

# Settlement Plan for X & X

Capital Rainbow Refuge

2015

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## **Sponsorship Group Member Roles**

(\* Please note: By taking on a role, you are not responsible for doing everything under that role, rather for arranging that it gets done).

### **A. Sponsorship Group Coordinator - *name***

This person co-ordinates the group. He/She schedules meetings and insures that all responsibilities are being fulfilled. Ensures that all the important paper work is completed (i.e. SIN, Permanent Resident Card). He/She co-ordinates with the Committee Coordinators to insure that the activities are completed, and encourages members to take on new roles as need be. Finds out and shares information with the rest of the group. Keeps the members informed of what is happening with the sponsorship, via email updates. Keeps in close contact with from the time they are overseas to when they are in Ottawa, organizing group meetings, managing the sponsorship and moving things ahead. Ensures Dropbox & email list membership is active. Liaison and outreach with other partners (CIC, RAP, SAH) about the sponsorship. Collaborates to ensure we have adequate donations.

### **B. Applications & Forms**

- Group meets to allocate tasks and fill out forms to submit them for our sponsorship

This is not an ongoing task, but a good shared activity.

### **C. Fundraising**

- Once the target is established, some members of the group commit to raising or donating X funds

The group is free to determine how we want to raise funds. Last time 5 individuals committed finding \$4,000 by donating or finding donations and this raised the funds required.

### **D. Housing Team Coordinator - *name***

This person is responsible for confirming the temporary accommodation. As well, he/she assists the family in finding permanent accommodation, assist in preparing the apartment (i.e. cleaning) and arranging for the move and delivery of furniture etc. This person will also discuss the tough housing market with our refugee couple so they know the value of the accommodation. The goal for apartment rental is to have our couple sign the lease; our group can/will provide a letter demonstrating proof of income for one year - and this has worked to avoid co-signing. It is important that their new home be a place that they can live in and can afford after we finish our one year of funding. The housing team coordinator should also ensure that a tenants' insurance package is purchased to protect both the tenant(s) and the sponsoring group from loss and liability claims.

This job often has to deal with a newcomer's disappointment with the reality of low income and the longer path to resettling in a new country. You will need to sensitively discuss the

budget, and what they can afford. Have patience and take them around to show them what is available. You may start with their assertion that they expect to live in a house, and have to evolve this to a bachelor apartment. Don't show them the place you think they should rent first because they won't be ready to accept it as a deal. If a person has been in detention/jail, basement apartments may trigger depression and flashbacks. Consider location - being close to public transit, services, and your group.

- Confirm temporary accommodation & Research for Housing**
- Hold a Skype call (including temporary hosts & Housing coordinator (to explain how rental market works, any needs they have and expectations**
- Explain rights and obligations of a lease & renting**
- Visit apartments and find one to rent**
  - Help them to sign a lease etc.
  - Arrange for a new phone number & assist with any other Hook ups
- Purchase tenants' insurance package**

### **E. Finances Co-ordinator - *name***

This person helps the family with budgeting, paying bills, setting up a bank account. He/She also insures that the family applies for their Child Tax Benefit (if applicable) and ensures they fill out their income tax forms yearly (enroll in newcomer tax program, i.e. at Sandy Hill Community centre). Discusses the importance of Immigration Loans repayment.

- Prepare a budget for the year our group to approve, with contingency planning**
- Have a discussion with the newcomer on the budget**
- Choose a bank & set up appointment to open account**
- First cheque and ongoing budgeting assistance:**
  - Setting up direct deposit for the year into individual bank accounts. It is important that we be ready to provide assistance to help the family budget and explain about paying bills. We can suspend the financing for the period that the CIC funds cover (if applicable), based on our budget plan.

### **F. Orientation (*name* Shopping Coordinator (*name*))**

This person helps the family learn their way around the city. Show them the transit system.

Get a Presto card going, explaining how to use it. Take the bus with them the first time to get them to school.

Helps them learn about shopping in Ottawa including places to go for budget shopping. Helps them do their first grocery shop for staple foods (rice, middle eastern spices). Arranges for someone to go shopping with them once a week for first month at least. - Can be a roster of people.

**Prepare welcome package (needs to be ready on arrival date): *name***

- Picture Bios & phone directory (with important phone numbers, pictures of everyone with contact info). Send the Bios via email prior to arrival.
- Clear plastic envelope for documents, Accordion folder for bills, Bus map & Presto Card, map of Ottawa and info on the city/Canada, LD calling card (need to check on which have the best rates), English/Arabic dictionary, pictorial dictionary
- Basic meds (cold syrup, ibuprofen, Tylenol, Band-Aids, condoms & lube, etc.). We need to remember to explain medications.
- Toiletries (soap, shampoo/conditioner, hair gel) toothbrush/toothpaste, disposable razors, nail clipper, hand lotion, etc.)

**Arrival at airport**

- Everyone who wants to can come to the airport to greet the family
- Volunteers to drive family to their temporary accommodation
- Explain what to do in case of emergency, how to use the phone, give phone card, explain Long distance & collect calls
- Have welcome kit ready and explain contents (i.e. medications).

**Assess clothing needs** (Temp housing host can assess immediate needs. We have some donations and new items for them for right away)

- Find out what they need regarding clothing.
- Organize gifts of clothing for necessary items in appropriate sizes.
- Arrange to purchase anything needed urgently
- Organize donations for winter clothes & winter clothes shopping - establish a budget with them for essentials (winter coat, boots, long underwear, turtle neck(s), fleece, hat, wool socks, neck warmer head band, mitts, gloves).
- Ensure you are not a parent who buys things. Empower them.
- We allocated \$1000 for winter clothes purchases for a couple; funding was matched by donors who volunteered to take them shopping.

