the standard, is easy to read and well indexed.
- Office of the United Nations High Commissioner for Refugees
Handbook in Procedures and Criteria for Determining Refugee Status under the 1951 Convention and the 1967 Protocol relating to the Status of Refugees. Geneva, 1991.
 - UNHCR Resettlement Handbook, Resettlement Section (HQRS00)
UNHCR Headquarters, Case Postale 2500, CH-1211 Geneva 2 Depot Switzerland
Fax: (41 22) 739 7308
E-mail HQRS00@UNHCR.CH
1. A series of three books, titled *The State of the World's Refugees*, discusses the issues of asylum and protection in the 1990s. They are available in bookstores.

Employment services and resources

There are a variety of resources available with respect to employment and working in Canada. A video titled *Working in Canada* has been designed by Citizenship and Immigration to explain to newcomers how to look for work in Canada. As well as the video, Citizenship and Immigration has developed a fact sheet titled *Employment*.

To obtain a copy of the video or the fact sheet contact the Department at:

Public Affairs Branch
Citizenship and Immigration Canada
Jean Edmonds Towers South, 19th floor
365 Laurier Avenue West
Ottawa, Ontario, Canada
K1A 1L1
Fax: (613) 954-2221.

Internet Sites:

- Human Resources Development Canada's mission is to enable Canadians to participate fully in the workplace and in the community. They can be contacted at <<http://www.hrdc-drhc.gc.ca>>.
- Worksearch is an internet service designed to guide Canadians through all aspects of the work search process. They can be contacted at <<http://worksearch.gc.ca>>.
- Electronic Labour Exchange is a computerized, self-service information system based on specific skill sets, used to match jobs to people and people to jobs. This sit can be found at <<http://www.ele-spe.org>>.
- Labour Market Information Service has information on local labour market conditions and trends across Canada. They can be contacted at <<http://lmi-imt.hrdc-drhc.gc.ca>>.
- Links to a variety of sites dealing with finding a job and job postings can be found at <<http://www.cic.ca/links.htm>>.

Video:

Looking for Work in Canada: Strategies for New Canadians

This is a series of three videos plus support materials. Enquiries for this video should be addressed to:

Kem Murch Productions
322 Queens Avenue
London, Ontario
N6B 1X4.

Health resources

The video *Health Care in Canada* introduces newcomers to their rights and responsibilities in using the Canadian health care system.

It deals with

- how to find a family physician
- children's immunization requirements, and
- other essential health care related information that newcomers need.

It is available in several languages (English, English as a second language, French, French as a second language, Portuguese, Spanish, Greek, Punjabi, Farsi, Kurdish, Arabic, Somali, Amharic, Vietnamese, Korean, Khmer, Croatian (Bosnian), Polish, Haitian-Creole, Tamil, Chinese (Cantonese) and Italian)

Copies of this video may be obtained by contacting:

Manitoba Interfaith Immigration Council Inc.
406 Edmonton Street
Winnipeg, Manitoba
R3B 2M2
Phone: (204) 943-9158.

Cultural resources

CICs should inform sponsors on where and how to access cultural information through

- SPOs
- community agencies, and
- the Internet.

CIC funds the publication of cultural profiles by

- Anti-Racism, Multiculturalism and Native Issues (AMNI) Centre Faculty of Social Work at the University of Toronto.

These cultural profiles are available in print form and sponsors should be informed on how to request them.

For more information, please refer to:

<http://cwr.utoronto.ca/cultural/> (University of Toronto - Cultural Profiles)

Appendix M - CIC Publications

Annex 1

Translation Services

Federal Government

The availability of translation services can help newcomers adapt to Canada more quickly. Translation of documents into English or French helps newcomers with:

- Employers
- Institutions of learning, and
- Government agencies

Ensuring Authenticity of foreign documents

The translations of official foreign documents can be authenticated by

- Federal
- Provincial, or
- Territorial agencies

Note: For documents of less importance, the use of voluntary agencies should be encouraged.

