

CARR POLICIES AND PROCEDURES



THE CARR 
**COMMUNITY ALLIANCE FOR
REFUGEE RESETTLEMENT**
Reach out to Refugee Families

CARR POLICIES AND PROCEDURES

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Structure Policy**1. Rationale**

As the Community Alliance for Refugee Resettlement, commonly called The CARR is committed to the resettlement of refugee families in our community, it requires an administrative structure.

2. Policy

CARR shall have an executive committee responsible for providing direction.

3. Guidelines

3.1 The executive shall be composed of a minimum of a chair, vice-chair, secretary, finance representative, communications representative, fund raising representative and volunteer coordinator.

3.2 At the discretion of the board it is possible that each position may be a shared position.

3.3 Meetings shall be called by the chair, or designate.

3.4 Decisions shall be made by consensus of members present. Failing general consensus decisions will be made by majority vote.

3.5 Monetary decisions shall be made by motions presented and approved.

3.6 Membership on the executive shall normally be for a two-year term. It may be renewed for an additional two-year term.

3.7 Membership on the executive is terminated when:

a) The member resigns by delivering a written resignation to the Chair of the Board. In this case the resignation will be effective on the date specified in the resignation.

b) At an executive meeting, a resolution is passed by two-thirds (2/3) of the total executive to terminate a person's membership on the executive.

c) A member dies.

3.8 Only members of the executive and guests invited by the chair are eligible to attend an executive meeting.

3.9 Members shall be interviewed by at least two current executive members for any vacant position on the executive.

3.10 It is preferable that in order to provide continuity, membership terms be staggered.

3.11 The family support team shall be represented in some fashion on the executive.

4. Review

This policy will be reviewed in accordance with Policy Development and Review Policy
130

Cross Reference:

Date Approved: 29 March 2017

Succession Planning Policy and Procedures**1. Rationale**

It is incumbent upon The CARR executive to regularly review the capacity of the community and its people to continue the sponsorship of refugee families. Succession planning is integral to the effectiveness of The CARR executive in carrying out its mission.

2. Policy

Before proceeding with a new phase of refugee resettlement, the executive shall determine whether there is the likelihood of successfully providing the people and the funds required to make a commitment to an application for refugee resettlement in our community.

3. Definition

3.1 Phase: A time period grouping one or more prospective applications for refugee resettlement.

3.2 The CARR: Community Alliance for Refugee Resettlement

4. Guidelines

4.1 The executive committee membership shall review its succession plan prior to committing to the next phase.

4.2 Proven leadership skills and experience, an understanding of the community and/or connections within the community and the ability to work within a team shall be considered in the selection of executive members.

4.3 The current executive, CARR volunteers and community members may identify potential executive members.

4.4 If a candidate is not known well by the current executive members, a brief resume including relevant experience and references shall be required and the interview shall include at least two current executive members and one member of the community named by the executive.

4.5 Financial support is crucial to supporting a refugee family. It shall be largely in place before an application is submitted.

4.6 Volunteer support, especially a family primary support team needs to be in place before the arrival of a family.

- 4.7 CARR's community partners need to be canvased to determine their willingness to continue a partnership with CARR prior to application for subsequent refugee families.
- 4.8 The current government's current policy shall be taken into consideration.
- 4.9 If after review and consultation, the executive determines that there is no likelihood of successfully sponsoring refugees in our community, then the executive shall:
 - 4.9.1 Move for dissolution.
 - 4.9.2 Inform CARR's partners, Support Agreement Holder and volunteers of the decision.
 - 4.9.3 Terminate agreements with community partners.
 - 4.9.4 Return any remaining funds to Perth District Community Foundation for distribution in support of refugees.

4 Review

This policy will be reviewed in accordance with Policy Development and Review Policy 130.

Cross Reference:

Date Approved: 29 March 2017

Policy Development and Review Policy**1. Rationale**

Carefully developed and well-constituted policy statements provide a framework for decision-making. It is the intent of this policy to set out a process of policy development and review, which will provide for thoroughness and consistency in approach, formulation, and format. It must be recognized that policy development is complex and should allow for flexibility in recognizing the variables of any situation and relevance to the changing environment.

2. Policy

It is the policy of The Community Alliance for Refugee Resettlement (CARR) that policies and procedures will be developed/reviewed by the executive on an on going basis.

