



How to Sponsor and Welcome Refugees to Leeds and Grenville Communities

A guide for refugee sponsorship groups, service providers and municipalities.

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ST. LAWRENCE · RIDEAU
**IMMIGRATION
PARTNERSHIP**

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INTRODUCTION

Communities in Leeds and Grenville have a long history of welcoming refugees. Recently, these welcoming efforts peaked as conflict in the Middle East intensified.

The purpose of this guide is to provide service providers, refugee sponsorship groups and municipalities with a collection of local and national resources focused on supporting refugees. These resources will increase the awareness of available resources, and ensure ease of access to them. The majority of recently arrived (2016) Leeds and Grenville refugees are from Syria, therefore this guide makes reference to Syrian and Arabic specific resources. Nevertheless, many of the resources are applicable to refugees from all countries. Readers are encouraged to check frequently with the websites included in this guide as immigration and refugee initiatives, policies and resources can change frequently.

The St. Lawrence-Rideau Immigration Partnership would like to thank the service providers and refugee sponsorship groups throughout Leeds and Grenville for contributing content to this guide. *For contact details of sponsorship groups see Appendix 1.*

Disclaimer: This guide does not contain all information available on the subject. Every effort has been made to make this booklet as accurate as possible. However, there may be typographical and or content errors and may contain information that has become dated. Therefore, this booklet should serve only as a general guide and not as the ultimate source of subject information.



1.0 DEFINITIONS

Refugee

A person who is forced to flee from persecution in their country.

Reference: <http://ccrweb.ca/sites/ccrweb.ca/files/static-files/glossary.PDF>

Convention Refugee

A person who meets the refugee definition in the 1951 Geneva Convention relating to the Status of Refugees Definitions. This definition is used in Canadian law and is widely accepted internationally. To meet the definition, a person must be outside their country of origin and have a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion. Refugees having permanent residence status and a social insurance number are eligible to work in Canada. They do not require a work permit to work in Canada.

Reference: Talking about Refugees and Immigrants: A Glossary of Terms
<http://ccrweb.ca/sites/ccrweb.ca/files/static-files/glossary.PDF>

Immigrant

A person who has settled permanently in another country. Immigrants choose to move, whereas refugees are forced to flee.

Reference: Talking about Refugees and Immigrants: A Glossary of Terms
<http://ccrweb.ca/sites/ccrweb.ca/files/static-files/glossary.PDF>

Permanent Resident

Refugees who are resettled from overseas become permanent residents of Canada through the Government-Assisted Refugee Program or the Private Sponsorship of Refugees Program. Someone who makes a refugee claim in Canada does not become a permanent resident at that time. To become one, the Immigration and Refugee Board must first approve their claim. Then, they must apply for and receive permanent resident status.

A permanent resident is not a Canadian citizen. A permanent resident is a citizen of another country. A person in Canada temporarily, such as a student or temporary foreign worker, is not a permanent resident.

A permanent resident has a right to:

- Receive most social benefits that Canadian citizens receive, including health care coverage,
- Live, work or study anywhere in Canada,
- Apply for Canadian citizenship,
- Protection under Canadian law and the *Canadian Charter of Rights and Freedoms*.

A permanent resident must pay taxes and respect all Canadian laws at the federal, provincial and municipal levels.

What permanent residents cannot do:

- Vote or run for political office,
- Hold some jobs that require a high-level security clearance.

For further details about becoming and remaining a permanent resident, visit:

www.cic.gc.ca/english/newcomers/about-pr.asp

2.0 DISPELLING MYTHS

Attracting immigrants with welcoming communities has both economic and social benefits for Leeds and Grenville. Newcomers bring new ideas and different experiences that can strengthen local economies and diversify the social fabric of local communities. The information below dispels some common immigrant myths by reporting facts.

Myth: New immigrants don't know how to speak, or do not want to learn English/French

- **Fact:** Accessing language classes can be a challenge. Newcomers can sometimes face difficulties including transportation, lack of child care, conflicting work/class schedules and unfamiliarity with services.
- **Fact:** The employment rate of immigrants increases with their ability to speak English.

Myth: Newcomers are a drain on resources

- **Fact:** Canada's immigration policies are designed to attract more skilled workers than any other class of immigrant.
- **Fact:** Immigrants are educated in diverse fields, and bring knowledge of diverse languages. They are a resource to Leeds and Grenville as newcomer staff allow local businesses to become more competitive in a global market. Leeds and Grenville newcomers also open successful businesses that create jobs.
- **Fact:** In 2014, 12% per cent of immigrant owned businesses exported goods and services to markets beyond the U.S., which supports Canada's trade agenda (versus 7% for businesses owned by non-immigrants). Exporters with a recent immigrant as majority owner are among the fastest growing Canadian Small-Medium Enterprises. (1*)

Myth: Internationally trained professionals are not as qualified as Canadian professionals

- **Fact:** Foreign trained professionals must have their credentials reviewed by accredited Canadian assessment bodies in order to be employed in their field.
- **Fact:** It is estimated that more than 40% of immigrants to Canada are working in their trained profession. (2*)
- **Fact:** More than 26% of all physicians practicing in Ontario in 2011 were foreign trained. (3*)

Myth: Immigrants take jobs away from Canadians

- **Fact:** New immigrants are 2.5 times more likely than Canadian-born workers to be found in low-skilled jobs. (4*)
- **Fact:** Between 1993 and 2001, it was found that immigrants who had been in Canada for 10 years or less had a higher rate of over-qualification than their Canada-born counterparts. (5*)
- **Fact:** Newcomer businesses owners create jobs in communities.

Myth: Immigrants don't need help

- **Fact:** Newcomers may face isolation and may feel anxious when they arrive in Canada.

