



May 2017



Responsibilities of Sponsorship Groups & Availability of IRCC-funded Resettlement and Settlement Services

Purpose: This document is intended for: 1) sponsorship groups participating in the Private Sponsorship of Refugees program outside Quebec; 2) Service Provider Organizations (SPOs) funded by Immigration, Refugees and Citizenship Canada (IRCC) to deliver Settlement and/or Resettlement Assistance Program (RAP) Services; and 3) IRCC officers managing Contribution Agreements with RAP and Settlement SPOs. It outlines the responsibilities of sponsorship groups and IRCC-funded SPOs with regards to the resettlement assistance and settlement services to be provided to privately sponsored refugees (PSRs).¹

Sponsorship groups (including Sponsorship Agreement Holders, Groups of Five and Community Sponsors) have an obligation to provide income support and immediate and essential services to the refugees they sponsor for a period of 12 months², or until they become self-sufficient, whichever comes first.

Settlement services funded by IRCC are available to all permanent residents (PRs) and protected persons, including PSRs. Port of Entry (POE) services funded through **RAP** are also available to PSRs. A list of IRCC-funded resettlement and settlement services across Canada can be found at: <http://www.cic.gc.ca/english/newcomers/map/services.asp>. Settlement services include those that are delivered pre-arrival (online or in-person). Most sponsored refugees will be invited to attend in-person Canadian Orientation Abroad (COA) training offered overseas in multiple countries by the International Organization for Migration (IOM). COA provides key information and helps refugees develop realistic expectations about life in Canada (see <http://www.coa-oce.ca/> for more detail). Information on other IRCC-funded pre-arrival services can be found at <http://www.cic.gc.ca/english/newcomers/before-services.asp>. More information could also be found on Francophone services and communities for refugees who would be interested in the Francophone life outside Quebec at: www.canada.ca/francoimmigration.

Partnership of support: The table below shows how both sponsoring groups and IRCC-funded SPOs support the settlement and integration of PSRs. **Prior to the arrival of the sponsored refugee(s), we recommend sponsoring groups review the list of IRCC-funded services mentioned above, and contact their nearest SPO(s) to become familiar with their services.**³ You can discuss which settlement services will be available to the sponsored refugee(s), and how the SPO and the sponsor can work together to support the refugees' settlement and integration. Once an individual or family arrives, the sponsor may go with them to the SPO, with their settlement plan in hand, in order for the settlement needs and plan to be reviewed. This helps determine what settlement assistance will be provided and by whom. While sponsors are the primary providers of many supports during the sponsorship period, we expect sponsors will connect the sponsored refugees with SPOs that provide language assessment and training, employment-related supports, and other specialized settlement services to help them meet their settlement and integration objectives during the first year and beyond. Many settlement supports continue beyond the sponsorship period and are available until the sponsored refugees become Canadian citizens.

Responsibilities of Sponsorship Groups	IRCC-funded Services
Start-Up Costs <ul style="list-style-type: none"> Temporary accommodation (if applicable) Hook-up costs (rental and utility deposits, phone and/or internet installation) 	Resettlement Services <ul style="list-style-type: none"> Port of Entry (POE) Airport Services (in Montreal, Toronto, Calgary or Vancouver): Meet refugees soon after they deplane in Canada, assisting them with immigration and customs

¹ Under the Joint Assistance Sponsorship (JAS) program, IRCC and sponsorship groups partner to resettle refugees with special needs. Under this program, sponsorship groups will work in collaboration with a RAP SPO and IRCC from the outset of the sponsorship period to meet the resettlement needs of the sponsored refugee(s).

² Under the Blended Visa Office-Referred (BVOR) Program, refugees receive up to six months of income support through IRCC's Resettlement Assistance Program (RAP), while the private sponsors provide another six months of financial support and up to a year of social and emotional support.

³ Some settlement services, such as language assessments and language training, may be available remotely or online; the nearest SPO should be contacted to find out what services are available in a given area.

