Connecting Refugee Private Sponsor Groups with Settlement Service Providers

May 24th, 2017 | 10:00 A.M. – 12:00 P.M.

Technical Support

Please contact Lucy Buchanan-Parker, at projects@amssa.org or 604-718-2784.
Housekeeping

‘Hide Control Panel’

Housekeeping

Expand Control Panel Features

Housekeeping

Sound & Audio

– Telephone
– Mic & Speakers
Housekeeping
Downloading PowerPoint and Handout Documents

Submitting Questions
• Type your questions in the Question Box
• Tweet using #AMSSAevents
• Email to events@amssa.org

Join the Conversation on Twitter
• Use #AMSSAevents to follow the conversation on Twitter and connect with other webinar participants.
• AMSSA can be found on Twitter @amssabc
Poll

• How are you viewing the presentation?
  □ On your own
  □ In a group

Agenda

Ekaterina Pak

Refugee Sponsorship Training Program (RSTP)
What is RSTP?

- Program designed to support the Sponsorship Agreement Holders (SAHs), their Constituent Groups, Groups of Five and Community Sponsors on a national level (excl. Quebec)
  - Guidance and training to existing sponsoring groups
  - Information sessions for general public interested in PSR
  - Training materials and guides
  - Updates and information-sharing
  - Inquiries and problem-solving

Agenda

- Overview of the Private Sponsorship of Refugees Program
- The Role of Settlement Workers in the Private Sponsorship of Refugees (PSR) Program
- Sponsorship Withdrawal, Disputes & Breakdowns
Part 1

Overview of the Private Sponsorship of Refugees Program

Canada’s History of Refugee Sponsorship

- Canada’s PSR program unique in the world
- 1979: Canadians respond to ‘Indochinese boat crisis’, privately sponsored about 35,000 refugees in 2 years
- More than 225,000 refugees sponsored since 1979

Protection of Refugees Global Context

63.5 million forcibly displaced worldwide

21.3 million refugees
3.2 million asylum seekers
40.8 million internally displaced persons

*UNHCR Global Trends 2015 report
PSR as part of Resettlement

Durable Solutions for refugees:
- Voluntary Repatriation
- Local Integration
- Resettlement

Canadian Refugee Resettlement

Sponsors can apply for specific refugees that are known to them (for example, family members)

A look at the numbers

2017 Overall Target | 300,000
---|---
Economic | 172,500
Family | 84,000
Refugees and Protected Persons | 40,000

2017 Targets for Resettled Refugees | Total: 25,000
---|---
GARs | 7,500
PSRs | 16,000
BVORs | 1,500
Protected Persons in Canada and Dependents Abroad | 15,000
What is the Private Sponsorship of Refugees?

A program that allows individuals and groups in Canada to apply to sponsor refugee applicants who don’t have other durable solutions to be resettled to Canada. These applicants may be known or not known to sponsors prior to the application. By submitting a sponsorship application, sponsoring groups commit to providing financial support for 12 months or until the refugee becomes self-sufficient (whichever comes first).

Exception: For BVOR cases, sponsors provide 6 months of financial support + "start-up" costs, and the government provides 6 months of financial support.

Sponsors also commit to providing Settlement support for 12 months.

Who can sponsor refugees?

- Sponsorship Agreement Holder (SAH)
  - An incorporated organization that has signed an Agreement to sponsor refugees with the Government of Canada
  - Constituent Group (CG)
    - A group that has been authorized by a SAH to sponsor refugees under its Agreement
  - Co-sponsor
    - A person or group that has been authorized by a SAH to sponsor refugees under its Agreement
- Group of Five
  - Five Canadian citizens or permanent residents
- Community Sponsor
  - Any organization, association or corporation

Who can be sponsored under PSR program?