Sources for translation of foreign documents

Newcomers to Canada who require translation of foreign documents can make use of the following Federal Government referrals to interpreters and translators listed with

- CIC offices
- The appropriate consulate
- Language Bank of Vancouver
- MOSAIC referral
- Private agencies, or
- The University of British Columbia

Multilingual Translation Directorate provides translation services. Newcomers living anywhere in Canada, who wish to have foreign documents essential to their resettlement, translated into English or French may send them to:

Multilingual Translation Directorate
Translation Operations Bureau

Public Works and Government Services
Ottawa, Ontario
K1A 0M5

A local CIC Office or SPO should forward requests for translation to the Translation Bureau and provide realistic deadlines or due dates for the completion of the translation requests. The Translation Bureau must return the translations to that office after completion.

Requests *must* include the following:

- A completed GC81 Request for Translation form
- Two copies of the documents to translated
- A diskette with the document saved on it, and
- A return envelope

Location of GC81:

Supply form GC81, catalogue number 7540-21-880-6—3 is available from Public Works and Government Services Canada in the usual manner.

Translation Services: Provincial, Territorial and Other

Introduction

The following summarizes the translation services in the provinces and territories as well as other translation resources.

British Columbia and the Yukon

There are no government or agency translation services in British Columbia or the Yukon. Documents from these regions are usually forwarded to:

Multilingual Translation Directorate
Translation Operations Bureau
Public Works and Government Services
Ottawa, Ontario
K1A 0M5

Alberta Region

There is no provincial government provision of translation services for newcomers in Alberta.

Documents can be forwarded to the Federal Translation Bureau in Ottawa or other services that include:

E.I.S.A.
11240 - 79 Street, Edmonton, T5B 2K1
Contact: John Anchan
Phone Number: (403) 474-8445
free translation services to newcomers

Calgary Immigrant Aid Society
910 - 7 Avenue S.W., 12th Floor, Calgary, T2P 3N8
Contact: Hadassah Ksienski
Phone Number: (403) 265-1120
translation services for a fee

The Canadian International Language School
850-600 6th Avenue S.W., Calgary, T2P 0S5
Contact: Michael Vergara
Phone Number: (403) 265-5580
translation services

Saskatchewan Region

There is no provincial government provision of translation services for newcomers in Saskatchewan.

Documents can be forwarded to the Federal Translation Bureau in Ottawa or to other services, such as:

The Association of Translators and Interpreters of Saskatchewan
2341 Broad Street, Regina,
Saskatchewan, S4P 1Z1
translation services for a fee

Immigrant Settlement Adaptation Program (ISAP)

Organizations unofficial translation and interpretation services.

Manitoba Region

There is no provincial government provision of translation services for newcomers in Manitoba.

Documents can be forwarded to the Federal Translation Bureau in Ottawa or to:

International Centre
406 Edmonton Street
Winnipeg, Manitoba, R3B 2M2
Telephone Number: (204)943-9158

Ontario Region

A list of community-based agencies that provide multilingual translation services across the province has been distributed to offices delivering RAP. You may either

- contact the Ontario Administration of Settlement and Integration Services (OASIS) for more details, or
- use The Federal Translation Board in Ottawa.

Atlantic Region

There is no provincial government provision of translation services for newcomers in Newfoundland, Prince Edward Island, Nova Scotia and New Brunswick Regions.

Documents to be translated can be

- forwarded to the Federal Translation Bureau in Ottawa, or
- obtained from the Regions' CIC Offices

Note: CIC Offices maintain lists of the names and addresses of interpreters in all major foreign languages.

Other sources of translation services include the following referrals:

Translation Service	Provides...
Interpreters and translators, listed with the CIC Offices	<ul style="list-style-type: none"> • free translation services for documents not requiring a legal translation, and services in a limited number of languages in the Vancouver area through the Immigrant Services Society (604) 684-2561.
Appropriate consulate	<ul style="list-style-type: none"> • translation services that may entail a nominal charge
University of British Columbia, Library Records Division	<ul style="list-style-type: none"> • a list of volunteers who may charge for services, depending on the degree of professional translation service required.
Language Bank of Vancouver, MOSAIC A non-profit organization: 2nd Floor, 1720 Grant Street Vancouver, British Columbia, V5L 2Y7 (604) 254-9626	<ul style="list-style-type: none"> • translations in many languages for a fee, or • translations at a reduced rate when those requiring the services have limited funds. <p>Note: Does not have the capability of providing technical translations</p>

Documents for Translation

Documents to be translated are normally short and can include:

- Canadian citizenship and social security benefits documents
- Birth, marriage, death and baptism certificates
- Visas
- Identity papers
- Diplomas from
 - ◆ Elementary school, and
 - ◆ High school

