

**INFORMATION GUIDE
FOR
JOINT ASSISTANCE SPONSORS

ONTARIO REGION**

Produced by:

Citizenship and Immigration Canada

Settlement and Port of Entry Directorate, Ontario Region

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Information Guide For Joint Assistance Sponsors - Ontario Region

1 Introduction

The objective of this information guide is to assist Joint Assistance Sponsors prepare for the arrival of their refugee families. The guide is specific to the program in *(fill in city name)*, Ontario. The information within this guide may differ slightly from other cities in Ontario and in the rest of Canada.

The guide will briefly explain the Joint Assistance Sponsorship program, the Resettlement Assistance Program, and introduce and describe the roles of various other partners within the Joint Assistance Program.

Below are important contacts:

CIC Private Sponsorship Counsellor : *(fill in name)*

Address :

Telephone :

Fax :

CIC RAP Counsellor : *(fill in name)*

Address :

Telephone :

Fax :

Immigrant Reception and Information Service (IRIS): Administrator or Manager

Address : Pearson International Airport, Terminal Two

Telephone : (905) 672-3660

Fax : (905) 672-3690

Resettlement Assistance Program (RAP) Reception Centre: *(fill in name)*

Address:

Telephone:

Fax:

2 Glossary

Citizenship and Immigration Canada (CIC):	Federal government department responsible for administering Canada's <i>Citizenship Act</i> and <i>Immigration and Refugee Protection Act</i> (IRPA). CIC can also mean "Citizenship and Immigration Centre".
CIC Private Sponsorship Counsellor (CIC PS Counsellor):	CIC staff member assigned to the Private Sponsorship program.
CIC Resettlement Assistance Program Counsellor (CIC RAP Counsellor):	CIC staff member assigned to the Resettlement Assistance Program. In Ontario this includes offices in Toronto, Kitchener, Ottawa, London, Windsor, and Hamilton.
Government-Assisted Refugee (GAR):	Each year, the Government of Canada plans for the resettlement of a number of refugees from abroad, and supports these refugees through the Resettlement Assistance Program (RAP). The Government of Canada supports the refugees at roughly the equivalent of local provincial social assistance levels for up to twelve months after their arrival in Canada.
Interim Federal Health (IFH):	The Interim Federal Health Program, administered by CIC, ensures emergency and essential health services for needy refugee claimants and those refugees in Canada who are not yet covered by provincial health care. Privately sponsored refugees are eligible for coverage for the extended benefits.
Immigrant Settlement Adaptation Program (ISAP):	ISAP funds organizations to provide immigrants with the essential bridging services to facilitate their access to community services. Funded organizations provide reception and orientation services; translation and interpretation services; para-professional counselling; referral to mainstream services and employment-related activities such as job-finding clubs.
Joint Assistance Sponsorship (JAS):	In a Joint Assistance Sponsorship (JAS), a private sponsoring group and CIC work together to ensure that refugees with special needs receive extra assistance. For these persons, the government provides immediate essential services, start-up costs and income support for up to 24 months through the Resettlement Assistance Program (RAP). The private sponsors provide emotional and community settlement support for up to 24 months.
Language Instruction for	Organizations are funded by CIC to provide basic

Newcomers to Canada (LINC):	language instruction in one of Canada's official languages to adult immigrants as soon as possible after their arrival in Canada so that they may acquire the necessary language skills to integrate into Canadian society.
Matching Centre (MC):	Office located at CIC NHQ that is responsible for brokering between CICs located in Canada and Visa posts overseas regarding the destining and matching to sponsors of selected refugees who have been successfully processed and are ready to travel to Canada. The MC is also responsible for the destining of some GARs.
National Child Benefit (NCB):	The National Child Benefit program was designed to address child poverty and the barriers encountered by those on social assistance to return to work. It is made up of the Canada Child Tax Benefit and an additional supplement called the National Child Benefit Supplement. The rate of benefit may change once a year.
National Headquarters (NHQ):	Offices located in Ottawa that are responsible for developing programs and policies in all areas of Citizenship and Immigration for all regions of Canada.
Notice of Arrival Transmission (NAT):	A message sent by e-mail from the Visa office overseas to notify CIC offices in Canada of the arrival date and time of a refugee.
Resettlement Assistance Program (RAP):	The Resettlement Assistance Program provides income support and a range of immediate essential services to Government-Assisted Refugees and Joint Assistance Sponsorship refugees. Income support is provided through cheques mailed to the refugee. A service provider that is contracted by CIC provides immediate essential services.
RAP Service Providing Organization (RAP SPO)	A non-governmental organization contracted by CIC to deliver portions of the RAP program for GARs.
Regional Headquarters (RHQ):	RHQ is a CIC office located in each of the 4 regions in Canada: Ontario, Atlantic, Prairies and BC/Yukon. These offices are responsible for providing functional advice and guidance to local CICs on immigration policies and programs. They perform a range of other functions such as training, allocating budgets, advice and guidance to NHQ on policies and programs, statistical analysis, and developing regional policies.
Regional Headquarters	Job title of person who works at RHQ.

Program Consultant:

Resettlement Division,
National Headquarters (SRE): Responsible for program and policy areas regarding government-assisted refugees and privately sponsored refugees.

Settlement Agencies: Non-governmental organizations that provide services to new immigrants such as translation, information and orientation to help them settle in the community.

Visa office: Also known as Canadian High Commission, Canadian Embassy, or Mission abroad, these offices administer Canada's immigration program overseas.

3 Joint Assistance Sponsorship (JAS) Introduction

The purpose of the JAS program is to facilitate the resettlement in Canada of Convention refugees' abroad and members of the Source Country and Asylum Country classes who have special needs. These persons may need a resettlement period longer than 12 months, and assistance over and above that provided through either the government assistance or regular private sponsorship. Because of these special needs or circumstances, CIC provides support through the Resettlement Assistance Program (RAP) for up to 24 months (if required) from the date of arrival of the refugees and provides access to the Immigration Loans Program according to program criteria.

JAS provides the opportunity for the government and private sponsors to work together in the resettlement of these special needs persons who would not otherwise be accepted for immigration to Canada. The government provides income support for the period of the sponsorship and the private sponsors provide moral and emotional support and guidance while ensuring that the resettlement services required are provided.

This partnership between CIC and the private sponsoring group involves many players. In Ontario, these may include:

- CIC PS Counsellor
- CIC RAP Counsellor
- RHQ Program Consultant
- Matching Centre
- SRE
- Visa office
- Constituent Group

- Sponsorship Agreement Holder
- RAP SPO
- Settlement Agencies
- Refugee Newcomer (and dependants)

Because this program involves so many partners, it is essential that all partners communicate clearly and often, and that every partner's role is clearly understood by all. The following sections provide more details about what each partner's roles and responsibilities are, and the process and procedures that are followed in Ontario for JAS cases.

4 Resettlement Assistance Program (RAP) Overview

The Resettlement Assistance Program (RAP) provides income support and a range of immediate essential services to government-assisted refugees and humanitarian cases for which the federal government has undertaken a financial commitment. Income support and immediate essential services are provided through program contributions.

RAP is the responsibility of Citizenship and Immigration Canada (CIC), Refugee Branch at NHQ. Program Consultants manage the program in the regions. In Ontario, RAP is delivered by CIC counsellors at six designated points of service: Ottawa, Toronto, Hamilton, Kitchener, London, and Windsor.

Persons admitted to Canada as government-assisted refugees who are determined not to have sufficient personal resources to provide for their basic needs and who are the age of majority in their province/territory of residence are eligible for income support until they become self-sufficient or for one year, whichever comes first. Joint Assistance cases may be eligible for up to twenty-four months of financial assistance.

Financial entitlements under the RAP program are based on prevailing Social Services rates.

