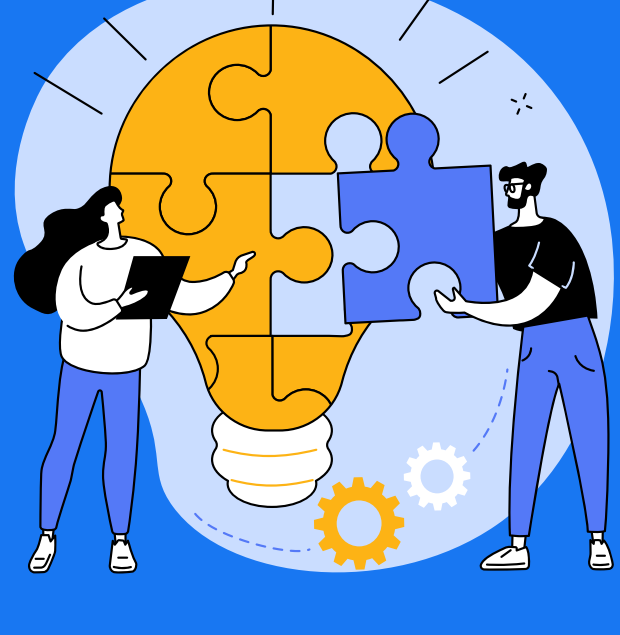


Refugee Sponsorship Training Program

BULLETIN

The latest news and updates on Canada's Refugee Sponsorship and Resettlement Programs

FREQUENTLY ASKED QUESTIONS



Q: Who are settlement workers?

A: A settlement worker is a professional staff member of an organization that is funded by IRCC to provide services to new permanent residents.

Settlement workers are known under different job titles in different parts of Canada: settlement practitioner, settlement counsellor, settlement professional, and settlement planner.

Settlement workers who work at a settlement service provider organization:

- are hired based on their qualifications/education and experience in this field;
- follow the organization's guidelines and ethical practices;
- receive regular staff development opportunities to enhance their skills;
- receive updated information from IRCC about programs and regulations, and
- are covered by the organization's liability insurance.

Q: How do settlement workers assist newcomers?

A: Settlement workers assist the newcomer by identifying what types of support they need. As well, they review the skills and assets the newcomer currently has that will enhance their settlement experience. Together, they will develop a customized settlement plan as a guide.

Based on these needs identified in the settlement plan, the settlement worker will make the professional and appropriate referrals to local programs, services and resources that will benefit the newcomer. These services are provided free of cost.

Additionally, in cases where the newcomer needs more comprehensive support due to various challenges, the settlement workers will provide more intensive support.

Q: Why should sponsored newcomers be connected with settlement workers?

As indicated by the Settlement Plan that sponsors complete when they submit an application (SAHs: [IMM 5440](#); Groups of Five: [IMM 5670](#); Community Sponsors: [IMM 5663](#)), sponsors have the responsibility of connecting the newcomer with a settlement service provider organization after they arrive in Canada. This is because settlement workers complement the settlement support provided by the sponsors.

When sponsors work with settlement workers, newcomers benefit by receiving the following:

1. Orientations — sometimes even in their first language — to topics such as:

- banking system
- education
- job market
- newcomers' rights and responsibilities

2. Help with applications for important government documents and programs.

3. Information about programs and services offered to newcomers at no cost.

4. Referrals to specialized services, including mental health support and counselling.

5. Opportunities to expand their social circle through support groups and conversation circles.

Q: How can we connect sponsored newcomers with settlement workers?

It is recommended that sponsors connect newcomers with settlement service provider organizations shortly after arrival, in order to help the newcomer settle as smoothly as possible.

If you (G5, Community Sponsor, SAH, CG, or cosponsor) do not yet have a connection with a local settlement organization, or the newcomers have moved recently to a new community of settlement, RSTP's [Settlement Support Connection project](#) can help you!

To find out more:

[CLICK HERE](#)

IRCC NOTICE: MINOR CHANGES TO SPONSORSHIP AGREEMENT FORMS

The IRCC wanted to inform you of some minor changes to the following forms:

- [IMM 5373](#) - Sponsorship Undertaking – Sponsorship Agreement Holders (SAH)
- [IMM 5663](#) - Sponsorship Undertaking and Settlement Plan – Community Sponsor (CS)
- [IMM 5670](#) - Sponsorship Undertaking and Settlement Plan – Groups of Five (G5)

As well as the list of countries in the drop-down menus has been updated to reflect the new names of the following countries:

- Macedonia à North Macedonia (Republic of)
- East Timor à Timor Leste (Timor oriental)
- Swaziland à Eswatini
- Turkey à Türkiye

IRCC always recommends using the most up-to-date version of any form, because these changes are minor, the previous versions will continue to be accepted.



IRCC NOTICE: MOVEMENTS COORDINATION TEAM MAILBOX

The Resettlement Operations Centre in Ottawa (ROC-O) has created a separate mailbox for all correspondence related to the planning and coordination of travel including pre-NATs/NATs, BVOR, JAS, and loan contribution requests. The objective of creating a new mailbox is to reduce the potential for missed or incorrectly triaged emails, especially as correspondence related to the movements of resettled refugees often requires greater urgency.

