**Overview**

The **Settlement Work Plan** is a plan detailing what you and members of your group will do to orient and support the newcomer(s) during the sponsorship. It will provide your group with a framework for working through the many details of who will do what, when, how, with what resources and where those resources will come from.

Below is a draft Settlement Work Plan that can be used as a guide, with the understanding that as circumstances change, the work plan may need to be revised and updated to reflect these changes during the settlement period.

Note that your settlement planning should take into account both the arriving family members as well as any non- accompanying family members listed on the IMM 0008, as your group will be expected to sponsor them as well if they submit an IMM 0008 within one year of the arrival of the principal applicant.

**How to Use This Work Plan**

Simply make a copy of this plan, review with your group, make any necessary adjustments, and assign names to the various sections. It is advised that you review the Work Plan on a regular basis and track status (started, complete, etc.) plus any additional notes using the status column provided.

**ESSENTIAL Documents & Benefits**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| * Permanent Resident Card | * The **Permanent Resident (PR)** card is the official proof that you are a [permanent resident of Canada](http://www.cic.gc.ca/english/newcomers/about-pr.asp). * Use this wallet-sized plastic card to show you can enter/stay in Canada when you return from another country * [Citizenship and Immigration Canada (CIC) – Arriving in Canada](http://www.cic.gc.ca/english/refugees/outside/arriving.asp)   **Address**   * During processing upon arrival, the newcomer will usually be asked to provide a mailing address in Canada to which the PR (Permanent Residence) card will be sent * If the sponsoring group has provided the address information ahead of time, this information will be provided to the immigration officers at the newcomer’s arrival to the airport * If this is the case, Immigration, Refugee and Citizenship Canada (IRCC) will mail out the first Permanent Resident card to the address provided * If however the newcomer(s) was not able to provide the address at arrival, they must provide their Canadian address to the IRCC by completing the IMM 5456 form, online (see below) or by faxing completed forms to the PR Card Processing Centre * **T**o avoid a $50 processing fee, the newcomer’s permanent address in Canada must be provided to IRCC within 180 days after entering Canada; the address must be complete, and include an apartment number or post office box number if this is part of the mailing address * **NOTE:** if the PR card is mailed to an incomplete address, it will be returned to the IRCC office where they will hold it for 180 days; if a new or complete address is not sent within 180 days, the card will be destroyed and the newcomer(s) will have to apply for a card along with all the documents required, and pay the fee * [Change of Address - Online Tool](http://www.cic.gc.ca/english/information/change-address.asp)   **Photo**   * IRCC will use the photos provided with the newcomer(s) Confirmation of Permanent Residence (CoPR) to print their PR card * For this reason, the photos must meet the PR card photo specifications * If they do not, and a permanent Canadian address has been provided, IRCC will contact the newcomer(s) for new photos * Photo specifications can be reviewed at the following IRCC website: <http://www.cic.gc.ca/english/information/pr-card/apply-photos.asp>. Click on the link just below “Photo specifications” * If you get a letter from the IRCC office asking you to send new photos, contact your service provider organization for help * **NOTE:** If new photos are required and you do not have a permanent Canadian address on your file, IRCC will not be able to contact you. To avoid delaying the Permanent Resident Card, it is important that the IRCC is provided with a permanent Canadian address as soon as possible   **Health Care Coverage**   * The new Permanent Residence Card no longer has an immigration category on it (i.e. CR1, CR3, etc.) * As a result, applicants cannot use this document when applying for provincial health care coverage * *Reference the health care coverage section for more details* | Name | In Progress |
| * Social Insurance Number (SIN) | * The **Social Insurance Number (SIN)** is a nine-digit number that is needed to work in Canada or to have access to government programs and benefits * If the immigration services at the airport helped the newcomer(s) fill in the application for the SIN card at arrival, you do not need to go to a Service Canada Centre * Otherwise an application for a SIN card needs to be done in person at a Service Canada Centre * Service Canada requires individuals to apply in-person. By doing so, if your application is in order, you will not need to part with your original proof of identity documents * To apply for a SIN, the applicant needs to provide a **primary document** at the time of application. * The primary document is an official document that proves his or her status in Canada. * The document has to be an original; if the name on this document is different from the name the person currently uses, the person will also need to provide a supporting document   **Example of Primary Documents:**   * + Permanent Resident Card issued by Citizenship and Immigration Canada   + Confirmation of Permanent Residence AND visa counterfoil affixed to a foreign passport or travel document   + Confirmation of Permanent Residence AND foreign passport for visa  exempt countries   + Verification of landing. This document is provided when an original of the Record of Landing or the Confirmation of Permanent Residence is not  available (i.e. lost, misplaced, etc.).   + Status Verification, also known as "Verification of Status", is considered an acceptable document to support the client's status in Canada when applying for a replacement SIN card or updating the SIN record * Special measures are in place to accommodate individuals who cannot apply in-person at a Service Canada site * **Important notices:**    + Every member of the family requires a SIN   + There is no fee to apply for a Social Insurance Number (SIN)   + On March 31, 2014, Service Canada began issuing SINs in a paper format (confirmation of SIN letter). Production of the plastic SIN cards has stopped   + Original proof of identity documents are required to apply for a SIN; photocopies are not accepted * [Service Canada - Social Insurance Number Info](http://www.servicecanada.gc.ca/eng/sc/sin/index.shtml) * [Service Canada Centre Locations](http://www.servicecanada.gc.ca/cgi-bin/sc-srch.cgi?app=hme&ln=eng) | Name | In Progress |
| * Bank Account | * You will need to bring two (2) pieces of ID (landing document or passport, and SIN) * You will need to request the direct deposit information from the bank in order to apply for eligible benefits * *For additional information and considerations, reference Finance section below* | Name | In Progress |
| * Alberta Health Care Coverage | * Refugees arriving in Alberta will immediately have access to health care services * Like anyone moving into the province, they will need to apply for health coverage under the **Alberta Health Care Insurance Plan** * Within the first 7 days in Calgary, clients must apply ‘in person’ at one of the **Alberta Registry Offices** * All individuals age 18 and over need to attend; children under age 18 can be represented by their parents as long as each child’s documents are made available * **NOTE:** it is very important that a member of the sponsor group accompanies the newcomer(s) to the nearest Alberta Registry office * When you apply for Alberta Health Care Insurance Plan (AHCIP) coverage, you must provide **supporting documents** that prove:   + Alberta residency (i.e. bank statement or address verification provided by the bank),   + Government issued photo ID (i.e. confirmation of permanent residency (COPR) or landing papers), AND   + Legal entitlement to be in Canada (i.e. COPR or Canada entry document) * If these documents are not provided, an application cannot be processed * **NOTE:** the *new Permanent Residence Card no longer has an immigration category on it* (i.e. CR1, CR3, etc.) and therefore, applicants cannot use this document when applying for provincial health care coverage; instead they need to use their COPR document as proof of status whether they have obtained their PR card yet or not * **TIP:** if possible, get copies of the forms in advance, fill them out at home, and bring them to the registry already completed * [Examples of acceptable supporting documents](http://www.health.alberta.ca/AHCIP/how-to-register.html) * [Alberta Registry Offices](http://www.servicealberta.gov.ab.ca/find-a-registry-agent.cfm) * [Syrian Refugees and Health Care in Alberta](http://www.alth.alberta.ca/services/syrian-refugee-information.html) | Name | In Progress |
| * Interim Federal Health (IFH) Plan | * Until Syrian refugees receive their provincial health care card, they will be covered for up to one year under the Government of Canada’s Interim Federal Health (IFH) Program * This program repays the cost of care to health-care providers, such as doctors, dentists, hospitals and pharmacies * Refugees must fill out an IFH application form and bring it to their local Citizenship and Immigration (CIC) office once they arrive in Canada * An appointment should be made with an IRCC office within the first week of arrival * The application requires a photograph, which must fit the requirements exactly or the form will not be accepted * If your form is accepted you will begin to receive IFH coverage immediately * **NOTE:** Effective April 1, 2016, Immigration, Refugees and Citizenship Canada (IRCC) will be restoring the IFHP to the levels of coverage available before 2012 for all beneficiaries * See the attached document from [Medavie Blue Cross](https://d.docs.live.net/5e67007f41093cd3/Downloads/IFHP%20Program%20Changes%20Effective%20April%201%202016) for a summary of changes and health * [Interim Federal Health Program](http://www.cic.gc.ca/english/department/laws-policy/ifhp.asp) * [IRCC Office Locations](http://www.cic.gc.ca/english/information/offices/help.asp) * [Guide to the IFH application](http://www.cic.gc.ca/english/information/applications/guides/5568ETOC.asp) | Name | In Progress |
| * Canada Child Tax Benefit (CCTB) | * The **Canada Child Tax Benefit (CCTB)** is a tax-free monthly payment made to eligible families to help them with the cost of raising children under 18 years of age * The CCTB was updated in 2016 and is now income dependent. Use the Child Tax Benefit Calculator link to get an estimation * This payment will retroactive to the arrival date, regardless of when the application is made * **NOTE:** To apply for the CCTB the applicant must have a SIN number * **NOTE:** It is important to inform the family that in order to continue to receive the CCTB, they have to file their income tax and benefit returns for every year, even if they have no income to report * **TIP:** Register for and attend a [CCIS Orientation Session](https://www.ccisab.ca/refugees/resettlement-assistance-program-rap) where there will be assistance in filling out the CCTB application including supporting documentation, among other orientation services * [Canada Child Tax Benefit: Overview & Application Form](http://www.cra-arc.gc.ca/cctb/) * [RSTP Fact Sheet: Child Tax Benefits](http://www.rstp.ca/wp-content/uploads/2015/03/33factsheet8.2.pdf) * [Child Tax Benefits Calculator](http://www.budget.gc.ca/2016/tool-outil/ccb-ace-en.html) | Name | In Progress |
| * GST/HST Credit | * The GST/HST credit is a tax-free quarterly payment that helps individuals and families with low or modest incomes offset all or part of the GST or HST that they pay * The Goods and Service Tax rebate is approximately $65, paid every three (3) months * This payment is retroactive to the arrival date * **TIP:** Be sure to register for and attend a [CCIS Orientation Session](https://www.ccisab.ca/refugees/resettlement-assistance-program-rap) where there will be assistance in filling out the application form, among other orientation services * [GST/HST Credit Overview](http://www.cra-arc.gc.ca/gsthstcredit/) * [On-line Rebate Application Form](http://www.cra-arc.gc.ca/E/pbg/gf/gst189/README.html) | Name | In Progress |