- **Fact:** The financial challenges and employment barriers faced by many newcomers affect their health and access to key determinants of health such as housing, education, and healthy food. Immigrants' health is generally better than that of the Canadian-born since only applicants who pass a thorough medical exam can be granted permanent resident status, but it tends to decline as their years in Canada increase. (6*)

Myth: Immigrants bring crime to Canada

- **Fact:** In Canada, an overall drop in crime has paralleled the increase of immigration since the 1970s. (7*)
- **Fact:** According to the International Centre for Criminal Law Reform and Criminal Justice Policy, immigrants are “much less involved in criminal activity than are those who were born in Canada.” (8*)

Myth: Refugees in Canada receive greater assistance from the government than Canadian pensioners

- **Fact:** The amount of monthly financial support that government-assisted refugees receive is based on provincial social-assistance rates. It is the minimum required to meet basic food and shelter needs.
- **Fact:** Privately sponsored refugees do not receive government funding.
- **Fact:** Government assistance is only provided up until one year from arrival, or until the individual is able to support him/herself. (9*)

**See full list of references in Appendix 2.*



Other 'Myth-Busting' Resources

Myths and Misconceptions about Refugees and Immigrants in Canada

Canada Council for Refugees

<http://ccrweb.ca/sites/ccrweb.ca/ffacts.pdf>

Challenging the Myths: Refugees in Canada

Social Planning Council of Oxford

www.spcoxford.ca/wp-content/uploads/2014/04/Myth-vs.-Fact-Refugees-in-Canada-1.pdf

3.0 PROFILES: COUNTRY OF SYRIA & SYRIAN REFUGEES IN CANADA

Country of Syria Profile

As of October 2014, the three-year conflict in Syria has displaced nearly 9.5 million people, more than 40% of the country pre-war population. Of these, over 3 million have found temporary asylum in the neighbouring countries of Lebanon, Turkey, Jordan, Iraq and Egypt. As of October 2014, 24 countries, primarily in Europe and the Americas, have agreed to resettle Syrians.

Reference:

www.immigratemanitoba.com/wp-content/uploads/2015/12/Syrian-Cultural-Orientation-Resource.pdf



Population:	21.1 million
Capital:	Damascus
Area:	185 180 sq km
Major language:	Arabic
Major religions:	Islam, Christian
Currency:	Syrian pound
Leader:	President Bashar al-Assad

Reference: www.bbc.com/news/world-middle-east-14703910





Additional Information on Syria

Syria: The Country and the People

Topics include: the land, the people, beliefs and customs, government and economy.

Cultural Orientation Resource Centre

www.immigratemanitoba.com/wp-content/uploads/2015/12/Syrian-Cultural-Orientation-Resource.pdf

Population Profile: Syrian Refugees (2014)

Topics include: age, literacy, religion, food and dietary restriction, health characteristics, access to education etc.

Immigration, Refugees and Citizenship Canada

www.cmacan.org/uploads/content/EN%20Syrian%20Population%20Profile_1.pdf

Population Profile: Syrian Refugees (2016 Addendum)

Topics include: information regarding Government Assisted Refugees, family characteristics, language skills, work experience etc.

Immigration, Refugees and Citizenship Canada

www.cmacan.org/uploads/content/Syrian%20Refugee%20Profile%20Addendum%20-%20January%202016.pdf

4.0 SPONSORING REFUGEES

The following information is intended to help new sponsorship groups understand the sponsorship process.

Sponsoring a Refugee Family or Individual

Groups or individuals can become involved in the **private** sponsorship of refugee families or individuals to Canada. This initiative is called the Private Sponsorship of Refugees Program and is managed by Immigration, Refugees and Citizenship Canada. There are a variety of ways in which a group or organization can sponsor a refugee family or individual. The following table highlights the features of each sponsorship option.

Canada also offers a Government Assisted Refugee Program where the federal government is solely responsible for the sponsorship and support of refugee families and individuals for 1 year. More information regarding the Government Assisted Refugee Program can be found here:

www.cic.gc.ca/ENGLISH/refugees/outside/resettle-gov.asp.



The Private Sponsorship of Refugees Program

The Private Sponsorship of Refugees Program is a Canadian refugee resettlement program. Through the Private Sponsorship of Refugees program, Canadian citizens and permanent residents can engage in the resettlement of refugees from abroad. Private refugee sponsorship does not rely on public resources, but rather taps the energy of funds of faith communities, ethnic groups, families and other benevolent associations. These organizations typically fund-raise or use their personal income to provide for and support the sponsored individual or family for 1 year in Canada. As members of organizations, associations and groups, citizens and residents can support refugees from abroad through Groups of Give, Community Sponsorship and Sponsorship Agreement Holders.

Reference: www.rstp.ca

Option

Highlights

Groups of Five

Under the Group of Five, five Canadian citizens or permanent residents get together to sponsor a refugee and his/her dependents to Canada. More people can join the group to provide settlement support, however only 5 group members sign the required application forms. By engaging in refugee sponsorship and signing the forms, the group commits to support the sponsored refugee(s) financially, emotionally and with settlement support for the duration of the sponsorship period, which is usually 12 months from the date of arrival or until the sponsored refugees have become self-sufficient (whichever comes first).

Reference: www.rstp.ca

More information about sponsoring as a Group of Five:

<http://www.cic.gc.ca/english/refugees/sponsor/groups.asp>

Community Sponsorship

A Community Sponsor is an organization, association or corporation who sponsors refugees to come to Canada. These organizations do not have to be incorporated under federal or provincial law, but they must exist as a legal entity. They must have the financial and settlement capacity to fulfill the sponsorship undertaking and must be located in the community where the refugee is expected to settle. In addition, Community Sponsors must also provide evidence of settlement capability as well as provide emotional and social support to a refugee and his/her family and commit to supporting the sponsored refugees for the period of the sponsorship undertaking, which is usually for one year.

Reference: www.rstp.ca

More information about sponsoring as a community organization, association or corporation: <http://www.cic.gc.ca/english/refugees/sponsor/community.asp>

Sponsorship Agreement Holder (SAH)

A Sponsorship Agreement Holder (SAH) is an incorporated organizations that has signed an agreement with the Minister of Citizenship, Immigration and Multiculturalism Canada to resettle refugees from abroad through the Private Sponsorship of Refugee program. A SAH can be a local, regional or national organization. SAHs can also differ in size, composition and geographical mandate. SAHs assume overall responsibility and liability for the management of sponsorships under their agreement. SAHs can authorize other groups in the community to sponsor refugees under their agreements. These groups are referred to as Constituent Groups (CGs).

Reference: www.rstp.ca

More information about sponsoring a SAH or CG:

<http://www.cic.gc.ca/english/refugees/sponsor/sah.asp>

Sponsorship Resources

Refugee Sponsorship Training Program

The Refugee Sponsorship Training Program (RSTP) is a program designed to support the Sponsorship Agreement Holders (SAHs) of Canada, their Constituent Groups, Groups of Five and Community Sponsors on a national level (excluding Quebec). The objective of the RSTP is to address the informational and on-going training needs of these groups as well as the initial information needs of sponsored refugees.

