

		<p>Health Care Coverage</p> <ul style="list-style-type: none"> The new Permanent Resident Card no longer has an immigration category on it (i.e. CR1, CR3, etc.). As a result, applicants <u>cannot</u> use this document when applying for provincial health care coverage. Refer to the health care coverage section for more details. 		
<input type="checkbox"/> Social Insurance Number (SIN)	ICA or CG	<ul style="list-style-type: none"> 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 immigration services at the airport completed SIN application upon arrival, no further steps are required (this occasionally happens if the newcomer landed in Ontario prior to traveling on to BC but is generally not the case). Applying for a SIN needs to be done in person at Service Canada: Service Canada Victoria Branch Information. This meeting may require the use of an interpreter. To apply for a SIN, the applicant needs to provide two primary documents at the time of application. A primary document is an official document that proves his or her status in Canada. The documents have to be original; if the name on the documents is different from the name the applicant currently uses, the person will also need to provide a supporting document. <p>Example of Primary Documents:</p> <ul style="list-style-type: none"> Permanent Resident Card issued by Immigration, Refugees, and Citizenship Canada (IRCC). Confirmation of Permanent Residence document AND visa counterfoil affixed to a foreign passport OR official travel document (such as IRCC-issued Single Journey 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 or misplaced). <ul style="list-style-type: none"> Special measures are in place to accommodate individuals who cannot apply in person at a Service Canada site. See more information here: Special Measures if unable to apply for SIN in person. Note: <ul style="list-style-type: none"> Every member of the family requires a SIN. There is no fee to apply for a 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 	Name	In Progress
<input type="checkbox"/> Bank Account	CG	<ul style="list-style-type: none"> You will need to bring two (2) pieces of ID (Confirmation of Permanent Residence 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, refer to Finance section below. 	Name	In Progress
<input type="checkbox"/> Medical Services Plan (MSP) of BC Coverage	ICA	<ul style="list-style-type: none"> Like anyone moving into the province, resettled refugees need to apply for health coverage under the Medical Services Plan (MSP) of BC In Victoria, ICA is the main Settlement Agency with an experienced team of Settlement Workers who are well equipped to assist the newcomers in completing documents such as MSP Applications. Following the newcomer's client intake appointment, they will be assigned a settlement worker who will assist in this process by completing the MSP Application for Enrolment Document. NOTE: To complete this document, the newcomer must bring originals of their IRCC issued documents: Confirmation of Permanent Residence Document, Single Journey Travel Document, and Interim Federal Health Document for review of the Settlement Worker. 	Name	In Progress

<input type="checkbox"/> Interim Federal Health (IFH) Program	ICA and CG	<ul style="list-style-type: none"> ICA follows a special process to ensure newcomers who are Convention Refugees do not have a 3-month wait period and are not invoiced for MSP premium during their first year in BC. Resettled refugees typically receive Interim Federal Health (IFH) coverage immediately upon landing in Canada, and will be given an IFH Certificate of Eligibility with no application process necessary. However, if the newcomer was not issued an IFH Certificate, the sponsorship group must bring this to the attention of the newcomer's ICA Settlement Worker to be dealt with during one of their first meetings. The IFH Plan provides immediate, temporary coverage of health-care benefits to resettled refugees. This program repays the cost of care to healthcare providers, such as doctors, dentists, hospitals and pharmacies in two ways: <ul style="list-style-type: none"> <i>IFH Basic Coverage</i> (similar to health-care coverage provided by provincial health insurance plans) is provided to the newcomers <u>up until they qualify for Provincial Health Insurance</u> (MSP). <i>IFH Supplemental and Prescription Drug Coverage</i> (similar to the coverage provided to social assistance recipients by provincial governments) is provided for one full year after their date of arrival in Canada. Medavie Blue Cross, the provider of IFH Program insurance, has provided the following list of IFH Providers by location: IRCC Provider Listing by Location. TIP: By printing off the Victoria section of this list and bringing it with you to the health care provider or pharmacy, you may be able to alleviate confusion or uncertainty as to whether the newcomer is registered with IRCC for IFH. NOTE: On April 1, 2016, Immigration, Refugees and Citizenship Canada (IRCC) restored the IFH Program to the levels of coverage available before 2012 for all beneficiaries. For more information see: IRCC - Interim Federal Health Program 	Name	In Progress
<input type="checkbox"/> Canada Child Benefit (CCB)	ICA	<ul style="list-style-type: none"> The Canada Child Benefit (CCB) is a non-taxable amount paid monthly to help eligible families with the cost of raising children under 18 years of age. The newcomer's settlement worker at ICA will assist in the application for CCB (together they will complete the Canada Child Benefits Application (Form RC66) and the Schedule RC66SCH, Status in Canada/Statement of Income form). Payments will be made retroactively to the newcomer's date of arrival, regardless of when application is made. NOTE: To apply for the CCB the applicant must have a SIN number. NOTE: It is important to inform the family that in order to continue to receive the CCB, they have to file their income tax and benefit returns for every year, even if they have no income to report. Canada Child Benefit Overview 	Name	In Progress
<input type="checkbox"/> GST/HST Credit	ICA	<ul style="list-style-type: none"> The GST/HST (Goods and Services Tax/Harmonized Sales Tax) 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 GST/HST rebate is paid every three (3) months. This payment is retroactive to the newcomer's arrival date. GST/HST Credit Overview GST/HST Credit Application for Individuals Who Become Residents of Canada 	Name	In Progress