- School grades
- Driver's licenses and employment certificates
- Adoption and divorce decrees
- Affidavits
- Receipts and invoices
- Documents relating to military service
- Funeral expenses
- Medical diagnosis, and
- Miscellaneous correspondence

Appendix M

Annex 2

Communication/Interpreters

Guidelines for CIC Officers

CIC Officers must remember that refugees have come here due to persecution, not by choice, and deserve to be treated with sensitivity

- be open to all refugee concerns and questions
- ensure that communication with them is reciprocal, and
- be mindful that refugees are often apprehensive and fearful in dealing with government officials due to past experience.

CIC Officers should strive in earnest to make refugees feel comfortable and not threatened despite the fact the refugee may view the CIC Officer as an authority figure.

Be aware of refugee's reluctance to discuss certain matters and the circumstances surrounding the confidential nature of their information. In some communities, the refugee may have reason to worry about their information and ensuing discussions.

Communication guidelines

The following guidelines are useful when talking to refugees who have a limited proficiency in the English language:

Guidelines	Technique
Speaking	Look directly at them while speaking. Speak slowly and distinctly. Use simple words and sentences. Avoid slang and jargon. Do not shout at them.
Comprehension	When you think you are not being understood, repeat it slowly and clearly. When you know you are not being understood, re-phrase the sentence. Do not assume the person understands because the head nods. Do not ask the person if they understand because they may think they do, or be too embarrassed to say "no." When something is important, ask the person to repeat it to you to insure that they did understand.
Gestures	Use gestures and facial expressions to get your message across, and to determine if they understand.
Politeness	Remember that a limited ability to speak English does not indicate a limited comprehension of the English language, or an intellectually challenged person. Do not interrupt to correct mistakes. This can embarrass the person, and make them reluctant to try. Wait until the person is finished speaking before interrupting, and then restate what you understood them to be saying.

Working with volunteer interpreters

Access to essential services depends upon the availability of interpreters.

The absence of interpretation services is a major barrier and the onus is usually on the refugee seeking services to provide their own. This usually means that a person is dependent on

- a family member that is sometimes a child
- an acquaintance, or
- some other volunteer who lacks
- the impartiality required in effective interpretation, and
- adequate fluency in both languages.

This situation can further obstruct accessibility to essential services resulting in

- misunderstandings
- incorrect information, and
- improper diagnosis.

Volunteer interpreters

Sometimes it is necessary to depend on a volunteer who is not trained or experienced in interpreting or transmitting critical information.

Example: You may have a female client and require the employment of a female interpreter. This could happen if the client is from a country or culture that prohibits discussion of certain issues in the presence of males.

Selecting a volunteer

Interpreters are often available through SPOs and community service agencies. Local CICs may wish to contact RHQ for procedures on hiring interpreters. Contracts vary depending on the purpose of the interpretation.

When employing an interpreter

- exercise caution in selection, and
- involve the client in the process when possible.

Many different languages and dialects can be spoken within the same country or region. When securing an interpreter try to ensure that the client and interpreter share or fully understand the same

- culture

- status
- class
- age
- gender
- language, and
- dialect.

Meet with volunteer interpreters

Try to meet with the interpreter before meeting the refugee. This will allow you to do the following:

- establish the ground rules
- make sure the interpreter understands their role is solely to interpret
- clarify the importance of issues regarding confidentiality and impartiality
- agree on a verbal or non-verbal signal that the interpreter can use to interrupt you when you are speaking too fast or too long between translation intervals
- ask the interpreter to use the first person, "I" instead of, "he or she says", and
- encourage the interpreter to
- ask for clarification when something is not clear
- use a dictionary to avoid misunderstandings.

Interviewing techniques when using an interpreter

The following 13 steps are useful in facilitating discussions with refugees when it is necessary to have an interpreter present:

Step	Technique
Setup for the meeting	
1	Arrange the seating so that you and the refugee are seated face to face.
2	Arrange for the use of visual aids when appropriate, to facilitate communication, and reinforce what is being interpreted.
Facilitating the meeting	
3	Introduce everyone and learn how to correctly pronounce everyone's name.
4	Address the refugee directly using the second person "you" rather than saying "ask him or her".
5	Maintain eye contact with the refugee, not with the interpreter.
6	Explain to the refugee that all communication is confidential.
7	Speak clearly in short sentences, avoiding jargon and idioms.
8	Stop at the end of each sentence to allow for interpretation. It may be impossible to interpret an incomplete sentence due to the differing language structures.