3. Definitions

3.1 Policy: A set of organizational statements, objectives, values and perspectives, adopted by the executive to direct a course of action.

3.2 Procedure: Supporting documentation that prescribes specific courses of action necessary to support The Community Alliance for Refugee Resettlement (CARR).

3.3 Constituent(s): Groups or individuals including, but not limited to: CARR volunteers, community partners, Support Agreement Holder (SAH) representative, general public

3.4 Consultation: The act of consulting or conferring; deliberation of two or more persons on some matter, with a view to a decision.

4. Model for Policy Development

The stages for policy development include:

4.1 A decision by the executive that a policy/policies need to be made/reviewed.

4.2 After sufficient consultation, a draft policy/revision shall be brought to the executive for discussion, revision and recommendation.

4.3 The policy becomes effective on the date of formal executive approval.

5. Review

This policy shall be reviewed in accordance with Policy Development and Review Policy 130.

Cross Reference:

Date Approved: 29 March 2017

1. Rationale

In Canadian Society it is the norm that volunteers dealing with people have a current police check on file with the organization for which they volunteer.
2. Policy

In order to ensure due diligence for the safety and security of our sponsored families and for our volunteers, all adults who volunteer with CARR shall have a current police record check on file.
3. Guidelines
 - 3.1 Volunteers dealing directly with refugee family members and/or their finances shall obtain a vulnerable sector check. Other volunteers shall obtain a police information check – level 2.
 - 3.2 All police checks shall be renewed every two years.
 - 3.3 Vulnerable sector police record checks shall be renewed with a new vulnerable sector police check.
 - 3.4 Police information checks may be renewed with a new police information check or by a written declaration with a lawyer or commissioner of oaths.
 - 3.5 Originals of completed police record checks shall be submitted to the volunteer coordinator.
 - 3.6 Where areas of concern are identified on the police check, the volunteer coordinator, and the volunteer shall discuss the situation.
 - 3.7 The final decision concerning suitability for a volunteer role shall be made by the chair of the executive and/or designate(s) where areas of concern are identified on a police check.
 - 3.8 Completed police record checks shall be secured in a separate confidential and secure location.
4. Procedures
 - 4.1 The volunteer coordinator will maintain the CARR database including information about the date and type of police record check on file.
 - 4.2 When a new police check is required, the volunteer coordinator shall obtain the appropriate letter from our community partner.
 - 4.3 The volunteer coordinator will arrange for the transfer of the volunteer letter to the volunteer.
 - 4.4 The volunteer will take the letter with two suitable pieces of identification to the local police station.
 - 4.5 Once notified by the police, the volunteer will pick up the police check and arrange a transfer of the original to the volunteer coordinator. The volunteer may keep a copy.
 - 4.6 The volunteer coordinator updates the CARR database, makes one copy of the police check for our Support Agreement Holder's (SAH) file, and gives the original into safekeeping with our community partner.
 - 4.7 A volunteer seeking to renew a police information check may request to make a written declaration. (Sample form IN THE MATTER OF: attached.) An original of this form is to be given to the volunteer coordinator. The commissioner of oaths will maintain a second original.

4.8 Completed police record checks and written declarations shall be secured in a separate confidential and secure location.

5 Review

This policy will be reviewed in accordance with Policy Development and Review Policy 130.

Cross Reference:

Date Approved: 29 March 2017

IN THE MATTER OF:

The Police Information Check delivered to the
Community Alliance for Refugee Resettlement

I, _____
(Name) (Address)

SOLEMNLY DECLARE that:

1. I am the applicant named in the Police Information Check dated _____,
which was delivered to The Community Alliance for Refugee Resettlement.

2. I confirm that, since the date of the Police Information Check:
 - a) I have had no convictions for offences under the *Criminal Code of Canada* for which
a pardon has not been issued or granted under the *Criminal Records Act*.

 - b) I have had no charges that are ongoing or have been withdrawn.

AND I make this solemn Declaration conscientiously believing it to be true, and knowing that
it is of the same force and effect as if made under oath.

DECLARED before me }
at the _____ }
in the County }
of Lanark }
this ____ day of _____ 20__ } _____
} (Signature of applicant)

A COMMISSIONER, ETC.