Communication & Expectations

Preparation Steps		Key Considerations	Assigned To	Status
Sponsorship Expectations <ul style="list-style-type: none"> <input type="checkbox"/> Introduce newcomers to all members of the sponsoring group. <input type="checkbox"/> Explain the various roles for which each committee member is responsible and their general availability, contact details, etc. 	CG	<ul style="list-style-type: none"> It is necessary to discuss expectations and responsibilities with the newcomers soon after arrival. This is important so that everyone involved has the same understanding of who is responsible for what. If there is a language barrier it is necessary to have an interpreter present for the initial meeting in order to avoid misunderstandings and help ease comfort. Be sensitive to the <i>overload</i> newcomers might experience as they are introduced to many new things all at once. 	Name	In Progress

<ul style="list-style-type: none"> <input type="checkbox"/> Discuss expectations and responsibilities with the newcomers soon after arrival, including things like finances, schooling, employment, emergencies, etc.). <input type="checkbox"/> Consider documenting expectations and providing a copy to the family. <input type="checkbox"/> Provide a follow-up after a few months. 		<ul style="list-style-type: none"> • Be patient and prepared to explain anything as many times as necessary. Do not assume that since things have been explained once, they were understood. Recognize that the newcomers may not 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: At first, simple texting may be a preferred method of communication. • <i>Refer to the SAH Association website for further information and resources here: www.sahassociation.com</i> 		
<p>Privacy & Visits</p> <ul style="list-style-type: none"> <input type="checkbox"/> Review guidelines on what you can do to guard privacy, including things like calling ahead before visiting. <input type="checkbox"/> Upon arrival, discuss different aspects of confidentiality and privacy, including visit arrangements. <input type="checkbox"/> Advise newcomer to be careful with what, whom and when they should disclose personal information to avoid identity theft. <input type="checkbox"/> Explain importance of protecting valuables. 	CG	<ul style="list-style-type: none"> • It is important to respect the privacy of newcomer families, especially in their own home • One of the more important points related to visits and privacy is the visits with female newcomers: Due to the power imbalance between sponsoring group members and the newcomers, as well as possible cultural differences regarding what is acceptable, men from the sponsoring group should avoid being alone with sponsored newcomer women, especially in their home. • Make sure to include the newcomers in conversations when they are present, especially conversations that are about them. • Never take photos of any family members without getting clear, understood permission from them (or their parents if they are under 18) first. • Never share information or photos via social media without getting clear, understood permission from the family members first. Always be cognizant of abiding by the confidentiality agreement that you signed with ICA. • Encourage use of a safety deposit box for valuables such as, for example: passports, Confirmation of Permanent Residence document, financial documents. 	Name	In Progress
<p>Overcoming the Language Barrier</p> <ul style="list-style-type: none"> <input type="checkbox"/> Download a translation app on your phone such as Google Translate. Although the translations are not perfect they can help to get main points across if necessary. <input type="checkbox"/> Arrange an interpreter (ideally one week in advance) for important meetings/appointments to make sure important facts are understood. <input type="checkbox"/> Take the time to learn key words in their native language (even just hello, yes, no, thank you and welcome). 	CG (and ICA if you book an interpreter)	<ul style="list-style-type: none"> • TIP: If you have provided a computer for the newcomers, consider also providing a keyboard, keyboard stickers, or a silicone keyboard overlay to allow the newcomers to use computer in their native language as well as English. • CGs sponsoring through ICA request interpreters by email through ICA's Private Sponsorship of Refugees Manager. The email needs to contain the following information: Name of person who needs interpretation; place of interpretation (e.g., hospital, doctor, dentist); name of professional; address and telephone number where interpretation is to be provided; date and time of interpretation; approximate length of interpretation; gender preference for interpreter. The cost of interpretation sessions outside ICA (third-party service providers) is debited to the CG account. 	Name	In Progress

Basic Orientation / Community

Preparation Steps		Key Considerations	Assigned To	Status
<p>Food and Shopping</p> <ul style="list-style-type: none"> <input type="checkbox"/> Help newcomers learn how to economically shop for food in Victoria. <input type="checkbox"/> Explain the currency conversion between Canada and their country of origin. <input type="checkbox"/> Provide a list of grocery stores in the area (location, accessible by transit, 	CG	<ul style="list-style-type: none"> • 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/lb. • 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 their vicinity including bulk food, discount stores, and second-hand shops for clothing and household items. 	Name	In Progress

