



Responsibilities of Sponsors & Availability of IRCC-funded Services for PSRs and BVORs

Purpose: This document is intended for: 1) sponsors outside Quebec; 2) Service Provider Organizations (SPOs) funded by Immigration, Refugees and Citizenship Canada (IRCC) to deliver Settlement and/or Resettlement Assistance Program (RAP) Services; and 3) IRCC officers managing RAP and/or Settlement Contribution Agreements (CAs). It outlines the responsibilities of sponsors and IRCC-funded SPOs with regards to the settlement assistance to be provided to Privately Sponsored Refugees (PSRs) and Blended Visa Office-Referred (BVOR) refugees.^{1,2}

Sponsors (including Sponsorship Agreement Holders (SAHs) with their Constituent Groups and/or co-sponsors, Groups of Five and Community Sponsors) have the obligation to provide income support and settlement assistance to the refugees they sponsor for a period of 12 months,³ or until they become self-sufficient, whichever comes first.

Settlement services funded by IRCC are available to all permanent residents and protected persons, including all resettled refugees outside of Quebec.⁴ Settlement services also include pre-arrival services, available online or in-person. Sponsored refugees are invited and strongly encouraged to attend in-person [Canadian Orientation Abroad \(COA\)](#) sessions offered by the International Organization for Migration (IOM) in multiple countries. Sponsors can find out more information on other [IRCC-funded pre-arrival settlement services](#), and on [Francophone services and communities outside of Quebec](#). Sponsored refugees are also eligible to receive RAP Port of Entry (POE) airport services upon arrival in Canada.

Complementary support from sponsors and Settlement SPOs: Prior to the arrival of sponsored refugees, sponsors are strongly encouraged to review the list of IRCC-funded services mentioned [above](#), and to call their nearest SPO or consult the website to become familiar with their services.⁵ This will allow sponsors to find out more about the IRCC-funded settlement services that will be available to the sponsored refugees once in Canada, and to better understand how sponsors and Settlement SPOs can both work towards supporting the sponsored refugees in their settlement and integration process. Once the refugees arrive, sponsors must inform them about Settlement services available in their community. If they are interested in availing themselves of these services, sponsors can provide the sponsored refugees with the contact information for a SPO that offers Settlement Needs and Assets Assessment and Referral Services (NAARS), so that they can make an appointment for themselves and their family to have their settlement needs assessed and a personalized settlement plan developed.⁶ The sponsors can also

¹ This document does not apply to the Joint Assistance Sponsorship (JAS) program. Under JAS, IRCC and sponsorship groups partner to resettle GARs with special needs. Under this program, JAS clients have full access to RAP income support and services, while sponsorship groups work in collaboration with a RAP SPO and IRCC from the outset of the sponsorship period to help meet the resettlement needs of the JAS clients.

² Under the Blended Visa Office-Referred (BVOR) Program, clients receive up to six months of income support through RAP, while the private sponsors provide another six months of financial support and up to a year of social and emotional support. BVOR clients are generally not eligible to access RAP services; resettlement assistance is provided by the BVOR sponsor.

³ Ibid.

⁴ The province of Quebec is responsible for the selection and integration of refugees who will be resettled in this province.

⁵ Some settlement services, such as language assessments and language training, may be available remotely or online; the nearest SPO should be contacted to find out what services are available in a given area.

⁶ To be distinguished from sponsors' settlement plan developed for each sponsorship application submitted to demonstrate that required resources are available in the community, and that sponsors are aware of these services. The settlement plan referred to here is developed by Settlement SPO staff and clients as part of the Needs and Assets Assessment and Referral Services (NAARS) funded under the Settlement Program. The personalized settlement plan provides the client with direction to accessing IRCC-funded settlement services and/or community services.

assist the sponsored refugees to make this appointment. The settlement plan that will be developed with the SPO will include referrals to IRCC-funded services (e.g. language assessment and training, employment-related services, etc.) and/or other services available in the community.

Promoting sponsored refugees’ independence and protecting privacy: One of the Refugee Resettlement Program goals is to support resettled refugees in acquiring the tools they need to live safely and independently in their new community. After sponsors have provided sponsored refugees with required settlement assistance (see chart below), and informed them about settlement and broader-based community services available in their community, it is up to the sponsored refugees to decide on their sponsors’ and SPOs’ level of involvement in their settlement journey. In line with the Personal Information Protection and Electronic Documents Act (PIPEDA),⁷ RAP and Settlement SPOs are bound by articles of their CAs relating to privacy and security. Subsection 7.3 of RAP and Settlement CAs states that “Personal information shall be treated as confidential and not disclosed to any person, other than the client, except in accordance with applicable law.” As incorporated organizations, SAHs are also bound by provisions of applicable federal, provincial or territorial privacy and access to information legislation, and must treat sponsored refugees’ personal information accordingly. Non-incorporated sponsors are expected to understand and respect that SPOs and SAHs are bound by federal and provincial legislation related to privacy. They are also expected to protect the privacy of the refugees they sponsor.