1-877-290-1701

Refugee Sponsorship Information:

www.rstp.ca/en/refugee-sponsorship

Lifeline Syria

Lifeline Syria is a not-for-profit organization focusing on assisting sponsorship groups to welcome and resettle Syrian refugees in the Greater Toronto Area (GTA). They offer a comprehensive handbook that applies to all sponsorship groups (not just those located in the GTA).

Refugee Sponsorship Handbook:

<http://lifelinesyria.ca/wp-content/uploads/2016/06/LSSponsorHandbookFeb2016Final.pdf>

1-647-943-6300

www.lifelinesyria.ca / info@lifelinesyria.ca

Government of Ontario

The Government of Ontario provides a listing of ways to become involved with the sponsorship and welcoming of refugees, including donations, legal advice, health care and housing.

www.ontario.ca/page/syrian-refugees-how-you-can-help

Caring for Syrian Refugee Children Guide

Care for Syrian Refugee Children: A Program Guide for Welcoming Young Children and Their Families

<https://www.teslontario.net/uploads/news/CaringforSyrianRefugeeChildren.pdf>



5.0 WELCOMING AND SUPPORTING REFUGEES

The following section outlines the general steps involved in the welcoming and resettlement of a refugee family or individual. This process may vary for each family or person, depending on their needs and circumstances. This has been adapted from information provided by TR Leger Immigrant Services/TR Leger Services aux Immigrants.

1. Familiarize yourself with the Syrian culture prior to welcoming an individual or family:

Global Affairs Canada

This federal government website enables the user to learn more about particular countries from both a local and visitor perspective. Topics include Communications, Conflict in the Workplace, Relationship Building and Display of Emotion.

www.international.gc.ca/cil-cai/country_insights-apercus_pays/countryinsights-apercus.aspx?lang=eng

Arabic 101' Info Sheet

See document in Appendix 3.

How Culture Shock Effects Newcomers

Describes the four stages of culture shock.

www.everythingsl.net/inservices/cultureshock.php

How Culture Shock Effects Newcomers

The Government of Canada provides an overview of Syrian culture informed by local perspectives.

<http://www.cpa.ca/docs/File/Cultural/EN%20Syrian%20Population%20Profile.pdf>

2. Airport Welcome:

- A small group is recommended so as not to overwhelm.
- If possible, include a translator in the group.

3. Settle into temporary or permanent housing:

- Include an initial introduction to any critical safety or use features.
- Provide a meal and enable them to rest.
- Settlement.org offers a comprehensive collection of information regarding accommodation rentals, tenant rights, documents required by landlords, landlord discrimination solutions and more.

Housing: <http://settlement.org/ontario/housing/>

Tip: Providing snacks on long days of shopping trips or visiting agencies is helpful.

4. Open a bank account:

- Banks require specific documents in order to open a bank account. Generally, documents such as a Permanent Resident card, Immigration, Refugees and Citizenship Canada form IMM 1000 or IMM 1442, a Social Insurance Number, foreign passport and Ontario Health Card are all acceptable. Check with your bank of choice to determine the specific requirements.
- Depending on the family or individuals' situation in the previous country, banking may be new and require much explanation and assistance over time. Note also that the use of bank machines requires reading English and may require assistance, at least initially. Some banks offer 'newcomer banking packages' and have access to translators. Be sure to ask for these options.
- Upon opening a bank account, a document will be provided that includes a Canadian address. This is required to apply for an Ontario health card.
- The Canadian Bankers Association offers information on how to open a bank account in Canada: <http://www.cba.ca/newcomers-to-canada#anchor1>

5. Apply for an Ontario health (OHIP) card:

- Use the document issued from the bank (that includes the Canadian address), to apply for the OHIP card. This can be done at a Service Ontario office.
- To learn more about additional document requirements and office locations, contact Service Ontario: 1-800-267-8097 or www.serviceontario.ca.
- Settlement.org also offers a comprehensive overview and list of required documents: <http://settlement.org/ontario/health/ohip-and-health-insurance/health-ohip-card/what-documents-do-i-need-to-apply-for-a-health-card-ohip/>

6. Acquire or maintain the Interim Federal Health Program Certificate (IFHP):

- The IFHP allows free access to some dental and pharmacy services for one year.
- If the certificate was not received prior to, or upon arrival to Canada, it should be applied for.
- Ensure you make contact with a local pharmacy to ensure they are registered to use the program.
- For more information about the IFHP: www.cic.gc.ca/english/refugees/outside/arriving-healthcare.asp

7. Apply for the Canada Child Tax Benefit:

- This is a tax-free monthly payment made to eligible families to help them with the cost of raising children under 18 years of age.
- To learn more and apply for the Canada Child Tax Benefit: www.cra-arc.gc.ca/E/pbg/tf/rc66/README.html
- It is also important to complete and submit Schedule RC66SCH (Status in Canada/Statement of Income): www.cra-arc.gc.ca/E/pbg/tf/rc66sch/README.html

8. Social Insurance Number:

- If it was not received at the airport, this application should be made at Service Canada.
- To learn more about document requirements and office locations, contact Service Canada: 1-800-622-6232 or www.servicecanada.gc.ca
- Settlement.org also offers instructions and a list of required documents. <http://settlement.org/ontario/employment/social-insurance-number/your-social-insurance-number-sin/how-do-i-get-a-social-insurance-number-sin/>

9. Shop for clothes:

- Note that some winter outerwear may be provided at the airport.

10. Register children in school:

- Note that contact should be made with schools prior to arrival to enable the schools to arrange for language assessors.
- The Upper Canada District School Board (public board) has English Language Learner support in the elementary schools and English as a Second Language classes in some high schools.
- Schools will organize language and skills assessments. Contact the Upper Canada District School Board to learn more about registering: www.ucdsb.on.ca or call 1-800-267-7131.
- Please contact the Catholic District School Board of Eastern Ontario for information about their support services and enrollment: call 1-800-443-4562 or email mail@cdsbeo.on.ca.

11. Initiate adult language assessment:

- Make an appointment for the language assessment of the adult family members. For Leeds and Grenville newcomers, free in-class lessons are available through TR Leger Immigrant Services/TR Leger Services aux Immigrants: 1-877-412-2472 (Main office, Cornwall) or 613-803-0653 (Brockville).
- Individuals who have an adequate foundation in English (Canadian Benchmark Level 3 or higher) may want to consider the home study program for LINC (Language Instruction for Newcomers to Canada). www.linchomestudy.ca
- Other online options such as YouTube lessons, are available in several languages.
- CBC Radio has online lessons for intermediate students: www.cbc.ca/news/Canada/Edmonton/learning-english
- If working with community volunteers is an option, the TR Leger Immigrant Services Matching Program may be available to assist with language development. Contact TR Leger Immigrant Services/TR Leger Services aux Immigrants for more information.