<p>specialty stores from their country of origin)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Take into account newcomers' possible wishes to incorporate traditional foods into their diet. <input type="checkbox"/> Introduce them to Canadian food and cooking (perhaps through a potluck style dinner). <input type="checkbox"/> Take into account religious dietary needs such as eating Halal or Kosher. 		<ul style="list-style-type: none"> • It may be helpful to have a member of your group designated to accompany the newcomers for the first 2-3 times grocery shopping. • If applicable, the newcomer may be interested in being directed to the Halal meat sections within the grocery store or Halal-specific butcher shops. • Research specialty shops/restaurants that provide foods from their country of origin. • Newcomers should be informed about the availability of food banks in case they need to use one in the future. • Note: 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. • There is a full listing of food banks, hours, and services on the website of the Greater Victoria Coalition to End Homelessness. 		
<p>Clothing & Laundry</p> <ul style="list-style-type: none"> <input type="checkbox"/> If the newcomer(s) arrive in the winter, you should provide some weather appropriate clothing for them at arrival. <input type="checkbox"/> If the newcomers require new clothing, assist them in finding clothes that are appropriate for the weather and suit their cultural needs/ budget. <input type="checkbox"/> Demonstrate how to operate the washing and drying machines, how the payment system works, and what cleaning products should be used. 	CG	<ul style="list-style-type: none"> • Be sensitive to issues of cultural appropriateness, especially concerning the use of second-hand clothing. • Budget for new clothing; adequate winter clothing to stay warm/dry is essential. • Always be conscious of and respect individual preferences/freedom of choice. Keep in mind that specific clothing may be selected based on cultural, religious or personal preferences. • Advise the newcomer(s) on second-hand or other affordable stores in the area they live, such as WIN (Women in Need), Value Village, Salvation Army Stores, Wal-Mart and Dollar Stores. • If there are no laundry services available inside their building, take them to the closest laundromat and clearly explain/demonstrate how the process works. • Explain that wet clothes can generally not be dried by hanging them inside houses or apartments due to the risk of mold. 	Name	In Progress
<p>Public Library</p> <ul style="list-style-type: none"> <input type="checkbox"/> Orient newcomers to the nearest public library and the various services provided there. <input type="checkbox"/> Accompany the newcomer to any branch of the Greater Victoria Public Library (GVPL) to apply for a FREE library card. They must bring one primary document that includes full legal name along with the completed GVPL Address Verification Form. 	CG	<ul style="list-style-type: none"> • Greater Victoria Public Library (GVPL) aims to provide an inclusive space for people from all backgrounds. The library provides access to FREE services such as borrowing books, music, DVDs, Internet/computer access and more. • GVPL offers books in a variety of different languages, and all different levels of English proficiency. Look for books by publishers that provide age-appropriate themes with varying levels of English fluency. • Library Card holders can access free online language learning programs such as Mango Language Labs (languages available include English, Arabic, French, Spanish and more). • Greater Victoria Public Library Locations • Tip: GVPL typically requires government issued I.D. that includes proof of address. They are able to waive this requirement for refugees by using a primary document that includes full legal name (such as PR Card, Confirmation of Permanent Residence, or Single Journey Travel Document) along with the following address verification form: GVPL Address Verification Form. 	Name	In Progress
<p>Other Community Services</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provide newcomers with orientation to elements of daily life and services that are available to them. <input type="checkbox"/> Take a tour of the immediate neighborhood taking public transit and walking. <input type="checkbox"/> Teach major road names and bus routes. <input type="checkbox"/> Provide list of upcoming community events. <input type="checkbox"/> Explain daylight savings time. 	CG	<ul style="list-style-type: none"> • Include overview of local services such as: 9-1-1 and 8-1-1 services, post office, hospital, walk-in clinics, pharmacy, etc. (Note: If the newcomer does not speak English and calls 911 or 811 saying their native language, the dispatcher will connect an interpreter within minutes). • Assist the newcomer in memorizing their home address and phone number. • Providing an overview of upcoming community events can help newcomers enjoy all the city has to offer and integrate more quickly into the community. • Consider touring beautiful areas within Victoria. Taking transit to these spots can allow the newcomer to access them independently in the future (e.g., Beacon Hill Park, Willows Beach, Downtown Waterfront, Elk Lake). 	Name	In Progress

Child & Family Services

Preparation Steps		Key Considerations	Assigned To	Status
Child/Family Services <input type="checkbox"/> Research the various resources available in your community and online to support children and families in becoming active participants in the Victoria community.	CG and ICA	<ul style="list-style-type: none"> It is important to keep in mind the unique experiences and needs of children with refugee background, including the effects of trauma and culture shock. Entering a new culture is often very traumatic for young children. It affects their whole being. A parent's emotional upheaval, diminished mental health, and loss of a sense of security can have a direct impact on the child. ICA Youth Programs Victoria Family Services 	Name	In Progress
Child Care <input type="checkbox"/> Research different childcare options in your community before arrival. <input type="checkbox"/> Keep in mind access to public transit, proximity to ICA, ESL Classes, place of worship (if applicable), cost, and cultural sensitivity.	CG and ICA	<ul style="list-style-type: none"> 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 must have a current and clean Criminal Record Clearance letter on file with ICA (application completed as part of the onboarding process for Constituent Group members). Remember that for parents to attend language classes, childcare may be one of their first needs. CMAS - Supporting Child Care in the Settlement Community Caring for Syrian Refugee Children – A Guide to Welcoming Young Children and Their Families 	Name	In Progress

Culture

Preparation Steps		Key Considerations	Assigned To	Status
Newcomer's Culture <input type="checkbox"/> Research the newcomer's culture. <input type="checkbox"/> Raise your own awareness about culture. <input type="checkbox"/> Learn how your cultural assumptions may affect and even cause stress to the newcomer. <input type="checkbox"/> Plan how you will support the newcomer's cultural adjustment.	CG	<ul style="list-style-type: none"> Apart from increasing your cultural awareness, if appropriate, you may want to find out specifically about ethno-cultural groups, multicultural societies/councils, or community groups with which the newcomers may be interested to affiliate. 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 (e.g., regarding gender roles, family structure, children rights) and how they might affect and even cause distress to the newcomer. Read about the newcomer's culture (from a reputable source) and consider trying to learn five words in their language (e.g., greetings). 	Name	In Progress
Canadian Culture <input type="checkbox"/> Provide an orientation to the various aspects of Canadian culture and government. <input type="checkbox"/> Introduce them to the various cultural and arts festivals that take place throughout the year. <input type="checkbox"/> Review Canadian holidays.	CG and ICA	<ul style="list-style-type: none"> It is important to be aware of communication norms, police expectations, 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 (e.g., office behavior, communication styles, time and punctuality, body language, non-discrimination policies). ICA provides regular settlement orientation sessions for newly arrived persons that cover aspects of Canadian culture and much more. IRCC – Canadian Culture, History and Sport 	Name	In Progress