In Ontario, RAP immediate and essential services are delivered at the six points of service by Service Provider Organizations (RAP SPOs) at Reception Centres.

5 Roles and Responsibilities for JAS cases

5.1 CIC PS Counsellors and Assistants

- Marketing cases to sponsors and locating an appropriate match
- Managing the JAS target as set by SRE
- Processing in-Canada portion of sponsorship application
- Notifying RAP CIC Counsellors of any special circumstances for the client
- Notifying sponsors of the client's arrival date, time and place
- Monitoring Sponsors and refugees before end of JAS
- Providing guidance and assistance to sponsors as needed

Duration of responsibility

From: Search for sponsoring group match
To: End of JAS sponsorship undertaking

5.2 IRIS

- Notifying local Reception Centre (and sponsoring group if applicable) of the clients who do not arrive as per the Notification of Arrival Transmission (NAT)
- Assisting clients with onward travel
- Distributing winter clothing to arrivals between mid-October and mid-April

Duration of responsibility

From: Arrival of refugee
To: Departure from Pearson International Airport

5.3 RAP SPO's (Reception Centres)

- Providing temporary accommodation within CIC established guidelines, if required by the sponsoring organization
- Scheduling intake, orientation and interviews for clients upon arrival
- Providing client orientation to Resettlement Assistance Program and financial responsibilities, with participation of sponsor
- Providing a copy of orientation material, in English, to sponsoring group

- Aiding clients in Social Insurance Number and OHIP application completion and processing
- Aiding clients in Child Tax Benefit application completion and processing
- Aiding clients to open a bank account
- Assisting clients, and working with sponsors, to find permanent accommodation within CIC-established guidelines
- Ordering furniture deliveries and follow-up as required (some RAP centres only)
- Aiding clients with transportation arrangements to their permanent address and within local city limits
- Scheduling and hosting CIC interviews for clients

Duration of Responsibility

From: Departure from Pearson International Airport
To: Varies from Centre to Centre - may be up to 6 weeks depending on local temporary accommodation arrangements

5.4 CIC RAP Counsellors and Assistants

- Notifying the Reception Centre of any surprise arrivals
- Assessing the client's knowledge of the RAP program
- Issuing Interim Federal Health Documents to clients
- Overseeing the signing of the Resettlement Assistance Agreement and assistance loan
- Issuing initial cheque with attached loan to client in an in-person interview
- Counselling the client with respect to CIC matters and Resettlement Assistance policies
- Responding to inquiries from RHQ, NHQ, sponsors and agencies regarding client needs
- Monitoring the client through interviews and questionnaires
- Requisitioning, authorizing and providing monthly cheques and one assistance loan to clients

Duration of Responsibility

From: Receipt of NAT
To: End of JAS sponsorship undertaking or when refugee becomes self-supporting whichever comes first

5.5 Sponsors (Constituent Group CG)

- By arrangement with IRIS, picking up client at the airport at the scheduled time, date and place
- By arrangement with CIC/Reception Centre, providing temporary accommodation
- By arrangement with Reception Centre, transporting client to and from interviews, orientations, etc.
- By arrangement with the Reception Centre, aiding client in the housing search
- By arrangement with the Reception Centre, aiding client in the OHIP application process
- Assisting clients as per responsibilities noted on their JAS Agreement
- Assisting clients with enrolment in school/adult education/language training, finding employment, long-term personal support, introduction into the community, etc.
- Monitoring client progress in Canada

Duration of Responsibility

From: Matching of refugee(s)
To: End of JAS sponsorship undertaking

5.6 Sponsors (SAH)

- Provide Approval letter for CG (if appropriate after assessment)
- Provide training and support for CG on an ongoing basis
- Take responsibility for undertaking if CG reneges on commitment and refugee remains in same community

Duration of Responsibility

From: Matching of CG to refugee by CIC
To: End of JAS sponsorship undertaking

5.7 Refugee Newcomer

- Taking advantage of training and/or services recommended by the RAP CIC counsellor
- Actively seeking work or accepting any reasonable job offer
- Reporting all changes of client status to the RAP CIC Counsellor using the Client Report Form
- Reporting employment to the RAP CIC Counsellor using the Client Report Form
- Budgeting the monthly allowance wisely
- Caring financially and emotionally for any dependent family members
- Understanding the terms and conditions of the Resettlement Assistance Program

Duration of Responsibility

From: Arrival in Canada
To: End of JAS sponsorship undertaking

6 The JAS Process in Ontario

The procedures outlined in sections 6.1 to 6.1.7 are used for JAS cases matched to sponsors in Toronto (GTA), Hamilton, London, Kitchener, Windsor and Ottawa. The procedure for cases matched to sponsors in Thunder Bay is outlined in Section 6.2. The procedure for cases matched to sponsors in cities other than the above is outlined in section 6.3.

6.1 JAS Cases Matched to Toronto (GTA), Hamilton, London, Kitchener, Windsor and Ottawa

6.1.2 JAS Matching

CIC PS Counsellor

- Provides detailed profile information from CAIPS to prospective SAHs who contact the CIC regarding profiles posted on the Refugee Protection Web site
- Priority given to locating matches for refugee cases with family links in local community; these cases will be referred directly to the CIC from the Matching Centre
- Approves sponsoring group that is best suited to needs of refugee:

- If specialized medical services required, match must be with a sponsoring group in city where services available
- Sponsoring group should be experienced if case is particularly high need
- Advises Matching Centre when a match is finalized
- Processes the JAS application kit of the sponsoring group who is matched with the JAS case

Sponsor - SAH

- Reviews CIC Refugee Web site regularly and refers profiles to CGs for consideration
- Provides approval letter to CG if appropriate

6.1.3 Approved Undertaking accepted for JAS

CIC PS Counsellor

- provides basic information about the JAS program to new sponsors
- provides copy of locally customized *Information Guide for Joint Assistance Sponsors*
- provides a copy of draft RAP budget breakdown as prepared by CIC RAP Counsellor below
- provides hardcopy of “*Sponsoring Group Handbook - Joint Assistance Sponsorships*” from RSTP **or** refers to CIC web site information
- provides list of local Settlement Agencies, and local LINC Assessment Centres
- discusses with the sponsors two options for initial temporary housing of the refugees after arrival in Canada;
 - 1) The sponsors arrange for accommodation for the refugee for immediate occupancy after arrival. The sponsoring group transports the refugee family within a few days after arrival to the centre where the RAP service is located, for the following services:
 - a) Financial orientation by the RAP SPO and training on program rights and responsibilities
 - b) Meeting with the CIC RAP counsellor for assessment of whether the client understands the program and for disbursement of first cheque

or

- 2) The refugee family goes directly to the temporary accommodation normally provided in the RAP centre and stays there for the first few days while receiving orientation from the SPO and assessment by the CIC RAP counsellor. Following completion of orientation and identification of permanent accommodation, the sponsors will transport the refugee family to their new accommodation.
- encourages sponsoring group to attend orientation at RAP SPO with refugee family

CIC RAP Counsellor

- prepares a *draft* RAP budget breakdown (see Appendix 4) and start-up costs form filled out for family, given to the CIC PS Counsellor, with a notation indicating that these amounts are subject to change depending upon eligibility upon arrival, or if family composition changes before arrival

6.1.4 NAT sent to local CIC

CIC PS Counsellor

- informs sponsoring group as soon as possible (same day if possible)
- informs CIC RAP counsellor if refugee family has any special needs (i.e. physically disabled, suffering severe trauma or mental disorder, other medical condition) so that the RAP counsellor can inform the RAP SPO if appropriate

CIC RAP Counsellor

- Informs RAP SPO of NAT information (excluding Toronto CIC)

IRIS

- Notifies local CIC and RAP SPO about clients who are unexpected arrivals (either no NAT, or NAT indicated different time/day) or who do not arrive as per NAT information
- Informs RAP SPO of NAT information (Toronto only)