**Help with Grocery shopping** (Sandy Hill CHC has grocery store orientations for newcomers)

- Show them how to get low cost food & what is a bargain
- Check into Good Food Box program & the Food Bank
- Help with comparison buying, buying in bulk, Canadian foods, where to find Middle Eastern foods (Aljazeera Foods 1101 Wellington st; Middle East Bakery 605 Somerset

St W; Shiraz Food Market - Somerset @ Percy)

**City and Transit system orientation (some of this on “application day”)**

- Take bus to go to Value Village or grocery shopping
- Take bus to do a bit of Ottawa site-seeing

**G. Social Coordinator - *name***

This person arranges for special social outings for the couple and members of our group. Also arranges for the Welcome Dinner soon after arrival where the couple will get to meet and get to know our support group. Monthly potlucks have been an excellent way to stay in touch.

**Welcome dinner**

- Organize a potluck welcome dinner for the family and support group. Aim is to help the support group and the couple to get to know each other.
- Everyone is welcome, even if you can only help out once or twice with the couple it will be a good opportunity to meet them.

**Special Outing for the Couple**

- Plan a special outing for the couple with a few members of the support group

**H. Cultural Coordinator - *name***

This person liaises with their cultural community, perhaps inviting a member of the community to join the support group, finds out information about the political and cultural situation in the country of origin and shares that with the group.

**Prior to arrival, organize a cultural sensitivity session for your sponsor group, inviting someone from a similar background to describe challenges and their world view**

**Hold a Skype call with them to discuss cultural aspects of the Ottawa & community & their needs**

**Help family connect with cultural community & the gay community** Be sensitive about trauma that they may have faced, about groups they are afraid to encounter, and ensure that your selection of community supports, i.e. interpreter, will not cause undue stress. Take cues from your newcomer before you assume they want to be part of a community. They may want to have nothing to do with them.

**I. First Step Applications - *name***

This person arranges for the first opportunity for registration with OHIP, Sin & Bank Account.

Works with our group coordinator to ensure the visit with CIC to register for Interim Federal Health and additional funding. Assists Health Committee to find doctor and specialists, arranges for appointments and transportation to appointments, finds out about service agencies to assist family. Also is sensitive to issues of post-traumatic stress and will help the family access counselling at Catholic Centre for Immigration or OCISO because this is likely identified as a need. Gets forms and paperwork filed (i.e. SIN, OHIP). Also co-ordinates with the Finances and Health Co-ordinator to insure that the IFH, Child Tax Benefit forms are completed.) Note that much of this committee's work can be accomplished and is finished in one day, and the activities naturally lead into other areas, such as Health, Education/ Training.

**Get documentation and paper work filled out**

- Volunteer helps them to fill out forms (available on Internet) and ensures they are submitted (SIN, Child Tax Benefit, OHIP, Ontario Photo Card, Drivers licence etc.) to access necessary services in case they need immediate health care, and to ensure that they can work without delay. Need address for OHIP - can use letter from our group member providing temporary housing. The Service Canada location at City Hall is a great one stop shop for SIN, Ontario Photo Card, & OHIP. And the TD bank is around the corner. Note that they are not refugees; they are permanent residents, and have their temporary PR paperwork to prove this, so they are eligible for OHIP without a wait period. We need to ensure they are registered for OHIP & SIN asap upon arrival.
- Family may also need some pictures for the IFHP health plan. (They used to get a real card, now it is just a piece of paper. Hopefully this program will be restored). The CIC application requirements for photos that they gathered for their application will work (i.e. Passport photos). Family may already have extras photos with them.
- Meet with CIC Refugee Assistance Program reps re: interim federal health plan (IFHP) (bring passport pictures), to order the free furnishings & cheque for government support (have bank account info already). The money goes directly into their individual bank accounts.
- At CIC meeting ensure Permanent Resident Card is being mailed to them.
- Meet with family to explain what a Private sponsorship is and what our group's commitment to the family consists of; that they should feel free to reach out to us like we are family; that we are committed to empowerment; that they are to support themselves completely in one year.
- Apply for the Child Tax Benefit (if applicable) very soon upon arrival.

**Make an appointment with one Settlement Agency** to see if any services can be helpful. The largest 2 in Ottawa are the Catholic Centre for Immigrants and Ottawa Community Immigration Services Organization (OCISO). Services could range from interpretation, counselling, workshops, prep to find work, housing. Accompany the newcomer to this appointment and try to follow up all possible supports available. Link in other team members if it verges in their areas (mental health, employment)

**J. Health Committee: *name***

**Research health issues and find doctors/ specialists/dentist**

- Will the doctor who handled our previous sponsorship agree to take on this couple too?

- Meet with previous health committee & become familiar with IFHP.
- Research specialists who are already enrolled with IFHP based on whatever health needs arise (eye care, physio, etc)

**Be ready for necessary immediate medical attention**

- SE Ottawa Centre for a Healthy Community has drop in centre - see if this still serves newcomers (Perhaps appropriate later once we know where the family will be living).
- Research other options - the Bruyere center is located very close to Reception Center and is a good interim option
- Don't forget about the TB test.

