

Resettlement Assistance Program (RAP)



What is RAP?

Funded by Immigration, Refugees and Citizenship Canada (IRCC), RAP covers immediate and essential services, usually needed by the refugees in the first 4-6 weeks in Canada, with the focus on equipping Government Assisted Refugees (GARs) with the ability to live safely and independently in Canada.

Services for GARs under the RAP Program, provided by ISSofBC, include:

- Facilitating ground transportation to temporary accommodation at ISSofBC Welcome Centre or a hotel in different cities in the Lower Mainland.
- Temporary accommodation: usually for 14-21 days while helping refugees find permanent accommodations, providing meals allowance and a small amount of pocket money;
- General orientation: introduction to public transit, shopping, mail, emergency services, housing, education, health, employment, etc;
- Financial orientation: explaining Canadian currency, RAP income support, budgeting, opening a bank account, etc.;
- Links to mandatory federal and provincial programs: linking refugees to where they can link into government services, such as getting a provincial health care card and applying for child tax credit;
- Initial needs assessment and determining urgent medical needs: referral to medical and mental health resources, if needed
- Permanent Housing Search: help locating and moving into permanent accommodation; and
- Assessment and referral to other services, both IRCC and non-IRCC: such as IRCC's settlement programs (language assessment) and registering children in school.

Timeline of First 3-weeks under RAP

Day 1: Arrival and Welcome



Clients are greeted at YVR by CANN (managed by S.U.C.C.E.S.S.), provided with resource booklet on settlement on Canada in first language, which lists settlement agencies in each region.



Clients are taken by taxi or bus to temporary accommodations at ISSofBC reception centre organized by CANN at YVR and greeted by ISSofBC Coordinators at reception centres



Greeted by ISSofBC staff at the ISSofBC Welcome Centre or other reception centre (varying locations in the Lower Mainland); assigned to temporary accommodations

Day 2: Intake and Initial Assistance

Meet with First-Language ISSofBC RAP Counsellor for orientations, form filling and referrals:

- Intake
- Need Assessment
- Bank forms
- Consent forms
- Government forms



Receive first check from IRCC usually within 10 days of arrival and start receiving monthly allowance once they move to permanent accommodation.



Day 3 - 21: Orientations, Appointments and Housing



Orientations with ISSofBC RAP Worker:

- Living in Temporary Accommodations
- Money and Finances
- Living in BC



Immigration, Refugee & Citizenship Canada (IRCC) Intake: Thursday of Week 2 - refugees meet with IRCC officer at the reception centre to complete paperwork



Mental Health and Wellbeing:

- Orientation (group) and Needs Assessment (individual/family)



Banking: Open Bank account(s) on Thursday of week 2 in Canada



Primary and Dental Health screening (1 day)

- Nurse and Physician
- Life Labs
- Dental Screening (as needed)



Housing Search (Transitional / Permanent):

Housing Search Worker follows up with family to determine housing needs; arrange for client(s) to visit potential housing with the help of housing search volunteers; 3 houses on average are shown to each family

Sign Lease/Housing Agreement, arrange for furniture delivery / move-in (with support of ISSofBC Housing Coordinator)



For more information/questions, contact: ISSofBC RAP Program at rapservices@issbc.org

Settlement Services Starting in Week 4 & Onwards



Children (birth - 5 years old)



Children registered in Refugee ECD programs, Strong Start, etc



Referral (where appropriate) to targeted programming



Child tax benefit form filled out with parent - takes approx. 3 month to be processed

School Age (6 - 18 years old)

Children and youth registered in schools

- Day Care
- Elementary School
- High School
- Continuing Education



Language Assessment: Children / Youth are assessed at their permanent school (once registered after housing is secured)

Referral (where appropriate) to targeted programming

- After-school programs
- Community programs
- Youth Groups
- English classes – Continuing Education programs
- Local School District programs



Adults (19 years and older)

Settlement Support

- IRCC/ Province funded settlement services provided by local agencies
- Settlement Workers in School Program (SWIS)
- Settlement Workers in Libraries and Rec Centres



English Language Training

- Language Training funded by IRCC:
 - Adults access LINC Assessment Centres
- Referral to register for English classes
- Can put their names on waiting lists at English Language service providers
- English Training Classes for Fee
- Informal English Training: English Conversation Circles by community agencies, churches and libraries



Support in finding Employment

Adults destined for the labour market – receive employment related services

- WorkBC services funded by the Province of BC
- Settlement-Employment Program funded by IRCC
- Short-term job readiness programs funded by the Province of BC
- Skills development programs funded by the Province of BC
- Trades programs



High Needs Refugees - Specialized Supports

ISSofBC RAP counsellors ensure referral/ linkage to appropriate supports and resources (PWD); Settlement Workers case manage for 12-18 months post arrival to provide targeted supports



Case conference with government institutions, health authorities, etc – including this into the summary section on RAP below

- Health Authorities
- Service Canada
- MCFD (Ministry of Children & Family Development)
- MSDSI (Ministry of Social Development & Social Innovation)
- Referral to Primary Healthcare providers registered to accept IFH (Interim Federal Health)



MAP (Moving Ahead Program) - provides individualized support to vulnerable immigrant and refugee newcomers (youth and adults).

- Eligibility: high-needs youth, young adults, adults, families and seniors; permanent residents or protected persons under Sec. 95.
- Settlement service agencies funded to provide this program to clients



Other Supports - Trauma & Mental Health Support Services: Health Authorities, VAST, ISSofBC Crisis Support Program

Ongoing RAP Services in Year 1



Referral to settlement service agency in clients' city of permanent residents



All communication on behalf of client with IRCC

- RAP allowance
- Employment information
- Change of status (birth, separation, family addition)
- Change of address
- Transportation loan installment changes



One-Year-Window application (if applicable)



Monitoring of client RAP file in the first



Initial assessments for specialized programs & service referral



IRCC referral letter for social assistance at clients' 11th month if required