Someone who has met:

- Eligibility Criteria: AND
  - Is outside of country of origin,
  - Is outside of Canada,
  - Is a Convention Refugee Abroad Class OR a Country of Asylum class member
  - Has no other options (durable solutions), and
  - Has sponsors in Canada

- Admissibility Criteria:
  - Passed medical exam
  - Passed criminality check
  - Passed security check
The Sponsorship Process

Sponsors collect information & gather documents
Sponsors complete forms & assist refugee applicants to complete forms
Mail complete application package to Resettlement Operations Centre in Ottawa (ROC-O)

Screen application
Create file
Approval
File will be sent to Visa Office (VO)

Review application
Interview
Initiate medical, security, criminally checks
Approval
Arrange for travel

Settlement Plan

Settlement Plan and Financial Assessment
Group of Five

C - SETTLEMENT CHECKLIST

A list of items that will be provided to the refugees.

SAMPLE
What is a Sponsor’s Role in Settlement?

To Facilitate & Empower

What is empowerment?

Enabling [someone] to gain greater control over [his/her] environment and attain [his/her] aspirations.

PART 2

The Role of Settlement Workers in the Private Sponsorship of Refugees (PSR) Program
The Role of Settlement Workers in PSR

Your role likely depends on the funding that your organization receives, and organizational priorities and mandates, but may include:

- Providing settlement support and connecting with appropriate resources and services;
- Ensuring newcomers are aware of their rights;
- If necessary, assisting with managing expectations of newcomers and sponsors;
- Encouraging dialogue between sponsors and newcomers (especially if there is any miscommunication or conflict);
- If you are facilitating communication because of language barriers, conveying information accurately and faithfully.

The Role of Settlement Workers in PSR

In a private sponsorship, a Settlement Worker’s role is “supportive”.

Sponsors are ultimately responsible, so they need to be informed and engaged.

The level & type of support you provide may be impacted by various factors, including:

- The sponsoring group’s level of experience.
- How established the sponsoring group is.
- The Settlement Plan that the sponsoring group created before arrival.
- The specific needs of the newcomer.
- The relationship between the newcomer and the sponsor.
Best Practices

- **Pre-arrival communication** between Settlement Workers and the sponsoring group to discuss services available, and how the two will partner and deliver the settlement support needed.

- **First post-arrival meeting to include sponsor(s)**, Settlement Worker, and newcomer so all parties make a plan together of how settlement assistance will be provided.

- **Privacy and Confidentiality** practices:
  - Agency’s policies
  - Identifying authorised sponsors
  - What happens after the end of sponsorship period

PART 3

Sponsorship Withdrawal, Disputes & Breakdowns

Sponsorship Withdrawal

- Cancellation of a sponsorship undertaking before the permanent residence visa has been issued

- Reasons for withdrawal: acceptable vs unacceptable

- If the reasons are unacceptable:
  - Option to find a replacement group
  - Other sponsorship cases will be reviewed
  - Negative consequences with regard to future sponsorships
Sponsorship Disputes

Sponsorship disputes:

- Can range from disagreements over the terms of the sponsorship, to differences of opinions on various issues.
- Do not always result in a sponsorship breakdown.

Sponsorship Breakdowns

A sponsorship breakdown is an official declaration that an "irreparable failure" to meet the sponsorship arrangement has occurred.

- Responsibility for a sponsorship breakdown may rest with the refugees, the sponsor, or IRCC.
- Local IRCC office may assist the original sponsoring group to find a replacement sponsoring group for the newcomers.

If the newcomers are not receiving support...

1. Figure out what type of support is not being provided (Financial? Settlement? Particular aspects of settlement support?)
2. Figure out whether they are Privately Sponsored or Blended Visa Office-Referred (BVOR) refugees.
3. Figure out whether they were sponsored by a Sponsorship Agreement Holder (SAH), Group of Five, or Community Sponsor.
   - Find out if there is a co-sponsor!
4. Ask how long ago they arrived (are they still in the sponsorship period?).
If the newcomers are not receiving support...

5. Encourage the newcomers to ask their sponsors for support. If their sponsors have any questions about the support they must provide, they can call the RSTP.

6. If newcomers are unable to ask their sponsors for support, with their permission, raise the issue with the sponsoring group.