**Ongoing Medical/Dental:**

- Be prepared to become an advocate to ensure that the bureaucratic IFHP delivers as it is supposed to in theory
- Explain how our medical system works, and how Canadians go to the dentist regularly as a prevention. Go with them to medical appointments for at least the first 3 months
- Ottawa Children's Treatment Centre at CHEO; Bruyere health centre?
- Dental clinic on King Edward - will give slip verifying what work needs to be done, then slip can be taken anywhere to have work done.
- OMC has covered for some medical-related items and other emergencies not covered by IFHP/OHIP. Please check what is covered first though.

## **K. Training & Employment Team - *name***

This person helps the adults in the family prepare their resumes, access employment counselling services, job hunt and find employment. Ensures that adults have their language assessment and get enrolled in ESL classes if necessary. Co-ordinates tutoring.

**Help the adults enroll in language classes and any relevant courses**

- By week 2 - Takes them to the LINC centre on Catherine Street for their assessment. Gets them enrolled in as much English instruction as possible in a location that is convenient. After Benchmark level 5 is mastered, Adults can attend the Adult High School (note if the public system is full, there is also a parallel Catholic system). Evening classes fill up as soon as they are open, as most newcomers want to work during the day. Be prepared to be an advocate. It is useful to encourage them to take as much language instruction at the beginning as possible, as this will help them bridge our job market.

**Get the kids enrolled in public school**

**Research & find daycare options (if appropriate)**

**Connect them with community services as needed and activate our groups' networking to facilitate job search**

- Lassi World Skills & the Catholic Centre for Immigration have many types of classes including employment search programs - maximize use of these programs; The YMCA has many as well, i.e. business writing, resume preparation



- If possible, arrange skills assessment to help identify an education/employment plan (this may take time... In the beginning they may not know what types of jobs/careers exist in Canada).
- Works with group coordinator to see if any community partnerships are possible for first time employment or volunteer opportunities in their expressed areas of interest
- The education/employment plan can be in 2 stages - short term and long term - encouraging skills upgrading and volunteer work in areas where they would like to make into a longer term career
  - We found a dinner together over a bowl of Vietnamese soup every 2 weeks was an excellent way to guide this.
- Arranges Job shadows in a possible career areas. This is important prior to starting any college training program.

## **L. Day Appointment People / Emergencies - *name***

Volunteers who have some free time during the day to take family members to and from appointments

### **A. Application Committee - *name*/ Legal Coordinator - *name***

Working with the Refugee SSP on the application & Follow up as needed.

- Working on the application with the sponsored individual or couple/family
- Leading research project to assist our first refugee with her divorce so that it does not give her identity to her estranged husband
- Being ready to take action in the event that our first refugee's husband visits Canada

### **B. Gift Committee - *name***

We chose the name "Gift Committee" after some cultural awareness training where we were advised that some cultures believe donations don't have value, but if 2<sup>nd</sup> hand things are perceived as gifts, they will be better appreciated. Develop a list of required gifts and potential sources/donations/donors & keeps this active on drop box. Manages storage issues.

- If it is winter, organizes donated coats, hats, mittens, boots in the correct sizes & brings them to the airport

- Includes government furnishings in the mix of donations
- Encourages couple to choose what they want from donations
- Coordinates moving with Housing team
- Ensures the group connects with the Furniture Bank or Unitarian Aboriginal Women Housing coordinator Katherine Gunn give any unwanted donations to a good home.

## **SCHEDULE B: Organizations and Web Sites Serving Newcomers FOR GENERAL INFORMATION**

**Refugee Sponsorship Training Center** <http://www.rstp.ca/>

Refugee Sponsorship Training Center provides a lot of useful information regarding refugee sponsorship, including *Sponsorship Training Handbooks*.

**Citizenship and Immigration Finding Newcomer Services in Your Area** <http://www.servicesfornewcomers.cic.gc.ca/index.php>

A new on-line search tool provided and updated by Citizenship and Immigration Canada

**Refugee613** is a coordinating body that is committed to facilitating more sponsorships in our region

<http://www.refugee613.ca/>

**Refugee Sponsorship Support Program** is a group that has 90 pro bono lawyers who are willing to help families and groups fill out refugee sponsorship applications

<http://refugeessp.ca/home/>

<http://www.settlement.org>

This is a web site run by the Ontario Council of Agencies Serving Immigrants. It is designed primarily for Newcomers and offers information in over 30 different languages. The site covers everything from Immigration to Daily Living challenges in Ontario.

**Community Information Center of Ottawa (Blue Book)** <http://www.cominfo-ottawa.org>

1910 St Laurent Blvd, PO Box 41146

Ottawa Ont. K1G 1A7

613-241-4636

They publish the Directory of Ottawa Community Services (cost around \$30). This directory, referred to as the Blue Book is a useful resource for anyone interested in the services offered in the Ottawa area.

Visit their web site and do on-line searches of the e-Blue book. Or call them to arrange to purchase a copy of the book. They are not open to the public, but appointments can be made by phone.

### **Access to Programs and Services for Newcomers**

Settlement organizations and Community Resource and Health Centres (see list below) provide a large variety of programs and services for newcomers. These programs and services are available to privately sponsored newcomers, as well as to government sponsored individuals. Many of the organizations offer language-specific programs tailored to particular ethnic communities and provide individual counselling in the newcomer's first language. Browse their web sites or visit their offices to learn about the services they can provide. It is a good idea to link with one of these agencies.