**Communication & Expectations**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| Sponsorship Expectations  Introduce newcomers to all members of the sponsoring group  Explain the various roles that each of the committee members are responsible for and their availability, contact details, etc.  Discuss expectations and responsibilities with the newcomers soon after arrival, including things like finances, schooling, employment, emergencies, etc.)  Consider documenting expectations and providing a copy to the family  Provide a follow up after a few months | * It is necessary to discuss expectations and responsibilities with the newcomers soon after arrival * This is important so that everyone involved have the same understanding of who is responsible for what * If there is a language barrier it is necessary to have an interpreter present in order to avoid misunderstandings * Be sensitive to the *overload* newcomers might experience as they are introduced to many, many new things all at once * Be patient and prepared to explain anything as many times as necessary. Do not assume that the newcomers feel comfortable asking for information or help; be aware of signs of confusion and/or a tendency to say yes for fear of upsetting you * **TIP:** Simple texting may be a preferred way of communicating in the beginning * *Reference the SAH Association website for further information and resources* | Name | In Progress |
| Privacy & Visits  Review guidelines on what you can do to guard privacy, including things like calling ahead before visiting  Upon arrival, discuss necessary aspects regarding confidentiality and privacy, including visit arrangements  Advise newcomer to be careful with what, whom and when they should disclose personal information to avoid identity theft  Explain importance of protecting valuables | * It is important to respect the privacy of newcomer families, especially in their own homes. But keep in mind many cultures are more collectivist, meaning they want you to visit. * One of the more important points related to visits and privacy is the visits with female refugees * Due to the power imbalance between a sponsoring group member and the refugees, no men from the sponsoring group should be alone with sponsored newcomer women, especially in their home * Make sure to include the newcomer(s) in conversations when they are present, especially conversations that are about them * Encourage use of a safety deposit box for valuables such as: passports, record of landing papers, financial documents, etc. | Name | In Progress |