12. Child Care:

- Childcare options need to be explored if parents will be taking language classes, other training or plan on working.
- A list of licensed child care programs in Leeds Grenville is available from the United Counties of Leeds and Grenville. Contact them at 613-342-3840 or visit: www.leedsgrenville.com/en/live/communityprograms/licensedchildcareprogram.asp
- Unlicensed child care services are also available throughout Leeds and Grenville. Examples of this kind of child care provider are babysitters, family members and live-in caregivers. Many times, referrals from friends and family are the best way to connect with these options.

13. Access settlement services through TR Leger Immigrant Services/TR Leger Services aux Immigrants:

- The Settlement Worker will support the newcomers by helping them prepare a settlement plan and making connections with other service providers as necessary.
- Call TR Leger Immigrant Services 1-877-412-2472 (Main office, Cornwall) or 613-803-0653 (Brockville).

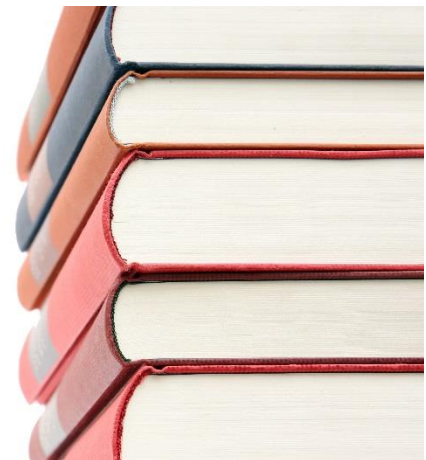
14. Facilitate access to other resources in the community and any community support groups:

- The St. Lawrence-Rideau Immigration Portal has a wide variety of information about making community connections with ethno-cultural groups, libraries, places of worship and festivals. Visit: www.leedsgrenvilleimmigration.ca
- Note that libraries such as the Brockville, Gananoque and Kemptville Public libraries may offer free online language learning, English conversation circles and a wide variety of books and programming suited for children and speakers of other languages. Visit www.leedsgrenvilleimmigration.ca/library for a complete list of Leeds and Grenville libraries.

Brockville Public Library	23 Buell Street, Brockville 613-342-3969 www.brockvillelibrary.ca
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Gananoque Public Library	100 Park Street, Gananoque 613-382-2436 www.gananoquelibrary.ca
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Kemptville Public Library	1 Water Street, Kemptville 613-258-4711 www.ngpl.ca
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15. Locate and assist in accessing a physician and dentist:

- Below is a list of resources to assist with securing a physician. Dentists can be found by searching Google, 411 or referring to a local phone book.

Health Care Connect

Health Care Connect is a Government of Ontario program that helps you find a doctor or nurse practitioner if you don't have one. Once you join the program, a Care Connector will search for a doctor or nurse practitioner in your community that is accepting new patients. You are also encouraged to do your own search as well, as placement with a health care professional is not guaranteed.

www.ontario.ca/page/find-family-doctor-or-nurse-practitioner
1-800-445-1822

The College of Physicians and Surgeons of Ontario

The College offers an online 'doctor search' which enables you to find a doctor in your community. There is an option to select the desired gender and language of the doctor.

www.cpso.on.ca/Public-Register/All-Doctors-Search

Complimentary Health Services

There are numerous complementary health services available in Leeds and Grenville that may or may not be covered by OHIP. The best way to find these services is to use the Yellow Pages or Google. Key words to search include: naturopathic doctor, massage therapy, thai yoga massage, physiotherapy, Chinese medicine, acupuncture, chiropractor, homeopathy etc.

Mental Health

Lanark, Leeds & Grenville Addiction and Mental Health provides services to those in need of mental health or additions support. They have offices in Brockville, Prescott, Gananoque, Delta and Kemptville. As of 2016, Dr. Eid (Psychiatrist) has offered to see refugees in need of support, on a priority basis. Dr. Eid can communicate in Arabic.

www.llgmah.ca
613-342-2262 or 1-866-499-8445

St. Lawrence-Rideau Immigration Partnership Portal

The Portal offers additional details regarding Leeds & Grenville and area hospital contact details, pharmacies, dentists and walk-in clinics.

www.leedsgrenvilleimmigration.ca/healthcare-ontario



16. Support employment initiatives, empowerment and independence:

- There are numerous employment support agencies located throughout Leeds and Grenville.

**Employment +
Education Centre**

The EEC offers a comprehensive package of employment services in Brockville and throughout the Leeds and Grenville region. This includes employment coaching, workshops, resume writing and free access to computers and the internet.

105 Strowger Blvd, Brockville
613-498-2111

www.eecentre.com

CSE Consulting

CSE Consulting provides services to all job seekers in Grenville County, with employment centres equipped with free internet, computer labs and fax machines located in Prescott and Kemptville. Career coaching and additional training opportunities are also available.

Brockville: 613-342-2312, 51 King Street East / **Prescott:** 613-925-0222, 191 King Street East / **Kemptville:** 613-258-6576, 125 Prescott Street

www.cseconsulting.com

**Kingston Employment
and Youth Strategies
(KEYS)**

KEYS offers a variety of employment programs and services in Gananoque, Elgin and Westport.

Elgin: 613-359-1140, 10 Perth Street / **Gananoque:** 613-382-1085, 375 William Street South / **Westport:** 613-359-1140, 43 Bedford Street

www.keys.ca

17. Help newcomers to understand the rights and responsibilities of permanent residents:

- Refer to the Immigration, Refugees and Citizenship Canada website for information about being a Permanent Resident of Canada.
www.cic.gc.ca/english/newcomers/about-pr.asp
- Permanent Resident Cards –Normally, when refugees land in Canada they have a paper document which is called the Confirmation of Permanent Residence. Their Permanent Resident card normally arrives to them within 3 months of landing.

18. Begin the process to acquire an Ontario driver's license:

- In many cases, newly arrived immigrants to Ontario are considered new or nearly new drivers in Ontario. This means that they may be required to work through the various tests and wait periods to become fully licensed.
- Begin the process at Drive Test: <https://www.drivetest.ca>, where you can obtain study materials and complete written and practical tests.
- Written tests are available in 20 languages, including Arabic. Contact your local drive test office to ensure the language of choice is available when you need it. Unfortunately, the study guide is not available in Arabic.
- For more information about the annual costs involved with owning a vehicle, visit: http://caa.ca/car_costs/
- Settlement.org also offers basic information (in Arabic) to help individuals learn about buying and owning a car in Ontario: <http://settlement.org/ontario/daily-life/transportation/cars/>
- Visit the Ontario government website for more information regarding the rules and regulations for car insurance in Ontario. It is essential to understand the province's mandatory requirements and limitations.
www.fsco.gov.on.ca/en/auto/brochures/Pages/brochure_autoins.aspx#al





6.0 RESOURCES FOR REFUGEES

These resources may be of interest to refugee families and individuals.