Responsibilities of Sponsors	IRCC-funded services available to all resettled refugees
<p data-bbox="142 597 1166 662">Settlement assistance provided by sponsors to PSRs and BVORs during the sponsorship period</p> <ul data-bbox="129 670 1166 1307" style="list-style-type: none"> <li data-bbox="129 670 1166 808">• Transportation arrangements: Meet the sponsored refugees upon arrival, provide transportation to their temporary or permanent accommodation, and make arrangements or cover ongoing costs for transportation (e.g. monthly transportation pass). <li data-bbox="129 816 1166 1060">• Interpretation: Ensure interpretation services are provided. Sponsors can contact organizations or services (e.g. hospitals, school boards, banks, Service Canada, etc.) to ask if they can plan for interpretation services for clients. In the case of provincial/territorial health services (hospitals and other health institutions), certified medical interpreters should be provided by these organizations, though sponsors should provide their own (non-medical) interpreters as a second option, if needed. <li data-bbox="129 1068 1166 1133">• Housing: Arrange for permanent housing, and temporary housing if needed, and provide orientation on renting accommodation in Canada. <li data-bbox="129 1141 1166 1239">• Information on and links to Settlement Services (see right column) and broader-based community services, including links to a primary care practitioner, mental health services, dentist, etc. <li data-bbox="129 1247 1166 1307">• Orientation and links to essential federal/provincial programs: Permanent Resident card and status, Interim Federal Health Program (IFHP), provincial or 	<p data-bbox="1835 613 2018 646">RAP Services</p> <ul data-bbox="1244 670 2601 914" style="list-style-type: none"> <li data-bbox="1244 670 2601 914">• Port of Entry (POE) Airport Services in Montreal (Quebec-funded), Toronto, Calgary or Vancouver: Meeting refugees soon after they deplane in Canada, assisting them with immigration and customs procedures, and issuing winter clothing on an exceptional basis only for PSRs and BVORs, for example, if the clients are required to spend time outdoors in winter weather while travelling to their final destination). Ensure clients meet their sponsors waiting for them at the POE airport, or if the POE is not the final destination, address immediate in-transit needs, and guide clients to their onward ground or air transportation to their final destination where they will meet their sponsors.

⁷ [PIPEDA](#) is the federal privacy law for private-sector organizations. It sets out the ground rules for how businesses must handle personal information in the course of commercial activity.

territorial health care insurance and the Canadian health system, Social Insurance Numbers (SIN), and Canada Child Benefit.

- **School registration:** Enroll children in school; IRCC-funded Settlement Workers in Schools (SWIS), if available in the community, may assist with school registration.
- **Financial orientation** relevant to sponsored refugees, covering topics such as money, banking, credit, immigration loans, financial support from sponsors, and budgeting.
- **General orientation** relevant to sponsored refugees, covering topics such as communication and media, household management, linguistic duality and orientation to local Francophone or Acadian communities, public transportation and the local community, Canadian weather, rights and responsibilities, Canadian law and justice, family law, culture shock and cultural adaptation, cultural norms and expectations, Canadian life skills.
- **Assistance in finding employment or accessing services to find employment (e.g. Settlement Program):** Ideally, the sponsored refugees will have received a Settlement Needs and Assets Assessment and Referral Service (NAARS) and have a personalized settlement plan developed with a SPO. It is up to the sponsored refugees to share this plan with their sponsors, to share when they will be ready to start looking for work, and whether they would like to receive any assistance from their sponsors in their job searching process.
- **Childcare:** If applicable, make arrangements if children are not of school age and/or require day care (excluding child care services already provided where sponsored refugees access IRCC-funded Settlement services).

Settlement Services

- **Needs and Assets Assessment and Referrals** to other IRCC-funded settlement services and/or community-based supports, and development of a personalized settlement plan.
- **Language Assessment and Language Training** to develop official language skills to live and work in Canada.
- **Information and Orientation sessions** on a variety of settlement topics relevant to all categories of permanent residents; individual and family consultations or counseling.
- **Employment-related services** such as mentoring and networking, employment and credential assessment counseling, skills development, etc.
- **Community Connections** to connect clients with the broader community, with public institutions, and with local organizations through services including Settlement Workers in Schools (SWIS), Library Settlement Partnerships, conversation circles, youth leadership activities, etc.
- **Programming adapted to the needs of clients who may face significant barriers to settlement**, such as resettled refugees, survivors of family and gender-based violence, survivors of trauma, youth, women, seniors, etc.
- **French settlement services** delivered by Francophone organizations to better connect refugees to Francophone and Acadian communities.

Support Services linked to IRCC-funded Settlement Services

- **Transportation support:** As sponsored refugees receive a transportation allowance during the sponsorship period, SPOs may provide some transportation support to these clients after their period of sponsorship, if they require it to access IRCC-funded settlement services⁸
- **Care for Newcomer Children (CNC) or licensed child care options** available in some locations while clients are receiving settlement services on site.
- **Interpretation:** Interpretation services when accessing IRCC-funded settlement services should be provided by the SPOs.
- **Translation:** Sponsored refugees may receive translation services at IRCC-funded settlement SPOs.
- **Short-term counseling** (formerly Crisis Counseling) is available in some locations and should be directly connected to accessing an IRCC-funded service.
- **Provisions for addressing mobility limitations and disabilities** to facilitate access to settlement services.

⁸ To confirm clients' eligibility for this support service, SPOs can refer to the duration of the sponsorship period indicated on a client's Confirmation of Permanent Residence (CoPR); the '**Became P.R. on**' field indicates the date of the beginning of the sponsorship period, and '**Undertaking (mos)**' field indicates the number of months the sponsorship period lasts.