**Basic Orientation / Community**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| Food and Shopping   * Help newcomers learn to shop for food in Canada * Explain the currency conversion between Canada and where they came from * Provide a list of grocery stores in the area (location, accessible by transit, etc.) * Take into account the newcomers’ need to have national foods in their diet * Introduce them to Canadian food and cooking | * Since newcomers will have limited funds, learning how to shop economically will be a priority * Be sure to explain the difference in pricing – for example per unit versus per g/kg * Shopping may be quite different in their country of origin—for example, they may be used to bargaining on prices; or alternatively, they may be used to fixed prices for staple foods, and may not realize they need to compare prices * Find out what economical shopping venues are available in your community: from bulk food to discount stores, to second-hand shops * It may be helpful for someone to be responsible for shopping with the newcomers for the first couple of months * Newcomers should be informed about the availability of food banks in case they need to use one in the future * The newcomer(s) should not use food banks during the sponsorship – it is the responsibility of the sponsor to work with the family to budget food spending and ensure they have access to appropriate food options * However, it is important to inform the newcomer(s) about food banks in case they are needed once sponsorship ends * [Community Kitchen](http://www.ckpcalgary.ca) | Name | In Progress |
| Clothing & Laundry   * If the newcomer(s) arrive in the winter, you should provide some weather appropriate clothing for them at arrival * If they require new clothes you should go with the newcomer(s) to help them understand what clothes to buy appropriate for the weather that also suits their cultural needs and budget. * Look for donations in the form of second hand clothing for arriving families * Demonstrate how to operate the washing and drying machines, how the payment system works, and what products should be used | * Be sensitive to issues of cultural appropriateness, especially concerning the use of second-hand clothing * Budget for at least some new clothing; adequate winter clothing is essential * If they require new clothes you should go with the newcomers to different stores so that they can buy clothes appropriate for the weather that also suits their cultural needs and budget * Explain the benefits of second-hand clothing in terms of money savings * Always be conscious of and respect individual preferences * Advise the newcomer(s) on second-hand or other affordable stores in  the area they live, such as Goodwill, Value Village, Salvation Army Stores, and Dollar Stores * If there are no laundry services available, take them to the closest Laundromat and clearly explain how the process works * *Refer to the Housing & Furnishing section below for links to local organizations who provide donated clothing* | Name | In Progress |
| Public Library   * Orient newcomers to the nearest public library and the various services provided there * To apply for a library card bring a valid name AND address identification to any branch; the card expires once a year and can be renewed by showing your identification to branch staff | * The public library usually gives people access to free services such as borrowing books, music, DVD’s, Internet and computer access etc. * Some library will have books in their native language as well as ESL books * You can also get help finding information and take part in a variety of programs from reading clubs for children to classes for adults on a range of topics * You can use the library without joining if you do not want to borrow material * If you want to borrow material, you can join for a small annual fee * Some branches also have computer learning centers where people can take computer classes for free * [Calgary Public Library Locations](http://www.calgary.bibliocommons.com/locations/) | Name | In Progress |
| Other Community Services   * Provide newcomers with orientation to other elements of daily life and available services * Take a tour of the immediate neighborhood * Explain day-light savings time * Provide list of upcoming community events | * Include overview of local services such as: 911, post office, fire, ambulance, hospital, walk-in clinics, food banks, etc. * Local list of community events is easily provided and can act as a way to keep the newcomer(s) busy and integrate them more quickly into the community and Canadian culture * Informational videos for newcomers, available in English and Arabic, on life in Calgary, including how to use the Transit system, access the Zoo, how to get a Driver’s Licence, etc. are available at the following site: [Ahlain](http://ahlain.org/) * [Multilingual Information and Referral Service (211)](http://www.distresscentre.com/get-help/211/) * [City of Calgary (311)](http://www.calgary.ca/CFOD/CSC/Pages/311.aspx?redirect=/311) * [Emergency (911) Calgary Police Services](http://www.calgary.ca/cps/Pages/home.aspx) * [Health Link (811)](http://www.albertahealthservices.ca/assets/healthinfo/link/index.html) | Name | In Progress |

**Child & Family Services**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| Child/Family Services   * Research the various resources available in your community and online to support refugee children and families in becoming active participants in the Calgary community | * It is important to keep in mind the unique experiences and needs of refugee children including the effects of trauma and culture shock * Entering a new culture is often very traumatic for young children. It affects their whole being * As well a parent’s emotional upheaval diminished mental health and loss of a sense of security has a direct impact on the child. * [Calgary & Area Child and Family Services](http://www.humanservices.alberta.ca/services-near-you/calgary-and-area-child-and-family-services.html) * [Calgary Family Services](http://www.calgaryfamily.org) | Name | In Progress |
| Child Care   * Research different childcare options in your community before arrival * Keep in mind access to public transit, proximity to ESL classes, cost, and cultural sensitivity | * When researching childcare resources in your community, keep in mind the likely income level of the newcomers after support ends * In addition to the normal care and safety concerns, consider cost, access to transport and sensitivity to cultural issues * Consider also that parents may be uncomfortable leaving their children with strangers and will only participate in programs with onsite childcare * If you and/or members of your group want to assist with childcare, you will most likely be required to get a police check; always be with another volunteer when minding children * Remember that for parents to attend ESL classes, childcare may be one of their first needs * [CMAS - Supporting Child Care in the Settlement Community](http://www.cmascanada.ca/cnc/about-cmas) * [Caring for Syrian Refugee Children – Program Guide](http://www.cmascanada.ca/2015/12/12/caring-for-syrian-refugee-children-a-program-guide-for-welcoming-young-children-and-their-families) | Name | In Progress |
| Child Care Subsidy   * Assist newcomers with researching eligibility for Child Care Subsidy | * Subsidized child care services are available for low-income families using one of the approved programs/services * Eligibility requirements and application forms can be found at: * [Alberta Human Services – Child Care Subsidy](http://www.child.alberta.ca/childcaresubsidy) | Name | In Progress |

