

## Check List: Things to Do Immediately After Arrival

### ***First Day***

- A few people should go to the airport to welcome the newcomer. Keep in mind that having too many people could be overwhelming. Bring a camera and send copy of the photographs to City of Refuge!
- Look after his/her basic needs: shower, food, sleep. Keep in mind that you may have to explain things we take for granted (how the taps work, how hot the water is, what may be flushed in the toilet, and how to use basic appliances).
- If possible, let the newcomer call or e-mail his/her relatives or close friends.
- Call or e-mail City of Refuge to let them know that the newcomer has arrived safely.

### ***First Two or Three Days***

#### Paper Work

- Assist newcomers in filling out the Social Insurance Number Form (SIN).
- Explain to the newcomer how Social Insurance works.

#### Daily Life

- Explain the financing of the sponsorship and the monthly budget, and in particular, what the sponsorship will cover (and what will not be covered).
- Show them Canadian currency - coins and bills
- Explain the telephone and postal systems.
- Newcomers will appreciate a tour of their new neighbourhood.
- People from many cultures throughout the world are accustomed to shopping on a daily basis in open-air markets, where most items can be purchased and bargained for in small quantities. These markets differ greatly from the Canadian supermarket, where most items can be obtained in weekly or monthly quantities. You should explain the "non-bargaining" nature of Canadian stores, as well as the advantages of comparison shopping and buying when things are on sale. Explain the concept of self-serve shopping and systems of payment (and remember to explain GST and PST).

- Go to supermarkets or stores to buy food and try to locate shops that sell food that is familiar to the newcomer so that he/she can cook his/her own particular "comfort food".
- Explain how to contact and access police/ambulance in an emergency (911). Also point out emergency sirens, since these sounds may be associated with bad memories for the newcomer. Ask if the newcomer if they would like to visit a police station or hospital. Explain how these services work in Canada. You may need to discuss rights in the Canadian context, and explain that police services are mandated and monitored to protect the public.

### First Week

- Register the newcomer for an English as a Second Language assessment.
- Register children for school. They may need their vaccinations updated.
- If the newcomer mentions some medical concerns they should be seen by a Doctor to determine if there are any issues which need attention
- Part of the sponsorship obligation is to ensure that the newcomer has adequate and appropriate clothing. Please accompany the newcomer to buy winter clothing so that you can guide him/her to suitable, affordable stores. Accompanying them on a shopping trip also provides an opportunity for you to introduce him/her to stores where goods can be bought cheaply (ie. thrift-shops and other second-hand stores, bargain shops, etc.).
- Show the newcomer where they will find job postings, employment centre, local paper, bulletin boards, internet etc
- Arrange for basic phone service in their home
- If there are children, apply for Child Tax Benefit on behalf of the family.
- If this is a single parent, apply for Child Care Expenses Deduction
- Invite the newcomer to church, if s/he desires.
- Help the newcomer find a doctor, and explain the health care system and the concept of preventative medicine.
- Explain the local transit system: routes, fares, bus passes vs. tickets, etc
- Explain the risks of hitchhiking in Canada (since in some countries it is a very normal means of transportation).
- After arrival of PR card accompany the newcomer to open a bank account. They will need an ATM card. Explain how the card works.