# Before the Family Arrives

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| **Topic** | **Tasks** | **Person(s) Responsible** | **Notes** | **Cost** |
| **Finances** | Begin working on a budget based on their funding allowance.  Decide level of autonomy that you will give the family in terms of how they spend money. Will you control the budget or will they? |  |  |  |
| **Housing and Furniture** | Decide between finding housing for a family and allowing a family to decide where they will live within a particular budget. Often our conceptions of number of rooms needed do not apply for other cultures. Better not to sign lease until family arrives - arrange for short-term housing instead (often families are delayed for months or longer, which can mean extra costs for the group). |  |  |  |
| Housing search - needs to be affordable after sponsorship ends. Use Kijiji, personal contacts. Close to school / transportation / grocery store? Will the refugees feel safe? Contacted Housing Resource Centre? |  |  |  |
| Who will pay deposit? Who will sign lease? How will monthly payments be made? |  |  |  |
| Utilities (water, heat, electricity) - included in rent? If not, who will pay deposit? How will monthly payments be made? |  |  |  |
| Temporary housing - If family shows up early, where can they stay? Alternatively, would you consider temporary housing until the family has had a chance to decide on an apartment to live in? |  |  |  |
| Furniture - Make list of what needs to be purchased. Accept donations? How store/transport? Who will check items? |  |  |  |
| Furnishings - Make list of what needs to be purchased. Accept donations? How store/transport? Who will check items? |  |  |  |
| **Life in Canada** | Make Welcome Package & decide what to include (e.g. list of contacts, picture book of Canada / Peterborough)  Consider having a small gift ready for the children in the family. |  |  |  |
| Have enough food for one week  Determine which foods they are likely to eat and where to source them. |  |  |  |
| Collect good used clothing (especially cold weather items) but expect to spend some money on new clothes |  |  |  |
| **Telephone & Internet** | Landline or cell? Prepaid long distance cards? Who will pay deposit? How will monthly payments be made? |  |  |  |
| Computer? Internet access in house? If not, where can access? If yes, who will make deposit? How will monthly payments to be made? |  |  |  |
| **Interpretation** | Consider confidentiality, multiple interpreters (but not at first); gender appropriateness, small community! Learn to do without an interpreter where it is possible and as soon as possible. |  |  |  |
| **Health** | Is there a family doctor who can accept the family as patients?  Is there a dentist willing to do subsidized or pro bono work? |  |  |  |
| **Reserve funds** | Have reserve funds been budgeted? |  |  |  |
| **Cultural Awareness** | Learn about their country of origin. Learn about the refugee crisis that has caused their situation. Learn how your cultural assumptions may affect and even cause stress to the newcomers. |  |  |  |

# First Day

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| **Topic** | **Tasks** | **Person(s) Responsible** | **Notes** | **Cost** |
| **Picking up family from airport** | How many vehicles? Can an interpreter come? Prepared for a long wait? Have signs ready with their names. Have coats with you if the weather is cold. |  |  |  |
| **Arriving at the home** | Ensure that the family knows how to use things in their house or apartment - e.g. faucets, telephones, stove, microwave, basic household equipment and objects that might be unknown or confusing to figure out, such as fire alarms. It would be a good idea to have an interpreter available for this. |  |  |  |
| **Contact** | Ensure that the family knows who to contact in case there is concern or what to do if there is an emergency. Provide number of an interpreter. |  |  |  |
| **Life in Canada** | Allow them to call their family at home. Explain whether or to what extent your group is willing to cover long distance calls. |  |  |  |