**Culture**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| Newcomer’s Culture   * Find out about the newcomers’ culture * Raise your own awareness about culture * Learn how your cultural assumptions may affect and even cause stress to the newcomers * Plan how you will support the newcomers’ cultural adjustment | * Apart from increasing you cultural awareness, if appropriate, you may want to find out specifically about ethno-cultural groups, multicultural societies/councils, or community groups that the newcomers may be interested in affiliating with upon their arrival * Keep in mind the pluralism of a community and the refugee experience. Newcomers may not necessarily feel affinity with a certain group * Learn about your cultural assumptions (i.e. regarding gender roles, family structure, children rights, etc.) and how they might affect and even cause distress to the newcomer * Learn the newcomers culture and maybe 5 words in their language (i.e. greetings) | Name | In Progress |
| Canadian Culture   * Provide an orientation to the various aspects of Canadian culture and government * Introduce them to the various cultural and arts festivals that take place throughout the year * Review Canadian holidays | * Include topics such as: police in Canada, 911, emergency medical services, helplines, child and domestic abuse, women’s rights, marriage, divorce, sexuality, discrimination, multiculturalism, Canadian politics, etc. * Also cover elements of appropriate workplace culture (i.e. office behavior, communication styles, time and punctuality, body language, non- discrimination policies, etc.) * [CIC – Canadian Culture, History and Sport](https://www.canada.ca/en/services/culture.html) * [Live in Calgary](http://liveincalgary.com/) | Name | In Progress |

**Education & Job Training**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| Children   * Identify schools in the area and assist the newcomers with registering and preparing their children for school * For this reason, make an appointment with the appropriate school board as soon as possible * Provide information about the Canadian school system and Canadian views towards education * Support newcomers as they learn about school resources, trips, expectations, graduation requirements, etc. * Investigate which vaccinations are required for school registration * See if your local school has Settlement Workers in schools from Calgary Bridge Foundation for Youth (CBFY) | * As a first step, you should sit down with the newcomer(s) and provide information about the Canadian school system * That education is compulsory between the ages of 6 to 16 is not the case in other countries * Other things to talk with the newcomer(s) about include homework expectations, school trips, school lunch, parent-teacher relationships, vaccinations, school buses, etc. * The Canadian school system might be very different from where they lived previously or they might never have attended school at all * You should also discuss what supports are available to newcomer children to help ease any anxieties the adults in the family might have * Families will need to enroll their children in Canadian schools, and schools will want to place them at the appropriate level * Educational country profiles will assist practitioners in education to better understand the structure of the educational system in that country * [World Education Services - Country (Education) Profiles](http://www.wes.org/wes_tools/) * Partner with: The Calgary Bridge Foundation Youth (CBFY), who support the settlement and integration of immigrant and refugee youth and their families. Programs include school settlement, mentorship, academic tutoring and summer programs. * **Calgary Board of Education**   Admissions & Multicultural Services  Kingsland Centre in Kingsland School  7430 5 Street SW  403.777.7373 | [www.cbe.ab.ca](http://www.cbe.ab.ca)   * **Calgary Catholic School District**   ESL Assessment  St Angela Elementary School  231-6 Street NE  403.290.0647 | [www.cccd.ab.ca](http://www.cccd.ab.ca) |  | In Progress |
| Adult   * Find out about job training, credential assessment and upgrading possibilities * Research the various education and training programs available from both the government and other settlement agencies | * If the newcomer(s) English language ability is strong and they are interested in studying at a post-secondary institution there are different resources that can be used in sourcing information * Again, community centers and settlement agencies can help with this as well * Many local school board’s continuing education departments and community colleges also offer bridging training courses for newcomers with international professional training and other courses that are intended to develop specific skills * If the person is interested in higher education in Canada and has a high- school diploma or other past academic credentials from their home country, their credentials may need to be evaluated in Canada * At some academic institutions staff at the admissions office do this while others ask the students to get an external evaluation. Questions about evaluation need to be directed to the specific academic institution * The government of Canada and AB has a list of various education and training programs that newcomer(s) can choose from * [Service Canada - List of Programs](http://www.servicecanada.gc.ca/eng/subjects/education/index.shtml) * [Alberta Human Services: Employment Services](http://www.humanservices.alberta.ca/services-near-you/11959.html) * [International Qualifications Assessment Services (IQAS)](http://www.work.alberta.ca/immigration/international-qualifications-assessment-service.html) * [University of Calgary Support for Syrian Refugees](http://ucalgary.ca/community/support_syrian_refugees) | Name | In Progress |

**Employment**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| * Find out about employment counseling services provided in your community that is tailored to the needs of newcomers * Find out about employment preparation workshops such as resume writing, interview skills, and networking strategies * Help the newcomers learn the how to of searching for and securing jobs in Canada * Discuss topic regarding workplace culture (i.e. Office behavior, appropriate communication styles, body language, etc.) * If applicable research re- qualification procedures for newcomers who have professional skills and education | * Looking for employment is one of the most important tasks facing newcomers during the first year of settlement * If you know anything about the newcomers’ skills set and background, you can start researching employers in your area needing those skills * Employment counselors from immigrant settling agencies help to navigate the job market and prepare clients for the Canadian workplace * Local libraries can also provide valuable job-hunting advice material and services such as resume-writing workshops * Keep in mind that newcomers will need to learn how to find and use all these resources for themselves * [CCIS – Services for Refugees](https://www.ccisab.ca/services/services-for/refugees) * [Alberta Human Services: Employment Services](http://www.humanservices.alberta.ca/services-near-you/11959.html) * [Alberta Canada – Working in Alberta](http://www.albertacanada.com/opportunity/working.aspx) * [Calgary Immigrant Woman's Association (CIWA) Employment Services](http://www.ciwa-online.com/our-services/employment-services/employment-skills-program) * [Centre for Newcomers Employment Services](http://centrefornewcomers.ca/our-services/jobs) * [Calgary Immigrant Education Society (CIES) Employment Services](https://www.immigrant-education.ca/employment-skills-training.html) | Name | In Progress |