Sponsoring Group

- Advises CIC RAP Counsellor, IRIS and RAP SPO whether family will stay in Reception Centre
- Advises IRIS and CIC PS Counsellor whether sponsors will be at Airport to meet and pick up refugee

- If not staying in Reception House, sponsoring group contacts RAP SPO and arranges for orientation times for family when a sponsoring group rep can also be there

6.1.5 Arrival of Refugee Family

Sponsoring Group

- meets refugee family at airport, or final destination if ground transportation is necessary from airport (mandatory if refugee family is *not* going to Reception Centre)
- arranges for someone from the sponsoring group to be present, if possible, at orientation session at RAP SPO
- arranges for temporary and/or permanent accommodation in co-operation with RAP SPO

RAP SPO

- arranges for transportation to RAP SPO temporary accommodation from local airport (in co-ordination with sponsor) for Windsor and Ottawa cases
- ensures that a modified Orientation suitable for JAS cases (i.e. role of the sponsoring group is discussed) is scheduled for refugee family
- encourages sponsoring group to attend if available
- ensures sponsoring group is provided with a copy of orientation material (including “First Steps”) in English
- schedules and hosts CIC RAP Counsellor interview with refugee family
- assists in locating permanent accommodation in co-operation with sponsor
- assists with obtaining SIN, Child Tax Benefit, OHIP and bank account
- if applicable, orders furniture for refugee family and arranges for delivery

IRIS

- arranges for transportation to RAP SPO temporary accommodation from Toronto Pearson International Airport in co-operation with sponsors (for Toronto, Kitchener, London and Hamilton)
- assists refugee family with onward transportation if required
- provides winter clothing between mid-October and mid-April

CIC RAP Counsellor

- issues IFH
- oversees the signing of the RAP Agreement by the refugee
- issues initial RAP cheque

6.1.6 Dealing with Initial Refugee Settlement Issues

All Partners

- All partners are kept informed and work as a team (including CIC Private Sponsorship counsellor, CIC RAP counsellor, RAP SPO, Settlement agency, Sponsoring group, refugee family)

CIC RAP Counsellor and CIC PS Counsellor

- inform RHQ of details for feedback loop to Visa office, for advice and guidance when appropriate, and to inform SRE when necessary

Settlement Agency

- provision of applicable services for refugee newcomer at any time after arrival

6.1.7 CIC Monitoring

CIC RAP Counsellor

- Informs refugee, in writing, of requirement for monitoring
- Conducts monitoring of refugee at in-person interview sometime during first year of sponsorship
- Provides copy of monitoring report to CIC PS Counsellor

CIC PS Counsellor

- Conducts monitoring of sponsor group with *Sponsor Monitoring Survey* (to be developed during 2003) or by in-person interview, sometime during first year of sponsorship
- Follows-up with sponsors who neglect to return *Sponsor Monitoring Survey*
- Reviews monitoring report of refugee completed by CIC RAP Counsellor

- Shares relevant information from *Sponsor Monitoring Survey* with CIC RAP Counsellor
- Follows-up on any issues both with sponsors and refugee

Refugee Newcomer and Sponsoring Group

- Attend monitoring interview and/or complete *Sponsor Monitoring Survey*

6.2 The JAS Process for Thunder Bay

There is no Reception Centre in Thunder Bay, nor is there one anywhere close by. Therefore all JAS sponsors in Thunder Bay must arrange their own temporary accommodation. All Thunder Bay JAS refugees will be routed directly to Thunder Bay and will not be directed to a city with a RAP Centre. The Thunder Bay CIC will deliver the RAP financial orientation and the Start-up cheque. All subsequent income support will be processed out of the Windsor CIC as the CIC RAP file will be managed there. The Thunder Bay CIC will conduct monitoring. Otherwise, procedures will be the same as in 6.1 to 6.1.7.

6.3 JAS Cases Matched to Cities other than Toronto, Hamilton, Windsor, Kitchener, London Ottawa and ThunderBay

In general, when a JAS case is matched with a sponsoring group which is not located in one of the above cities, the RAP Centre in the city that is closest will be used. For instance, cases matched to sponsors in the Kingston area will be linked to the RAP Centre in Ottawa. Cases matched to sponsors who live in the Niagara area will be linked to the Hamilton Reception Centre.

Procedures for these cities are outlined below in sections 6.3.1 to 6.3.6

6.3.1 JAS Matching

Same procedures as under Section 6.1

6.3.2 Approved Undertaking Accepted for JAS

CIC PS Counsellor

- provides basic information about the JAS program to new sponsors
- provides copy of locally customized *Information Guide for Joint Assistance Sponsors*

- provides a copy of draft RAP budget breakdown as prepared by CIC RAP Counsellor below
 - provides hardcopy of “*Sponsoring Group Handbook - Joint Assistance Sponsorships*” from RSTP **or** refers to CIC web site information
 - provides list of local Settlement Agencies, and local LINC Assessment Centres
 - discusses with the sponsors two options for initial temporary housing of the refugees after arrival in Canada;
 - 1) The refugee travels directly to the community where the sponsoring group is located and the sponsors undertake to transport the refugee family within a few days after arrival to the centre where the RAP services is located for the following services:
 - a) Financial orientation by the RAP SPO and training on program rights and responsibilities
 - b) Meeting with the CIC RAP counsellor for assessment of whether the client understands the program and for disbursement of first cheque
- or**
- 2) The refugee family goes directly to the temporary accommodation normally provided in the RAP centre and stays there for the first few days while receiving orientation from the SPO and assessment by the CIC RAP counsellor. Following completion of orientation the refugee family will travel to the community where the sponsor resides, with travel being arranged by the sponsoring group at the group’s cost, or by transportation warrant, processed by the CIC.
- encourages sponsors to attend orientation at RAP SPO with refugee family
 - informs Settlement/Port of Entry Ontario Region, Matching Centre and visa post of final destination and which option above has been chosen.

6.3.3 NAT sent to Local CIC

Settlement/Port of Entry Ontario Region

- Forwards copy of NAT to RAP CIC within Management area, and IRIS, with instructions regarding where refugee clients will be travelling to upon arrival in Canada (i.e. either RAP centre or community of final destination) as per instructions from CIC Private Sponsorship Counsellor above

CIC PS Counsellor

- Informs sponsoring group as soon as possible (same day if possible) and confirms arrangements as agreed upon above
- informs CIC RAP counsellor if refugee family has any special needs (i.e. physically disabled, suffering severe trauma or mental disorder, other medical condition) so that the RAP counsellor can inform the RAP SPO if appropriate

CIC RAP Counsellor

- forward NAT to RAP SPO and advise if refugee clients will be staying at Reception Centre upon arrival, or if they will be brought in for orientation session only (as per instruction received from Settlement/Port of Entry Ontario Region above)

IRIS

- Notifies local CIC and RAP SPO about clients who are unexpected arrivals (either no NAT, or NAT indicated different time/day) or who do not arrive as per NAT information
- Make arrangements for onward transportation (if necessary) as per instructions in NAT copy forwarded from Settlement/Port of Entry Ontario Region

Sponsoring Group

- Advises IRIS and CIC PS Counsellor whether sponsors will be at Airport to meet and pick up refugee
- If not staying in Reception Centre, sponsoring group contacts RAP SPO and arranges for orientation times for family when a sponsoring group rep can also be there

6.3.4 Arrival of Refugee Family

Sponsoring Group

- meets refugee family at airport, or final destination if ground transportation is necessary from airport (mandatory if refugee family is *not* going to Reception Centre)
- arranges for someone from the sponsoring group to be present, if possible, at orientation session at RAP SPO
- arranges for temporary (if not using the Reception Centre) and permanent accommodation