### **Ottawa Immigrant Settlement Agencies**

**Catholic Centre for Immigrants (note new name)** <http://www.cic.ca>

The Bruyère Center for Immigrants  
219 Argyle Ave  
Ottawa, Ont. K2P 2H4  
Phone: 613-232-9634 Fax:613-232-3660 E-mail: [cic@cic.ca](mailto:cic@cic.ca)

**Ottawa Community Immigration Services Organization (OCISO)** <http://www.ociso.org>

959 Wellington Street West  
Ottawa, Ontario K1Y 2X5  
Phone: 613-725-0202 Fax:613-725-9054 E-mail: [info@ociso.org](mailto:info@ociso.org)  
Download or pick up the *Welcome to Ottawa*, A Guide for Newcomers and Immigrants booklet (free)

**Immigrant Women Services Ottawa (IWSO)** <http://www.immigrantwomenservices.com>

219 Argyle Ave Suite 400  
Ottawa, Ont. K2P 2H4  
Phone: 613-729-3145 Fax: 613-729-9308 E-mail: [infomail@immigrantwomenservices.com](mailto:infomail@immigrantwomenservices.com)

**Jewish Family Services of Ottawa**

2255 Carling Ave, suite 300  
Ottawa, On K2B 7Z5  
613.722.2225 Fax: 613.722.7570 E-mail: [info@jfsottawa.com](mailto:info@jfsottawa.com)

**World Skills Professional Education and Accreditation** <http://www.ottawa-worldskills.org>

201-219 Argyle Ave  
Ottawa Ont. K2P 1H4  
Phone: 613-233-0453 E-mail: [ws@ottawa-worldskills.org](mailto:ws@ottawa-worldskills.org)

**YM/YWCA Newcomer Services** <http://www.ymcaywca.ca/Adults/newcomerservices/>

180 Argyle Ave 4<sup>th</sup> Floor  
Ottawa Ont.  
Phone: 613-788-5001 Fax: 613-788-5051

**Y Newcomer Information Center** <http://www.nic-ina.ca/>

240 Catherine Street, Suite 308  
Ottawa, Ont. K2P 2G8  
Phone: 613-238-5462 Fax: 613-237-4329 E-mail: [nic@nationalcapitalregionywca-ywca.ca](mailto:nic@nationalcapitalregionywca-ywca.ca)

## SCHEDULE C: HEALTH CARE

### I. Interim Federal Health Plan (IFH) <http://www.fasadmin.com>

200 Catherine St, Main Floor 9:00 am - 12:00 pm Monday thru Friday (no appointments necessary)

New arrivals are covered for one year under the Interim Federal Health Program.

Coverage under the IFH program is limited to:

- Essential health services for the prevention and treatment of serious medical and dental conditions (including immunizations and vital preventative medical care);
- Essential prescription medications;
- Contraceptive, prenatal and obstetrical care;

The web site, <http://www.fasadmin.com> contains the schedule of covered benefits, submission procedures and answers to frequently asked questions.

This link explains who and what they will cover:

<http://www.cic.gc.ca/english/refugees/outside/arriving-healthcare.asp>

For Dental and other services, the government uses Blue Cross/Medavie: <https://provider.medavie.bluecross.ca/>

A client can be on OHIP and IFH simultaneously. IFH in this case covers only items on the IFH plan that are not covered by OHIP (i.e. eyeglasses, hearing aids). Details of coverage are in the IP-3 manual Appendix I, on the Citizenship and Immigration web site publications section <http://www.cic.gc.ca/>.

NOTE: not every doctor, dentist or pharmacist participates in this program. Call ahead to determine if your chosen doctor, dentist or pharmacy participates.

*Adult newcomers must register in person and must bring 2 passport size photos plus immigration documents for each person being registered.*

### II. Ontario Health Insurance Plan (OHIP)

A resident of Ontario must have a health card to show that he/she is eligible for health care services paid for by OHIP. To get this card each newcomer over 15 1/2 years of age must complete an application form and *register in person* at a Service Ontario office (City Hall). Parents may apply on behalf of children under that age. OHIP application forms are available at many community centers. You can complete and print the form or download a blank form by going to the Ontario Ministry of Health and Long Term Care web site, forms section [http://www.health.gov.on.ca/en/public/forms/ohip\\_fm.aspx](http://www.health.gov.on.ca/en/public/forms/ohip_fm.aspx). Choose the Registration for Ontario Health Card from the list of available forms.

When registering for OHIP you must bring 3 different pieces of identification. (see challenges below)

1. a proof of Citizenship document (ie IMM 1000 or IMM 5292)
2. a Proof of Residence in Ontario document (utility bill, child welfare payment cheque, lease... or a letter from the person hosting them), and
3. a Support of Identity document (drivers licence, bus pass, passport, permanent residence card, IMM1000 or IMM5292 if not used as 1 above) .

Note: There is **no waiting period** for convention refugees who apply for OHIP coverage.

### Challenges accessing Ontario Health Insurance Program (OHIP)

It is important to know that refugees that are approved abroad are not refugees when they arrive in Canada because they are Permanent Residents, and this is why there is no delay for OHIP. For many others, there is a 3 month wait period. There is a common misconception, even found at the counter that newcomers must wait for healthcare. This is wrong. If you run into this, ask for the manager. However, there are new documentation requirements that can cause bureaucratic delays. Because the government says it is concerned about fraud, it needs ID from each of the following 3 lists:

**Ontario Health Insurance Coverage Document List** [http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/AttachDocsPublish/014-9998E-82-1/\\$File/9998-82E.pdf](http://www.forms.ssb.gov.on.ca/mbs/ssb/forms/ssbforms.nsf/AttachDocsPublish/014-9998E-82-1/$File/9998-82E.pdf)

So before you apply for OHIP, get your documents in order. Go to the public library with the PR paper, and a letter from their temporary landlord that looks like a lease stating their current address. Sign the card, and this gives them a document with a signature. Ask your SAH (if you have one) or have the sponsor group write a letter on official letterhead about the sponsorship, mentioning the address. Since you already applied for a bank account, ask that the bank mail a monthly statement to the newcomer's home. Unfortunately any old bank statement won't work. Ontario only accepts a monthly statement. Armed with all of this documentation, they should get OHIP. Note that they are technically covered and if you have an emergency, you can pay for care, and there is a process where one can be reimbursed. (We have complained about this bureaucratic effective wait time and hope the Ontario government will address it).