**Finances & Budgets**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| Budget   * Arrange a meeting to review the budget, including costs of utilities and other variable cost * Clarify from whom and how they will be receiving money as well as how much their expenses will be * Explain how to pay bills and the importance of paying them on time * Explain costs related to phone, internet (if applicable), long distance, texting, calling abroad, etc. * Plan to sit down and review the budget on a regular basis | * Before the newcomer(s) arrive the sponsoring group should make decisions on what type of electronics they can provide the newcomers with * It might be difficult for the newcomer(s) to buy their own phones or anything extra during the sponsorship year due to their limited income * A phone or a computer with Internet connection are tools for connecting the newcomers with their family abroad and can provide great comfort for them * It is a good idea to do research on affordable phone plans, Internet plans, and cost of phone cards before the newcomer(s) arrive * It is important for sponsors to review a newcomer's budget with them several times during the year as both income/expenses might change and will need to be adjusted * Reviewing the budget also gives a chance to assess how the newcomer(s) are doing financially and if they have issues meeting the budget or if they might have the possibility to save some of their income * During the review it is a good idea to look at the loan repayment schedule again to see if they are meeting their payments * [Financial Consumer Agency of Canada](http://www.fcac-acfc.gc.ca/Eng/resources/toolsCalculators/Pages/BudgetCa-Calculat.aspx) | Name | In Progress |
| Transportation & Admissibility Loan   * Explain necessary information about the transportation loan * Consider fundraising to cover full or partial costs * Remind newcomers to not ignore requests for payment | * When refugees travel to Canada, the Government of Canada pays for the associated flights and medical exam costs * This cost is covered by issuing loans if the refugee does not have the funds to cover their own costs * It is the expectation of the government, that this transportation loan, be repaid * Although the newcomer(s) are responsible for repaying the loans, the sponsoring group can add the full or partial cost of the travel loan into their budget * The client will receive an account statement from the IRCC within a 5-8 month period and they are to start paying this loan back * **NOTE:** The government of Canada has waived this loan to the Syrian Refugees who arrived after Nov 4, 2015 and was reinstated after March 31, 2016 * [Immigration Loans Program](http://www.cic.gc.ca/english/refugees/outside/resettle-assist.asp) | Name | In Progress |
| Taxes   * Explain necessary information about Canada’s taxation system * Explain GST, otherwise it might be confusing when the price they pay in the store is different than originally stated | * Depending on the situation you can chose to explain shortly about filing taxes and that the salary earned is not equal to take-home * You can also chose to leave this until they are more settled in Canada as it might be too much information for them at once * [Canadian Revenue Agency (CRA)](http://www.cra-arc.gc.ca/newcomers/#tbc) states, “if you are a protected person and receive funds from a charitable organization…you…do not have to report the amounts on your tax return. However, if you are hired as an employee, the employment income you received is taxable.” * [Newcomers to Canada and the Canadian Tax System](http://www.cra-arc.gc.ca/newcomers/) * [CRA information for Immigrants](http://www.cra-arc.gc.ca/newcomers/#whtr) | Name | In Progress |
| Banking   * Assist newcomers with opening a bank account and getting a bank card * Banks will require two (2) pieces of ID (landing document and a passport) * You will need to request the direct deposit information from the bank in order to apply for eligible benefits * Teach the newcomer(s) about specific Canadian banking matters (i.e. cost of withdrawing money from an ATM other than from their bank, etc.0 | Do your research ahead of time to find a bank with the most benefits and least costs (i.e. no monthly fees)   * You can confirm with the bank beforehand on what documents are needed to set up a bank account * You may want to talk to bank managers to find out whether any banks in your community have special cross-cultural sensitivity or expertise * It is important to explain how cheques, direct deposit or automatic withdrawals work and, in the case of automatic withdrawals, involve the newcomer(s) in any decisions made to set these up * Should the newcomer(s) choose to apply for a credit card, ensure they understand the terms, most importantly with regards to interest charges * [Banking for Newcomers to Canada](http://www.cba.ca/newcomers-to-canada) * **Banks that want to work with Newcomers:**   **Gretta Yazbeck,** *Branch Manager*  Macleod Trail Branch BMO  9608, Macleod Trail SE, Calgary, Alberta T2J 0P7  P: 403-503-7654 | F: 403-503-7652  **Sunny Pandher**  North Hill Station CIBC  2015, 16th Ave NW Calgary, AB T2M 0M3  P: 403-974-2734 Ext 234 | F: 403-221-6146  **Raul Velasquez*,*** *Business Advisor* **Mount Royal Branch ScotiaBank** 1401 17th Avenue SW, Calgary, Alberta, Canada, T2T 0C6   T: 403-221-6990 Ext 3002 | F: 403-221-6746 [raul.velasquez@scotiabank.com](mailto:raul.velasquez@scotiabank.com) | Name | In Progress |
| Financial Counseling   * Find out about support provided by community groups, which can provide financial counseling to newcomers in their language | * Some multicultural groups and settlement agencies offer financial planning and management counseling in specific languages * Although you will provide orientation in this area, it can be tremendously helpful for newcomers to have someone from their own culture—who understands the differing cultural perceptions around handling money—provide the *bridge* into the Canadian way of approaching money matters * *Reference list of Resettlement Service Providers listed below for additional support* | Name | In Progress |