RAP SPO

- arranges for transportation to RAP SPO temporary accommodation from local airport (in co-ordination with sponsor) for Windsor and Ottawa cases
- ensures that a modified Orientation suitable for out-of-area JAS cases (i.e. role of the sponsoring group is discussed, local orientation and housing assistance is omitted) is scheduled for refugee family
- encourages sponsoring group to attend if available
- ensures sponsoring group is provided with a copy of orientation material (including "First Steps") in English
- schedules and hosts CIC RAP Counsellor interview with refugee family
- assists with obtaining SIN, Child Tax Benefit, OHIP and bank account
- if applicable, orders furniture for refugee family and arranges for delivery

IRIS

- provides transportation to RAP SPO temporary accommodation from Toronto Pearson International Airport in co-operation with sponsoring group (if refugee family staying at Reception Centre in one of the following: Toronto, Hamilton, London or Kitchener)
- assists refugee family with onward transportation if required
- provides winter clothing between mid-October and mid-April

CIC RAP Counsellor

Same procedures as under Section 6.1.5

6.3.5 Dealing with Initial Refugee Settlement Issues

Same procedures as under Section 6.1.6

6.3.6 CIC Monitoring

CIC RAP Counsellor

- Informs refugee, in writing, of requirement for monitoring and the need for it to take place at the RAP CIC
- Conducts monitoring of refugee at in-person interview sometime during first year of sponsorship
- Provides copy of monitoring report to CIC PS Counsellor

CIC PS Counsellor

Same procedures as under Section 6.1.7

Refugee Newcomer and Sponsor

Same procedures as under Section 6.1.7

7 Resettlement Assistance Program Details

7.1 RAP Cheques

RAP clients will receive RAP cheques by mail during the last week of every month for the period of RAP eligibility or until the recipient becomes self-sufficient, whichever comes first. Cheques are normally payable to the head of the household who is responsible for payments of monthly expenses including rent, groceries, and utilities.

The Start-Up entitlement provides new arrivals with the ability to set up a modest basic home. This entitlement is meant to cover some clothing (and winter clothing as applicable), bed and bath linens; (e.g. bedsheets, pillows, blankets and bath towels); kitchen utensils; (e.g. pots and pans, dinnerware and cutlery); drapes; some cleaning utensils and a pantry start-up for items such as oil, sugar, flour, and rice. Depending upon the RAP centre, this entitlement may be provided as a pre-determined package supplied to the newcomer, a financial entitlement included in the Start-Up cheque, or a combination of both. Families with school-age children also receive a school Start-Up entitlement.

In Ontario, based on the family composition, government-assisted refugees are provided with new basic furniture such as beds and mattresses, dressers, kitchen table and chairs, sofa, coffee table and living room lamps. The furniture is ordered from CIC-approved suppliers and cannot be converted to a financial entitlement. It is supplied to the refugee family when they move to permanent accommodation, anytime within the RAP eligibility period.

All government-assisted refugees receive a winter clothing allowance. Between October 15th and April 15th, the winter allowance is issued by IRIS at Pearson International Airport in the form of clothing such as a winter jacket, winter boots, socks, hats and gloves. Depending on their age, children may receive snowsuits.

Between April 16th and October 14th, the CIC includes the winter clothing allowance in the Start-Up cheque.

The CIC RAP counsellor will issue the initial cheque to the client in person. It will include the Start-Up allowance plus one full month's entitlement (for rent, food and incidentals, and

transportation) in addition to an assistance loan (intended to cover rent and telephone deposits – see below). Subsequent cheques, covering the remaining months of entitlement, will be mailed directly to the client's permanent address in Canada.

See Appendix 4 for a sample of the form that will be filled out by the CIC RAP Counsellor and provided to your group.

7.2 Loans

The Immigrant Loans Program provides financial assistance in the form of a loan to eligible applicants. The program is comprised of three loan options that apply to refugees processed overseas. They are:

- **Transportation Loan** - to assist refugees and their families to pay for transportation and living expenses to get to their final destination;
- **Admissibility Loan** - to assist refugees to pay for costs associated with immigration processing, such as Immigration Medical Examinations;
- **Assistance Loan** - to assist refugees once they have arrived in Canada with living expenses associated with the basic needs of life, basic household needs or labour market access.

The first two loan types are assessed and issued overseas by the visa officer. Some special-needs refugees do not have a transportation/admissibility loan but instead receive a contribution (meaning it never has to be paid back). The decision about whether a refugee gets a contribution or a loan is made overseas before arrival.

The third loan type is assessed and issued by a CIC officer in Canada after the arrival of the refugee. The RAP program makes use of assistance loans to cover deposits for last month's rent and telephone.

The loan, as stated above, will be issued in the initial cheque at an interview to be held with a CIC RAP counsellor. All clients will receive the loan regardless of whether they live with relatives or independently. Clients living with relatives may opt to save the loan money so that it may be repaid in full as soon as possible.

The rate of interest which is applicable to the Immigrant Loans Program is adjusted each year in February. You may check with your CIC RAP Counsellor for the current rate, or you can refer to the refugee's Immigrant Loan (Assistance Loan) IMM5355. Interest will be calculated daily and will be accrued beginning the first day of the thirteenth month after the client's arrival in Canada where the loan amount is not more than \$1200.00; the first day of the twenty-fifth month after the client's arrival in Canada where the loan amount is more than \$1200.00 but not more than \$2400.00; or the first day of the thirty-seventh month following the client's arrival in Canada where the loan amount is more than \$2400.00.

Any address changes must be reported to the loan office, in writing, within ten days of relocation until the loan is repaid in full. The address is:

**The Chief Revenue Accounting,
Jean Edmonds Tower North,
300 Slater Street, 4th Floor,
Ottawa, ON K1A 1L1**

Negotiating a change in the loan payment schedule is possible by contacting the loan office by phone. Any other inquiries about loans may be directed to this office at the toll-free number:

1-800-667-7301

7.3 Resettlement Assistance Program Agreement

The agreement is a binding contract that describes the roles and responsibilities of a recipient of RAP benefits. These benefits are not automatic but are available to assist those who have been identified by the CIC RAP Counsellor as requiring temporary financial assistance. It is a privilege that carries with it an obligation on the part of the recipient to work towards self-sufficiency.

If there is a change in the situation of the client, a new assessment of the needs and means is necessary. Therefore, the client has a responsibility to notify the CIC RAP counsellor of any changes as soon as possible by submitting a Client Report Form.

The CIC RAP counsellor will perform a review of the clients' situation at the end of the first 12 months to determine eligibility for the remaining 12 months and to recalculate entitlements as appropriate.

Income support may be refused, discontinued or reduced by a CIC RAP counsellor in the following situations:

- refusal to avail oneself of appropriate training or settlement measures that are recommended by SPOs and/or CIC counsellors without just cause;
- refusal of any reasonable offer of employment, leaving employment or not actively seeking employment without valid reasons;
- receipt of employment income from any member of the household;
- refusal to return completed monitoring questionnaires;
- refusal to report for in-person monitoring interviews upon request;

- possessing assets beyond those normally owned by persons requiring financial assistance; or,
- a change in the client's situation which reduces the newcomer's expenses (i.e., family member leaves Canada, death in family, spousal separation).

The client's responsibilities include:

- making every effort to become self-sufficient as soon as possible;
- ensuring income support is used to pay monthly expenses;
- reporting any changes of status to the CIC RAP counsellors (by submitting a Client Report form);
- repaying all benefits which exceed the amount of the entitlement;
- completing and returning monitoring questionnaires upon receipt; and,
- reporting to CIC RAP counsellors for in-person monitoring interviews whenever called upon to do so.