Education & Job Training

Preparation Steps		Key Considerations	Assigned To	Status
<p>Children</p> <ul style="list-style-type: none"> <input type="checkbox"/> Designate ONE representative from your Constituent Group to act as the liaison between your group, the SWIS worker, and the school. <input type="checkbox"/> Connect with a SWIS worker at ICA to begin planning how best to assist with the school registration/orientation procedures for the newcomer children. <input type="checkbox"/> Research schools in the area of permanent housing for the newcomers (can be done prior to their arrival). <input type="checkbox"/> Attend the school to begin registration for the newcomers (the newcomer child, parents, one rep from the sponsorship group, and SWIS worker should be present for registration). <input type="checkbox"/> Provide information about the Canadian School system and Canadian views towards education. <input type="checkbox"/> Support newcomers as they learn about school resources, trips, packing school lunches, expectations, graduation requirements, among others. <input type="checkbox"/> Investigate which vaccinations are required for school registration. 	ICA and CG	<ul style="list-style-type: none"> • If the newcomer family has school-aged children/youth, they will be assigned a Settlement Workers in Schools (SWIS) Worker upon intake with ICA. SWIS Workers provide school-based outreach to immigrant and refugee children/youth and their families throughout Greater Victoria School Districts (GVSD) 61, 62, and 63. See more information here: ICA Settlement Workers In Schools . • Designating one CG member to assist with school support for the newcomer youth helps to establish one clear 'point of contact' between the newcomer family, school, CG, and SWIS to streamline effective communication. • The SWIS - CG - Newcomer relationship is important. The CG provides core support (such as orientations for the family on how to get to-from the school, packing lunches, 'after-hours' emotional support). The SWIS Workers are regularly in the schools and therefore have 'in-school' contact with the newcomer youth. They also have formal agreements with the respective school boards and a wealth of experience assisting newcomer families as they navigate the school system. The CG representative can provide meaningful core support, and the SWIS worker will have a unique professional relationship that extends well beyond their one year of sponsorship and into different stages of transition. • Keep in mind that the Canadian school system is likely very different from where the newcomers lived previously, or they might never have attended school at all. • Following school registration, the newcomer children/youth will be assessed to determine which grade level is most appropriate for them. • Keep in mind that education is compulsory between the ages of 6 to 16 which may not be the case in other countries. • As a first step, you should sit down with the newcomer(s) and provide information about the Canadian school system. Educational country profiles can be used as a tool to better understand the structure of the educational system in Canada and other countries: World Education Services - Country (Education) Profiles . • Other things to discuss with the newcomer(s) include, for example, homework expectations, school trips, packing school lunches, parent-teacher relationships, co-ed learning, vaccinations, and school buses. • The CG representative and the SWIS worker should also discuss what supports/resources are available to newcomer children and parents to help ease any anxieties the family might have. 	Name	In Progress
<p>Adult</p> <ul style="list-style-type: none"> <input type="checkbox"/> The newcomer's Settlement Worker will arrange assessment into LINC classes at ICA. <input type="checkbox"/> Look into credential assessment and upgrading possibilities. <input type="checkbox"/> Research the various education and training programs available from both the government and other settlement agencies. <input type="checkbox"/> Find out about upgrading possibilities. 	ICA and CG	<ul style="list-style-type: none"> • Language Instruction for Newcomers to Canada (LINC) classes provide English training from beginner to advanced levels for adult newcomers to Canada. LINC is government funded and free for students. See more info about LINC at ICA here: LINC at ICA . • If the newcomer is interested in LINC classes, during their intake at ICA they will be signed up for a language assessment and placed on waitlist for the appropriate class. • If the newcomer has strong English, and if they are interested in studying at a post-secondary institution, their assigned settlement worker can best assist them in how to proceed (keep in mind that their English skills and academic credentials from their home country or a third country will likely need to be evaluated). • If the newcomer will likely have to wait for a long time before they can join a LINC class, you may want to explore with them availability of spaces at Camosun College where there are also free English classes available. 	Name	In Progress

Employment

Preparation Steps		Key Considerations	Assigned To	Status
<ul style="list-style-type: none"> <input type="checkbox"/> Discuss workplace culture (e.g., office behavior, appropriate communication styles, body language) with the newcomer. <input type="checkbox"/> Help the newcomer learn how to search for and work towards securing a job in Canada. <input type="checkbox"/> Inquire into employment preparation workshops such as resume writing, interview skills, and networking strategies taking place at the Work BC Employment Services Centre at ICA and other agencies throughout the community. <input type="checkbox"/> If applicable, research re-qualification procedures for newcomers who have professional skills and education. 	ICA and CG	<ul style="list-style-type: none"> • If you know anything about the newcomers' skills set and background, you can start researching employers in your area needing those skills and using your networks to find potential employment opportunities (ideally those with schedules allowing the continuation of English classes). • ICA is funded by the BC provincial government to provide Work BC Employment Services to newcomers throughout the Greater Victoria area. Through this program, employment case managers assist newcomers who are interested in getting a job, with gaining the skills necessary to attain employment. Services include: Assistance with online applications, researching credential requirements, resume building/writing an effective cover letter, interview skills, job search assistance and more. You can read more here: BC Employment Services at ICA. Keep in mind that employment case managers can provide this support to newcomers well beyond the first year of settlement. • The Vancouver Public Library has created fact sheets on alternative careers for a number of skilled occupations. Before you start investing a lot of time in doing your own research, you may want to explore the Alternative Careers page. • Local libraries can also provide valuable job-hunting advice material and services such as resume-writing workshops. • Keep in mind that the goal is to equip the newcomers with the skills to do this independently in the future. • Service Canada – Education and Training • Work BC Employment Services Overview 	Name	In Progress