**Health & Wellness**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| Immediate Medical Needs   * Keep in mind that newcomers may have medical needs that need to be looked at soon after arrival * Any urgent needs were listed on first email * Contact Mosaic Refugee Clinic, but be prepared to find a doctor close to home * Locate a walk-in clinic or community health center with staff that speaks their language or arrange to have an interpreter with them | * Inform the newcomer that they need to bring their Provincial Health Card or IFH card with them every time they go to seek medical attention * For that reason, it is important that the sponsoring group assists them as soon as possible after arrival with applying for both IFH and Provincial Health cards * If the newcomer(s) need to seek medical care before they have received IFH or provincial health care coverage, call your SAH for assistance with scheduling an appointment with at an IRCC office to apply for IFH * [Mosaic Refugee Health Clinic](http://www.calgaryrefugeehealth.com/mosaic/) * [Health Link (811)](http://www.albertahealthservices.ca/assets/healthinfo/link/index.html) | Name | In Progress |
| Alberta Health Care   * Get forms to register for Alberta health insurance (see above) * Assist in finding a family doctor and dentist, and explain the Canadian medical system * Investigate which vaccinations are required for school registration * If sponsoring a family with special medical needs, research the sources of special equipment, care and support | * Privately sponsored refugees are typically exempt from provincial health coverage waiting times due to being protected persons * They are also eligible for basic Interim Federal Health coverage until they become eligible for provincial health coverage * You will need to be aware that some medical costs will not be covered by either IFH or provincial health insurance, and be prepared to help the newcomers understand them, as well as budget for costs not covered * **NOTE:** All vaccinations needed for school are free of charge. This can be done by through a family doctor or medical walk-in clinic for immunization required for school * **TIP:** as a sponsor, do not pay any medical bills upfront with an expectation of reimbursement at a later date; eligible services should be covered at the time of service via the appropriate program (i.e. IFTP) * [Alberta Health Services – Refugee Information](http://www.albertahealthservices.ca/info/refugee.aspx) * [Health Link (811)](http://www.albertahealthservices.ca/assets/healthinfo/link/index.html) * [How to Find a Doctor](http://www.albertahealthservices.ca/info/Page13253.aspx) | Name | In Progress |
| Mental Health   * Watch for signs of mental trauma and stress, which can lead to Post Traumatic Stress Disorder (PTSD) * Contact your local settlement agency or ask your SAH for information on appropriate trauma treatment or counseling in your area | * People who come to Canada as a refugee may have experienced war, violence or other types of trauma * These previous experiences may make it more difficult to establish a life in Canada as well as to trust authority figures such as government officials * They can also lead to Post-Traumatic Stress Disorder (PTSD). PTSD can develop at any time following a traumatic event * Be aware that only medical professionals can diagnose PTSD. If you are concerned that the newcomer is suffering from mental trauma, you can inform the person about different counselling services and support programs * Private counselling may be expensive but there are other options such as Community Health Centers that also provide support such as counselling * Settlement agencies can also connect people to mental health services. * Remember that it is important to find a service in the language that the newcomer speaks well * There are also mental health services for particular ethnic and cultural communities * There are a variety of available resources in Calgary:   + [Distress Centre](http://www.distresscentre.com/)   + [CCIS Survivors of Torture](https://www.ccisab.ca/refugees/survivors-of-torture-youth-and-family-project)   + [Calgary Counselling Centre](http://www.calgarycounselling.com)   + [Mosaic Refugee Health Clinic](http://www.mosaicpcn.ca/Services/Access/MRHC/Pages/default.aspx)   + [Catholic Family Services](http://www.cfs-ab.org)   + [Canadian Mental Health Association](http://www.cmha.ca) | Name | In Progress |

**Housing & Furnishings**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| Housing   * Scout appropriate housing before the newcomers arrive * Confirm if rent is within the guidelines and at a level that’s affordable after sponsorship ends, including utilities * Confirm if location convenient for transit, stores, schools, etc. * Confirm if the landlord is sensitive to cultural issues | * Research housing options in advance to get an idea of what is available and affordable * When the newcomers arrive, it may be with very little notice, so it is good to have scouted out the possibilities in advance * Be conscious of issues that may arise related to delays in travel, the size and composition of the family (i.e. if there are additional members of the family who have been identified later in the process – there is a practice of keeping all family members together), or preferences of the family in terms of housing * You may want to arrange for temporary housing for the newcomer(s) and then find permanent housing in consultation with them shortly after arrival * When bringing the newcomer(s) to the temporary housing from the airport, you should clarify that this is not where they are expected to live in the long term and that you are working on arranging the permanent housing * Have emergency accommodations prepared for unexpected situations * When arranging for permanent housing, either before or after arrival, choose housing that the newcomer(s) will be able to afford themselves once the sponsorship is over. This provides more comfort and security for the newcomer(s) and as a sponsoring group you will not need to worry about assisting them with finding other housing at the end of the sponsorship * Once a newcomer starts working at a low paying, entry level position, they can apply for housing at the **Calgary Housing Company** * They are required to pay 30% of the income towards rent payment * Ensure some form of internet access is available – either in their accommodation or a nearly public library or community center * [Calgary Housing Company - East District Office](http://www.calgary.ca/CSPS/CH/Pages/Calgary-Housing.aspx) * [Housing for Newcomers](http://www.cmhc.ca/newcomers/) | Name | In Progress |
| Internet Access   * Confirm need for internet access for the newcomer(s) | * Ensure some form of internet access is available – either in their accommodation or a nearly public library or community center * TIP: newcomer(s) will most likely use the internet/free Wi-Fi for their phone calls, television, etc. As a result, there will be little need for cable and/or land lines | Name | In Progress |
| Preparing the House   * Prepare temporary housing before the newcomers arrive * Build hook-up costs into the budget * Determine where the furniture will come from (purchase or in-kind) * Stock with food from home country as well as appropriate furnishings * Provide an expanded orientation of the home upon arrival | * Keep in mind possible hook-up costs for the home (i.e. rent, deposit, telephone, etc.) * When stocking the apartment with food, take into account the kind of food the newcomers are used to * Stocking *food from home* can go a long way toward easing the stress around all the new things newcomers face * Check out the following organizations that collect and support all Calgarians with donated clothes, furnishing and bedding:   + [Women in Need Society](http://www.womeninneed.net/donate-goods/)   + [Goodwill](http://www.goodwill.ab.ca)   + [Calgary Inter-Faith Thrift Store](http://interfaithfurniture.ca)   + [The Salvation Army](http://www.salvationarmy.ca/alberta/locations/)   + [Value Village](http://stores.valuevillage.com/ab/calgary/thrift-stores-calgary-ab-2009.html) | Name | In Progress |