### **III. Trillium Drug Program**

This program is intended for people who spend a significant portion of their income on prescription drugs. The person must be a resident of Ontario, have OHIP coverage and have no other insurance plan to cover prescriptions. For further information visit the Ontario government Ministry of Health web site

[http://www.health.gov.on.ca/en/public/programs/drugs/funded\\_drug/fund\\_trillium.aspx](http://www.health.gov.on.ca/en/public/programs/drugs/funded_drug/fund_trillium.aspx)

### **Community Health Centers**

<p><b>Carlington Community Health Centre</b>  <a href="http://www.carlington.ochc.org">http://www.carlington.ochc.org</a>  900 Merivale Road  Ottawa, Ont K1Z 5Z8  Phone: 613-722-4000 Fax: 613-761-1805</p>	<p><b>Pinecrest-Queensway Community Health Centre</b>  <a href="http://www.pqchc.com">http://www.pqchc.com</a>  1365 Richmond Rd, 2<sup>nd</sup> Floor  Ottawa Ont K2B 6R7  Phone: 613-820-4922 Fax:613-288-3407  E-mail: <a href="mailto:general@pqchc.com">general@pqchc.com</a></p>
<p><b>Centertown Community Health Centre</b>  <a href="http://www.centretownchc.org">http://www.centretownchc.org</a>  420 Cooper St.  Ottawa Ont K2P 2N6  Phone 613-233-4443 Fax:613-233-3967  E-mail: <a href="mailto:info@centretownchc.org">info@centretownchc.org</a></p>	<p><b>Sandy Hill Community Health Centre</b>  <a href="http://www.sandyhillchc.on.ca">http://www.sandyhillchc.on.ca</a>  221 Nelson St  Ottawa, Ont K1N 1C7  Phone: 613-789-1500 Fax: 613-789-7962  E-mail: <a href="mailto:info@sandyhillchc.on.ca">info@sandyhillchc.on.ca</a></p>
<p><b>Somerset West Community Health Centre</b>  <a href="http://www.swchc.on.ca">http://www.swchc.on.ca</a>  55 Eccles St  Ottawa Ont K1R 6S3  Phone: 613-238-8210 Fax: 613-238-7595  E-mail: <a href="mailto:info@swchc.on.ca">info@swchc.on.ca</a></p>	<p><b>South East Ottawa Centre for a Healthy Community</b>  <a href="http://www.seochc.on.ca">http://www.seochc.on.ca</a>  1355 Bank St. Suite 600  Ottawa Ont. K1H 8K7  Phone: 613-737-5115</p>
<p><b>Orléans-Cumberland Community Resource Centre</b>  <a href="http://www.crcoc.ca">http://www.crcoc.ca</a>  210 Centrum Blvd., Suite 211  Ottawa Ont. K1E 3V7  Phone: 613-830-4357 Fax:613-830-4196  E-mail: <a href="mailto:info@crcoc.ca">info@crcoc.ca</a></p>	<p><b>Hunt Club-Riverside Community Services Centre</b>  <a href="http://www.huntclubriverside.ca">http://www.huntclubriverside.ca</a>  3310 McCarthy Road  Ottawa Ont.  Phone: 613-247-1600</p>
<p><b>Nepean Rideau Osgoode Community Resource Center</b>  <a href="http://www.nrocrc.org">http://www.nrocrc.org</a>  1642 Merivale Rd. Unit 541  Ottawa Ont. K2G 4A1  Phone : 613-596-5626 Fax :613-596-1870</p>	<p><b>Lowertown Community Resource Centre</b>  <a href="http://www.crcbv.ca">http://www.crcbv.ca</a>  40 Colbourg St  Ottawa Ont. K1N 8Z6  Phone: 613-789-3930 Fax: 613-688-5154</p>
<p><b>Overbrook-Forbes Community Resource Centre</b>  <a href="http://www.ofcrc.org">http://www.ofcrc.org</a>  225 Donald St Unit 102  Ottawa Ont. K1K 1N1  Phone: 613-745-0073 Fax: 613-741-9292  E-mail: <a href="mailto:info@ofcrc.org">info@ofcrc.org</a></p>	<p><b>Vanier Community Services Centre</b>  <a href="http://www.cscvanier.com">http://www.cscvanier.com</a>  290 Dupuis St  Ottawa Ont K1L 1A2  Phone : 613-744-2892 Fax : 613-744-2902  E-mail : <a href="mailto:gmurga@cscvanier.com">gmurga@cscvanier.com</a></p>

Community Health Centres can provide assistance in finding translators and medical practitioners who have experience with specific cultures.

They also have information about community initiatives such as the Laundry Co-op at Heartwood House, 153 Chapel St. <http://www.communitylaundrycoop.ca/>

## SCHEDULE D: Documentation Requirements

To apply for just about anything a newcomer must be prepared to show the appropriate documents. Usually these documents prove citizenship, prove residence in Ontario and prove identity. Without these documents the applications will not be processed.

