



Refugee Sponsorship Settlement Plan

The AURA Settlement Plan is a tool for your sponsor group to plan how you will deliver the assistance needed to support the refugee(s) you are sponsoring. You will submit this plan to AURA twice: an unsigned, draft version before AURA submits the sponsorship application to Immigration, Refugees and Citizenship Canada (IRCC), and an updated, signed version before the arrival date.

INSTRUCTIONS:

- **SECTION 1:** Go through the list of responsibilities as a group and assign members to each task. Make the necessary adjustments or additions required to reflect your unique sponsorship and your community of resettlement.
 - **SECTION 2:** Answer each question.
 - **SECTION 3:** Read through AURA's policies.
 - **SECTION 4:** If you are submitting the plan as a draft, you do not need to sign it. If you are submitting an updated version around the time of arrival, please sign it.
- To plan financial support, please ask AURA for a copy of a budget and/or disbursement schedule document templates.
- An electronic version of this document, and much more, is available in our Sponsor Toolbox online at www.auraforrefugees.org.
- During your sponsorship year, use your Settlement Plan to track your progress. Review it every few months to ensure you provide full support.

Sponsor Group Name:	
AURA's main contact for your group:	
Name of Sponsored Newcomer/Family:	
Family Size:	
Type of Sponsorship (Named or BVOR):	
Named Sponsorships: refugees were identified by or for sponsors, usually through a family connection.	
Blended Visa Office-Referred (BVOR) Sponsorships: refugees were referred for resettlement by the United Nations High Commissioner for Refugees (UNHCR).	

Working Together to Help Refugees

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SECTION 1 – WHO IS RESPONSIBLE FOR WHAT?

Please write N/A if the task does not apply. There is room at the bottom for you to add your own tasks. The urgency and therefore timing of some tasks (e.g. winter clothing, taxes, registering children for school) depend on the arrival date. While some notes are included below, please refer to your **AURA Sponsorship Handbook** for more details and instructions. ☆ = Priority tasks, to be completed as soon as possible after arrival

For some tasks, sponsors provide items or facilitate processes directly, and for others, you may simply ensure the task has been completed sufficiently, even if someone else has done it (e.g. family members or the newcomers themselves). Keep in mind that a sponsor's ability to provide support always depends on the newcomer's willingness to receive it.

Settlement Task	Group member(s) responsible	Notes	Status/Sponsor Notes
Arrival, Housing and In-Kind Support			
1. ☆ Airport Arrival		➤ Who will go to the airport to greet the newcomers?	
2. ☆ Arrange temporary housing		➤ Arrival may happen with little notice. Plan for flexible temporary housing. ➤ We generally advise against renting prior to arrival, but recognize sometimes sponsors have limited options.	
3. ☆ Facilitate 1 st home arrival from airport		➤ Provide a basic orientation, as many things (appliances, laundry, emergencies, internet etc.) may be new. ➤ Some sponsors provide cash upon arrival for immediate needs. ➤ Provide familiar food basics and sponsor contact information.	
4. ☆ Secure permanent housing		➤ Consider location, public transit, and the likelihood of newcomer(s) to remain after the sponsorship. ➤ Housing is often a big challenge; we recommend starting early and involving as many people as possible in the search. ➤ Request a rental support letter from AURA. ➤ Arrange for a guarantor well in advance if possible.	
5. Provide orientation		➤ Explain what to do in an emergency, fire safety, garbage/recycling, appliances, how to pay rent etc. ➤ Explain utilities, heating, mail, terms of the lease, rent, appliances etc.	
6. Secure renter's insurance		➤ Highly recommended, required by most landlords.	
7. Help set up utilities and internet		➤ Ensure contracts (internet, cell phones, lease, hydro etc.) which were not in the newcomers' name originally are switched over.	