Financial Policies and Guidelines**1. Rationale**

The Community Alliance for Refugee Resettlement (CARR) has the responsibility to treat the funds provided by donors in an open, accountable and professional fashion.

2. Policy

It is the policy of the CARR to spend all donated funds solely for the support of its refugee families as required and in accordance with the Budget approved by the Executive Committee. CARR will report regularly to its partners (PDCF, St. James Anglican Church and The Anglican Diocese of Ottawa), as well as to its donor community, on its expenditures in comparison to its approved Budget. All funds are to be administered and accounted for in a secure, efficient and professional manner'.

3. Guidelines

- 3.1 A Budget will be developed by the Financial Officers and submitted for approval by the Executive Committee. The Budget will be updated as necessary and submitted for approval to the Executive Committee. Copies of revised Budgets will be sent to PDCF and St. James.
- 3.2 All expenditures will be made in accordance with the approved Budget.
- 3.3 Expenditures of any amount may be processed through the St. James CARR account and expenditures in amounts less than \$1,000 may be processed through the CARR Petty Cash Account.
- 3.4 The signing officers for expenditures by the CARR will include: the Chair, the Secretary and the two Financial Officers. All expenditures must be approved by 2 signing officers as follows:
 - 3.4.1.1 For the St. James account: one of the Chair or the Secretary and one of the two Financial Officers
 - 3.4.1.2 For the CARR Petty Cash Account, any two of the Chair, the Secretary or the Financial Officers other than the Financial Officer who processes the payment through this account.
- 3.5 Donations intended for the CARR will normally be made to PDCF either by cheque or through Canada Helps. Some donations may also be made through St. James Church. Charitable receipts will be issued by PDCF and St. James.
- 3.6 All requests for the transfer of funds from PDCF to ST. James and from St. James to the CARR Petty Cash Account will be approved by two signed officers, including one of the Chair or the Secretary and one of the two Financial Officers.
- 3.7 All expenditure approvals and requests for funds transfers may be made by email.
- 3.8 Reports showing the Expenditures to date against the approved Budget will be presented to the Executive Committee by the Financial Officers, normally on a monthly basis, or exceptionally on a bi-monthly basis. These reports will be provided to the partners on a quarterly basis.

- 3.9 A cumulative donation report will be maintained and updated each month from data provided by PDCF and Canada Helps.
- 3.10 All financial transactions will be recorded in a suitable accounting system maintained by one of the Financial Officers.
- 3.11 The Executive will appoint an independent Financial Reviewer to review the accounts and financial statements on an annual basis. The Financial Reviewer will be appointed on a pro bono basis and will have the required financial expertise, but not necessarily the accreditation required of an Auditor.
- 3.12 The Financial Officers will work closely with the Financial Advisers appointed to each Family Support Team to ensure a good understanding of the available funding for each family and the processes for obtaining funding and the reimbursement of expenditures made by members of the Family Support Team.
- 3.13 A Shoppers Guide will be developed and made available to each Family Support Team, outlining the approved budget for that team and the recommended acquisition and reimbursement processes.

4. Review

This policy shall be reviewed in accordance with Policy Development and Review Policy 130.

Cross Reference:

Date Approved: 29 March 2017

1. CARR Budget

- 1.1 The Budget and all subsequent revisions will include a Summary of Revenues and Expenses for all families currently being supported by the CARR and individual detailed pages for each family being supported.
- 1.2 If the detailed budget page is in support of a Blended Visa Office Referral (BVOR) family, the RAP payments will be budgeted based on the latest version of the Ontario Works tables. The first RAP payment will normally be received in the first full month after arrival.
- 1.3 CARR payments to the family will be based on the latest Ontario Works tables with a small budget adjustment where necessary to ensure a positive cash flow for the family.
- 1.4 Canada Child Benefits, Ontario Child Benefits, Ontario Trillium Benefits and HST Credit will be estimated based on the CRA Child and Family Benefits Calculator <http://www.cra-arc.gc.ca/benefits-calculator/>. Benefits will normally be paid starting within 3 months of arrival with the first payment being retroactive to the beginning of the first month after arrival.
- 1.5 Family expenses will be based on the latest data available for this area. Food costs will be based on the Leeds, Grenville & Lanark Nutritious Food Basket Study 2015 with inflation based on StatsCan rates, or any more appropriate guide for food costs in this area.
- 1.6 Start-up expenses will be based on the most up to date sponsor cost table.
- 1.7 The Budget and Budget revisions will be reviewed within the Finance Team before submission for approval to the Executive Committee.
- 1.8 The Budget and any subsequent revisions must be approved by the Executive Committee before becoming effective.
- 1.9 All expenditures must be in accordance with the approved Budget at the macro level.