7. Inform newcomers that they can contact the IRC office.

Refugee Sponsorship Conflict Resolution Tips

- Practice active listening;
- Validate feelings and values;
- Hear both sides of the story;
- Communication often resolves the conflict;
- Remember that things that may be seem obvious to you, may not be obvious to others;
- Remember that often intentions are good, even though actions may be hurtful;
- Sometimes people are not clear about roles and responsibilities, and require an explanation;
- Remember, this is about the best interests of the newcomers;
- Remember that mediation may be a possibility.

Resources

- A Settlement Counsellor’s Guide to the PSR Program
- The Rights of Privately Sponsored Refugees
- Sponsorship Disputes and Breakdowns
Thank you!

Refugee Sponsorship Training Program (RSTP)

RSTP office in Toronto
1-877-290-1701
info@rstp.ca

Ekaterina Pak
604-254-9626, ext. 517
epak@rstp.ca

----------------------------------

Brian Dyck

Mennonite Central Committee Canada

----------------------------------

Connecting
Private Sponsorship Refugees

With Settlement Service Providers

----------------------------------
Outline

• Sponsor-Newcomer relationship
  – Roles & Responsibilities
  – Settlement issues for SAHs
  – Managing expectations
• Sponsor-SPO relationship
  – What can the SPO do?
  – Defining the relationship
  – Ethical issues
• Connecting with PSR groups

Sponsor-Newcomer Relations

Roles and Responsibilities: the Sponsor

– Reception upon arrival
– Transportation
– Food
– Lodging and furniture
– Clothing
– Health care
– Education and language learning
– Job search help
– Cultural orientation
Roles and Responsibilities: the Sponsor

<table>
<thead>
<tr>
<th>Family size</th>
<th>12 Months of Income Support</th>
<th>Start-up Costs</th>
<th>Estimated Total Annual Settlement Cost ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>10,700</td>
<td>2,800</td>
<td>13,500</td>
</tr>
<tr>
<td>2</td>
<td>18,000</td>
<td>4,400</td>
<td>22,400</td>
</tr>
<tr>
<td>3</td>
<td>18,900</td>
<td>5,300</td>
<td>24,200</td>
</tr>
<tr>
<td>4</td>
<td>21,200</td>
<td>7,000</td>
<td>28,200</td>
</tr>
<tr>
<td>5</td>
<td>23,700</td>
<td>7,200</td>
<td>30,900</td>
</tr>
<tr>
<td>6</td>
<td>25,700</td>
<td>8,000</td>
<td>33,700</td>
</tr>
<tr>
<td></td>
<td>For each additional member</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>add 1,550</td>
<td>1,000</td>
<td>2,550</td>
</tr>
</tbody>
</table>

Roles and Responsibilities: the Newcomer

- Work towards settlement in Canada
- Report income
- Report changes in family composition
- Accept reasonable job offer

Settlement considerations

- Financial:
  - Possible major source of conflict between sponsors and newcomers
  - Housing
  - Food
  - Added health issues (e.g. dental)
  - Financial education is central
    - Banking
    - Economical spending
    - Savings & remittances
    - Transportation loan
Settlement considerations

- Family/Ethnic community dynamics
  - Balance between ethnic community support & independence
  - Drain on extended family resources
  - Internal family dynamics (spouse or parent/child conflict)
  - Cross-cultural communication & Trust

- Health
  - “Unusual” medical problems (e.g. tropical diseases)
  - Coming out of a situation of poor nutrition
  - Not used to food available in Canada
  - Mental health and stress issues
  - Dental problems

- Education and employment
  - Limited English (at what point does one stop language school?)
  - Limited education
  - Skills that do not transfer to Canadian context
Managing Expectations: for the sponsor
• Financial expectations
• Time commitment
• Community
• Competency of the newcomer & themselves
• Relationship
• Etc....

Managing Expectations: for the newcomer
• The “Canadian myth”
• Going back to “normal”
• Ease of learning language
• Ease of getting a job
• Etc...