General Resources

Settlement.org

Settlement.org is a website funded by Immigration, Refugees and Citizenship Canada. It contains a wide variety of settlement related information that is applicable to all types of newcomers. It includes translated information.

www.settlement.org

Welcome to Ontario: What assistance can refugees get in Canada

<http://settlement.org/ontario/immigration-citizenship/refugees/after-you-arrive/what-assistance-can-refugees-get-in-canada/>

InMyLanguage.org

This website provides Ontario residents with information in 11 languages. Resources cover a wide range of topics including health, education, legal matters and daily life.

www.inmylanguage.org

City of Kingston

The City of Kingston has developed a list of Arabic resources that may assist newcomers in learning more about life in Canada.

http://www.immigrationkingston.ca/lang_arabic

Interpretation/Translation Services

St. Lawrence-Rideau Volunteer Translator List

Contact the St. Lawrence-Rideau Immigration Partnership: 613-498-2111

Remote Interpretation Ontario

Remote Interpretation Ontario provides high quality, immediate, over-the-phone interpretation that is delivered affordably through a consortium of non-for-profit interpreting agencies

1-888-278-8007 or languages@accessalliance.ca

<http://accessalliance.ca/programs-services/language-services/r-i-o-network-remote-interpretation-ontario/>

Tip: Often, there are members of your community who can support translation needs. These individuals may own businesses, be doctors, dentists or pharmacists, be associated with community groups or churches. It is advisable to inquire with your networks to make connections with these individuals.

Resources in Arabic

Ontario Disability Program Information Sheet

See document in Appendix 4.

Ontario Works Information Sheet

See document in Appendix 5.



7.0 HIRING AND ONBOARDING REFUGEES

While health and well-being is of primary importance, ultimately, for refugees, like all other immigrants, employment is the strongest pathway to social and economic integration. Syrian men and women who arrive as refugees are like other newcomers in many ways. They are educated, experienced, and **represent a new talent pool** with connections to communities around the world.

The following section is focused on practical information and resources to assist Leeds and Grenville employers to more effectively recruit, hire, onboard and retain a diverse workforce that includes Syrian refugees.

Finding Refugee Talent

Start by contacting local employment agencies working directly with refugees. Below is a list of local agencies in Leeds Grenville that provide connections to immigrant talent and related programs.

Employment + Education Centre (EEC)	<p>The EEC offers a comprehensive package of employment services in Brockville and throughout the Leeds region. This includes employment coaching, workshops, resume writing and free access to computers and the internet.</p> <p>Brockville: 613-498-2111, 105 Strowger Blvd www.eecentre.com</p>
CSE Consulting	<p>CSE Consulting provides services to all job seekers in Grenville County, with employment centres equipped with free internet, computer labs and fax machines located in Prescott and Kemptville. Career coaching and additional training opportunities are also available.</p> <p>Brockville: 613-342-2312, 51 King Street East / Prescott: 613-925-0222, 191 King Street East / Kemptville: 613-258-6576, 125 Prescott Street www.cseconsulting.com</p>
Kingston Employment and Youth Strategies (KEYS)	<p>KEYS Job Centre can connect you to a refugee or newcomer looking for work and support everyone to ensure success.</p> <p>Elgin: 613-359-1140, 10 Perth Street / Gananoque: 613-382-1085, 375 William Street South / Westport: 613-359-1140, 43 Bedford Street www.keys.ca</p>
Hire Immigrants Ottawa	<p>Hire Immigrants Ottawa offers many useful tools and resources for employers to more effectively attract, hire and integrate skilled immigrants into skills-appropriate positions.</p> <p>http://www.hireimmigrantsottawa.ca/for-employers/tools-and-resources/employer-guides/</p>

Credential Recognition

A challenge for any employer is the acknowledgement and recognition of qualifications, education and professional certification of credentials received abroad. There are a number of organizations that newcomers and employers can access to determine the Canadian equivalency of international credentials.

Centre for Canadian Language Benchmarks (CLB)

The Centre for Canadian Language Benchmarks offers a free e-learning portal for HR professionals, employers and assessors: www.language.ca.

The CLB benchmarks help you understand the level of language proficiency that is required for a particular job. Once you know exactly what you're looking for in a job applicant's language skills, you can refer any applicant for a CLB assessment to evaluate his or her language skills against your requirements.

World Education Service (WES)

WES evaluates educational credentials from any country in the world and provides a Canadian equivalency. WES evaluations are widely accepted across Canada by government agencies, employers, universities and regulatory bodies.

<https://www.wes.org/ca/>

Canadian Centre for International Credentials (CICIC)

The CICIC collects, organizes, and distributes information, and acts as a national clearing house and referral service to support the recognition and portability of Canadian and international educational and occupational qualifications.

<https://www.cicic.ca/>

International Credential Assessment Service of Canada (ICAS)

The ICAS provides reports that help employers, education institutions, immigration officials and community agencies understand the education of individuals completed outside of Canada.

<https://www.icascanada.ca/home.aspx> or call 1-800-321-6021

Immigrant Access Fund: Refugee Loan Program

The Immigrant Access Fund is a character-based community leading program dedicated to helping newcomers succeed in Canada's job market. Refugees do not pay interest and no Canadian credit history is required. Funds can be used for qualification assessments, short term training, living allowance during study time and more.

<http://www.iafcanada.org/refugees/> or call 1-855-423-2262



Preparing Your Workforce to Welcome Refugees

It is important to not just assume your workforce is ready to accept refugees as workers. Managers and supervisors, who have a responsibility for leading teams, need all kinds of support to be effective in their role. This includes clear expectations and training for managers and peers on how to work effectively with teams from diverse backgrounds. The following section lists suggestions and resources that may support employers in preparing the workplace to welcome refugees.