2. PDCF CARR Refugee Fund

- 2.1 PDCF has established a “draw down” fund entitled the CARR Refugee Fund to receive donations to support the resettlement of refugee families in our community. It is intended that the capital in this fund be drawn down as required to support the refugee families. Since PDCF must make payments only to other organizations approved by the Canada Revenue Agency, all funds transfers requested by the CARR are made to the St. James Church of Perth, which acts as a co-sponsor and maintains a discrete CARR account to cover approved expenditures.
- 2.2 Donation amounts into the PDCF CARR Refugee Fund will be reported by the PDCF Executive Director to the Financial Officers on a monthly basis, including cheques and donations received by Canada Helps. Significant commitments will be identified and added to the balance by the Financial Officers and tracked as they are received.
- 2.3 PDCF will issue charitable receipts for all donations received directly by them. Canada Helps will issue automatic receipts for all online donations they process for the PDCF CARR Refugee Fund and will charge a 3.5% admin fee for donations processed.
- 2.4 On an annual basis, PDCF will provide a detailed accounting of the amount in the CARR Fund, including the return on investment less administrative charges.

- 2.5 Transfers of funds from the PDCF CARR Refugee Fund to the St. James CARR Account will be by cheque, predicated on the emailed request of two authorized officers of the CARR, including either one of the Chair or the Secretary and either of the two Financial Officers. Since PDCF has a monthly cheque run, such requests should be in consultation with the PDCF Executive Director to ensure appropriate timing. The CARR Finance Officers will maintain a CARR Refugee Donations file and will update it on a monthly basis.
- 3. St. James Payments Processing / St. James CARR Account**
- 3.1 St. James will credit all transfers of funds received from the PDCF to their CARR Account.
- 3.2 St. James will make payments to support the refugee families, which are requested and approved via email by two authorized CARR officers including one of the Chair and the Secretary and one of the two Financial Officers.
- 3.3 St. James will make transfers by cheque to the CARR Petty Cash Account, which are requested and approved by two authorized CARR officers, including one of the Chair and the Secretary and one of the two Financial Officers.
- 3.4 St. James will report on a quarterly basis to the CARR Financial Officers all expenditures made on behalf of the CARR and the amount remaining in their CARR account.
- 4. CARR Petty Cash Account** *(Initially approved by Executive Committee January 27, 2016 and revised October 19, 2016 and November 30, 2016)*
- 4.1 The CARR will manage a petty cash account for processing small value payments in individual amounts less than \$1,000.
- 4.2 The account will be located at Scotiabank Perth, where the family accounts are preferably to be located to facilitate small emergency funds transfers into family accounts if required.
- 4.3 The fund will be managed by one of the two Finance Officers and it will have the following 4 signing officers: Chair, Secretary and the two Finance Officers
- 4.4 All payments are to be pre-approved by any two of the signing officers by email, other than the Finance Officer who is processing the actual payment.
- 4.5 All payments are for items included in the CARR Budget.
- 4.6 Only one signature will be required to process the actual payments to permit e-transfers of funds and to facilitate cheque processing.
- 4.7 A file is to be kept of approvals and invoices for all payments made through the account.
- 4.8 The fund will start with a balance of \$1,000 and it will be subject to monthly review and adjustment as required by the Executive Committee.
- 5. CARR Accounting, Reporting and Disbursements Processing**
- 5.1 The Financial Officers of the CARR will record all transactions in a suitable accounting system.
- 5.2 Files will be kept to support each financial transaction, including all of the necessary documentation suitable for financial review or audit purposes, such as copies of invoices, bills of sale, reimbursement claims, etc., as well as all of the appropriate authorizations of those transactions. These files will be retained for a minimum of 7 years.
- 5.3 The Financial Officers will present reports showing the expenditures to date against the approved Budget to the Executive Committee, normally on a monthly basis, or exceptionally on a bi-monthly basis. These reports will be provided to the supporting organizations (PDCF and St. James) on a quarterly basis.