		<ul style="list-style-type: none"> ➤ Check eligibility for Ontario Electricity Support Program (OESP). 	
8. Ensure sufficient furniture		<ul style="list-style-type: none"> ➤ Collect furniture donations in advance. Consider the quality, cleanliness, and usefulness of all items before accepting them. ➤ Support the newcomer's ability to choose as much as possible. Some sponsors send sponsored refugees photos of donated items before accepting them. ➤ In many cultures, using second hand items is uncommon. Explain that while they're not obligated to accept or keep donations, this is part of support sponsors provide to help them establish their home on a limited budget. 	
9. Ensure sufficient household necessities		<ul style="list-style-type: none"> ➤ The PSR program rules only allow for start-up funds to be reduced by in-kind donations to a certain extent – not completely. Newcomers must receive some funds to purchase new items. ➤ Ask AURA for a list of household items from previous sponsors. 	
10. ☆ Ensure sufficient clothing		<ul style="list-style-type: none"> ➤ If newcomers need clothing show them economical stores. Ensure freedom of choice if collecting second hand clothing. ➤ Consider religious/culturally appropriate attire. ➤ Demonstrate how laundry is done. 	
11. ☆ Ensure sufficient winter clothing		<ul style="list-style-type: none"> ➤ If possible, a generous budget for good quality winter clothing and boots for adults is highly recommended. ➤ Be ready to provide winter clothing for winter arrivals. 	
12. ☆ Provide school supplies			
13. ☆ Provide toiletries			
14. ☆ Track in-kind support		<ul style="list-style-type: none"> ➤ Sponsors must keep receipts, photos, lists etc. as IRCC could request proof of in-kind support at any time. 	
15. Other:			
Essential Registrations and Documents			
16. ☆ Confirmation of Permanent Residence (COPR)		<ul style="list-style-type: none"> ➤ Check that this document was received upon arrival at airport. ➤ Provide sheet protectors, plastic binders etc. for documents. ➤ Make copies and scans of all documents (or ask AURA to do this). 	
17. ☆ Social Insurance Number		<ul style="list-style-type: none"> ➤ If not received at airport, apply in person at Service Canada, or online. Request an address confirmation letter from AURA if necessary. ➤ Do this ASAP as a SIN is helpful for opening a bank account, and required for CRA benefit applications such as Canada Child Benefit. ➤ Explain when to use the SIN, not to share it over the phone etc. 	
18. ☆ Interim Federal Health Program (IFHP) Certificate of Eligibility		<ul style="list-style-type: none"> ➤ Check that this document was received upon arrival at airport, contact AURA immediately if it was not. ➤ Learn about IFHP coverage so you can explain it/help them access it. 	
19. Provide address to IRCC	AURA	<ul style="list-style-type: none"> ➤ IRCC must have a reliable mailing address to send PR cards. 	AURA will do this pre-arrival.
20. ☆ Open bank account		<ul style="list-style-type: none"> ➤ Help them open a bank account ASAP after arrival. Consider multilingual staff, best available rates, lowest fees, newcomer programs etc. ➤ Set up online banking (if appropriate) and explain features. 	

		<ul style="list-style-type: none"> ➤ Request a direct deposit form for future benefit applications. ➤ Arrange for deposits of sponsorships funds from church/AURA. 	
21. ☆ Ensure cell phone and plans		<ul style="list-style-type: none"> ➤ Explain options and ensure newcomers understand the terms. ➤ Sometimes newcomers have phones that will work in Canada, sometimes sponsors secure donated phones or purchase them new with start-up funds. 	
22. ☆ Apply for OHIP		<ul style="list-style-type: none"> ➤ In person at ServiceOntario, make an appointment if possible. ➤ Ensure you have all the required documentation before going. 	
23. ☆ Apply for tax benefits -Canada Child Benefit CCB -Goods and Services and Harmonized Sales Tax GST/HST Credit -Canada Carbon Rebate (CCR)		<ul style="list-style-type: none"> ➤ Families with children under 18 who apply for CCB are automatically assessed for the GST/HST credit and CCR, but adult children, singles and couples must apply separately for these benefits. ➤ It takes CRA several months to process CCB applications, and the first payment includes all months since arrival (it is retroactive). ➤ Settlement agencies can help with these applications. 	
24. Ensure PR Card is received in mail		<ul style="list-style-type: none"> ➤ Processing time fluctuates (see IRCC website or ask AURA). ➤ Newcomers often receive requests for new photos, causing delays. ➤ PR card comes in the mail, contact AURA if delayed 3+ months. 	
25. Resettlement Assistance Program (RAP) appointment		<ul style="list-style-type: none"> ➤ This is ONLY for Blended Visa Office Referred (BVOR) sponsorships, not "named" cases. ➤ RAP should start in month 2, contact AURA if you have not received an email from a RAP officer 2 weeks before RAP payments should begin. ➤ One sponsor will need to liaise with RAP and assist with document requests. 	
26. File income tax		<ul style="list-style-type: none"> ➤ CRA has volunteer-run clinics to help file simple taxes. ➤ Funds received from sponsors are a "gift" (not taxable income). ➤ Explore eligibility for additional CRA benefits. 	
27. Child Care Fee Subsidy (in Toronto, children < 12)		<ul style="list-style-type: none"> ➤ If applicable, they may wish to apply for a childcare fee subsidy. There is a waitlist, so apply as soon as possible. 	
28. Transportation Subsidy (in Toronto, Fair Pass Program)		<ul style="list-style-type: none"> ➤ Most municipalities have public transportation discounts for low income residents. ➤ Upon request, AURA can provide a letter confirming income and address. 	
29. Driver's Licence		<ul style="list-style-type: none"> ➤ If they're likely to want a driver's license, it's best to prepare for G1 early due to our lengthy graduated system. 	
30. Ontario Photo Card		<ul style="list-style-type: none"> ➤ Official form of identification issued by ServiceOntario for people without driver's licenses. ➤ Not required but may be helpful, particularly for those without passports. 	
31. Other:			
Education and Language			
32. Locate interpreters		<ul style="list-style-type: none"> ➤ Identify interpreters prior to arrival, contact AURA for help if needed. ➤ Google Translate is useful, but skilled interpreters for important orientations/meetings are highly recommended. ➤ Professional interpreters for important and sensitive meetings/discussions are highly recommended. 	
33. ☆ English language assessment		<ul style="list-style-type: none"> ➤ Adults must register for an English assessment to determine their level and get referrals to government-funded English classes, such as LINC. 	