# First Day to first Week

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| **Topic** | **Tasks** | **Person(s) Responsible** | **Notes** | **Cost** |
| **Interpretation** | Check interpreter availability. Ask the interpreter to help you understand both the family’s and your rights and obligations regarding sponsorship. |  |  |  |
| **Health** | OHIP application and registration  IFHP registration (except BVOR) |  |  |  |
| Identify health, dental and special health needs. Arrange visits to health professionals right away if necessary. Be sure to ask about vaccinations. |  |  |  |
| **Finances** | Work through the budget with the family. Have an interpreter available to assist you with this. Be prepared to shift budget based on family’s needs and desires. |  |  |  |
| **Transportation** | Provide a map of the City to each grown member of the family. Indicate where their house is, where the points of interest are, where the NCC is located, etc. Ask them if they have places that they would like identified. Budget for bus pass? |  |  |  |
| **Identity Documents** | Ontario Photo Card (can be done same time as OHIP)  Laminated card with name, address and sponsorship contact |  |  |  |
| **English** | Register for language assessment at NCC - who will bring them? Who will take them to class first day on bus? |  |  |  |
| **School registration** | Enrol the children into school. Which schools will children attend? Who can arrange school registration at NCC with SWIS team? Explain the school systems. Does the family have vaccination records? |  |  |  |
| **Life in Canada** | Explain important house information (the biggest one being heat). Explain procedure for emergencies; explain 911. Leave emergency numbers by phone. |  |  |  |
| Take a tour of the immediate neighborhood. |  |  |  |
| If cold, explain winter conditions. Assess clothing needs and buy new clothes if necessary. |  |  |  |
| Give the family a monthly spending allowance for incidentals. Consider the level of autonomy you would like to have over your budget if you were in their situation. |  |  |  |
| If appropriate, ask the family if there is a place of worship in the community that they would like to take part in. The mosque in Peterborough is located at 784 Parkhill Rd West. |  |  |  |

# Weeks Two to Four

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| **Task** | **Details** | **Person(s) Responsible (include contact info)** | **Notes** | **Cost** |
| **Life in Canada** | Introduce family to low cost and international grocery stores. Explain about sales, flyers. |  |  |  |
| Introduce family to low cost and second hand stores |  |  |  |
| Show family Settlement.org and WelcomePeterborough.ca |  |  |  |
| **Housing** | Explain how garbage, mail, snow shoveling, etc. works |  |  |  |
| **Telephone & Internet** | Explain long distance plan. Explain how to access Internet. |  |  |  |
| **Transportation** | Get bus pass, destination cards, bus map. Show family different routes. |  |  |  |
| **Finances** | Set up bank account. Explain how teller/ATM works. Explain what HST is. Talk through the bills that they are accruing (utilities, phone, internet, etc.) |  |  |  |
| Register for child tax benefit |  |  |  |
| Register for SIN Card |  |  |  |
| **Social Connections** | Connect to NCC & other groups based on interests |  |  |  |
| If desired, connect the family with the YMCA to receive a subsidized membership. Consider signing up for classes with family members. |  |  |  |
| If appropriate, connect to religious community |  |  |  |
| **English** | Consider further English assistance, such as a tutor or conversation circle. Follow up on the results of the language Assessment. Ask if they have started ESL classes. |  |  |  |
| Bring family to the Peterborough Public Library to sign up for library cards. Show the family how to use the library. |  |  |  |
| **School** | Consider if childcare or after school programs are needed. Introduce moms with young children to the Peterborough Family Resource Centre (will be called the Peterborough Child & Family Centres) and ensure mom knows where the family hubs take place. |  |  |  |

# Months 2-6

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| **Task** | **Details** | **Person(s) Respnsible (include contact info)** | **Notes** | **Cost** |
| Social Connections | Acquire the NCC Welcome Pass. Show them events listings in town, both online and print. |  |  |  |
| Introduce to larger communities in Toronto |  |  |  |
| Health | Offer connection to counsellor if appropriate. If needed, contact your local settlement agency or ask your SAH for information on appropriate trauma treatment or counselling in your area. |  |  |  |
| Employment | Set up initial meeting with employment counsellor; help with resume and beginning of job search. Match each member of family with a community member of the same gender and preferably older age to assist with job search. This is likely THE most difficult part of the sponsorship and requires diligence, patience, perseverance, and often use of your own personal networks in order to obtain work. |  |  |  |
| If applicable, research requalification/accreditation procedures necessary for those that have previously studied/worked in trades/professions. |  |  |  |

# Months 7-12

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| **Task** | **Details** | **Person(s) Responsible (include contact info)** | **Notes** | **Cost** |
| Finance | Work on post settlement period budget |  |  |  |
| Information on Ontario Works application and other low cost services |  |  |  |
| Employment | Continue job search. Make sure they have been introduced to the other employment agencies. Provide an employment mentor to each member of the family that is interested in looking for work, under their own volition. |  |  |  |
| Housing | Work on housing plan, switching lease |  |  |  |

# After 1 Year

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| **Task** | **Details** | **Person(s) Responsible (include contact info)** | **Notes** | Cost |
| Finance | Responsible for own financing. Transitioned all bills into their name.  Close Trust bank account. |  |  |  |
| Housing | Transition into stable housing |  |  |  |