- 5.4 The Financial Officers will provide each Family Support Team with a “Shoppers Guide” for that team plus a copy of the Reimbursement Form (copies attached) and will encourage the team members to follow the guide and use the reimbursement form when requesting payment.
- 5.5 The Family Support Team leaders will submit to the Financial Officers the originals, or scanned copies by email, of all bills of sale, invoices, contracts and other evidence of commitments, together with the completed Reimbursement Form.
- 5.6 For the payment of larger financial commitments (generally \$1,000 or more), CARR will submit an authorisation to St James, by email from two authorised signatories (including one of the Chair and the Secretary and one of the Financial Officers), including a copy of the supporting documentation. Such authorisation may cover a schedule of future payments.
- 5.7 The payment of smaller financial commitments (under \$1,000) will be handled by one of the Financial Officers through the CARR Petty Cash Account. All financial payments through this account must be pre-approved by email by any two of the Chair, Secretary and the Financial Officers, other than the Financial Officer who is processing the actual payment.
- 5.8 The Financial Officers will monitor the balances in the St. James CARR Account and the CARR Petty Cash Account and will initiate funds transfers of appropriate amounts, based on the projection of future expenditures based on the approved Budget.

6. Family Support Team Financial Advisor

- 6.1 The advisor will meet with the family to discuss estimated income and expenses for the family over the first 12 months after arrival. On an ongoing the advisor will meet regularly with the family, as needed, to assist with the paying of bills and explaining financial activities and processes in Canada.
- 6.2 The advisor will assist the family in the setting up bank accounts, the issuance of debit cards and credit cards, the use of online banking, tellers and ATMs.
- 6.3 The advisor will complete and submit government forms to apply for Child Benefits and Sales Tax Credits and any other government assistance programs, as applicable to the family.

Financial Policies

Shoppers Guide for Family Support Team X ~ the XXXXX Family

Budget

The current start-up budget for Family X includes: \$x,xxx for clothing, \$x,xxx for Furniture and Equipment, \$xxx for Household Start-up Expenses and \$xxx for Food Staples. In addition, the family will have a monthly food budget of \$xxx and a monthly transportation budget of \$xxx, which they will need help with.

Acquisition and Payments Process

- The Family Support Team is strongly encouraged to develop a list of major furniture and equipment items to be acquired, for review by the Executive Committee. Attempts should be made to obtain larger value items, in particular, by donation where possible, either by putting the word out through our volunteer list or through the media, with the assistance of our Communications Team.
- Time permitting, for furniture and equipment purchases in excess of \$1,000, it would be preferable to obtain an invoice from the store for payment directly to it by St. James Church. In such cases, please forward a scanned copy of the invoice to your Team Coordinators and the Financial Officers (Barrie Curtis hbcurtis@kingston.net and Colin Stephenson colmar176@gmail.com) who will process a cheque payable to the store. Cheque processing time will likely be 1 to 2 weeks.
- For smaller value approved items (under \$1,000), or for larger value approved items that must be acquired immediately by you, we recommend that you use your credit card so that you are not out of pocket until you are reimbursed and please keep all receipts for the reimbursement purposes.
- Food shoppers will have to help the family at the start and make payments on their behalf until their bank account has been set up and funds have been deposited into their account ~ tentatively month 2 or 3. At that point they will be responsible for making their own payments with your help. We recommend that you counsel the family to remain within their budget when shopping for food and other household items.
- Shoppers are asked to assist the Family in purchasing gas cards that they can use to fill up the tank of drivers who may be taking them to Ottawa, Brockville, Kingston, etc. and who may wish to be reimbursed. The family may want to keep some of those funds for taxi fare and possibly for bus fare. (For the first family we used the Ultramar gas station on Highway #7 for gas cards.)
- Shoppers are encouraged to buy locally, as much as possible, to support the community which has been so generous to the CARR.