The mailbox has been in use as of **Monday, January 16, 2023**. Any movement correspondence sent to ROC-O will be manually transferred and addressed through the new Movements Coordination Team (MCT) mailbox. ROC-O would like to reassure all partners, both internally and externally, that this move is being closely managed and no correspondence will be lost because of this introduced efficiency.

The new mailbox address is:

IRCC.INRODMCT-ECDDORRI.IRCC@cic.gc.ca

All other correspondence related to applications for refugee resettlement can continue to be sent to the existing ROC-O mailbox:

IRCC.INROCO-CORORI.IRCC@cic.gc.ca

Meaning that NATs will now be sent to sponsors from IRCC.INRODMCT-ECDDORRI.IRCC@cic.gc.ca in which the sender will appear as **Movements Coordination Team**.

Sponsors have to use this e-mail address from now on to communicate with ROC-O about NATs/ travel arrangements.



UPCOMING RSTP WEBINARS/WORKSHOPS

SPONSORING REFUGEES BY GROUP OF FIVE WORKSHOP

This workshop will cover all the steps in preparing a Group of Five Sponsorship: finding the correct forms; filling them out properly; and, including appropriate information.

Date: February 21st, 2023
Time: 6:30 PM - 8:30 PM PST
Location: Regina Public Library | Sherwood Village Branch @ 6121 Rochdale Blvd, Regina, SK S4X 2R1

[CONTACT TRAINER HERE](#)

INTRODUCTION TO THE PRIVATE SPONSORSHIP OF REFUGEES PROGRAM WORKSHOP

Get first-hand training plus a better understanding of PSR programs through our workshop; Our trainers will take you through the basics of what the program entails of, who would be eligible to sponsor, and who can be sponsored.

Date: February 24th, 2023
Time: 6:00 PM - 8:30 PM EST
Location: Catholic Centre for Immigrants, Rooms 113 & 114 | 219 Argyle Avenue, Ottawa, K2P 2H4

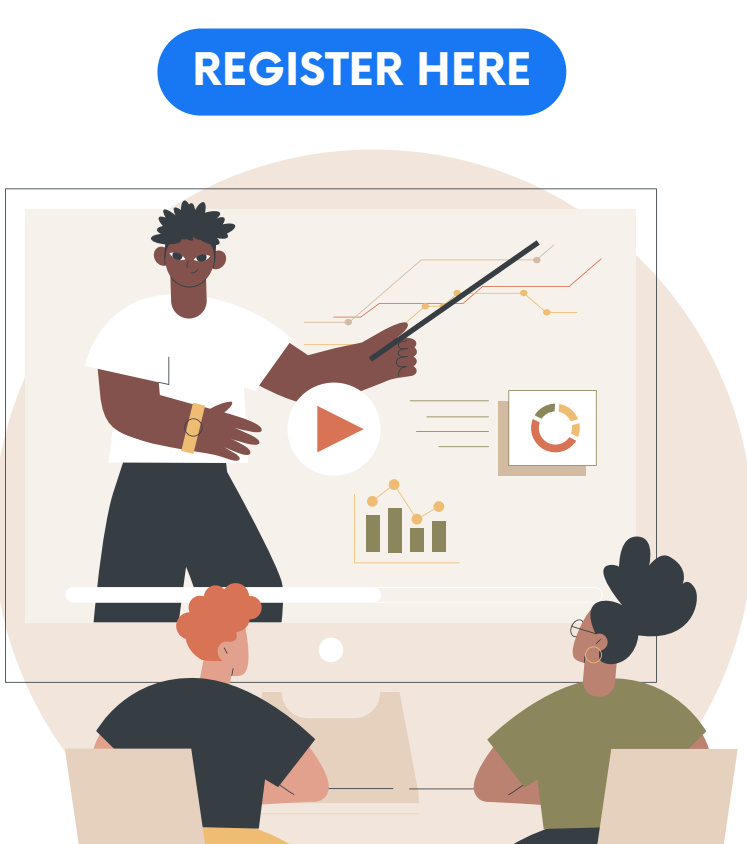
[REGISTER HERE](#)

AVOIDING COMMON MISTAKES WHEN PREPARING GROUP OF FIVE AND COMMUNITY SPONSORS APPLICATIONS

Avoid delays on your applications due to some of the most common mistakes. Our trainer will give you the information necessary to successfully fill out your Groups of five or Community Sponsor applications without any confusion or headache.

Date: February 22nd, 2023
Time: 3:00 PM - 5:00 PM PST
Virtually: via GoToWebinar

[REGISTER HERE](#)



INFORMATION SESSION FOR SAHs, CGs AND COSPONSORS: IMPROVING CAPACITY THROUGH FACILITATED CONNECTION WITH SETTLEMENT AGENCIES

RSTP's Settlement Support Connection project matches sponsored newcomers with settlement professionals. We'll explain how this project works and how a settlement professional can complement the support that SAHs, CGs and Cosponsors provide – resulting in a shared workload and improved settlement outcomes for the newcomers.

Even if you already have a solid relationship with a local settlement agency, it may be helpful to learn how the project can help in cases of secondary migration, or if you are a national SAH with CGs and Cosponsors in other areas.

Date: February 27th, 2023
Time: 1:00 PM EST
Virtually: Via Zoom

[REGISTER HERE](#)