### **1. Proof of Citizenship**

These are documents that proof that the applicant is a landed immigrant. Examples are:

- IMM 1000 form
- Confirmation of Permanent Residence (IMM 5292)
- Permanent Residence Card

### **2. Proof of Residence in Ontario**

These documents are official documents showing the applicant's name and current *home* address. Examples are:

- A lease or other rental document clearly showing the applicants name and current address;
- A current utility or telephone bill;
- A monthly bank statement, mailed to the recipient;
- Any document issued by the government that states the current address;

For most purposes an address "in care of" someone else is not sufficient. Depending on your housing arrangement, this may mean you will have to wait for that first monthly bill before you can take the newcomer to apply for OHIP. It may even mean that you will have to help the newcomer open a bank account and wait for the first monthly statement before the newcomer to apply for OHIP.

### **3. Proof of Identity**

These documents contain the applicants name and signature. Examples are:

- Passport
- IMM 5294
- IMM 1000
- Permanent Residence Card

### **Permanent Residence Card**

As part of the landing process, the newcomer receives a Confirmation of Permanent Residence (IMM5292) document. He or she is also given an application for a permanent residence card form. Refugees land in Toronto and are processed there, and given a paper document which is their Permanent Resident (PR) document. Henceforth they are no longer refugees. A card is mailed to them later.

On arrival, that application form should be completed and faxed or mailed to the appropriate address a.s.a.p. It may take up to one month for the card to be issued. In the interim, the IMM5292 can be used to apply for services.

### **Social Insurance Number (SIN)**

To work in Canada or receive benefits and services from government program, you need a Social Insurance Number. Any person over the age of 12 yrs can apply for his/her own SIN. Parents can apply for a SIN for children under the age of majority.



Apply *in person* at any **Services Canada Center** (110 Laurier Ave W, L'Esplanade Laurier - 2nd floor, Lincoln Fields Galleria - 1<sup>st</sup> Floor, Beacon Hill Shopping Center).

You will need to provide the original of a document that proves your identity and status in Canada (ie. Permanent Residence Card ) . If the name on your document is different from the one you currently use you must provide a supporting document (ie Marriage Certificate, legal name change document ...). An “in care of” address is acceptable. If you are applying on behalf of you under age child you must also bring the originals of their documents (birth certificate, immigration documents)

## **SCHEDULE E: Language Assessment**

Any newcomer whose first language is not English or French and who wishes to take any kind of training course must first have his/her language capability assessed at the Language Assessment Centre. The Language Assessment Centre administers a test to assess reading, writing, oral and listening comprehension in English or French and scores the results. The length of the test varies depending on the newcomer's proficiency. A typical time is 2 hours. These results are used to place people into language classes, or in the case where the newcomer is proficient, as proof that no further language training is needed.

**Y Language Assessment and Resource Center** [http://www.ymcaywca.ca/Larc2/howeare\\_e.htm](http://www.ymcaywca.ca/Larc2/howeare_e.htm)

240 Catherine Street, Suite 308

Ottawa, Ont.

613-238-LINC (5462) 9:00 am - 5:00 pm Monday thru' Friday

To set up an appointment for testing call 613-238-LINC (5462). You must bring proof of Citizenship (IMM1000), proof of address and proof of age documents to the appointment.

### **English/French as a Second Language Classes (ESL/FSL)**

The federal government in conjunction with the Ottawa School Boards and various community groups offers the Language Instruction for Newcomers to Canada (LINC) programs, at no cost to participants.

LINC classes are part-time. To qualify for LINC programs you must be an adult newcomer (over 18 years of age) and a permanent resident of Canada. Before you can be placed into any free language training programs your level of knowledge must be assessed. Once you have your assessment from the Language Assessment and Resource Centre they will refer you to one of the many LINC training providers (both school boards, many community centres, Algonquin college .. for a complete list go to

[http://www.ymcaywca.ca/Larc2/schools\\_text\\_e.htm](http://www.ymcaywca.ca/Larc2/schools_text_e.htm)

Most Settlement Agencies and Community Centres offer opportunities for newcomers to get together and practice their language skills.

Various organizations such as Algonquin College offer full and part-time ESL/FSL courses for a fee.

## **SCHEDULE F: Evaluating Education and Work Skills**

For evaluation of credentials contact **World Skills** <http://www.ottawa-worldskills.org>

or

The **Canadian Information Centre for International Credentials** <http://www.cicic.ca>

OCISO, Y-Job Connect , LASI Word Skills and Algonquin College partner in the **STEP (Settlement to Employment program)** for Internationally Trained Individuals. <http://www.algonquincollege.com/STEP>

Settlement Agencies and Community Centres can advise newcomers on their education and training options.

## **Employment**

Immigration Settlement Agencies will assist newcomers in resume preparation, will provide training and counselling services and have initiated mentorship programs.

Employment Centres have information about available jobs, access to the internet for job searches, computers, photocopiers and fax machines at no cost.

### **Employment Centres**

**West** 100 Constellation Crescent - 2<sup>nd</sup> Floor

**East** 2339 Ogilvie Rd 1<sup>st</sup> Floor

**Central** 370 Catherine St Suite 100

**South** 2020 Walkley Rd - 1<sup>st</sup> Floor East

## **Counselling**

Centretown Community Health Centre They have programs like yoga for newcomers.