Reimbursement Process

- Reimbursement for larger value approved items paid for by you (totalling \$1,000 and more) will be processed through St. James Church and will take between one and two weeks. Payment will be by cheque.
- Claims for smaller value items (totalling under \$1,000) will be processed through the CARR Petty Cash Account in less than one week and reimbursement will be available either by email money transfer, or by cheque (your choice).
- Please complete the **CARR Reimbursement Form** and save it on your computer with a unique file name such as: "reimbursement-your name-1"
- Email your completed reimbursement form together with a scanned copy of all receipts to your Team Leaders, as well as to the Financial Officers: Barrie Curtis hbcurtis@kingston.net and Colin Stephenson colmar176@gmail.com
- If you prefer, handwritten reimbursement forms and related receipts may be delivered to your Team Leaders and forwarded to the Financial Officers.

CARR REIMBURSEMENT FORM

(To claim for reimbursement of approved items purchased and paid by you for the CARR)

DATE OF CLAIM:	
NAME:	
ADDRESS: <i>(If you wish your cheque to be mailed to you)</i>	
EMAIL ADDRESS:	
REIMBURSEMENT METHOD: <i>(Please mark your choice with an "X". If you wish to pick up your cheque to avoid the mail delay, you will be notified when it is ready and where to pick up.)</i>	<input type="checkbox"/> CHEQUE <input type="checkbox"/> WILL PICK UP <input type="checkbox"/> PLEASE MAIL TO ME <input type="checkbox"/> EMAIL MONEY TRANSFER (for amounts less than \$1,000)
FAMILY <i>(Please indicate relevant family)</i>	<input type="checkbox"/> FAMILY 1 <input type="checkbox"/> FAMILY 2 <input type="checkbox"/> FAMILY 3 <input type="checkbox"/> FAMILY 4

ITEMIZED LIST (One row for each receipt)

DATE	DESCRIPTION	BUDGET CATEGORY	COST
TOTAL COST TO BE REIMBURSED			
Total HST Included (to be recovered)			

By submitting this form, you are declaring that the amount to be reimbursed to you is to cover payments you have made for approved items for the benefit of the families sponsored by the CARR.

Please scan and attach receipts and email to your Team Leader as well as Financial Officers: Barrie Curtis and Colin Stephenson hbcurtis@kingston.net; colmar176@gmail.com

Fundraising **400**

Fundraising Policies and Procedures **410**

1. Rationale

The Community Alliance for Refugee Resettlement (CARR) has the financial responsibility for families sponsored for a period of 12 months after arrival. Fundraising is used to obtain the required monies.

2. Policy

It is the policy of the CARR to have all the required funds available and/or committed for a family before their application is submitted.

3. Guidelines

3.1 Fundraising is done through volunteer members of the fundraising committee led by a fundraising coordinator. The coordinator is a member of the Executive Committee.

3.2 A budget approved by the Executive Committee is given to the fundraising coordinator along with timeframe for the required funds.

3.3 Processes for raising funds

3.3.1 Individual and group cash donations

3.3.2 Corporate donations

3.3.3 Third party fundraising

3.3.4 Events

3.4 Cash donations are made through The CARR website (secured by Canada Helps) and through The Perth and District Community Foundation.

Once notified of above donations by the Financial Officers, thank you letters are sent to donors by the fundraising coordinator.

3.5 Corporate donations are received through Communication and outreach efforts, as well as through a Corporate Ask Program created by the fundraising committee and approved by the Executive Committee.

3.6 Third party fundraising is coordinated by the fundraising committee and requires preapproval of the Executive Committee.

3.7 Events are planned and carried out by the fundraising committee and must have preapproval of the Executive Committee before undertaken.

4. Review

This policy shall be reviewed in accordance with Policy Development and Review Policy 130.

1. Rationale

The success of our overall mission is directly dependent on the support established by our communications initiatives. It is a high priority for CARR to inform current and potential supporters, the broader community, political representatives and even dissenters about our mission, our activities and the families we help resettle.

2. Policy

In order to raise awareness and support, CARR is committed to provide open, factual, regular communications and to encourage incoming communications from all members of the community.

3. Guidelines

3.1 Be alert to newsworthy matters;

3.2 Be proactive in seeking positive community, media and political attention and building contributors' trust and confidence;

3.3 Be quick to respond when contacted;

3.4 Be honest and forthright even when the news is bad.

4. Model for Communications

4.1 At least one member of the Executive will assume key responsibility for communications activities;

4.2 Maintain a positive relationship with our CARR SAH leader. Help support efforts to evolve government policies to strengthen refugee resettlement, including drafting relevant letters of support to key senior national, provincial and local government representatives; as appropriate, host volunteer/community/other group meetings.