**Language Services**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| Interpreter   * Identify interpreters before arrival * Find out about interpreters in your community. In choosing an interpreter, take into account age, gender, and political sensitivities * Confirm if interpreter is required to attend the arrival of the newcomers at the airport if you expect language difficulties * Confirm need to have important documents translated (i.e. contracts, documents regarding medical issues, etc.) possibly in advance of arrival | * You may need an interpreter often. At the beginning, this may be extensive and indispensable * Settlement agencies or multicultural councils may be able to make recommendations * As soon as possible, newcomers should be encouraged to interact without the use of an interpreter. This will build their confidence and help them build other connections to become independent * **TIP:** arrange a meeting with the interpreter in advance of them meeting the family to explain goals, philosophy of support, etc.; do not underestimate the importance of building a strong relationship with the interpreter over the course of weeks and months; more than one interpreter may be required * Since you will depend on the interpreter to accurately convey information and place a great deal of confidence in this person, consider:   + Is the interpreter’s gender and age appropriate?   + Is there any hostility with the newcomers’ group?   + Does the interpreter have an understanding of refugee situations and issues?   + Is the interpreter easily available?   + Is the interpreter recommended within the community?   + Does the interpreter adhere to confidentiality? | Name | In Progress |
| Language Assessment   * Book an appointment for a language assessment as soon as possible through ILVARC to assess the English language skills of all of your newcomer(s) * The newcomer will be given a couple options for classes in the city | * Immigrant Services Calgary’s Immigrant Language and Vocational Assessment – Referral Centre **(ILVARC)** is the only language assessment center in Calgary that is authorized to determine eligibility for the federally sponsored Language Instruction for Newcomers to Canada (LINC) program - free of charge for those who qualify * Following the assessment, you will receive the Canadian benchmark standings for reading, writing, speaking and comprehension * Newcomers are then eligible for eight (8) levels of free LINC classes * After finishing LINC, client can access English as Second Language classes based on income * [Immigrant Language and Vocational Assessment Referral Centre (ILVARC)](http://www.immigrantservicescalgary.ca/how-can-we-help/english-language-information) * [LINC Program Overview](http://www.immigrantservicescalgary.ca/esl-directory) * [Access the LINC Program Directory](http://immigrantservicescalgary.ca/content/linc-directory) | Name | In Progress |
| Language Training/ESL   * Research different options for language training (i.e. courses, workshops, seminars, etc.) * Help newcomers register for the most appropriate course (e.g., some ESL courses focus on language in the workplace related to a specific job; others are more general) | * One of the most important responsibilities for the newcomer(s) during the sponsorship period is to improve their English through classes and conversations * It is important that before the newcomer(s) start looking for a job they need to have a strong knowledge in the English language. The sponsorship year is a great opportunity for the newcomer(s) to take advantage of English classes as well as social events to practice * Language classes are available through various types of organizations (educational institutions, non-profit organizations, local school boards, government organizations), and in various formats (community- based, workplace-focused) * Newcomers may even want to consider distance education courses in English or tutoring with a private volunteer * Your sponsorship budget should allow newcomers to take language classes when they first arrive rather than requiring them to begin working immediately * **TIP**: the language assessment will make a recommendation of appropriate ESL classes for the newcomer(s) which may limit the options available to them for formal training * In Calgary, while waiting for available spaces at LINC, you can attend drop-in ESL classes offered through the [Cooperative ESL Ministries](http://eslcooperative.ca/esl-programs/) | Name | In Progress |

**Legal Services**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| * Assist newcomers in researching different options for legal aid, if required during the year of settlement * Review their rights and freedoms as a Canadian citizen * Book a time to attend the “You and the Law” Workshop | * There are various options when it comes to free or low-cost legal aid services; examples include   + Calgary Legal Guidance   + Legal Aid Alberta   + Refugee Sponsorship Support Program   + Immigration Law Project   + Duty counsel at courts and tribunals   + Settlement Service Agencies * If newcomer(s) has questions about their rights, suggest they look over the Canadian Charter of Rights and Freedoms * The Charter can help them review certain political rights of Canadian citizens and civil rights of everyone in Canada * Knowing their rights can also help newcomer(s) feel comfortable in our country by reminding them of the freedom that each citizen has the right to * A list of all Canadian citizen rights and responsibilities can found at this [Immigration, Refugees and Citizenship](http://www.cic.gc.ca/english/resources/publications/discover/section-04.asp) site * Calgary Police Services offers a 90 min [“You and the Law” Workshop](http://www.calgary.ca/cps/Pages/Community-programs-and-resources/Diversity-resources/Diversity-education.aspx)that is aimed at helping new immigrants learn about the Canadian legal system, how police here operate and the rights they enjoy as residents of Canada. * Additional Calgary legal aid resources and links   + [Calgary Legal Guidance](http://www.clg.ab.ca/programs-services/immigration-law-program/)   + [Refugee Sponsorship Support Program in Calgary](http://www.facebook.com/RSSPCalgary/)   + [Legal Aid Alberta](http://www.legalaid.ab.ca/Pages/default.aspx) | Name | In Progress |

**Recreation**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| * Find out about recreation facilities and available subsidies * Help the newcomers learn how to use them, if necessary * Enroll children in swimming classes and other available programs | * Many recreation centers have ice rinks, tennis courts or swimming pools * Many of these are low-cost or free to use but there is usually a fee to attend organized programs, such as swimming lessons or fitness classes * Some centers have sports or programs specifically for people with disabilities * Check with the local government for guides with a description of available programs and how much they cost * The [Calgary Fair Entry Program](http://www.calgary.ca/CSPS/CNS/Pages/Neighbourhood-Services/Programs-and-services-for-low-income-calgarians.aspx)provides programs for low-income families, including a monthly transit pass for $44 per adult and $15 per year for seniors * In addition, the City offers access to recreation at a 75% reduction. This includes: Calgary Zoo, Heritage Park, recreation centers, day camps, etc. * Program eligibility:   + The first option is to contact a social worker, who will provide a letter to confirm low income status   + The second option is to wait until an Income Tax return has been filed and a Notice of Assessment received Data * [YMCA Calgary](http://www.ymcacalgary.org) * [Calgary Recreation](http://www.calgary.ca/CSPS/RECREATION/Pages/Home.aspx) * [Calgary Zoo](http://www.calgaryzoo.com/plan-your-visit/admission-and-hours/general-admission/new-refugee-welcome-program) * Calgary Tower | Name | In Progress |