Finances & Budgets

Preparation Steps		Key Considerations	Assigned To	Status
<p>Budget</p> <ul style="list-style-type: none"> <input type="checkbox"/> Prior to arrival, meet with Private Sponsorship of Refugees staff at ICA to review the budget that was submitted to the Canadian Government during the application process, ensuring it includes and best reflects expenses for the entire year. <input type="checkbox"/> After arrival, clarify from whom and how the newcomers will be receiving money as well as how much their expenses are likely to be. <input type="checkbox"/> Explain how to pay bills and the importance of paying them on time. <input type="checkbox"/> Explain costs related to phone, Internet (if applicable), long distance, texting, calling abroad, etc. <input type="checkbox"/> Plan to sit down and review the budget on a regular basis. 	CG	<ul style="list-style-type: none"> • The original budget will likely need to be 'tweaked' throughout the year to reflect evolving, individual needs of the newcomers. It is important for sponsors to review the newcomers' budget with them several times during the year as both income/expenses might change and will need to be adjusted. • Before the newcomers arrive, the CG should make decisions on what type of electronics they can provide to the newcomers upon arrival, or whether it is best to go shopping with them during the first week for necessary electronic items. • A phone or a computer that is set up with Internet connection are tools for connecting the newcomers with their family abroad and can provide great comfort for them, particularly in the initial days after arrival. • It is a good idea to do research on affordable phone plans, Internet plans, and cost of phone cards before the newcomers arrive. It is recommended that you put blocks to 'pay per view' features on televisions and data usage restrictions on cellphones. Explain clearly to the newcomers why you have done this, and how it relates to the budget. • Reviewing the budget also gives a chance to assess how the newcomers are doing financially and if they have issues meeting the budget or if they may be able to save some of their income. • During the review, and once the newcomers have received an invoice from the Canadian Government for repayment of their transportation loan, it is a good idea to look at the loan repayment schedule to see if they are meeting their payments. • Financial Consumer Agency of Canada : Budget Calculator. 	Name	In Progress

Transportation & Admissibility Loan <ul style="list-style-type: none"> <input type="checkbox"/> Explain necessary information about the transportation loan. <input type="checkbox"/> Consider fundraising to cover full or partial costs. <input type="checkbox"/> Remind newcomers not to ignore requests for payment. 	CG	<ul style="list-style-type: none"> • 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 expenses. • It is the expectation of the government that this transportation loan be repaid. • Although the newcomer(s) are responsible for repaying the loans, the CG can include the full or partial cost of the travel loan into their budget. • The newcomer will receive an account statement from IRCC and will need to start paying back their loan in monthly installments 30 days after their arrival in Canada. • NOTE: The government of Canada has waived this loan for all Syrian Refugees who arrived between Nov 4, 2015 and February 29, 2016. Government-Assisted and Blended Visa Office Referred (BVOR) cases continue to have their loans waived. However, all Privately Sponsored Syrian Refugees arriving after March 1, 2016, must pay back this loan. • Immigration Loans Program 	Name	In Progress
Taxes <ul style="list-style-type: none"> <input type="checkbox"/> Explain necessary information about Canada's taxation system. <input type="checkbox"/> Explain GST, otherwise it might be confusing when the price that newcomers pay in the store is different than originally stated. <input type="checkbox"/> Ensure that newcomers file income tax return for year during which they arrived in Canada. 	CG and ICA	<ul style="list-style-type: none"> • Depending on the situation you can chose to explain briefly what filing taxes entails, and that the gross salary earned is not equal to take home. • It is beneficial to leave this until the newcomers are more settled in Canada as it might be too much information for them at once. • During tax season, volunteers offer support with completing this process through ICA. As tax season arrives, the newcomer's assigned Settlement Worker can provide them with this information. • Newcomers to Canada and the Canadian Tax System 	Name	In Progress
Banking <ul style="list-style-type: none"> <input type="checkbox"/> Assist newcomers with opening an account at a bank or credit union and getting a bank card. <input type="checkbox"/> Banks and credit unions generally require two (2) pieces of ID (landing document and a passport), but they generally make exemptions for newcomers. <input type="checkbox"/> Newcomer will need to request a completed direct deposit information form from the bank in order to apply for eligible benefits. <input type="checkbox"/> Teach the newcomer(s) about specific Canadian banking matters (e.g., cost of withdrawing money from an ATM other than from their bank). 	CG	<ul style="list-style-type: none"> • Do your research ahead of time to find a bank or credit union with the most benefits, least costs (i.e. no monthly fees), and most convenient location/hours of operation. • You can confirm with the bank/credit union beforehand what documents are needed to set up an 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 setting this up. • Take the time to provide the newcomers with a full overview of essential online banking features, including how to view their account balance and how to make a bill payment. • Should the newcomer(s) choose to apply for a credit card, ensure they understand the terms, most importantly with regards to interest charges and the impact of bad credit. • Banking for Newcomers to Canada 	Name	In Progress
Financial Counseling <ul style="list-style-type: none"> <input type="checkbox"/> Look into potential support provided by community groups, which can provide financial counseling to newcomers. 	CG	<ul style="list-style-type: none"> • 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 <i>bridge</i> into the Canadian way of approaching money matters. At the same time, before making any arrangements, always check with the newcomers as to whether they wish to have someone from their own culture involved in sensitive matters such as finances. 	Name	In Progress

		<ul style="list-style-type: none"> Keep in mind how different elements of banking (such as paying interest on a loan) can be considered taboo in different cultures. Muslim newcomers may wish to adhere to Sharia Compliant Finance. 		
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Health & Wellness