- Furniture, household start-up effects, clothing
- Food staples
- School fees and supplies (if applicable)

Ongoing expenditures

- Rent, utilities, phone
- Food
- Transportation (e.g. bus or metro passes or tickets)
- Living allowance (food, pocket money, unanticipated expenses, recreation, etc.)

Resettlement assistance provided by sponsors during the sponsorship period

- **Housing:** Arrange for permanent housing, and temporary housing if needed
- **Transportation arrangements:** Meet the sponsored refugees upon arrival, provide transportation to their temporary or permanent accommodation, and transportation to and from appointments and activities
- **Interpreter services** (if applicable): to facilitate communication with doctors, bank employees, teachers, etc.
- **Orientation** to help sponsored refugees settle in the community and become independent (e.g. using household appliances, opening a bank account, using public transportation, shopping for food, clothes, and household effects, visiting schools, getting medication from the pharmacy, etc.)
- **School registration:** Enroll children in school (if applicable); IRCC-funded Settlement Workers in Schools (SWIS), if available in your area, may assist with school registration
- **Language training:** Sponsors should bring the adult sponsored refugees to their nearest language assessment centre soon after arrival to have their language levels assessed so that they can be referred to a language training course that meets their language training needs
- **Links to essential federal/provincial programs:** Assist with the application for Social Insurance Numbers (SIN), Interim Federal Health (IFH), provincial health coverage, and the Canada Child Benefit
- Assist with finding a family physician, dentist, etc.
- **Provide support in finding employment, and/or link to appropriate employment-related services** (IRCC-funded or other): Timing to offer this support should be guided by the sponsored refugees' settlement plan
- **Childcare:** Make arrangements if children are not of school age and/or require day care (excluding childcare services already provided where clients access IRCC-funded settlement services)
- **Provide information about and linkages to the settlement services** that are available in the community of settlement (see column at right)

procedures, issuing winter clothing (to JAS clients if required, and to PSR clients on an exceptional basis only). Ensure clients meet their sponsors waiting for them at the POE airport, or if the POE is not the final destination, address immediate in-transit needs, and guide clients to their onward ground or air transportation to their final destination where they will be met by their sponsors.

Settlement Services

- **Language Assessment and Language Training** to develop official language skills to live and work in Canada
- **Needs Assessment and Referrals** to other IRCC-funded settlement services and/or community-based supports (e.g. mental health facilities, shelters for abused women, etc.)
- **Information and orientation sessions** on a variety of settlement topics, individual and family consultations or counseling, information referral
- **Employment-related services** (e.g. mentoring and networking, employment and credential assessment counseling, skills development and training, etc.)
- **Community Connections** to connect clients with the broader community, public institutions and community organizations (e.g. Settlement Workers in Schools, one-on-one or group mentoring with established immigrants and/or long-time Canadians, conversation circles, etc.)
- Programming adapted to the needs of clients who may face significant barriers to settlement, such as refugees, survivors of family and gender-based violence, victims of trauma, youth, women, seniors, etc.
- French settlement services delivered by Francophone organizations to better connect refugees to Francophone communities

Support Services Linked to IRCC-funded Settlement Services

- **Transportation allowance** : As PSRs receive a transportation allowance from their sponsors during the sponsorship period, SPOs may provide a transportation allowance to these clients after their period of private sponsorship, if they require it to access IRCC-funded settlement services⁴
- **Childcare services** available in some locations while clients are receiving settlement services on site
- **Interpretation services:** Sponsors should act as or bring their own interpreters (if applicable) when first visiting SPOs with the sponsored refugees; interpretation services will be provided by the SPO when IRCC-funded settlement services are rendered to the client after their sponsorship period
- **Translation services:** If they require it after their period of private sponsorship, sponsored refugees may receive translation services at their nearest SPO

⁴ The duration of sponsorship period can be found on a client's Confirmation of Permanent Residence (CoPR); the 'Became P.R. on' field indicates the date of the beginning of the sponsorship period, and 'Undertaking (mos)' field indicates the number of months the sponsorship period lasts.