420 Cooper Street (near Bank street)

Ottawa, Ont. K2P 2H6

Mego Nerses runs a drop in for LGBT refugee newcomers once a week. Phone: 613-233-4443 x 2125 [mnerses@centretownchc.org](mailto:mnerses@centretownchc.org)

## SCHEDULE G: Fact sheet on Housing

### Types of Housing Available:

**Basement Apartment:** basement in a house that has been converted to an apartment. It may have a separate entrance. The apartment may have its own bathroom, kitchen, laundry room and heating system, or it may share those amenities with the rest of the home. Low rise apartment buildings also have basement apartments. In Ottawa you will find more of this type of rental in the downtown area, where space is at a premium.

**Detached:** A detached house is not attached to any other building and is usually one or two storeys high. A detached house is also called a single-detached or a single family dwelling. A one-storey is called a bungalow, which come in many styles. A ranch-style bungalow is a large, spread-out one-storey house. In Ottawa you will find these rental's typically in the suburban areas.

**Walk-Up or Low-Rise Apartment:** A walk-up or low-rise apartment is located in a building that does not have an elevator. Generally, monthly rent for a walk-up is less expensive than monthly rent for a high-rise apartment. Walk-ups are usually older buildings less than five storeys high. They may have only a few conveniences, such as laundry rooms or storage lockers.

**High-Rise Apartment:** A high-rise apartment is located in a building that can range from 6 to 30- or more stories high. High-rise apartment towers have elevators and often have security systems to monitor entry and exit. They often have laundry facilities, sports and recreation facilities and other advanced amenities. High-rise buildings usually have efficient electrical, heating, sewage and plumbing systems. In Ottawa you will find more of this type of rental in the downtown area, where space is at a premium.

**Rooming House:** A rooming house rents rooms by the week or the month. A refrigerator is often located in the room to store food. Usually, roomers share the kitchen and bathroom(s). A single person is the most likely tenant for a rooming house. Area likly to find a rooming house is Centretown Ottawa.

**Semi-Detached or Duplex:** A semi-detached house (or "semi") is attached to another, similar house. The common wall is generally thick enough to prevent sound passing between the units. Semis can be either one or two storeys and usually have backyards. In some cities, such as Montréal, semis are called duplexes. In other parts of Canada, a duplex is a two-storey house with separate dwelling units on each storey. If a yard is available, it is usually for the first-floor residents only. There are many of these rental types in the Glebe and Old Ottawa South.

**Single-Room Occupancy (SRO):** A single-room occupancy is similar to a rooming house, but with a kitchen and a bathroom in each unit.

**Townhouse or Row House:** Townhouses, sometimes called row houses, are several homes with common walls between each house. They are usually two storeys. A stacked townhouse is one townhouse sitting on top of another. Each townhouse is two storeys. Nepean, Barrhaven are a couple of areas in Ottawa that you will typically find Townhouses for rent.

**Co-operative "Co-op" Housing:** Co-ops come in many different shapes and sizes, ranging from collections of single unit townhouses and small buildings with 4-12 units to large apartment-style buildings with hundreds of units. What sets co-ops apart from private rental housing is that they are democratic communities where the residents make decisions on how

the co-op operates. Members, elect the board of directors and approve the annual budget and set policy.

### **Rights and Responsibilities:**

#### **What is included in your rent?**

- **Heat:** Heating can be either electrical or gas and is normally included in the rental fee and provided and controlled by the landlord. If a landlord provides heat, the law requires the landlord to keep the heat to at least 20 degrees Celsius from September 1 to June 15. In addition, many municipalities have their own property standards or bylaws about heat.
- **Hydro:** Electricity used in your unit for lights and appliances may be included in the cost of rent but is often not included and it is the tenant's responsibility to open an account with a hydro company such as [Ottawa Hydro](#). Ottawa Hydro bills customers every 2 months and payment is made directly to Ottawa Hydro. Rates charged vary by time-of-use and usage can vary depending on time of year especially in cases where air conditioning units are being used or where electrical heating is paid by the tenant.
- **Water:** This is typically included in the rent.

**Garbage Removal and Recycling:** Garbage and recycling are collected by the city. Each is collected weekly. Garbage can be placed at the curb after 6pm the evening before the collection day. (Many apartment buildings also have garbage dumpsters outside the building (and large recycling bins) for use by the tenants. These are collected weekly and the tenant can put garbage into them at any time).

#### **Types of Rental Periods**

All types of rental periods are allowed; however, the Residential Tenancies Act (RTA) takes precedence over leases. In other words, when terms in the lease do not comply with RTA, the RTA takes precedence over the lease.

#### **Signing a Lease**

Although it is not required that a lease be signed, typically, a one-year lease agreement is entered into by the landlord/rental agency and the tenant.

If the tenancy agreement is not in writing, the tenant must be provided with written notice of the legal name and address of the landlord for the purpose of giving notice or delivering other documents. The landlord must provide the tenant with this information within 21 days after the tenancy begins. If the landlord fails to provide the required information, the tenant's obligation to pay rent is suspended until the landlord complies.

#### **Deposits**

Typically, upon entering an agreement as a new tenant, the landlord collects first and last months' rent (the equivalent of 2 times the monthly rental fee) deposit, with the last month's amount being applied to the last month you live in the residence prior to moving out. This deposit may only be applied to the last month's rent. It is not considered a damage or security deposit.

#### **Key Money**

Requiring key money is illegal.

## **Paying the Rent**

Rent is paid monthly, on the first of the month. Post-dated cheques can be suggested, but a person cannot be refused a rental unit for refusing to give them. Landlords must provide tenants with a rent receipt.