The agreement will be fully explained in orientation sessions with RAP Reception Centre staff. The client will then sign the agreement in the presence of a CIC RAP counsellor and receive a signed and dated copy. If a counsellor is of the opinion that the client does not fully understand his/her roles and responsibilities or the terms and conditions of the agreement, the interview will be re-scheduled pending additional orientation and the release of the start-up cheque will be deferred. See Appendix 1 for a sample of the RAP Agreement.

7.4 Client Report Forms

The client **must** submit a Resettlement Assistance Program Client Report Form by mail along with any required documentation where any of the following changes in client status or the status of a dependent family member occur:

- a) Where the family changes address and/or telephone number, this information is to be reported **30 days before** relocation.
- b) Where one or more family members commence part-time or full-time employment. *Photocopies of pay stubs and a telephone contact name and number is required ASAP.*
- c) Where a family member inherits or otherwise receives other financial resources/assets, this is to be reported within **30 days** of receiving such assets.
- d) Where a family member travels outside of Canada for any period of time. *Departure and return dates are required as well as copies of the tickets and/or receipts.*
- e) Where a family member is advised by a physician that she is pregnant. *A doctor's letter indicating the expected due date is required ASAP.*
- f) Where there is an addition to the family e.g., a new-born or family reunification. *A certificate of live birth is necessary for a new-born ASAP.*
- g) Where a family member requires special diet due to a health condition. *A doctor's letter is required ASAP.*
- h) Where a family member is hospitalized for a prolonged period of time. *A doctor's letter is required ASAP.*
- i) Where a family member abandons the family and does not return or intend to return to the family.
- j) Where a family member has died. *The certificate of death is required ASAP.*
- k) Where a family member is incarcerated for more than 30 days. *A police report is required ASAP.*
- l) See Appendix 2 for a sample of the Client Report Form.

7.5 Standards for Entitlements and Rates

Entitlements for shelter and food and incidentals follow maximum prevailing social assistance rates. Shelter rates include basic rent, heat, electricity and water. Food and Incidentals or Basic Needs include money for basic food requirements, and such items as personal care products, household supplies, etc. **The rates paid are maximum entitlements and are not to be exceeded.**

The following charts summarize the standard monthly amounts that will be issued to singles and families. The amounts vary depending on the size of the family and the number and age of dependants. Transportation allowances and other special allowances may be added to the monthly cheque.

Monthly Food & Incidental Allowance paid to RAP clients in Permanent Accommodation - based on family size and age of children

Children 0-12 yrs	Children 13-18 yrs	Single Adult	Adult Couple
-	-	\$ 195	\$ 390
One	-	\$ 446	\$ 476
-	One	\$ 486	\$ 512
Two	-	\$ 532	\$ 576
One	One	\$ 572	\$ 612
-	Two	\$ 608	\$ 648

The above table must include the two *eldest* dependants under the age of 19 years. Anyone 19 years of age or older will receive their own entitlement.

For each additional child less than 19 years old add:

Children 0-12 yrs:	\$100.00
Children 13-18 yrs:	\$136.00

Calculations are always based on the age of the dependants on the date of arrival. Entitlements based on age will be reassessed at the end of the first 12-month period.

Monthly Rental Allowance including Utilities:

Family Size	Monthly Rent
1	\$ 325
2	\$ 511
3	\$ 554
4	\$ 602
5	\$ 649
Over 5	\$ 673

7.6 Pre-School Allowance

Refugees arriving with children under 6 years of age, as of the date of arrival, or who have a baby once they have arrived in Canada within their RAP eligibility period are entitled to an additional \$50.00 per month above their normal food and incidental allowance. The resources are to assist with the cost of diapers, laundry, formula and other infant/toddler needs.

7.6 Transportation Allowance

Each individual between the ages of 18 to 65 years of age will be authorized \$60 per month for transportation or the actual cost of the transportation monthly pass. This allowance is intended to support labour market access activities, including job search and attending training and language classes.

7.8 Entitlement Rates for Senior Refugee Clients *

7.8.1 Monthly Food & Incidental Allowances based on family size and age of children

Single Adult	Adult Couple (1 eligible**)	Adult Couple (both eligible***)	Dependants(s)	
			0-12	13-18 yrs
\$516	\$765	\$1,032	-	-
\$771	\$875	\$1,142	1	-
\$823	\$921	\$1,188	-	1
\$882	\$1,002	\$1,269	2	-
\$933	\$1,048	\$1,315	1	1
\$979	\$1,095	\$1,362	-	2

* 65 years of age and over

** One person, recipient or spouse, is a senior.

*** Both recipient and spouse are seniors.

Above table must include the two eldest dependants under the age of 19. For each additional child, add:

Dependants 0-12	\$127
Dependants 13-18	\$174
Dependants 19-21 living with parent/s	\$195

Add \$50 per month for dependants under the age of six as of the date of arrival.

Calculations are always based on the age of the dependants on the date of arrival.

Entitlements based on age will be reassessed at the end of the first 12-month period.

7.8.2 Monthly Rental Allowance including Utilities

Family Size	Monthly rent (1 eligible*)	Monthly rent (both eligible**)
1	\$414	0 (N/A)
2	\$652	\$707
3	\$707	\$762
4	\$768	\$823
5	\$828	\$883
6 or more	\$859	\$914

* One person, recipient or spouse, is a senior.

** Both recipient and spouse are seniors.

Special authorization is required from RHQ to approve payment of rents above these maximums.

7.9 National Child Tax Benefit

Each month the client will receive additional income paid in a monthly “Child Allowance” cheque. One portion of this money is a National Child Benefit Supplement paid by the Federal Government, through Canada Customs and Revenue Agency (CCRA), to all parents that meet income cut-off criteria for dependent children under the age of 18 years. The second portion of this money is available to all parents with dependants under 18 years of age for provincial child tax benefits. Canada Customs and Revenue Agency determines the National Child Benefit Supplement amount through the information that one provides in the “Child Tax Credit” application. Upon arrival in Canada, RAP clients will complete applications for the child tax credit program with the assistance of RAP SPO Service staff.

The National Child Benefit Supplement portion of the “Child Allowance” is initially included in the monthly RAP cheque. This is to give clients time to apply to CCRA and for CCRA to process the application and start the issuance of cheques. Within 3-4 months of submitting the application, the client should receive a lump-sum cheque from CCRA for the Child Tax benefit retroactive to their first full month in Canada. Because the NCB amount will eventually come from CCRA, CIC needs to recover the NCB portion that was advanced to the RAP client. CIC recognizes that the first lump-sum cheque from CCRA could arrive after the issuance of the last cheque from CIC. As such, CIC will send a letter to the client following the issuance of the last cheque to remind clients of their obligation to repay the NCB amount that was advanced. Failure to repay said amount will result in the file being forwarded to Collections.

Should the amount of the National Child Benefit Supplement be less than the NCB deduction from the Resettlement Assistance cheque, a client should advise his/her CIC RAP Counsellor by sending a Client Report form and a photocopy of the “Canada Customs and Revenue Agency Assessment Notice”. The information will be reviewed by the CIC RAP Counsellor and the client’s Resettlement Assistance entitlements will be adjusted to reflect the information provided.

See Appendix 3 for a sample of the letter that the client will receive regarding the National Child Tax Benefit.

7.10 Employment Income Incentive

In cases where a client finds employment, he/she may earn income up to a certain amount without changing the Resettlement Assistance benefits that he/she receives monthly.

Once the client starts any type of employment, they will need to notify the CIC RAP Counsellor immediately by sending a Client Report form with pay stubs to the CIC. The CIC RAP Counsellor will assess the file and determine if an adjustment will be made.

RAP income support will end when the client starts full time employment and earns more than they would have on RAP. If the client starts part-time work, he/she may still receive a reduced RAP cheque depending upon how much employment income is earned. There is an incentive to finding employment while receiving income support, so the client will still receive more money in a month than if they had not worked at all.

