



# Orientation

## for Newly Arrived Newcomers

This is a brief orientation to newly arrived newcomers that is given by MCCO Refugee Program and its Constituent Groups (CG). The goal of the orientation is to supplement the pre-arrival orientation and training given to refugees by International Organization for Migration and Canadian Visa Posts.

Date:

Name of the Head of Family:

Family Size:

Constituent Group:

### Welcome:

- a) MCCO Refugee Program welcomes the newcomers and extends heartfelt congratulations to the Newcomers, Constituent Group and all those involved in the resettlement of refugees.

### Applying for and keeping documents:

- a) The newcomers need to apply for all necessary documents as soon as possible – SIN card and Health Cards (IFH, OHIP). If needed, the assistance of a professional settlement counselor is highly recommended.
- b) The newcomers should not damage, destroy or lose their documents as they will always need them. If they do need replacement, the newcomers will have to replace them and will have to pay a fee.
- c) The confirmation of permanent residence that is issued at the airport should be kept in a safe place as it is needed when newcomers apply for Canadian citizenship and pension.

### Applying for Canada Child Tax Benefit

- a) The Canada Child Tax Benefit is a tax-free monthly payment made to low income families to help them with the cost of raising children under the age of 18.
- b) The cheques come to the family in the mail once a month. The name on the cheque is that of the main care giver of the children, usually, the mother. It is up to the parents, not the children to decide how the money should be used.
- c) The money does not belong to the children; it is provided to make it easier for the parents to provide for their children.

### Budgeting

- a) Soon after the arrival of the family, sit down with the newcomers to discuss their budget. They should have all budgetary information explained to them fully and be given autonomy over their own income and budget once the information has been given.
- b) Help the new comers open a bank account.

### Language Assessment

- a) Unless the new comer's English is very good, language training will be the first thing needed on the path to finding a job and for developing relationships, friendships and meaning in their new life in Canada.

### Immigration Loans Repayment

- a) New comers are issued loans for their travel to Canada by the government.
- b) The sponsoring group can help the new comers work out a manageable plan for the repayment of the loan.
- c) New comers are expected to begin repaying their loan as soon as possible.
- d) New comers may request deferral in the commencement of the repayment of the loans. You can assist newcomers with writing a request for this deferral.

### Rights in Canada

- a) The MCCO Refugee office or CG will confirm to the newcomers that they are Canadian permanent residents and fully protected by the Canadian Charters of Rights and Freedom and other Canadian Laws. They are entitled to work, study and pursue any legal trade, profession or hobby.
- b) Permanent residents can't or be voted in federal and provincial elections. However, they are allowed to participate in election of school trustees in their areas.

### Illegal Activities / Deportation

- a) As any other resident of Canada, newly arrived refugees are expected to follow the Canadian law and accept the general customs and traditions of the society.
- b) If the newcomers commit serious crimes, they could be subject to deportation or removal proceeding.
- c) Newcomers cannot be deported for any other reason including disagreement with their sponsors.

### Not required to pay the sponsor back

- a) Newcomers do not have any obligation to pay back to their sponsors in anyway. They should not pay money, bring gifts or work for free.
- b) However, they can volunteer with the church or other agencies to help them learn new skills or acquire Canadian experience.

### Applying for Citizenship

- a) All landed immigrants have a right to apply for Canadian citizenship after they have lived in Canada for three years and meet the minimum language requirements.

### Travelling Outside of Canada/ Travel Document

- a) Newcomers have the right to travel outside Canada except to the country of their origin.
- b) If they want to travel, they can apply for a Canadian travel document. It is advisable to apply sooner as time is needed to process the document.
- c) If the newcomer travels outside of Canada before they become Canadian citizens, their eligibility day to apply for citizenship will be delayed by the number of days they have stayed outside of the country.

### Conflicts and Resolutions

- a) If for any reason, there is a conflict between the newcomer and sponsors, the refugee should contact the MCCO Refugee Office.
- b) MCCO Refugee Program encourages a peaceful resolution of disputes and it is willing to assist in negotiations, mediation and arbitration processes aimed to resolve the conflict.

### Social Assistance / Settlement Assistance

- a) The newcomers have come to Canada with the understanding that they will be supported by their sponsors and they are not expected to seek social assistance and any other financial or material help from the government in the sponsorship period.
- b) If the newcomers have not received the necessary settlement or faced challenges in meeting their daily needs, they are highly encouraged to contact MCCO before they resort to government assistance.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name and title: \_\_\_\_\_  
*Please Print*

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