## **Renewal of a Lease Term**

The landlord and tenant can agree to extend or renew the tenancy on the same terms and conditions, or on modified terms and conditions. If both parties can't reach an agreement, once the lease expires, the tenancy automatically becomes a month-to-month arrangement.

## **Terminating a Tenancy (Lease): Notice and Timing**

Prior to a lease terminating, it is the responsibility of landlord and tenant to re-negotiate terms or terminate the lease. Tenants can give notice during a fixed term lease, provided that the date of termination is not any earlier than the last day of the tenancy. The tenant can terminate daily or weekly tenancies with 28 days written notice. Otherwise **tenants must give 60 days notice when moving.**

Landlords may only terminate a tenancy for specified reasons as set out in the legislation and cannot terminate simply because a fixed term has expired. When a fixed term tenancy goes to a month-to-month term, the landlord cannot force a tenant to sign another lease or agree to another fixed term. When a lease is renewed, unless otherwise agreed, other than the new term of the lease, all other conditions of the lease remain the same with the exception of rent increases, which are not automatically carried forward. The landlord can raise the rent with 90 days written notice. Landlords must provide notice in writing to the tenant, and required notice times vary depending on the reasons for the notice.

According to Canadian law, you do not have to sign a 2<sup>nd</sup> lease after the first one runs out. You can just say that you want to go "month to month". As long as you pay regularly, you won't be evicted.

## **Assignments and Sublets**

If you have a lease for a year, and you want to move, you can try to give notice to end the lease, if you are allowed to do so according to the lease. If you can't, you have an obligation to find someone else to rent the apartment. This is called a "sublet".

Landlords must approve or disapprove, in writing, the tenant's request to sublet. The original tenant can dispute a landlord's decision to reject the sublet by applying to the Landlord and Tenant Board using the appropriate form.

## **Rent Increases: Notice and Timing**

Ontario sets rent guidelines each year. Landlords must give 90 days written notice and can only increase the rent once every 12 months. Rent increases must follow the provincial guidelines published each August.

Note: that there are some residential tenancies that are exempt from the rent control provisions of the legislation, such rent-to-income tenancies and tenancies where the occupant shares a bathroom with the owner or family member of the owner, although the 12 month rule and 90 day notice requirement may still apply. Rent increase rules apply to an existing tenancy. Once the tenant moves, the landlord can increase the rent for that unit to whatever the market will bear unless there is an order to stop rent increases due to serious maintenance issues.

## **Late Rent Payments**

The day after rent is due, if it is unpaid; the landlord can give a "Notice to terminate for nonpayment of rent." The tenant then has 14 days if they are monthly or yearly renters, and 7 days if they are daily or weekly renters, to pay. If this grace period passes and no rent has

been paid, the landlord can file an application to the Landlord and Tenant Board for rent arrears.

### **Evictions**

There are numerous grounds for eviction but the main reason is rent arrears. Evictions for rent arrears in Ontario proceed as follows: One day the tenant is late paying rent; landlord serves notice to tenant; tenant has 14 days to pay rent; on the 15th day landlord pays a filing fee for Application to evict a tenant for Nonpayment of Rent and to Collect the Rent the Tenant Owes; the Landlord and Tenant Board gives notice of hearing as soon as possible; landlord serves Notice package on the tenant; landlord completes and signs the certificate of service as proof that the package was served to the tenant.

### **Permitting Landlord Entry to the Premises (Times and Reasons)**

The situations where a landlord may enter the premises may be written into the lease. Typically, landlords must give 24 hours written notice. The written notice must specify the reason for entry, the day of entry and a time of entry between 8 a.m. and 8 p.m. A landlord can enter a unit without written notice if there is an emergency or if the tenant consents to the entry.

**May the tenant withhold rent for repairs?** No.

### **Changing Locks**

Allowed provided the landlord gives the tenant a key for any new lock.

### **Pets and Smoking:**

**May a landlord refuse to rent to a tenant who has pets?**

The Residential Tenancies Act (RTA) does not cover individuals before they become tenants, so a landlord could refuse to rent on the basis of pets.

**Once a tenant:** Only if the pet is dangerous, causes allergic reactions or causes problems for other tenants or the landlord, must you get rid of your pet or consider moving elsewhere as per [Landlord application to terminate tenancy based on animals](#). Even if you signed a lease with a "no pets" clause, if the pet is not a problem for anybody they cannot enforce it; such [no pets clauses](#) are invalid under the law. You do not have to move or get rid of the pet unless the Board issues a written order to do so. However, a landlord may have grounds to evict a tenant, either for having a pet or for smoking, if the pet or smoke damages the property or bothers other tenants.

### **Insurance**

Tenants must purchase insurance to protect their belongings. Most landlords won't rent unless tenant insurance is purchased. For instance, if there was a fire, you would receive money as compensation if your belongings were ruined. Normally there is a "deductible" with insurance. So when you make a claim, you must pay an amount of money before the insurance pays. If you pay more for your insurance, your deductible is lower, like \$200. If you pay a minimum amount, you would have to pay more before the insurance pays, like \$1000. If you find an insurance broker, this person can find you the best deal for your needs. Some insurance companies want insurance to be co-signed with someone who has an established financial history. You will need to make regular monthly payments or a one time payment for insurance every year. If you can manage it, often the one time payment is slightly less than paying every month.

### **Sources:**

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<http://www.cmhc.ca/en/co/buho/gucoho/index.cfm>

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[http://www.cmhc-schl.gc.ca/en/co/reho/yogureho/fash/fash\\_009.cfm](http://www.cmhc-schl.gc.ca/en/co/reho/yogureho/fash/fash_009.cfm)

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