4.3 Volunteer and Broader Community: Research, draft and provide a monthly 'report on activities' update to everyone volunteering for CARR;

4.4 Political liaison: Update local MP, MPP, Mayor and Reeve about current activities whenever opportunities arise. In addition, each Lanark County municipal council leader will be provided with a quarterly background briefing letter outlining the current status of the CARR endeavor, in order to ensure that early and reliable information gets out to representatives of the voting public;

4.5 Media: Positive relationships will be developed and maintained with representatives of relevant local media outlets – written, audio, social media, including maintaining a website and Facebook page. Requests for interviews and information will be treated as a high priority, in order to earn positive media coverage.

5. Review

This policy shall be reviewed in accordance with Policy Development and Review Policy 130.

Cross Reference:

Date Approved: 29 March 2017

1. Rationale

The CARR is committed to compassionately resettling refugee families in our community to help them achieve their full potential as successful Canadian citizens. A small group of volunteers dedicated to providing the newcomers with the physical, intellectual, emotional and social supports is essential to the family's success.

2. Policy

CARR shall have a primary support team assigned to a refugee family for the term of the family's sponsorship.

3. Definitions

3.1 Family Support Team: A group of volunteers assigned to a sponsored family for a designated period of time to prepare for the family's arrival and to provide on-going support for the duration of the sponsorship or beyond.

3.2 Term of Sponsorship: The sponsorship period is twelve months, effective on the date of the family's arrival in The CARR's community unless otherwise determined.

4. Guidelines

4.1 The membership of the Family Support Team shall include, but not limited to, individuals with the following responsibilities:

- i. Team Leadership
- ii. Housing
- iii. Documentation
- iv. Health
- v. Language Instruction
- vi. Education
- vii. Financial Literacy
- viii. Shopping
- ix. Employment
- x. Translation and Interpretation
- xi. Cross-Cultural and Skills Adaptation
- xii. Some team members may have multiple duties. (See Attachment A Pre-Arrival Responsibilities below.)
- xiii. Family support Team (Welcome Team) Responsibilities (See attachment B below)

4.2 All members of the Family Support Team must submit current Vulnerable Sector Criminal Reference Checks in compliance with Policy 210.

4.3 The Primary Support Team shall be initiated and approved by the executive prior to the refugee family's arrival.

4.4 The Primary Support Team's responsibilities to the family continue throughout the sponsorship term.

4.5 The members of the Primary Support Team may choose to continue their personal relationship with the family at the conclusion of the sponsorship period.

4.6 The Executive shall have representation on the Family Support Team.

4.7 The Family Support Team shall report regularly to the Executive.

5. Review

This policy shall be reviewed in accordance with Policy Development and Review Policy 130.

Cross Reference: Policy 210 Volunteer Police Check Policy and Procedures

Date Approved: 29 March 2017

Attachment A (Policy 610 4.1 xii)

Pre-Arrival Responsibilities

SETTLEMENT PLAN

General tasks

- Assign a driver coordinator and volunteer drivers
- Assign a shopping coordinator and team of shoppers
- Determine the composition of the family support team
- Investigate the availability of appropriate religious support
- Review and become familiar with documentation requirements
- Arrange for availability of interpreters
- Ensure all team members have appropriate level of police checks
- Prepare a schedule of events for first weeks to include
 - Review and completion of documentation
 - Coordination of health assessments
- Arrange for greeting team at arrival point to include:
 - Drivers
 - Suitable numbers of vehicles considering size of family
 - Interpreter to accompany
 - Be prepared to assess general health condition and possible need for health support upon arrival in Perth
- Health person coordinate with local health providers
- Housing Team to arrange suitable housing
- Housing Team to coordinate donations & purchase of clothing and household goods
- Education coordination person to become familiar with:
 - Language assessment requirements.
 - Arrangements for ESL training for adults.
 - School enrolments for children including ESL volunteer in classroom if necessary.
- Cross-cultural information sessions for primary support team volunteers and community prior to the family's arrival, including personal education by team members
- Communication/information for community

Attachment B (Policy 610 4.1 xiii)

Family Support Team (Welcome Team) Responsibilities

- Under BVOR program, the Government of Canada will provide up to six months of income support through the Resettlement Assistance Program (RAP), while private sponsors will provide another **six months of financial support** and up to a **year of social and emotional support**.

