

PRE-ARRIVAL CHECKLIST:

Have you planned the following?

- Meeting your family when they arrive
- Housing
- Furniture
- Food
- Clothing (including: coat; shoes; boots; hat)
- Interpretation
- Transportation
- Personal items
- Provide pocket money / recreation
- Provide phone card
- School books, supplies

PRE-ARRIVAL - YOU NEED TO:

Send your family your home address. Ask them to carry it in their pocket while travelling. Your family will probably arrive at the Toronto airport first.

When they arrive in Canada, they will get a **Confirmation of Permanent Residence** document. This is when your family needs to show your home address.

In Toronto airport, your family may receive:

- Social Insurance Number (SIN)
- Interim Federal Healthcare (IFHP) documents (more information on this below)

POST- ARRIVAL CHECKLIST:

Your family will need help with these after they arrive:

- Copy all documents – PR confirmation, etc.
- Do a basic health assessment (in case of necessary medical follow-ups and referrals)
- Explain 911 for medical emergencies and fire
- Give a tour of the home and neighbourhood
- Make an intake appointment at ISANS (Tel: 902-423-3607) Please ask Intake to make referrals to English assessment, ISANS orientation and employment counselling. Bring PR confirmation.
- Complete forms / applications (MSI, SIN, GST, etc.)
- Make an appointment for an English Assessment, if this hasn't already been done through ISANS (Language Assessment Services of Nova Scotia Tel: 902-431-8675)

- Register children in school (if needed)
- Open a bank account and help with budgeting
- Provide bus tickets; help them access a bus pass (see below) and explain the bus system
- Find a family doctor, dentist, optometrist
- Provide interpretation (to CIC, etc.)
- Explain travel loans
- Help with finding work

POST-ARRIVAL YOU NEED TO:

- Register your family for their SIN and IFHP when they arrive in NS if they don't receive it in Toronto.
- Make a copy of Confirmation Permanent Resident document; Visa or Passport.
- Check all documents for correct information and spelling. If there are any mistakes, you can fix them in the **Confirmation of Permanent Address Notification** here:
<http://www.cic.gc.ca/english/information/applications/amend.asp>
- Send a **Confirmation of Permanent Address Notification** to Citizenship and Immigration Canada (CIC). This will give them your family's new permanent address in order for them to get their **Permanent Residence (PR) Card**. You need to do this within a few days of arrival in Nova Scotia. Be sure to include at least one letter or official document issued by CIC. You or your group can do this on-line at
https://services3.cic.gc.ca/ecas/?app=coanotify&lang=en&_ga=1.76659731.729898347.1435059184
- Give each family member an information card with their name, address and an emergency contact number on it.
- Arrange a **phone number** right away
- Bus Passes** – please email the names of the refugees, their address, and phone number, along with the date of their arrival in Nova Scotia, their sponsor and their Sponsorship Agreement Holder (ie. ISANS or Roman Catholic Archdiocese) to Vesna at ISANS (vmirosavljevic@isans.ca). She will forward the information with the city to receive free bus passes for the refugees first year in Halifax.
- Get Apartment Insurance

FORMS / APPLICATIONS TO COMPLETE:

1. Medical Services Insurance (MSI) provides coverage for doctors and hospital services, available for Permanent Residents after they arrive in Canada. The applicant will need to bring their Permanent Resident card and a confirmation of residency. There is more information on MSI at the back of this package.

Contact MSI:

Toll-free: **1.800.563.8880** (in Nova Scotia)

Phone: 902.496.7008

Fax: 902.481.3160

Telephone hours: Monday through Friday 8:00am to 5:00pm

Mailing address:

PO Box 500, Halifax NS B3J 2S1

Location address:

230 Brownlow Avenue, Dartmouth NS, for same day service

2. Nova Scotia Pharmacare Program is a provincial drug plan to help Nova Scotians with the cost of prescription drugs. The program protects against drug costs for families who have no drug coverage or if the cost of the prescription drugs is too much to pay.

The program is available to all Nova Scotians with a NS health card and there is no cost to join the program. The yearly cost to you is capped at a percentage of family income.

Call **1.800.544.6191** for specific questions about individual situations.

3. Interim Federal Health (IFH) will be given by CIC. There is more information on IFH at the back of this package.

Call **1.888.242.2100** if your family did not get this document at the Toronto airport, or speak to your Sponsorship Agreement Holder

4. Social Insurance Card (SIN) is an identification card that allows you to apply for GST Credit, Child Tax Benefit, etc. Your card should arrive in two weeks. Everyone has a different number: it is illegal to use a number that is not yours. If the card gets lost, report it to the police and Service Canada.

To apply, complete application at Service Canada: <http://www.servicecanada.gc.ca/cgi-bin/sc-srch.cgi?cmd=lst&pv=ns&ln=eng>

To apply in person, bring **original** immigration documents to Service Canada

5. GST Tax Credit is a program to help people with low incomes. If they qualify, the applicant will receive a cheque 4 times each year.

To apply, complete form RC151 on Revenue Canada website www.cra-arc.gc.ca, and mail to tax centre in your area.

The applicant must be: 19 or older; a permanent resident; have a SIN number, provide date of birth; date of marriage (if applicable) and spouses' SIN number (if applicable); report on any income earned for last 3 years; and have banking information ready. Must complete income tax each April.

For more information, go to <http://www.cra-arc.gc.ca/bnfts/gsthst/menu-eng.html>

6. Canada Child Tax Benefit (if applicable) is a monthly payment to help support families with children under 18. How much your family gets depends on the income, number and ages of children. Usually the mother receives the payment.

To apply look for forms on Revenue Canada website: www.cra.gc.ca

Applicant must provide children and parents' landing documents, children's birth certificates (if available) and family income documents.