Managing Expectations
• Unrealistic expectation can lead to:
  – Frustration & Demands
  – Paternalist management
  – Conflict
  – Miscommunication
  – Secondary migration
  – Sponsorship breakdown
Managing Expectations

• Dealing with Unrealistic expectation through Communication about:
  – Expectations
  – Hopes
  – Money
  – Job & education
  – Transition to “integration”

Sponsor-SPO Relations

What Can SPOs do for PSRs/BVORs?

• Port of Entry (POE) Services
• Language Assessment & Training Needs
• Assessment and Referrals to other services
• Information and orientation sessions
• Employment-related services
• Community Connections
SPO-Sponsor relationship

- Meet pre-arrival if possible
- Recognize different roles & responsibilities of SAHs and SPOs
- Be respectful of each other
- Communicate about programs that PSRs and BVOR are eligible for
- Focus on what is best for the newcomer

Ethical issues

- Client confidentiality
  - Work out how SAHs & SPO share information
  - Extended family contact
  - Media contact
- Recognize boundaries and responsibilities of SAHs
  - Build a good working relationship

Connecting with Sponsors
How Can SPOs connect with sponsors?

- Check who are SAHs are in BC. [http://www.cic.gc.ca/english/refugees/sponsor/list-sponsors.asp](http://www.cic.gc.ca/english/refugees/sponsor/list-sponsors.asp)
- National SAH contacts?
- G5 & CS groups?
- AMSSA

mcccanada.ca

Relief, development and peace in the name of Christ

Saleem Spindari

MOSAIC
Empowering newcomers to fully participate in Canadian Society

Connecting Refugee Private Sponsor Groups with Settlement Service Providers

May 24th, 2017
AMSSA Webinar

Empowering newcomers to fully participate in Canadian Society

mosaicbc.org
Overview of MOSAIC

Empowering newcomers to fully participate in Canadian society
www.mosaicbc.org

Our vision
Empowering newcomers to fully participate in Canadian society

MOSAIC’s Mission

- MOSAIC delivers services and engages in community building and advocacy to facilitate meaningful participation of immigrants and refugees in Canadian society
Purpose of this presentation

- How did MOSAIC connect with private sponsorship groups?
- What mechanisms did it use to connect with sponsorship groups?
- How did MOSAIC find and reach out to sponsorship groups?
- What support/information was given to the sponsoring groups and what to the refugee?
Empowering newcomers to fully participate in Canadian Society

MOSAIC’s Support for Refugees

- Long history of working with private sponsors including SAHs, Constituent Groups and Groups of Five
- Existing settlement, family, employment and language programs
- Offices in various locations

MOSAIC’s Work with Refugees

- Leading Metro Vancouver Refugee Response Team
  - http://metrovanrrt.ca

Recruiting Private Sponsors
Training and Support for Private Sponsors

Public Education Workshops on Refugee Issues

Computers for Refugees
Responding to Inquiries

Employment Programs for Refugees
Empowering newcomers to fully participate in Canadian Society

English as a Second Language Program (LINC)

Welcoming Refugees at the Airport

Activities for Children in Partnership with Others
Donations!

Things to consider....

- Agency commitment: board, management and staff
- Informed staff and volunteers
- Connection to the community
- Acknowledging the expertise/passion of private sponsors
- Building trust with private sponsors
- Creative thinking when working with volunteers
- Partnering with other groups and agencies
- Continuous learning
Things to consider....

- Use of media/social media to share your message
- Offering required support to private sponsors: language support, accompaniment, home visitations, cultural training, etc.
- Offering services outside of the regular working hours
- Networking sessions for private sponsors/persons interested in working with refugees

Thank You!
:)

Submitting Questions

- Type your questions in the Question Box
- Tweet using #AMSSAevents
- Email to events@amssa.org
Closing Remarks

• Please Fill Out the Online Evaluation Form

• Sign up for SetNet: http://www.amssa.org/settlement-net/

Thank you!