Preparation Steps		Key Considerations	Assigned To	Status
Immediate Medical Needs <input type="checkbox"/> Work to secure a family doctor for the newcomers (you can begin this process prior to arrival). <input type="checkbox"/> If it is not possible to secure a family doctor, contact the Private Sponsorship of Refugees Team at ICA to arrange a full medical check through Island Health.	CG	<ul style="list-style-type: none"> Explain to the newcomer shortly after arrival what options they have with regard to medical care. Do not force a newcomer to visit a doctor or Island Health – there is no mandatory screening, and if someone does not want to seek medical attention, then this is their choice. Inform the newcomer that they need to bring their MSP Card or IFH certificate with them every time they go to seek medical attention. It is important that the CG accompanies them as soon as possible after arrival to ICA so that the MSP application can be made immediately (see pg. 2). Encourage the newcomer to ask the medical practitioner about vaccinations that they may not have received. An interpreter may be necessary during initial medical appointments. This can either be booked through ICA, with the charges debited to your CG account, or through a volunteer interpreter who has completed a Criminal Check and ICA Volunteer application. Privacy is important during medical matters. You may accompany the newcomers to the medical practice. However, CG members should not sit in on medical appointments. Information about the Health Link Phone Line (811) 	Name	In Progress
Mental Health <input type="checkbox"/> Watch for signs of mental trauma and stress, which can lead to Post Traumatic Stress Disorder (PTSD). <input type="checkbox"/> Contact ICA for information on appropriate trauma treatment or counseling in your area.	CG	<ul style="list-style-type: none"> 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 or 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 the effects of trauma, you can inform the person about different services and support programs available. Keep in mind that mental health issues can be stigmatized at varying levels throughout different cultures. Consider reframing the offer of counselling as ‘someone I trust who you could talk to about this’ not ‘I can set up an appointment for you with a counsellor’. Private counselling may be expensive but there are other options such as Community Health Centres that also provide support such as counselling. As CG members, you can refer the newcomer to the Counselling Centre for Immigrants and Refugees (CCIR) who operate on a sliding scale. CCIR is a team of more than 20 counsellors who are trained to work with children, women and men who are survivors of the traumatic effects of displacement, war and migration. The organization has multi-lingual counsellors as well as in-house highly-trained interpreters. See more here: Counselling Centre for Immigrants and Refugees . For valuable information regarding how CG members can best support newcomers who may have faced trauma, consider watching the following video: Dr.Tim Black Video Explaining Trauma-Informed Care . 	Name	In Progress

Housing & Furnishings

Preparation Steps		Key Considerations	Assigned To	Status
Housing <ul style="list-style-type: none"> <input type="checkbox"/> Look for appropriate housing before the newcomers arrive. <input type="checkbox"/> Confirm if rent is within the guidelines and at a level that is reasonable to maintain after sponsorship ends, including utilities. <input type="checkbox"/> Confirm if location is convenient for transit, stores, schools, etc. <input type="checkbox"/> If you rent prior to the newcomer arriving, explain to the landlord that you wish to rent the house on behalf of newly arriving newcomers. Make sure that you will be able to transfer the lease to their names immediately upon arrival. 	CG	<ul style="list-style-type: none"> • 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 explored various possibilities in advance. It is essential to have a solid temporary housing plan in place (ranging from the first week to the first month) to make sure that they will have somewhere comfortable and safe to stay and then find permanent housing in consultation with them shortly after arrival. • When bringing the newcomers 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 will work with them on arranging permanent housing. • 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. • Ideally, try to find housing that the newcomers will be able to afford themselves once the sponsorship is over. This provides more comfort and security for the newcomers and as a CG, you will not need to worry about assisting them with finding other housing at the end of the sponsorship. However, this is not always practical, so be prepared to help the newcomers find alternative housing and move at or before the end of the first year. • After one year of living in Victoria, the newcomers can apply for subsidized housing through BC Housing. See more information here: BC Housing: Apply for Subsidized Housing • Housing for Newcomers • Finding Housing for Newcomers: Solutions for Private Sponsors of Refugees 	Name	In Progress
Internet Access <ul style="list-style-type: none"> <input type="checkbox"/> Set-up internet/basic cable for the newcomers around their time of arrival. 	CG	<ul style="list-style-type: none"> • For many newcomers, confirming to family overseas that they have safely arrived in Canada may be a priority. Having Internet access can help in this regard. • Consider booking a basic cable/Internet package prior to the newcomers' arrival. TIP: newcomers will most likely use the Internet/Wi-Fi for their phone calls (especially long distance calls) through free apps such as WhatsApp and Skype. As a result, there will likely be little/no need for land lines. 	Name	In Progress
Preparing the House <ul style="list-style-type: none"> <input type="checkbox"/> Prepare the temporary or permanent housing before the newcomers arrive (and when authorized by ICA). <input type="checkbox"/> Build hook-up costs into the budget. <input type="checkbox"/> Determine where the furniture will come from (purchase or in-kind). <input type="checkbox"/> Furnish the home. <input type="checkbox"/> Stock the home with food staples that are common in their country of origin. <input type="checkbox"/> Provide an expanded orientation of the home upon arrival of the newcomers. 	CG	<ul style="list-style-type: none"> • If you rent a permanent home prior to the newcomers' arrival, you need to advance any hook-up costs for the home (e.g., rent, security deposit, telephone). ICA will reimburse you out of the approved CG budget for these expenses. Send an invoice with original receipts (not credit/debit card stubs), your name and address, and CG number, to the attention of the Private Sponsorship of Refugees Manager. • When stocking the apartment with food, take into account the kind of food to which the newcomers are used. • Stocking <i>food from home</i> can go a long way toward easing the stress around all the new things newcomers face. • Consider the quality, cleanliness, and need of all donations prior to bringing them into the home. • Consider looking into the following organizations that collect and support all Victorians with donated clothes and home furnishings <ul style="list-style-type: none"> ○ Women in Need Society ○ The Salvation Army ○ Value Village 	Name	In Progress