Reference: <http://iecbc.ca/wp-content/uploads/2016/10/IECBC-Syrians-4a-web.pdf>

1. Create a welcoming environment:

- Before the new hire arrives, managers and employees of the organization should familiarize themselves with potential cultural differences, to help ease the newcomer's orientation and better prepare the organization for success.
- **The Employer Guide to Hiring Newcomers: Information & Resources** - This guide provides a glimpse into the skills and educational background of Syrians as well as practical tips and easy-to-use resources to help employers engage with Canada's newest arrivals through meaningful employment.
http://www.hireimmigrants.ca/wp-content/uploads/Employer_Guide_to_Hiring_Newcomers.pdf

2. Learn about Syria and the business culture:

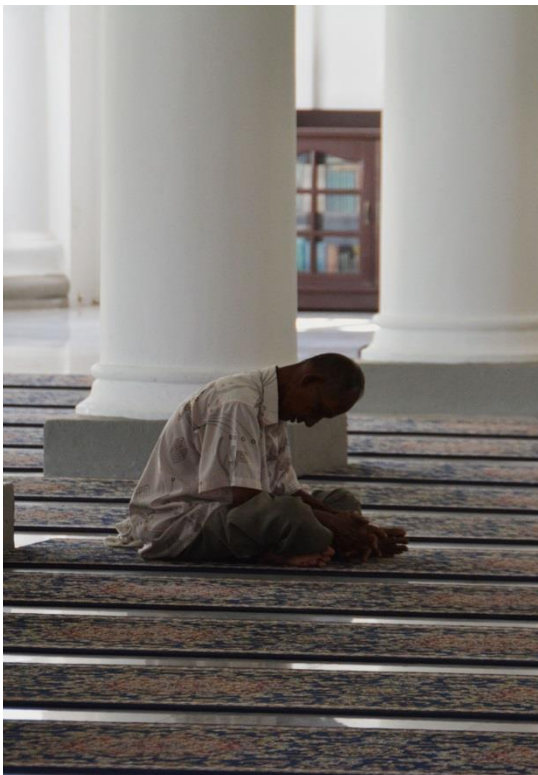
- The CIA World World Factbook and the Economist Intelligence Unit provide general country information. <https://www.cia.gov/library/publications/resources/the-world-factbook/geos/sy.html>
- The World Education Services provides a country education profile. <http://www.wes.org/ca/syriaprofile/syriacountryprofile.pdf>
- The Government of Canada provides an overview of Syrian culture informed by local perspectives. <http://www.cpa.ca/docs/File/Cultural/EN%20Syrian%20Population%20Profile.pdf>

3. Offer internal staff training:

- Two-way training of both newcomers and their colleagues can increase cultural competencies across teams.
- The **Toronto Region Immigrant Employment Council (TRIEC) Campus** offers a free online learning hub that HR and training and development professionals, as well as managers and team members, can draw on to develop and enhance cross-cultural skills to build, lead and participate in culturally diverse workplaces. To access the Campus resources, visit www.trieccampus.ca.
- **Workplace Integration Network (WIN)** is an online repository of courses containing resources to support employers, managers, supervisors, and other professionals with workplace integration of International Educated Health Professionals (IEHPs). <http://hireiehps.com/win/>

4. Understand Reasonable Accommodation:

- Employers have a positive “duty”, under the law, to accommodate an employee’s religious observances, where doing so would not cause the employer undue hardship. What is deemed to be reasonable accommodation differs from workplace to workplace.
- The Government of Canada provides a general process for managers, intended for use as a decision-making model to help departments and managers meet their duty to accommodate. Visit: <https://www.canada.ca/en/treasury-board-secretariat/services/values-ethics/diversity-equity/duty-accommodate-general-process-managers.html>
- Many of the current refugees to Canada are practicing Muslims, therefore it is important that employers familiarize themselves with the needs of an increasingly multi-cultural and multi-faith workforce.
- **The Employer’s Guide to Islamic Religious Practices** published by the National Council of Canadian Muslims is a guide designed to assist employers and human resource departments in formulation and implementing policies that will help create and facilitate inclusive and productive workplaces. To access the guide visit: <https://www.nccm.ca/wp-content/uploads/2014/03/NCCM-Employer-GUIDE-PF.pdf>



The Five Daily Prayers

Daily prayers are a central practice of the Islamic faith. To that end, Islam prescribes prayer five times daily.

FAJR	Between dawn and sunrise
DHUHR	Between noon and mid-afternoon
ASR	Between mid-afternoon and sunset
MAGHRIB	Just after sunset
ISHA	Late evening

8.0 LESSONS LEARNED

There are a number of sponsorship groups in Leeds and Grenville that are moving through different stages of sponsorship and settlement with refugee families. Some of these groups have shared some of

Employment

- It is helpful for sponsors to use their own networks and connections to help refugees with their initial job search. Small employment opportunities can help refugees build their resume and establish references. Formal employment service providers can assist with resume writing and other aspects of pre-employment but as with all job searches, networking and personal contacts can assist in securing employment.

Accommodation

- Don't sign an accommodation lease until you have been at least provided with an arrival date for the family.
- Temporary housing for the first few days is a good idea because it can enable the family to view the accommodation to see if it is suitable.
- Ensure that all adult names are included on the lease as this helps to provide proof of residency.

Support Team/Sponsorship Group

- Sponsorship groups should be made aware of mental health resources prior to the arrival of the family. Consider whether all sponsorship groups should be encouraged to take family members for mental health screening to ensure they can be quickly and effectively cared for if issues are identified.
- Gradually let volunteers meet the family, rather than bombard them with too many names and faces, do the introductions slowly.
- It is helpful to have expert teams. For example, a person who is skilled in paperwork and forms, a financial expert, a spiritual resource.

their experiences for this guide, in hopes that their 'lessons learned' will assist other sponsorship groups.

- It is a good idea to have a cultural expert on the team who can research and present to the sponsor group to enable them to make culturally educated decisions with regards to the family.
- After a few weeks, host a meet and greet where the family can get a sense of how many people were involved in bringing them to Canada and setting up their living quarters. It is an excellent opportunity for sharing and learning from each other.
- The cost of background checks for volunteers is sometimes an impediment to them being able to help. Keep in mind that some checks expire after one year.
- Securing volunteers very early in the process (when the arrival date is unknown) can lead to waning interest, frustration and people eventually becoming unavailable. It is best to have a list of people interested (who, contact details, what they specialize in/are willing to help with) so that they may be called once the family arrives.
- In their sharing of information amongst themselves, newcomers may share misinformation. Sponsors should verify the sources and content of information and correct any erroneous information as soon as possible. This may require a letter or other correspondence from an official source such as the sponsoring agency.