9	Ensure that everything said is interpreted.
	Note: This is particularly important during case conferences or family counselling sessions.
10	Disallow private discussions with the interpreter in the presence of the client.
Concluding the interview	
11	Provide the interpreter with your comments to address any concerns before the next meeting.
12	Solicit comments from the interpreter. Ask how you can make their interpretation task easier.
13	Debrief the interpreter in situations where sensitive issues have been raised.

Appendix N - Acronyms list

AWR	Women at Risk
CAIPS	Computer Assisted Immigration Processing System
CCTB	Canada Child Tax Benefit
CG	Constituent Groups
CIC	Citizenship and Immigration Canada
CID	Client ID Number
CLPR	Country of last permanent residence
CPC-M	Case Processing Centre Mississauga
CPC-V	Case Processing Centre Vegreville
CR	Convention refugee
CS	Sponsorship Information Screen (used in FOSS)
CSQ	Certificat de Sélection du Québec
DMP	Designated Medical Practitioner
DMR	Destination Matching Request
EMNA	Enfant mineur non-accompagné
ESL/FSL	English as a Second Language/French as a Second Language
FC	Family Class
FOSS	Field Operational Support System
GAR	Government-assisted refugee
G5	Group of Five (refugee sponsorship group category)
HC	Humanitarian –protected persons abroad class
H&C	Humanitarian and Compassionate Grounds
ICO	Immigration Control Officer
IFH	Interim Federal Health Program
IMM 0008EGÉN	Application for Permanent Residence in Canada
IMM 0535	Medical Surveillance Undertaking
IMM 1000	Record of Landing, also known as an Immigrant Visa
IMM 1324	Joint Assistance Undertaking
IMM 1442	FOSS Full Document Entry - Generic
IMM 5292	Confirmation of Permanent Residence
IMM 5355	Immigrant Loans (Assistance Loan)
IMM 5373	Sponsorship Undertaking for Groups of Five
IMM 5373A	Settlement Plan for G5s
IMM 5373B	Financial profile for group members of G5s
IMM 5437	Document Checklist for G5s

IMM 5438	Request for a Canada-referred Sponsorship
IMM 5439	Sponsorship Undertaking for SAHs and their Constituent Groups
IMM 5440	Settlement Plan for a SAH or CG
IMM 5441	Document Checklist for SAHs and CGs
IOM	International Organization for Migration
IRB	Immigration and Refugee Board
ISAP	Immigrant Settlement and Adaptation Program
JAS	Joint Assistance Sponsorship
LINC	Language Instruction for Newcomers to Canada
MC	Matching Centre
Mississauga	Case Processing Centre for family sponsorship applications
MRCI	Ministère des Relations avec les Citoyens et de l'Immigration (Québec)
NAT	Notification of Arrival Transmission
NCB	National Child Benefit
NGO	Non Governmental Organization
NHQ	National Headquarters, CIC
OHIP	Ontario Health Insurance Plan
OM	Operational Memorandum
PAIR	Programme d'accueil et d'installation des réfugiés
PA	Principal Applicant (used in FOSS)
PAP	Pre-approved Plan
POE	Port of Entry
PSR	Privately sponsored refugees
RA	Resettled as member of Country of Asylum Class
RAP	Resettlement Assistance Program
RD	Related Dependant (used in FOSS)
RHQ	Regional Headquarters, CIC
RRM	Refugee Resettlement Model
RS	Resettled as member of Source Country Class
RTS	Refugee Tracking System
SA	Sponsorship Agreement (between a SAH and CIC)
SAH	Sponsorship Agreement Holder
SAP	Systems, Applications and Products in Data Processing
SIQ	Service de l'Immigration du Québec
SPO	Service Provider Organization
SRD	Refugees Branch, CIC
SRE	Resettlement Division, Refugees Branch, CIC
UNHCR	United Nations High Commissioner for Refugees

UPP

Urgent Protection Program

Vegreville

Case Processing Centre for permanent residence, work permits and other applications

Appendix O: Winnipeg Private Refugee Sponsorship Assurance Program (WPRSAP)

1. Purpose

The objective of this pilot program is to support and enhance ongoing private sponsorship activities for refugees with family and community links to the City of Winnipeg, potentially increasing the number of refugees coming to Winnipeg while assisting people in need of Canada's protection.