7.11 RAP Reception Centres

RAP Reception Centres are operated by Service Providing Organizations (RAP SPO) that are located in six communities across Ontario: Toronto, Hamilton, Kitchener, London, Windsor, and Ottawa. RAP SPOs are under contract with CIC to provide a specific group of services to government-assisted refugees (GARs) including JAS cases within four to six weeks of the GAR's arrival in Canada. Some RAP SPOs are located in a house/shelter setting, while others contract rooms with a local hotel. Services that may be provided are:

- a) Provision of temporary accommodation and meals (or meal allowances) to newly-arrived GARs staying at the Reception Centre (including JAS);
- b) Assistance to apply for and obtain a SIN card, open a bank account, complete Child Tax Credit application;
- c) Assistance to GARs staying at the Reception Centre to locate permanent accommodation and move within established CIC timelines (guidelines vary from ten days to twenty days depending on the city of destination);
- d) Provision of mandatory RAP orientation on the RAP Agreement and clients' requirements to comply with the RAP Program (mandatory participation for all GARs);
- e) As required, provision of general Orientation to Canada and links to services in the local community (not mandatory for JAS cases);
- f) Placing furniture orders and arrangement of delivery as established by CIC;
- g) Assistance to client to arrange ground transportation to permanent accommodation within the local community;
- h) Response to in-house emergencies (i.e. medical, police, fire department).

Sponsors are encouraged to attend Orientation Sessions at the Reception Centre with the refugees they have sponsored. It should be noted that RAP SPOs are contracted to provide their services only to new arrivals, not sponsors. Orientation sessions are held during business days and regular business hours. Orientation sessions are usually delivered in groups of up to twelve people and most often in the language of the new arrivals. General orientation includes videos and handouts. The Reception Centre can provide copies of the handouts in English to the sponsoring group. The handout entitled “First Steps: An Orientation Package for Newcomers” can also be downloaded from the internet at http://www.settlement.org/downloads/First_Steps_English.pdf

8 Housing

8.1 Temporary Housing

As indicated above, Reception Centres can provide temporary accommodation for JAS cases if required. Your group does not have to make use of this service, but you may want to consider all the pros and cons of using this service. A partial list follows:

Pros

- Sponsoring group does not have to worry about finding temporary accommodation. This is especially beneficial if refugee family arrives with little or no notice
- Sponsoring group does not have to arrange for transportation to the Reception Centre for the mandatory RAP Orientation sessions
- Assistance from Reception Centre staff to find permanent accommodation
- Time available (according to CIC-contracted arrangements with RAP SPO) for the sponsoring group to locate permanent accommodation in consultation with the refugees
- Meals and Incidental allowances provided until CIC issues initial RAP cheque (meals provided, or allowance given)
- Key documentation completed in-house (SIN, OHIP, Child Tax Credit application)
- Provision of a comfortable environment with other refugees who may share a similar background and experience
- Refugee family may be able to initiate contacts with other refugees with whom they may maintain contact

- Refugee family able to ask questions of RAP SPO staff at any time, rather than only during RAP Orientation session

Cons

- Sponsoring group is not able to bond initially with refugee family
- In cases where the sponsors live in outlying communities away from the Reception Centre, some refugees decide they do not want to move from the initial community once they have stayed at the Reception Centre; Sponsorship breakdowns do sometimes occur

8.2 Permanent Housing

Whether or not your refugee family stays in the reception house temporarily, permanent housing will have to be arranged. Some sponsoring groups attempt to secure permanent housing before the refugee family arrives. If your group chooses to do this, you should keep in mind that:

- Accommodation that may appear to be perfect for what *you* perceive the refugee's needs are may in fact *not* be.
- Most landlords require a lease to be signed and a **money deposit** before the space is guaranteed. Should a person from the sponsoring group sign this lease they will become the legal tenants of the premise assuming all legal responsibilities. Remember that the refugee family may not arrive, may decide to move before the lease contract expires, or may simply refuse to move into the space at all.

If your refugee family stays temporarily in the Reception Centre until permanent housing is obtained, you must remember:

- Reception Centres do have staff to assist the refugee to find permanent housing, however, they are mandated under their contracts with CIC to move the refugee family out of the Reception Centre within a specific time period
- Most Reception Centres have working arrangements with landlords in the community and will not expand their search beyond the immediate local areas.

Your group may wish to make contact with the Reception Centre prior to the arrival of your JAS family to discuss how the housing search will be conducted and how best you can work together to obtain the best available housing in the least amount of time.

9 Interim Federal Health Program

All clients receiving RAP benefits will receive a document from Citizenship & Immigration Canada called the Interim Federal Health Certificate (IFH). This document will help with certain essential health costs not covered under provincial health plans.

Appendix 5 of this document has copies of the appendices for IFH that give dentists, pharmacists and other health care providers pertinent information about the IFH program. When requesting services that are not covered by OHIP, the client must show both the IFH with attached appendices and his/her proof of status (i.e., Record of Landing/Immigrant Visa, Confirmation of Permanent Residence, Permanent Resident Card, Temporary Resident Permit, or Minister's Permit).

The program covers essential services only and there are very strict limitations on the costs that will be paid. Only emergency dental services that must be performed due to pain or infection are covered. Each individual is limited to a maximum coverage of \$400 for dental work. Therefore, visits to the dentist for check-ups or cleanings are NOT covered. Many treatments such as root canals and orthodontics are NOT covered.

Essential prescription medications are normally covered under the program. Before providing service for other healthcare needs such as eyeglasses, hearing devices, etc. the healthcare provider must send detailed information for approval to:

**Medical Director, Interim Federal Health Program
365 Laurier Ave. West,
Jean Edmonds Tower South, 14th floor
Ottawa, ON K1A 1L1**

Or by fax: 1-800-362-7456

Because the plan has many limitations, it is important to verify whether the treatment needed is covered before a client has any work done. There is a toll free number, 1-800-770-2998, available to healthcare providers for billing information.

The IFH is valid for a maximum of twenty-four months, depending upon how long the client is eligible for RAP. A counsellor will prepare the IFH document and issue it to the client at the time of the initial cheque interview. This form will bear the photograph of the eligible individual, the terms and conditions of coverage, the period of validity for coverage and the name, identification number and date of birth of the client.

10 Settlement Agencies

Communities across Ontario with significant volumes of new immigrants arriving have non-profit organizations that assist new immigrants to settle. They assist the new immigrant in accessing services offered to the general population that are necessary during settlement (e.g. OHIP, Human Resources Development Canada, Canada Customs and Revenue Agency, etc).

The federal government under a program called Immigrant Settlement and Adaptation Program (ISAP) funds some of these community organizations. The objective of ISAP is to assist immigrants in settling and integrating into Canadian society. ISAP funded agencies are available to deliver direct services to immigrant newcomers to Canada. The direct services that these agencies provide to immigrants may include some or all of the activities described below:

- Reception
- Referral
- Information and Orientation
- Interpretation and Translation
- Para-professional Counselling
- Employment-Related Services

Please note that government-assisted refugees and regular privately sponsored refugees are eligible to access these free settlement programs delivered by community agencies throughout Ontario. Your CIC Private Sponsorship Counsellor will provide you with the most updated list of your local settlement agencies.

11 Language Instruction for Newcomers to Canada (LINC)

Language Instruction for Newcomers to Canada (LINC) is a federally funded settlement program. The program provides basic language instruction in one of Canada's official languages to adult immigrants as soon as possible after their arrival in Canada so they may acquire the necessary language skills to integrate into Canadian society.