- Upon arrival ensure all necessary documentations received
 - SI numbers (SIN) issued and documents for each member in their possession
 - Certificates of Permanent Residency (PR) for each member in their possession
 - Certificates of Interim Federal Health Plan (IFHP) entitlement for each member in their possession
 - Single journey travel documents for each member in their possession

- *Post-arrival Documentation*
 - Application for PR cards submitted in timely fashion after arrival
 - Fax family's address to IRCC so that PR cards can be issued
 - Ensure all health providers involved with the family are registered with IFHP after arrival
 - Application for family/child benefits submitted
 - Set up RAP meeting with IRCC and take family to appointment
 - Submit application for OHIP cards
 - Arrange Ontario Photo cards for each adult (do at same time as OHIP card application)

- *Providing financial assistance:*
 - Helping to set up banking arrangements
 - Providing funds as required before and after receipt of Government RAP payments and before receipt of Child Benefit payments.
 - Providing budgeting information
 - Assisting family with their rent, hydro, utility bills after initial month or two where CARR pays for everything directly or by reimbursing volunteers
 - Monitoring financial activities

- *Other*
 - Arranging for transportation as required
 - Providing food shopping assistance ~ determining dietary preferences and accompany to stores;
 - Providing assistance with clothing, furniture and other household goods in coordination with Housing Team;
 - Assisting with cell phone equipment and appropriate plans;

- Arranging for interpreters when required;
- Selecting a family physician and dentist and setting up appointments;
- Enrolling children in school and adults in language training and assisting with introduction to both;
- Arranging for classroom volunteers to support the children at school
- Introducing newcomers to people with similar personal interests;
- Orienting the family with the Town
- Taking the family to events of interest
- Arranging for involvement with pursuits such as soccer, swimming,
- Providing baby sitting as needed
- Helping in the search for employment.
- Inviting the family to your house for social time
- Dropping in to their house for social time
- Just being there for them whenever they need you.

Documentation Policies and Procedures**1. Rationale**

The Community Alliance for Refugee Resettlement (The CARR) receives information from many sources regarding all aspects of sponsoring refugees to our community. It is imperative that relevant information be accessible to the Executive Committee, volunteers where applicable and other organizations/groups involved in the resettlement of refugees.

2. Policy

All documentation received is vetted through the Executive Committee and decided upon whether copies need to be retained. The primary method of storing documents and information is electronically, housed in the Executive Committee, log in required, section of The CARR website (www.thecarr.ca). Back up of these documents will be kept either on an external hard drive or memory stick which will be retained by the Secretary of the Executive Committee or designate.

Where possible, hard copies will be held by the Secretary or designate when deemed necessary.

3. Guidelines**3.1 Hard copies to be retained:**

- 3.1.1 Minutes of the Executive Committee meetings in a minute book/binder
- 3.1.2 Completed Applications for families
- 3.1.3 Historical information where applicable – i.e. copies of the logo

3.2 Electronic – Executive Committee log in section of the website

- 3.2.1 Up to date contact list for the Executive Committee
- 3.2.2 Past members of the Executive Committee
- 3.2.3 Links to Government documentation, applications and reports
- 3.2.4 Links to Resources
- 3.2.5 Links to news articles and reports appropriate for the Executive Committee
- 3.2.6 Documentation from the Sponsorship Agreement Holder (SAH)
- 3.2.7 Reports to the SAH
- 3.2.8 Documents from partners – i.e. The Perth and District Community Foundation (PDCF) and St. James
- 3.2.9 Financial Reports
- 3.2.10 Donor List
- 3.2.11 Volunteer list
- 3.2.12 Workshop documentation – both given and attended
- 3.2.13 CARR publications such as ‘Our Journey’
- 3.2.14 Policy and Procedures
- 3.2.15 Logo in PDF and TIFF formats
- 3.2.16 Relevant information and reports received from other Constituent Groups

4. Review

This policy shall be reviewed in accordance with Policy Development and Review Policy 130.

Cross Reference:

Date Approved: 29 March 2017