To continue receiving this benefit, both the husband and wife must file their income taxes each April. If your family receives a letter from Revenue Canada, follow up immediately as this may lead to suspension of payments.

For more information, go to <http://www.cra-arc.gc.ca/bnfts/cctb/menu-eng.html>

7. A Useful resource is the Benefit Finder - <http://www.canadabenefits.gc.ca/>

Click on Language, Start Now, Put details about Refugee Family/Principal Applicant, Select benefits

APARTMENT ORIENTATION - YOU NEED TO:

- Give a basic apartment orientation, including fridge, stove, oven and other appliances, thermostat and intercom.
- Show how to use the laundry.
- Show how to use the mailbox.
- Discuss the rules of the apartment building, such as quiet hours, visitors, parking
- Explain the fire alarm and emergency fire evacuation.
- Show how to use the phone for emergencies, phone cards and phone book.
- Explain garbage and recycling rules.
- Give an orientation to the neighbourhood, pharmacies, stores, post office, etc.

BANKING - YOU NEED TO:

- Make an appointment with the bank.
- Arrange for interpretation (as needed).
- Explain the basic banking services and charges before the appointments.
- Make sure that your family signs up for the accounts that are the best for them.
- Show how to use a bank machine.
- Review financial support and make sure the family understands.

OTHER APPOINTMENTS - YOU NEED TO:

- Review personal information (name, address, phone number, emergency contact information) with your family.
- Book an appointment at ISANS for Intake. Call 902.423.3607. Please ask Intake to make referrals to English assessment, ISANS orientation and employment counselling. Bring PR confirmation to this meeting.
- Make an appointment for language assessment. In Halifax, if this hasn't happened during ISANS Intake (Language Assessment Services of Nova Scotia at 902.431.8675. Outside of Halifax, call Margaret Ryan at 902.464 .2868.)
- Meet YMCA school support worker for children's school registration

HEALTHCARE INFORMATION for PRIVATELY SPONORED REFUGEES

Health Card / MSI / Medical Services Insurance

- Canadian Universal Health Care is FREE for all Canadians; in NS it is called MSI
- Permanent Residents (i.e. privately sponsored refugees) can apply immediately after arrival to Nova Scotia
- MSI covers: basic healthcare (visit to doctor and / or hospital)
- Health Card is needed at doctor appointments, pharmacy and emergency departments

IFHP Interim Federal Health Plan

- IFHP covers the cost of most medications and some equipment for the 1st year, as well as basic eye and dental appointments for all refugees
- Upon arrival of the privately sponsored refugees, the SAH representative contacts the local office of Citizenship and Immigration Canada (CIC) to receive the IFHP certificate
- To qualify for coverage – refugees MUST USE REGISTERED PROVIDERS (this means the dentist, pharmacist, etc. must already be registered with IFHP.) Most service providers OUTSIDE HRM ARE NOT REGISTERED. We recommend contacting the local providers ahead of the refugee's arrival to request they register with IFHP

- For services, PRIOR-APPROVAL with IFHP is required
- It is important to bring IFHP document the first time the refugee is visiting a family doctor's office, or hospital, or going for an eye or dental appointment. Usually, they will make a copy of this document for their file so that they know that the refugee is covered under IFHP
- If you or the refugee pay for prescriptions yourselves, you will not be reimbursed
- Please try to set aside a small reserve of funds for the sponsorship for medications not covered by IFHP, should the refugee need them
- Refugee will need to pay for over the counter medications and drugs without prescription
- Prenatal vitamins are covered

Family Pharmacare Program

The Nova Scotia Family Pharmacare Program is a provincial drug insurance plan to help Nova Scotians with the cost of their prescription drugs. The program protects against drug costs for families who have no drug coverage or if the cost of the prescription drugs is too much to pay. The program is available to all Nova Scotians with a NS Health Card.

To be eligible for the Family Pharmacare Program, you must:

- be a permanent resident of Nova Scotia with a NS Health Card
- agree to family income verification through Canada Revenue Agency each year
- agree to provide family size information each year

There is no cost to join the Family Pharmacare Program. If you do not need any prescriptions, you will not have to pay anything

All participants who are registered in the Family Pharmacare Program will have to pay a part of the cost of certain prescription drugs and devices covered under the program. The program has yearly family copayment and deductible maximums that are set depending on a family's size and annual income.

Specific questions about individual situations can be answered by calling toll-free **1.877.330.0323**

Task	Detail	Who
Housing	Set-up room / housing for family	
Furniture & Household Items	Find, coordinate, store items from wish list	
Utilities, Power, Phone, Internet	Set up in apartment	
Food Shop	Buy important things for family	
Clothing Shop	Collect donations of and purchase winter clothes	
Airport Arrival	Provide transportation from airport to apartment	
Medical	Set up initial doctor & dentist appointments	
Budgeting	Accompany family to bank to open an account, how to live within monthly budget	
Documents	Help with completing forms (complete list on page 4 of this guide)	
Registration at ISANS & EAL Assessment	Make appointment and go with family	
Orientation topics	Explain: <ul style="list-style-type: none"> <input type="checkbox"/> Emergency procedures (calling 911, fire, etc.) <input type="checkbox"/> Medical emergencies <input type="checkbox"/> Bus System <input type="checkbox"/> Apartment <input type="checkbox"/> Neighbourhood <input type="checkbox"/> Services – food banks, etc. <input type="checkbox"/> Recreation – parks, etc. <input type="checkbox"/> Libraries 	
Social Events	Invite family to dinner, to community events	
Orientation topics	Explain: <ul style="list-style-type: none"> <input type="checkbox"/> Paying the travel loan <input type="checkbox"/> Paying taxes 	
Job Search	Help with finding jobs	