		<ul style="list-style-type: none"> ➤ Contact the assessment centre ASAP as waiting times vary. 	
34. Enroll in English classes		<ul style="list-style-type: none"> ➤ The assessment centre will help them enroll, but assistance may be needed, including getting to the school, school supplies etc. 	
35. ☆ Enroll children in school		<ul style="list-style-type: none"> ➤ Designate a liaison for assistance with schools. ➤ Provide information about Canadian school system. 	
36. Identify further education options and goals		<ul style="list-style-type: none"> ➤ Research/connect with organizations and programs offering skills development, employment, bridging, mentorship etc. ➤ Support volunteer opportunities if the newcomers wish. 	
37. Public Library		<ul style="list-style-type: none"> ➤ Assist them in accessing their local library, getting library cards and learning about the services and programs offered. ➤ Many libraries have materials in different languages and free tickets to attractions and museums. 	
38. Other:			
Healthcare, Wellbeing and Community Connections			
39. ☆ Secure family doctor		<ul style="list-style-type: none"> ➤ Assist in connecting with a family doctor. Health Care Connect may help. ➤ Explain emergency room services, walk in clinics, pharmacies etc. 	
40. ☆ Access dentist		<ul style="list-style-type: none"> ➤ Apply for Healthy Smiles Program for dental coverage for children under 18 (contact AURA if you are not able to secure a guarantor). ➤ Adults have limited coverage through IFHP. 	
41. Explain OHIP and IFHP coverage		<ul style="list-style-type: none"> ➤ Explain what OHIP covers and what it does not cover. ➤ Sponsored refugees have IFHP for 1 year, but will need help accessing navigating this coverage (see service providers and benefits listed online). 	
42. Arrange eye exams/glasses		<ul style="list-style-type: none"> ➤ Covered by IFHP so they should take advantage of this in year 1. 	
43. Identify recreation programs and subsidies		<ul style="list-style-type: none"> ➤ Many municipalities have subsidized recreation programs for low income individuals, e.g. Welcome Policy in Toronto. Help them register and access it. ➤ Assist in identifying programs for children, if parents approve (e.g. swimming lessons, sports programs, camps etc.). ➤ See what is available at their local community centre. 	
44. Organize social activities		<ul style="list-style-type: none"> ➤ Consider attending free festivals/events together, skating, hiking, inviting newcomers for meals and organizing other social activities and outings. ➤ The “Canoo” app gives newcomers free admission to attractions for one year from the activation date. ➤ Ask if they’d like assistance connecting with religious/cultural groups, or pursuing interests and hobbies. Support accordingly. 	
45. Support Mental Health		<ul style="list-style-type: none"> ➤ Identify appropriate and accessible supports in advance, in case they are needed and desired. ➤ IFHP has some coverage for care from allied health professionals (e.g. clinical psychologists, psychotherapists, or counselling therapists), most with referral. ➤ Make newcomers aware of available supports and offer to help them connect and access services if they wish. 	