Banking

- Be aware that some banks offer special, low-cost refugee banking packages which include debit and credit cards and access by conference call to Arabic-speaking bank officers.

9.0 MUNICIPAL CONTRIBUTIONS TO LEEDS & GRENVILLE REFUGEE SUPPORT EFFORTS

The following section highlights some of the key actions taken by local municipalities to support local refugee newcomers.

City of Brockville

- The Mayor of Brockville initiated and chaired the Refugees for Brockville committee ('the committee') comprised of local service providers, the St. Lawrence-Rideau Immigration Partnership, and church sponsorship groups.
- The City created a fund that enabled the community to donate money to local group sponsorships and settlement efforts. Tax receipts for these donations were issued by the City.
- The committee managed storage space to accommodate furniture donations.
- The committee led the development and implementation of a fundraising event that contributed to the local refugee fund managed by the City.
- The City provided complimentary venues for public awareness. The committee organized and facilitated these meetings. Guest speakers were arranged by committee members and included Immigration, Refugees and Citizenship Canada, Refugee Sponsorship Training Program and Barbara Helms (Executive Director for Dar-ul-Ihsan Centre for Islamic Education in Cornwall.)
- The City provided funds and administrative support to assist local sponsorship groups with hiring an Arabic speaking translator to support newly arrived refugee families.
- The City contributed space and materials for the development of a community garden being managed by a new refugee family.



City of Brockville

Refugees for Brockville website:

www.refugeesforbrockville.com

Contacts:

Dr. Jacqueline
Schoemaker Holmes,
Chairwoman, Refugees
for Brockville Steering
Committee

jscholmes@gmail.com

Town of Gananoque

- The Town created a fund that allowed the private sponsorship group to receive donations and provide tax receipts to donors.
- The Town allowed the sponsorship group to advertise fundraising events on the Town community and events pages.
- The Town welcomed the sponsorship group at municipal Council meetings to introduce the Council and media to the sponsorship group.
- The Town provided a financial donation to the sponsorship efforts.



Town of Gananoque

www.gananoque.ca

613-382-2149

- The Mayor presented an official written welcome to the first family to arrive.
- The backing received by the Town of Gananoque inspired the whole community to become involved.

Village of Merrickville – Wolford

- The Council passed a motion in support of Merrickville Bridges to Canada efforts to bring a refugee family to Merrickville-Wolford.
- The Council provided, free of charge, the community centre for the first public meeting. The Mayor addressed the audience at that meeting.
- Numerous councillors participated in the major golf tournament fundraiser.
- The Mayor, as a private citizen has attended several committee meetings and offered suggestions and support.



**Village of
Merrickville –
Wolford**

www.merrickville-wolford.ca
613-269-4791



CONTACT US

If you have questions or comments regarding this guide or immigration/refugee topics, please contact the St. Lawrence-Rideau Immigration Partnership.

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



<https://www.facebook.com/LGimmigration/>



[@lgimmigration](https://twitter.com/lgimmigration)



ST. LAWRENCE · RIDEAU
**IMMIGRATION
PARTNERSHIP**

Appendix 1 - Contact Details for Leeds and Grenville Sponsorship Groups

United Church (United Welcome)

Eileen Doner

613.342.9161

Rdoner1@cegeco.ca

AGAPE (St. Francis Xavier, St. Paul's Anglican Church, St. Lawrence Anglican Church)

Julie Case

juliaicase@gmail.com

Highway Pentecostal Church

Rick Lott

613.342.4075

pastor@highwaychurch.net

Brockville Wesleyan Church

Joanna Perry

hansonjo@hotmail.com

First Presbyterian Church (Open Arms Brockville)

Marianne Emig Munro

munros@rogers.com

St. John Bosco Catholic Church

Bob Beaudry

613.342.7347

Bobndar@bell.net

Merrickville Bridge to Canada

Audrey Bridge

613.269.4825

ajkbridge@aol.com

Gananoque Refugee Settlement Group

Mady Hellmers/Sam MacLeod

ganrefuge@gmail.com

Refugees in North Grenville (RING)

Tony Marcantonio

azzurrosolutions@gmail.com

Appendix 2 – References for Myths

*Adapted from a document produced by the Chatham-Kent Local Immigration Partnership

1. "Businesses Owned by Recent Immigrants More Likely to Export to The US And Beyond" Conference Board of Canada, 24 June 2014. Web.
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6. "Myths about Immigrants and Refugees in Relation to the Canadian Healthcare System" Toronto North Local Immigration Partnership, Oct. 2013. Web
7. "Arrival of the Fittest: Canada's Crime Rate Is Dropping as Immigration Increases. Is There a Connection?" Canadian Institute for Advanced Research. 9 May 2011. Web.
8. Scot Wortley (n.d). What are the challenges and where should public policy be directed in order to produce safe, cohesive and healthy communities?—focus on Justice issues. <http://canada.metropolis.net/EVENTS/ottawa/WORTLEY%20PAPER%201.htm>
9. <http://www.cic.gc.ca/english/helpcentre/answer.asp?q=105&t=11>

MY WORDS

كلماتي

Bathroom	حمام Hamмам
Boy	ولد Walad
Girl	بنت Bint
Man	رجل Rajul
Woman	أمراءه Imraa
Men's bathroom	حمام رجال Hamمام rujal
Women's Bathroom	حمام نساء Hamمام nisaa'



VERBS

افعال



Come in	اتفضل Itfadaal(i)
Please	لو سمحت Lou Samaht(i)
Come	تعال Taal(i)
Wait	انتظر Intazir(i)
Give me	اعطيني Aati-ni
Eat	اكل Ukul(i)
Walk	امشي Amshi
Rest	ارتاح Artah(i)
Go out	اطلع Atlaa(i)
Play	العب Alaab(i)
Help	ساعد Saad(i)
Read	اقراء Akra'a(i)

FOR QUESTIONS
Syttana Barbara El Mubarak

Arzoumanians@yahoo.com

ARABIC 101

عربي ١٠١



Hello	اهلاً Ahlan
Bye	مع السلامة Ma'a s-salaama
My name is	اسمي Ismee
Thank you	شكراً Shukran
Yes	نعم Naam
No	لا Laa

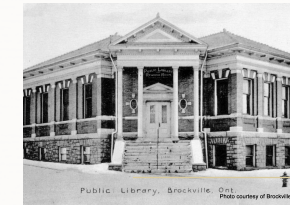


KEY WORDS

In Arabic some word endings will change depending on whether a male or female is addressed.
In this brochure the endings addressing a female will be noted with a ().