All adult immigrants 17 years and older who are not yet Canadian citizens may be eligible for LINC. Immigrants must first be assessed by a LINC Assessment centre to determine eligibility and LINC level. Most communities in Ontario that receive significant volumes of immigrants have LINC classes and usually a range of options - such as part-time, full-time, and weekend classes - are offered. Childminding for pre-school children is offered free in some locations, as well as some transportation assistance for those who cannot afford to pay for transportation to attend.

Your CIC Private Sponsorship Counsellor will provide you with the contact information for your local LINC Assessment centre.

12 Immigrant Reception and Information Service (IRIS)

The Immigrant Reception and Information Service (IRIS) is run by Malton Neighbourhood Services, and is located in Terminal Two of Pearson International Airport (PIA). This is a CIC-funded service in which general information (government produced booklets) about settling in Canada is distributed to immigrants upon arrival. IRIS is also mandated to provide reception services for all government-assisted refugees upon arrival at PIA. This consists of providing basic winter clothing between October 15 and April 15, assisting with onward transportation (both ground and air travel), and communicating with Reception Centres, sponsors and relatives about arrivals.

13 Additional Resources

You should contact your Sponsorship Agreement Holder for any resources they have to offer. In addition, there are two web sites that have useful information for your sponsoring group:

- <http://www.cic.gc.ca/ref-protection> is a Citizenship and Immigration web site called Refugee Protection. It was designed to provide easy access to existing information about refugee resettlement. Click on either "private sponsorship" or "Training and Education" and then to "RSTP". The *Sponsoring Group Handbook - Joint Assistance Sponsorships* is written specifically to assist JAS sponsors. The CIC-produced *Guide to the Private Sponsorship Program* is also available at this site.
- <http://www.settlement.org> is a web site specifically for Ontario that is geared to the needs of newly-arriving immigrants and those who assist immigrants in their initial settlement. Cultural Profiles for more than 100 countries can be downloaded from <http://www.settlement.org/cp>.

Remember that you can contact the CIC Private Sponsorship or CIC RAP counsellor for further assistance regarding details of the Joint Assistance or Resettlement Assistance Programs.

14 Appendices

Attached are five appendices that you may find helpful. Some have been referred to above.

Appendix 1 RAP Agreement



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

FILE # _____

RESETTLEMENT ASSISTANCE AGREEMENT

As an eligible recipient of income support benefits under the Resettlement Assistance Program, you may receive financial assistance from the Government of Canada for a maximum of _____ months from your date of arrival in Canada until _____ **or** until you are financially self-sufficient, whichever comes first. Income support is not an automatic benefit and can be refused, discontinued or reduced if the conditions of this agreement are not met.

I, _____ BORN _____
FIRST NAME LAST NAME

And my spouse (if applicable) _____ BORN _____
FIRST NAME LAST NAME

Agree to provide information regarding any change in my/our situation that might affect my/our financial entitlement by completing a Client Report form and submitting it to the Canada Citizenship and Immigration Centre at:

Insert CIC name and address

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

1. I will make active efforts to become self-sufficient as quickly as possible including attending language classes, employment preparation programs and actively seeking work. I understand my progress will be monitored. I will not refuse any reasonable offer of employment or abandon employment without just cause. I acknowledge that I cannot receive income support benefits while attending a post-secondary institution, such as college or university.

Initials: _____ Spouse: _____

2. I will immediately report any employment and all income, assets or money received by my family members or myself from any source.

Initials: _____ Spouse: _____

3. I will report any change of address to Citizenship and Immigration, one month before moving. Failure to report this information will result in not receiving my cheque.

Initials: _____ Spouse: _____

4. I understand that if I relocate, I am responsible for paying all moving costs and meeting any and all commitments with local landlords. I am not entitled to temporary accommodation in another city nor will any of the assistance I have already received be duplicated.

Initials: _____ Spouse: _____

5. I will report without delay any changes in my family situation including pregnancy, death, marriage, separation, hospitalization or imprisonment.

Initials: _____ Spouse: _____

6. If I am leaving Canada for any reason, I will report my dates of departure and return. I will send in a copy of my transportation ticket before I leave. I understand I am not eligible for income support when not in Canada.

Initials: _____ Spouse: _____

7. I will report to a Canada Citizenship and Immigration Centre for an in-person monitoring interview and complete and return monitoring questionnaires whenever called upon to do so. I understand that failure to do this will result in the immediate suspension of my payments.

Initials: _____ Spouse: _____

Appendix 2 RAP Client Report Form

Resettlement Assistance Program Client Report Form

Name : _____ Client I.D. : _____
Prenome Surname

Social Insurance Number : _____ Telephone : _____

1. CHANGE OF ADDRESS

Present Address : _____
Apt Number Number and Street Address Telephone
City Province Postal Code

New Address : _____
Apt Number Number and Street Address Telephone
City Province Postal Code

MOVING DATE : _____, 200_____

If address is in another province, what date did you leave Ontario : _____, 200_____

2. TRAVEL OUTSIDE CANADA

If you or any member of your family has been outside of Canada, please attach transportation tickets/receipts.

Members of family outside Canada : _____

Departure Date : _____, 200_____

Return Date : _____, 200_____

Reason for travel : _____

3. EMPLOYMENT

Has any member of your family started working : _____ Full Time _____ Part Time
_____ Permanent _____ Seasonal

Family member who is working : _____

Employer's Name : _____ Telephone Number : _____

Address : _____
Apt Number Number and Street Address City Province Postal Code

Contact Person : _____ Date Started : _____, 200_____

Type of Work : _____ Hours worked/week : _____ Hourly Rate of Pay : \$ _____

NET pay : \$ _____ for _____, 200_____ If applicable, date of termination : _____, 200_____

NOTE : Please attach **PHOTOCOPIES OF ALL PAY STUBS** and submit to this office at the end of each month that you are employed.

4. EARNINGS

Have you received any income in any one-month period other than from employment? If yes, please provide the following :

NET amount received : \$ _____ Date income received : _____, 200_____

Reason for income (i.e., inheritance, lottery, etc...) _____

Appendix 3 National Child Benefit Supplement Letter

NATIONAL CHILD BENEFIT SUPPLEMENT

Dear Client,

Each month, you will receive additional income paid to you in a monthly “Child Allowance” cheque. This money is a National Child Benefit Supplement paid by the Federal Government, through Revenue Canada, to all parents that meet an income cut-off criteria for dependent children, UP TO THE AGE OF 18 YEARS. Revenue Canada determines the National Child Benefit Supplement amount through the information that you provide in the “Child Tax Credit” application.

Approximately 3-4 months after you apply for the “Child Tax Credit” and “National Child Benefit Supplement”, you will receive a lump-sum cheque for the monthly amount you are entitled, retroactive to your first full month in Canada.

A lump-sum amount will be deducted from your Resettlement Assistance cheque in the 5th full month that you are in Canada. (PLEASE SEE DEDUCTION SHEET ATTACHED). This amount is only the money you will receive for the National Child Benefit Supplement. The monthly amount you are entitled will be deducted from your Resettlement Assistance cheque each month, beginning in the 6th month you are in Canada. Your cheque will be reduced monthly as follows:

If you have one child, for example, your Resettlement Assistance cheque reduction is \$121.91 per month. Please see the following chart:

1 Child	Monthly deduction will be	\$ 121.91
2 Children	Monthly deduction will be	\$ 226.41
3 Children	Monthly deduction will be	\$ 324.41
4 Children	Monthly deduction will be	\$ 422.41
5 Children	Monthly deduction will be	\$ 520.41
6 Children	Monthly deduction will be	\$ 618.41
7 Children	Monthly deduction will be	\$ 716.41
8 Children	Monthly deduction will be	\$ 814.41
9 Children	Monthly deduction will be	\$ 912.41
10 Children	Monthly deduction will be	\$ 1010.41

Should the amount of your National Child Benefit Supplement be less than the amounts provided in the above chart, please advise your Citizenship and Immigration Canada Centre by sending a Client Report form and a photocopy of your Revenue Canada Assessment Notice. The information will be reviewed and your Resettlement Assistance entitlements will be adjusted to reflect the information you provide.