Language Services

Preparation Steps		Key Considerations	Assigned To	Status
<p>Interpreter</p> <ul style="list-style-type: none"> <input type="checkbox"/> Identify interpreters before arrival. <input type="checkbox"/> Have all identified interpreters complete criminal check screening and volunteer application through the Private Sponsorship of Refugees (PSR) Team at ICA. <input type="checkbox"/> If you expect limited English, arrange for an approved interpreter to be present at the airport and the initial home orientation. <input type="checkbox"/> Confirm the need to have important documents translated (e.g., contracts, documents regarding medical issues) possibly in advance of arrival. 	CG and ICA	<ul style="list-style-type: none"> • You may need an interpreter often. At the beginning, this may be extensive and indispensable. • ICA is able to provide free interpreters for all intake/settlement services within our office. With adequate notice (minimum 48 hours based on business days) ICA may also be able to provide trained interpreters for external meetings and appointments on a fee-for-service basis. Fees for these interpretations will be charged to the CG account. Ask the ICA PSR team for more information. • As soon as possible, newcomers should be encouraged to interact without the use of an interpreter. This will build their confidence and help them make other connections to become independent. • TIP: If you have independently found a volunteer interpreter, consider arranging a meeting with him/her prior to any introductions with the newcomer family to explain the role of an interpreter and the boundaries associated with being an interpreter. • Since you will depend on the interpreter to accurately convey information and place a great deal of confidence in this person, consider: <ul style="list-style-type: none"> ○ Is the interpreter's gender and age appropriate? ○ Is there any hostility with the newcomers' group? ○ Does the interpreter understand and seem open to abiding by the boundaries of being an interpreter? ○ Does the interpreter have a basic understanding of refugee situations and issues? ○ Does the interpreter have reasonable availability? ○ Is the interpreter recommended within the community? ○ Does the interpreter adhere to confidentiality? • CGs are strongly advised not to use any interpreters who have not undergone screening by ICA, including a criminal record check, in order to minimize any liability arising from misconduct on the part of the interpreter. 	Name	In Progress
<p>LINC Language Assessment</p> <ul style="list-style-type: none"> <input type="checkbox"/> Book an appointment for a language assessment as soon as possible through ICA to assess the English language skills of the newcomer(s). 	ICA	<ul style="list-style-type: none"> • ICA is the only Language Instruction for Newcomers to Canada (LINC) provider within the Greater Victoria Area. • If the newcomers are interested, their assigned ICA Settlement Worker will schedule an English language assessment for the LINC program during the first few settlement meetings. • Following the assessment, they will receive their Canadian benchmark standings for reading, writing, speaking and comprehension. • Newcomers are then eligible for eight (8) levels of free LINC classes. • LINC Overview • LINC at ICA 	Name	In Progress
<p>Language Training/LINC/ESL</p> <ul style="list-style-type: none"> <input type="checkbox"/> Research different options for language training (e.g., courses, workshops, seminars) <input type="checkbox"/> 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) 	ICA and CG	<ul style="list-style-type: none"> • One of the most important responsibilities for the newcomers during the sponsorship period is to improve their English through classes, practice, and conversations. • It is important for newcomers to develop their English language skills before they start looking for a job. The sponsorship year is a great opportunity for the newcomers to take advantage of English classes as well as social events to practice. • Apart from the LINC classes at ICA, language classes may be available through various types of organizations (educational institutions, non-profit organizations, local school boards, government organizations), and in various formats (community- based, workplace-focused). • Your sponsorship plan should allow newcomers to take language classes when they first arrive rather than requiring them to begin working immediately. 	Name	In Progress

		<ul style="list-style-type: none"> In Victoria, while waiting for available LINC spaces, members of the CG may wish to research opportunities for drop-in English classes or ways to support learning English basics through private tutoring or basic conversation practice. 		
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Legal Services

Preparation Steps		Key Considerations	Assigned To	Status
<ul style="list-style-type: none"> Encourage the newcomers to review their rights and freedoms, as well as their obligations, as a permanent resident of Canada (an interpreter or translator may be required). Assist newcomers in researching different options for legal aid, if required during the year of settlement. 	CG and ICA	<ul style="list-style-type: none"> If newcomers have questions about their rights, review with them the Canadian Charter of Rights and Freedoms. The Charter can help them better understand certain political rights of Canadian citizens and civil rights of everyone in Canada. Knowing their rights can also help newcomers feel comfortable in our country by reminding them of the freedom that each citizen has. A list of all Canadian citizen rights and responsibilities can be found at this Immigration, Refugees and Citizenship site. ICA and various organizations throughout Victoria offer workshops aimed at helping new immigrants learn about the Canadian legal system, how police operate, and the rights they enjoy as residents of Canada. Legal Aid BC The Law Centre Victoria 	Name	In Progress