46. Connect with Settlement Agencies		<ul style="list-style-type: none"> ➤ IRCC funds Settlement Agencies to directly support newcomers, including Privately Sponsored Refugees. ➤ Connect with your local settlement agency, or an agency specific to the newcomer's ethnicity/language so they build a relationship with a Settlement Worker. 	
47. Other:			
Orientations and Important Conversations Be sensitive not to overload them with information immediately. Remember: important conversations must be revisited throughout the sponsorship.			
48. ☆ Life in Canada		<ul style="list-style-type: none"> ➤ Explain laws and norms that may be different here, e.g. domestic abuse, leaving children alone, disciplining children, seatbelts etc. ➤ Explain what to do in an emergency, how/when to call 911, fire safety etc. 	
49. ☆ Sponsor roles and expectations		<ul style="list-style-type: none"> ➤ Introduce newcomers to all group members. ➤ Clarify responsibilities, roles and boundaries, e.g. when to contact sponsors, your role, duration of sponsorship etc. ➤ Discuss their priorities for their first year to ensure effective support and alignment of expectations. ➤ Some sponsors draft a "Welcome Agreement" to help clarify roles/expectations. Ask AURA for examples. 	
50. ☆ Shopping		<ul style="list-style-type: none"> ➤ Show them where to buy the most affordable food, clothing and other items they may need, such as bulk or second-hand store. ➤ Explain how things may be different e.g. no bargaining or fixed food prices, price per unit vs weight, sales, price comparisons etc. ➤ Show them stores where familiar products are sold, if they wish. 	
51. ☆ Community and local area		<ul style="list-style-type: none"> ➤ Explain and show them how to use public transportation. ➤ Tour the area around their home, transit, parks, community centres etc. 	
52. ☆ Currency and Banking		<ul style="list-style-type: none"> ➤ Explain Canadian money, currency conversion, and elements of banking (ATM fees, NSF, monthly fees, automatic withdrawals etc.), how to pay bills and the consequences of paying late. ➤ Connect with financial literacy supports, if wanted/applicable. ➤ If they choose to get credit cards, ensure they understand the terms. Help them understand and build a good credit rating. ➤ Help set up RESPs for children, if wanted/applicable. 	
53. Warn against scams		<ul style="list-style-type: none"> ➤ Ensure newcomers understand never to share banking info, their SIN etc. over the phone. Explain how to avoid being scammed. 	
54. ☆ Sponsorship Budget		<ul style="list-style-type: none"> ➤ Prior to arrival, submit a copy of your budget to AURA, or receive a disbursement schedule from AURA (depending on the structure of your sponsorship and funds). ➤ Take time to explain the sponsorship budget with the newcomer(s) and ensure they understand the plan. ➤ Discuss whether or not they have their own funds (contact AURA for more information on this topic if applicable). 	
55. Follow up on Budgeting and Finances		<ul style="list-style-type: none"> ➤ We strongly suggest you arrange meetings on a regular basis to check-in about budgeting and finances throughout the sponsorship. 	

56. Taxes and Benefits		<ul style="list-style-type: none"> ➤ Explain Canada's tax system, and how benefits work. ➤ Use CRA videos, multi-lingual info sheets, CRA benefits calculator etc. ➤ Remember that the various sources of funds could be confusing at first. 	
57. PR Status and Citizenship		<ul style="list-style-type: none"> ➤ Explain rights and responsibilities of Permanent Residents and the path to Canadian citizenship. ➤ Explain how committing a serious crime or returning to one's country of origin can jeopardize PR Status for refugee newcomers. 	
58. Immigration Travel Loan		<ul style="list-style-type: none"> ➤ AURA encourages sponsors to re-pay the immigration loan newcomers sign, which covers the cost of their travel to Canada. ➤ Contact AURA around Month 6 or 7 if you'd like us to request the necessary details/instructions from IRCC so you can re-pay the loan in full or in part. ➤ Explain the travel loan and repayment plan to the newcomers. 	➤ Does your group plan to re-pay the loan?
59.		➤	
Employment and End of the Sponsorship			
60. Assist in securing employment		<ul style="list-style-type: none"> ➤ Sponsorship is an opportunity to spend time learning English, but the focus should shift to securing employment before the end of the sponsorship. ➤ Note that some newcomers may wish to work as soon as possible, and they have the right to do so if they choose. ➤ Ask about their employment goals/priorities. Provide support accordingly. ➤ Help identify/access job preparation and job search programs. ➤ Help connect with employers and understand paycheques. ➤ If sponsors choose to reduce financial support due to income from employment, please contact AURA first. 	
61. Prepare for end of Sponsorship		<ul style="list-style-type: none"> ➤ Ensure your group is implementing a strategy to ease the transition away from dependence on sponsors as the sponsorship progresses. ➤ Meet with newcomer(s) to ensure they know where to get necessary supports. Discuss the end of the sponsorship regularly. 	
62. If applicable: Register for Social Assistance at the end of Year 1		<ul style="list-style-type: none"> ➤ If the newcomer(s) will go on Social Assistance (called Ontario Works, OW) contact OW 2 weeks before the end of the sponsorship year to arrange intake. ➤ Look up OW rates online to avoid a shock (they are low!). 	
63.		➤	
Additional tasks:			
64.		➤	
65.		➤	
66.		➤	
67.		➤	
68.		➤	