Attached is a letter called the “National Child Benefit Supplement-Ontario” form. This has all the information regarding the deductions that will be made to your cheque.

IT IS YOUR RESPONSIBILITY TO MAIL THE CHILD TAX CREDIT APPLICATION AS SOON AS YOU MOVE INTO PERMANENT ACCOMMODATION AND RECEIVE YOUR TELEPHONE NUMBER.

Appendix 4 Draft RAP Budget Breakdown



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

DRAFT INITIAL CHEQUE FOR _____

START-UP ALLOWANCES:

(Furniture is supplied directly)

CLOTHING - BASIC: \$ _____

CLOTHING - WINTER: \$ _____

HOUSEHOLD NEEDS: \$ _____

STAPLES: \$ _____

TELEPHONE INSTALLATION: \$ _____

SCHOOL START-UP: \$ _____

TOTAL START-UP ALLOWANCES: \$ _____

LOANS:

LOAN FOR RENT DEPOSIT: \$ _____

LOAN FOR TELEPHONE DEPOSIT: \$ _____

TOTAL LOANS: \$ _____

LIVING ALLOWANCES FOR ONE MONTH:

(For first full month in permanent accommodation)

FOOD & INCIDENTALS: \$ _____

RENT: \$ _____

TRANSPORTATION: \$ _____

OTHER: _____ \$ _____

TOTAL MONTHLY LIVING EXPENSE: \$ _____

TOTAL INITIAL CHEQUE: \$ _____

Note 1: Subject to change depending upon eligibility assessment at arrival, and any family composition changes.

Note 2: This is a generic form that may change depending upon the RAP Centre.

Appendix 5 IFH Details



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

OPERATIONS MEMORANDUM
NOTE DE SERVICE SUR LES OPÉRATIONS

APPENDIX C

INTERIM FEDERAL HEALTH PROGRAM (IFH) REFUGEES ON RESETTLEMENT ASSISTANCE PROGRAM (RAP)

(Information for Health Care Providers)

**PLEASE SHOW THIS FORM TO YOUR
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 care 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 (e.g. Imitrex, Accutane, Interferon and Lamisil),
- Prosthetic or mechanical devices, including hearing devices and artificial eyes,
- Eyewear (visual acuity's required for all patients).

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

**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 - 110 Street, 9th Floor
Edmonton, Alberta
T5K 3T4**

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

IP98-16

DEC/98

APPENDICE C

PROGRAMME FÉDÉRAL DE SANTÉ INTÉRIMAIRE (FSI)
RÉFUGIÉS ADMISSIBLES AU PROGRAMME D'AIDE À
L'ÉTABLISSEMENT (AAE)

(Informations pour les soignants)

VEUILLEZ MONTRER CE FORMULAIRE
À VOTRE PROFESSIONNEL DE LA SANTÉ

AVANTAGES :

Soins admissibles :

1. Seuls les soins essentiels pour le traitement et la prévention de conditions dentaires sérieuses (voir règlements dentaires pour les réfugiés)
2. Médicaments essentiels seulement et par ordonnance tels que déterminés par le CPS. Le médicament efficace le moins cher doit être utilisé et il doit être cité sur le **formulaire provincial** pour les assistés sociaux (au Québec, sur la liste "G" de le RAMQ).

Les honoraires devront être conformes au régime provincial d'assurance-santé et les codes (s'il y a lieu) devront être fournis. Les factures doivent être soumises dans les 6 mois suivant la prestation du service.

Soins admissibles avec approbation préalable seulement :

- Ambulance/déplacements (sauf pour des soins d'urgence),
- Médicaments chers (ex. l'Imitrex, l'Accutane, l'Interféron et le Lamisil),
- Prothèses ou aides mécaniques y compris appareils auditifs et yeux artificiels,
- Lunettes correctives (l'acuité visuelle doit être fournie).

Une approbation préalable est nécessaire et doit être demandée par poste ou télécopieur au :

Directeur Médical, Programme FSI
365, ave. Laurier ouest
Jean Edmonds tour sud, 14e étage
Ottawa (Ontario)
K1A 1L1
Télécopieur: 1-800-362-7456

Services non-admissibles :

- ◆ Médicaments en vente libre même avec ordonnance,
- ◆ Examens oculaires de routine,
- ◆ Médicaments pour l'infertilité.

Les factures avec photocopie de l'original du document d'identité/éligibilité seront postées par les soignants à:

FAS Benefit Administrators Ltd.
9707-110e rue, 9e étage
Edmonton (Alberta)
T5K 3T4

Information sur les facturations pour **les soignants seulement:** 1-800-770-2998
Revisé décembre 1998

OPERATIONS MEMORANDUM
NOTE DE SERVICE SUR LES OPÉRATIONS



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

APPENDIX D

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 \$400 exists** during the patient's eligibility period (as verified by the eligibility form, IMM 1442, bearing a photograph of 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.

IP98-16

DEC/98

APPENDICE D

REGLEMENTS SUR LES SOINS DENTAIRES POUR LES RÉFUGIÉS (À MONTRER AU DENTISTE)

SEUL SERONT COUVERTS LES SOINS DENTAIRES URGENTS- (définis comme des interventions d'urgence visant à soulager la douleur, les infections évolutives, les hémorragies ou les suites d'un traumatisme buccal).

Un plafond de \$400 est imposé pour la période d'admissibilité du patient (établie par le formulaire d'admissibilité IMM 1442 portant sa photo). Deux dents au maximum pourront être traitées par rendez-vous.

Cette somme doit viser uniquement les services suivants:

- A. **les examens d'urgence** (pas plus d'un par période de trois mois par cabinet dentaire),
- B. **les radiographies** (pas plus de deux pellicules intrabuccales par rendez-vous),
- C. **obturations permanentes** (composite, amalgame et couronnes en acier inoxydables),
- D. **traitements pulpaires** (ouverture et drainage uniquement des dents permanentes; pulpotomie de dents de lait seulement),
- E. **soins périodontiques** (limités seulement au traitement d'urgence d'infections buccales ou gingivales aiguës comme le drainage d'abcès périodontiques),
- F. **ablations** (les ablations simples sont autorisées; les ablations complexes feront l'objet d'une autorisation préalable et une radiographie prise avant le traitement devra être soumise),
- G. **médicaments sur ordonnance** (seulement si nécessaires pour traiter une urgence), et
- H. **partiels de transition en acrylique** (avec ou sans crochets) pour remplacer les dents antérieures et éventuellement les dents postérieures manquantes sur la même arcade (Veuillez noter que les partiels en vitalium ne seront pas couverts en général).

EXCLUSIONS: LES SOINS ENDODONTIQUES, LES PLOMBAGES EN OR OU EN PORCELAINE ET LES SOINS ORTHODONTIQUES.

Les services seront remboursés à 100% selon le barème du guide des honoraires actuellement utilisé par les provinces et les territoires. Il faudra donc indiquer sur les factures soumises tous les codes d'intervention, les coûts et les dates des services fournis. Comme précisé sur la liste générale des soins admissibles, les demandes de remboursement ainsi que les demandes d'autorisations préalables devront être transmises au **FAS Benefit Administrators Ltd.**, accompagnées d'une photocopie du document d'admissibilité au:

Dentiste conseil
FAS Benefit Administrators Ltd.
9707 - 110e rue, 9ième étage
Edmonton (Alberta)
T5K 3T4

**Les dentistes peuvent vérifier le solde du client en appelant le 1-800-770-2998. Dans le cas où le patient aurait déjà dépassé sa limite, une autorisation spéciale du dentiste conseil devra être obtenue.*

Revisé décembre 1998