Recreation

Preparation Steps		Key Considerations	Assigned To	Status
<ul style="list-style-type: none"> Research which recreation facility is closest to the newcomers' home. If of interest, accompany the newcomers to their local recreational facility to enroll in the LIFE Recreation Program. Orient the newcomers to the rules and basic information of the recreational facility. If of interest, and with approval of parents, enroll children in swimming classes or other available programs. Ask the newcomers what their hobbies and interests are and research opportunities accordingly. 	CG	<ul style="list-style-type: none"> Newcomers can apply to the City of Victoria's LIFE (Leisure Involvement for Everyone) Pass. This pass is designed to provide FREE Gym/Pool Entries for individuals and families on limited incomes. The pass provides 52 Free Admissions to Drop-In Sessions at any Greater Victoria Recreation Centre and 50% off up to four drop-in programs per year. You can apply by accompanying the newcomers to the recreational facility closest to their home, with a copy of their Confirmation of PR, and Single Journey Travel Document. See more information here: LIFE Pass . Keep in mind that some newcomers may not be comfortable working out in a mixed gender environment; Consider looking into women's only or men's only facilities. For example: Vancouver Island Only Women's Fitness . Make sure the newcomers know how to get to and from the recreation location of their choice independently. Review the the essentials such as using the locker systems, hours of operation, and basic rules. Regularly browse event listings on websites such as Tourism Victoria or Harbour Living Events Attending some of Victoria's many free festivals and community activities can be a great way to show the newcomers opportunities to have fun, try new things, and meet new people. 	me	In Progress

Settlement Services

Preparation Steps		Key Considerations	Assigned To	Status
<ul style="list-style-type: none"> Research the variety of programs and resources that are available to newcomers through ICA. 	ICA and CG	<ul style="list-style-type: none"> Settlement agencies provide services for newcomers to Canada. These services will help newcomers settle and adjust to their new life in Canada. 	Name	In Progress

<ul style="list-style-type: none"> <input type="checkbox"/> Look into which ethno-cultural groups and community social support groups exist throughout Victoria and research which services they offer. <input type="checkbox"/> Help the newcomers connect with groups or organizations that will be able to offer appropriate assistance. <input type="checkbox"/> If the newcomers are interested and comfortable, determine if there is any assistance that can be provided by their respective faith community. 		<ul style="list-style-type: none"> • ICA is both a Sponsorship Agreement Holder or SAH (= an organization that has an agreement with Immigration, Refugees and Citizenship Canada to sponsor refugees from overseas to come to Canada as permanent residents) as well as a settlement agency; an organization that provides a variety of support services for immigrants and refugees to help them get settled, pursue careers, transition into the school system, and learn all they need to know for starting a new phase of life in Canada. • For information about ICA visit our website here: www.icavictoria.org • Settlement services at ICA are free and confidential. • Settlement services at ICA include: <ul style="list-style-type: none"> ○ Help filling out forms and applications ○ Assistance in dealing with culture shock and isolation ○ Family issues ○ Health and healthcare issues ○ Language Instruction for Newcomers to Canada (LINC) classes ○ Interpretation and translation of documents, or help to arrange these services ○ Employment Information ○ Youth Services ○ Information about other community services, schools and health care. • For an in-depth overview of services offered by ICA visit: Settlement Services at ICA 		
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Spirituality/Faith

Preparation Steps		Key Considerations	Assigned To	Status
<ul style="list-style-type: none"> <input type="checkbox"/> If appropriate, and the newcomers have informed you of their religious observance, assist in connecting them with spiritual or faith groups in the area. <input type="checkbox"/> 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. 	CG	<ul style="list-style-type: none"> • Religion is a sensitive matter. CGs 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 be more comfortable expressing their appreciation to their sponsors outside of a place of worship. • If the newcomers 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 newcomers 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 newcomers 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: <ul style="list-style-type: none"> ○ Look in local or ethno-cultural media. ○ Contact an ethno-cultural organization. ○ Talk to people in your community. ○ Ask for guidance at ICA. 	Name	In Progress

Transportation & Travel

Preparation Steps		Key Considerations	Assigned To	Status
<p>Transportation</p> <ul style="list-style-type: none"> <input type="checkbox"/> Pick up a map of the public transportation system and a map of Victoria. <input type="checkbox"/> Accompany the newcomers to pick up a bus pass. <input type="checkbox"/> Show the newcomers how to use the transit system (i.e. how to buy tickets, how to get on/off the bus, essential phrases for the bus). <input type="checkbox"/> Show the newcomers how to get to key locations (to and from the grocery store, ICA, park, pharmacy, place of worship (if applicable)) <input type="checkbox"/> Assess interest in applying for a Canadian driver's license. 	CG and ICA	<ul style="list-style-type: none"> • If no one in your Sponsorship Group is confident in the local bus system, consider reviewing key routes prior to the newcomers' arrival, so that you can 'show them the way' with confidence. • Consider showing the newcomers how to use Google Maps to plan out their daily routes. • Tip: Newcomers who are Convention Refugees and who arrive in Victoria between September 1, 2015 and December 31, 2016 are eligible to receive FREE monthly bus passes for one year from their date of arrival. This program is sponsored by the Victoria Regional Transit Commission and is administered by ICA. • Note: Although it may seem helpful and more efficient to offer a drive to the newcomers for appointments and outings, by showing them how to use the local transit system, the newcomers are able to move freely and independently throughout the city. For this reason a strong bus orientation is important. • BC Transit Victoria 	Name	In Progress
<p>Travel</p> <ul style="list-style-type: none"> <input type="checkbox"/> If the newcomers want to travel outside of Canada, ensure they have access to accurate information regarding ability to travel and possible implications. 	ICA	<ul style="list-style-type: none"> • If the newcomers want to travel outside of Canada they typically require a Refugee Travel Document from Passport Canada. This is recognized in all countries as a valid travel document. However, it cannot be used to travel to the country of which the holder of the Refugee Travel Document is a citizen, nor to the country of claimed persecution (this could result in a cessation order and possible loss of refugee status and permanent residence in Canada). • Note: Obtaining the travel document can take several months, and it is recommended that the person not make international travel plans until they receive it. • For more information about Refugee Travel Documents, visit this IRCC website: Refugee Travel Document Information • For information about the Refugee Travel Document Application process, visit this IRCC website: Refugee Travel Document Application Process 	Name	In Progress