Tea شاي **Shai**



المكتبة

المستشفى

QUESTIONS

- How are you? كيف حالك؟ **Keif haalak(i)?**
- I'm sick انا مريض **Ana Mareed(a)**
- I'm tired انا تعبان **Ana Taaban(a)**
- I'm happy انا فرحان **Ana Farhan(a)**
- Where? وين؟ **Wain?**
- Where is the sugar? وين السكر؟ **Wain al sukkar?**
- How much? كم؟ **Kam?**
- How much is coffe? كم القهوة؟ **Kam al gahwa?**
- Who? من؟ **Meen?**
- Who is this man? من الرجل؟ **Meen alrajul?**
- When? متي؟ **Mata?**
- When is dinner? متي الغداء؟ **Mata al ghada?**

AT HOME:

Chair	كرسي Kurse	Table	طاولة Tawila
Couch	كنبه Kanaba	Bed	سرير Sarir
Oven	فرن furn	Fridge	ثلاجه Tallaga
Picture	صوره Soora	Mirror	مرايه Miraya

PLACES:

House	بيت Bait	Library	مكتبه Maktaba
Post office	مكتب البريد Maktab al Bareed	Store	دكان Dukkan
Hospital	مستشفى Mustashfa	River	نهر Nahr
Mosque	مسجد Masjid	Church	كنيسه Kaneesa

NUMBERS :

- 1 Wahid 2 Ithnain
3 Talata 4 Arba'a
5 Khamisa 6 Sita
7 Saba'a 8 Tamania
9 Tisa'a 10 Ashra

Arabic Numbers				
٥	٤	٣	٢	١
5	4	3	2	1
١٠	٩	٨	٧	٦
10	9	8	7	6



نظرة عامة

برنامج أونتاريو لمساعدة ذوي الاحتياجات الخاصة (ODSP) هو برنامج مساعدة اجتماعية لصالح المقيمين في أونتاريو من الذين يعانون من إعاقات خاصة وفي حاجة إلى مساعدات مالية. يقدم البرنامج نوعين من المساعدات:

1. إعانة دخل
2. دعم في مجال التوظيف (المساعدة في إيجاد وظيفة)

إعانة دخل

مساعدات مالية لعملاء البرنامج وأسرهم، وتتضمن:

- إعانات مالية شهرية للمساعدة في تحمل نفقات المعيشة الأساسية، مثل الطعام والملبس والمأوى.
- مساعدات في مجال الرعاية الصحية، مثل تغطية تكاليف الأدوية والعناية بالأسنان.

مساعدة في الحصول على وظيفة

المساعدة في الحصول على وظيفة والتأهيل عليها والاحتفاظ بها، وتتضمن:

- ورش عمل للتدريب على كتابة السيرة الذاتية (CV)
- تقديم المشورة في مجال التوظيف
- تدريب على القيام بمهام الوظيفة
- المساعدة في الحصول على فرصة التعليم الأساسي

الأهلية والاستحقاق

الشروط المطلوبة للتأهل لاستحقاق مساعدات OSDP:

- ألا يقل السن عن 18 عاماً
- أن يكون محل الإقامة في أونتاريو
- التعرض لضائقة مالية (في حالة عدم توفر موارد مالية للأسرة تفي بتغطية متطلبات نفقات المعيشة الأساسية) و
- أن ينطبق على الشخص المؤهل تعريف برنامج OSDP لشخص من ذوي الاحتياجات الخاصة، أو يكون عضواً في فئة من "الفئات المنصوص عليها"

Ontario Disability Support Program

برنامج أونتاريو لمساعدة ذوي الاحتياجات الخاصة

ملحوظة: يمكن لمن هم أقل من 18 عاماً، البدء في إجراءات طلب التقديم في فترة الستة أشهر التي تسبق بلوغ سن الثامنة عشر.

أسلوب طلب المساعدة

- يمكن الاختيار ما بين التقدم للحصول على إعانة دخل و/ أو مساعدة في الحصول على وظيفة – وتختلف الشروط الخاصة للتأهل لاستحقاق كل من هاتين المساعدات.
- في حالة الموافقة على حصولك على إعانة دخل، سوف تكون مؤهلاً تلقائياً لاستحقاق المساعدة في الحصول على وظيفة أيضاً.
- ادخل على Ontario.ca/socialassistance للتعرف على المزيد عن شروط الأهلية والتقديم لبرنامج ODSP.

أونتاريو ووركس Ontario Works

نظرة عامة

"أونتاريو ووركس" (Ontario Works) هو برنامج مساعدة يستهدف المقيمين في أونتاريو من المحتاجين إلى إعانات مالية مؤقتة. وهو يوفر نوعين من المساعدة:

1. مالية
2. في مجال التوظيف (المساعدة في العثور على وظيفة)

مساعدة مالية

- مساعدة مالية لعملاء البرنامج وأسرتهم، والتي تتضمن:
- إعانة مالية شهرية للمساعدة في تحمل نفقات المعيشة الأساسية، مثل الطعام والملبس والمأوى.
 - مساعدات في مجال الرعاية الصحية لعملاء البرنامج وأسرتهم.

مساعدة في مجال التوظيف

- المساعدة في الحصول على وظيفة والتأهيل عليها والاحتفاظ بها، والتي يمكن أن تتضمن على:
- ورش عمل للتدريب على كتابة السيرة الذاتية (CV)
 - تقديم المشورة في مجال التوظيف
 - تدريب على القيام بمهام الوظيفة
 - المساعدة في الحصول على فرصة التعليم الأساسي

الأهلية والاستحقاق

شروط استحقاق مساعدات برنامج "أونتاريو ووركس" (Ontario Works):

- الإقامة في أونتاريو
- التعرض لضائقة مالية (في حالة عدم توفر موارد مالية لأسرتك تفي بتغطية متطلبات نفقات المعيشة الأساسية) و
- الرغبة والاستعداد في بذل مجهودات معقولة والسعي في الحصول على وظيفة والمحافظة عليها (ما لم يكن هناك أي ظروف خاصة معينة تمنعك مؤقتاً من القيام بهذا، مثل الإصابة

أونتاريو ووركس Ontario Works

بمرض أو تولي مسؤولية الرعاية لشخص ما)

لمزيد من المعلومات وأسلوب طلب المساعدة

أدخل على Ontario.ca/socialassistance للحصول على مزيد من المعلومات عن "أونتاريو ووركس" (Ontario Works)، بما في ذلك كيفية التقدم بطلب للحصول على مساعدة من هذا البرنامج.