SECTION 2 – SETTLEMENT PLANNING QUESTIONS

Please type your answers beside each question:

1. Please describe how your group is structured (e.g. areas of responsibility, leader or co-leaders, AURA main contact):
2. ***When submitting a final updated version of this plan to AURA around the time of arrival:** Please list your active group members by name. This allows AURA to ensure our list of names is still accurate, as a lot of time may have passed since we submitted the application.
3. What accommodation/housing (temporary or permanent) arrangements have been made for the newcomer(s)?
4. ***When submitting a final updated version of this plan to AURA around the time of arrival:**
 - a. Include the COMPLETE address where newcomer(s) will stay upon arrival.
 - b. Can the newcomer(s) receive mail at this address?
 - c. Which address should AURA ensure is on file with IRCC for the mailing of PR cards?
5. Which settlement assistance agencies will the refugee newcomer(s) likely access?
6. If your group plans to collect in-kind donations, provide details:
7. What contingency plans have you developed in case problems arise with the implementation of your settlement plan?
8. Does the refugee family/individual have any special or unique needs that will require special support? If yes, how will you provide this support?
9. [Not Applicable for Family Sponsor Groups] Are there family members/friends of the sponsored refugee(s) in Canada involved in the sponsorship? If so, provide details on how the settlement responsibilities will be shared.
10. What do you think will be the sponsored individual/family's greatest challenges in resettling to Canada?
11. How will your group work to support them through these challenges?
12. Many group members report having experienced burnout during a sponsorship. What steps is your group going to take to prevent burnout? How will your group support members if they need help and/or experience burnout?
13. Any additional comments/relevant information:

SECTION 3 – AURA POLICIES

The following policies apply to all AURA sponsorships. If one of the following requirements is not met, it is the responsibility of the Group Leader to bring it to AURA's attention for conversation.

1. Prior to submitting the application, a pre-determined amount of funds must be in place at the sponsoring Anglican parish or AURA.
2. Prior to submitting the application, AURA must have complete contact information and a copy of a recent police check for each sponsor group member.
3. Group leaders are responsible for reporting changes in membership before and throughout the sponsorship period.
4. Prior to arrival, all group members will participate in an AURA Settlement Training Session.
5. After arrival, sponsors will fulfill their contractual obligation to provide reception, lodging, care, and settlement assistance.
6. Sponsors must submit a completed Settlement Plan to AURA prior to arrival and inform AURA of any major changes.
7. Sponsors will ensure they follow the PSR program's financial guidelines by providing financial support equal to or above RAP rates for 12 months. This refers to start-up funds and monthly financial support.
8. Sponsored newcomers must reside reasonably close to sponsors, to enable effective support.
9. The sponsor group must provide AURA with post-arrival updates upon request, participate in AURA check-ins, and inform AURA if there are any serious concerns related to the sponsorship or sponsor group.
10. Because the sponsorship is an opportunity for newcomers to learn English, no employment should come at the expense of language learning unless the newcomers so choose. Sponsors must inform AURA when/if the newcomers start working during the sponsorship period.

Sponsors are strongly encouraged to:

11. Secure tenant/renters' insurance for the duration of the sponsorship period.
12. Not rent accommodation until a family/individual has arrived in Canada and arrange flexible temporary housing instead.
13. Conduct all sponsorship activities in pairs.

SECTION 4 – SIGNATURES

SPONSORS:

Print Name: Signature: Date:

Print Name: Signature: Date:

Print Name: Signature: Date:

Print Name: Signature: Date:

Print Name: Signature: Date:

AURA:

Marin Lehmann-Bender Signature: Date:
AURA Sponsorship Director