**Resettlement Services**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| * Find out what settlement agencies, refugee/ethno- cultural groups and community social support groups exist in your community and the services they offer * Help the newcomers connect with those groups or organizations that will be able to offer appropriate assistance and/or conduct a needs assessment * Determine if there is any assistance that can be provided by the church/mosque/community * Have newcomers visit [refugeealberta.ca](https://d.docs.live.net/5e67007f41093cd3/Downloads/refugeealberta.ca) for settlement information about life in Alberta. All content can be accessed in first language. | Settlement services are services for newcomers to Canada. These services will help newcomer(s) settle and adjust to their new life in Canada   * Settlement services are often free and they are always confidential. * Connecting the newcomer(s) with a settlement agency can be very beneficial for them as it can be a great resource that can assist them with many different needs * To access support from a settlement service and other community organizations, assist the newcomer(s) by connecting them directly with a person at the agency * Although you may feel capable of providing the newcomer(s) with the same support as the settlement agency, keep in mind that the newcomer(s) may make friends and important contacts through different programs and groups at the agency * Settlement services often include:   + Interpretation and translation of documents, or help to arrange these  services   + Help filling out forms and applications   + English as a Second Language (ESL) classes   + Help finding a job or training   + Information about other community services, schools and health care * A **summary of services** for immigrants arriving in Calgary can be found in the following [Services for Immigrants in Calgary](http://aaisa.ca/wp-content/uploads/2013/02/Services-for-Immigrants-in-Calgary-brochure-English-version.pdf) brochure * Refer to the many different resettlement agencies and service providers in Calgary for a complete list of the services that they offer   + [Calgary Bridge Foundation for Youth (CBFY)](https://d.docs.live.net/5e67007f41093cd3/Downloads/Calgary%20Bridge%20Foundation%20for%20Youth%20(CBFY))   + [Calgary Catholic Immigration Society (CCIS)](http://www.ccisab.ca/)   + [Calgary Immigrant Educational Society (CIES)](http://www.immigrant-education.ca)   + [Calgary Immigrant Women’s Association (CIWA)](http://www.ciwa-online.com)   + [Immigrant Services Calgary (ICS)](http://www.immigrantservicescalgary.ca)   + [Centre for Newcomers (CFN)](http://www.centrefornewcomers.ca)   + [Jewish Family Services Calgary (JFSC)](http://www.jfsc.org)   + [Alberta Association of Immigrant Serving Agencies (AAISA)](http://aaisa.ca/) | Name | In Progress |

**Spirituality/Faith**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| * If appropriate, and the family has informed you of their religious observance, assist in connecting them with spiritual or faith groups in the area * Discuss with your group how to ensure that meetings with the newcomers are planned in locations where they feel comfortable if they are not of your faith | * Religion is a sensitive matter. Sponsoring groups are advised to be careful not to impose their religious beliefs on newcomers * Invitations to religious activities and worship must be approached cautiously and sensitively even if the newcomers are of the same faith * If issuing an invitation to an event, explain the context carefully * Some newcomers may welcome an invitation to your group’s religious service, whereas others might prefer to meet and express their appreciation to their sponsors outside of a place of worship * If the newcomer(s) have informed the sponsoring group of their religious observance and are interested in connecting with a church, mosque, etc., the sponsoring can assist in locating places of worship in the area * A place of worship can be an important source of support for a newcomer as well as a place for prayers and community * However, it is important to remember that the reason for the newcomer(s) becoming a refugee may have been due to religion and/or community members who would attend the church, mosque, etc. * As always, do not give any information that would identify the newcomer(s) to those in their community * In Canada, places of worship often provide social services; they might organize food or clothing for people in need, or help newcomers settle in their communities * Here are some ways to help newcomers look for a place of worship in their area:   + Look in local or ethno-cultural media   + Contact an ethno-cultural organization   + Talk to people in your community   + Contact a settlement agency   + [Interfaith Calgary](http://www.interfaithcalgary.ca) | Name | In Progress |

**Transportation & Travel**

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| Preparation Steps | Key Considerations | Assigned To | Status |
| Transportation   * Pick up a map of the public transportation and a map for the city * Find out about public transportation passes * Show the newcomers how to use the transit system (i.e. how to buy tickets, they work, the bus system, LRT, etc.) * Show them around your town * Assess interest in applying for a Canadian driver’s license | * When checking out transportation options, keep in mind the limited resources of the newcomers, and make sure you find the most economical options * As well, consider the convenience of bus routes * Remember that the newcomers will be juggling many things: housing and employment search, childcare, and ESL classes * Reference the *Recreation* section above for details regarding the [Calgary Fair Entry Program](http://www.calgary.ca/CSPS/CNS/Pages/Neighbourhood-Services/Programs-and-services-for-low-income-calgarians.aspx), which among other things, provides monthly transit pass for $44 per adult and $15 per year for senior * Informational videos for newcomers, available in English and Arabic, on life in Calgary, including how to use the Transit system, access the Zoo, how to get a Driver’s Licence, etc. are available at the following site:  [Ahlain](https://ahlain.org/author/ahlainhome/) * [Calgary Transit](http://www.calgarytransit.com) * [Access Calgary](http://www.calgarytransit.com/calgary-transit-access) | Name | In Progress |
| Travel   * If the newcomer(s) wants to travel outside of Canada, ensure they have access to accurate information regarding ability to travel and possible implications | * If the newcomer(s) want to travel outside of Canada as permanent residents they need to have a passport from their country of citizenship AND a Permanent Resident card, issued by the Government of Canada * **NOTE**: It is strongly advisable that sponsored newcomers not travel at all before they become citizens * If the newcomer(s) do not have a passport from their country of citizenship they can apply for a **refugee travel document** in Canada * Obtaining the travel document can take several months, and it is recommended that the person not make travel plans until they receive the documents * Once the application form and supporting documents are submitted, Passport Canada will decide which document the person is eligible for | Name | In Progress |