2. Background

CIC, the Province of Manitoba and the City of Winnipeg signed an MOU on November 13, 2002 on the WPRSAP. This is the first time a municipality has become directly involved with refugee sponsorship in partnership with CIC and a provincial government.

Under this MOU, the City of Winnipeg has set aside \$250,000 of municipal funds to cover refugee support and resettlement costs in the event that a private sponsor is unable to meet its commitment. The City has also committed to assisting a small number of visa office-referred protection cases.

The parties agreed that the operational details of the pilot program would be outlined in an annex to the MOU.

3. Impact

3.1. Processing

Cases will be processed, as per established procedures under Canada's Refugee and Humanitarian Resettlement Program; normal processing in Canada and Overseas would apply. There will be no additional priority given to these applications and they will be part of the private sponsorship activity.

Note: NEW: Missions will enter one of 2 special program codes as outlined in Section 4.

The program may not necessarily result in an increase in the number of private sponsorships from Winnipeg and CIC has committed to ensuring a measured approach considering processing capacity both in Canada and abroad.

3.2. Number of persons to be sponsored

During the initial year of the program, the pilot allows for up to 350 persons to be sponsored. It was decided to start with a lower number of persons and then raise the number at a later date depending on sponsorship community interest and processing capacity.

3.3. Missions affected

The mission that will be mostly affected by this program is Nairobi. However, there could be a shift depending on the refugee situation.

4. Roles, responsibilities and process

Each player has defined roles and responsibilities that have been highlighted below:

4.1. CIC Winnipeg will:

- identify every undertaking under this program by looking at the top right hand corner of the first page of the Undertaking to Sponsor (IMM5439) above the words “Protected when complete – B” to see if there is a stamped three letter code “WRP” (for regular sponsorship) OR “WRV” (for visa office-referred cases). The applications should have been previously stamped by the agent from the City prior to arriving at the CIC.
- provide NHQ with a report every month on the number of applications processed under the WPRSAP and identify the number of cases that are regular sponsorship or visa office-referred cases.
- forward the applications to the appropriate mission as per normal procedures under Canada's Refugee and Humanitarian Resettlement Program.

4.2. The Missions will:

- AT FILE CREATION: identify every undertaking from CIC Winnipeg under the WPRSAP program by looking at the top right hand corner of the first page of the Undertaking to Sponsor (IMM5439) above the words “Protected when complete –B” to see if there is a stamped three letter code. The code would be “WRP” (for regular sponsorship) OR “WRV” (for visa office-referred cases).
- AT PAPER SCREENING: enter the 3-letter code in CAIPS. To enter the three letter code in CAIPS the missions must:
 - ◆ go to the screen entitled “ Refugee Paper Screening”
 - ◆ if undertaking is under the WPRSAP, enter the following code in the Special program field:

Regular Sponsorship	WRP
Visa office-referred	WRV

PLEASE NOTE THAT IT IS IMPORTANT TO ENTER ONLY ONE OF THE TWO CODES BECAUSE ONLY THE FIRST ENTRY WILL BE TRANSMITTED TO FOSS.

5. Operational guidelines for visa office-referred protection cases

There are two ways in which a sponsorship may be referred by a visa office (see OP 5, 6.52):

- the sponsoring group asks CIC to refer a refugee applicant for their consideration; or
- the visa office requests that the Matching Centre (MC) find a sponsor for an approved refugee applicant.

The Missions will identify to MC, a RA/RS/CR-3 case who requires a sponsor and has indicated a particular interest in resettlement in the City of Winnipeg normally because of family and/or community links.

The MC will contact CIC Winnipeg with the refugees' profile for consideration of the Manitoba Refugee Sponsors (MRS) and/or its agent under the WPRSAP.

CIC Winnipeg will contact MRS and/or its agent when the mission and/or MC identifies a RA/RS/CR-3 case that would appear to be a good match under the WPRSAP. CIC Winnipeg will advise MC and RHQ of the decision to accept and/or refuse and if applicable the reasons for refusal.

Alternatively, MRS and/or its agent can request further information on a refugee profile posted on the CIC Visa-Office Referred Web site for consideration under the WPRSAP.