

CNIA Services are as follows:

Arrival Time:

- A. Prearrival of the refugees, we are contacting the family or relatives/friends of the refugee family about their date and time of arrival to Canada. Our office prearrival of the refugee, contacts the refugee who are still outside Canada to clarify about their accommodation in case they have prearrangements.
- B. We send our dispatch team coordinator(s) as per the size of the family to the airport to receive them. From the time of their arrival, we are in touch with the airport dispatch team who are helping the refugees at the immigration inside the terminal until the time of their exit. Once they are exit, our team signs the receive sheet/pickup and we have the address of the refugee(s)' temporary venue to drop off them.
Our team travels with the refugee(s) to their destination and during this period.

Accommodation Arrangements

- A. Most of our refugees prefer to do their own temporary accommodation arrangements and later the organization together with the refugee and the real estate agents that we have contracts with them, are finding the suitable accommodation for the refugees to permanently reside.
- B. Hence, after discussing with the refugee about their arrangements, we move forward and do the needful action. ((For instance, we have the Arab family that they have their prearrangements. We get the address of the temporary place for them to contact that specific owner about their arrival.))
- C. As we contact our realtors to expect the refugee family for their permanent accommodation and finding space to reside there.

Other Services

Deliberate some of the initial issues including:

- The necessary materials, brochure, checklists and the detailed of our partnered settlement service provider organizations.
- Checking their documentations and advice to open an account (dealing their banking for the release of the settlement fund) that held in trust account for them.
- We also buy refugees' food and stapes temporary for their next day or so prior we show them the area and get familiarized to do their own staff later.
- We give them the day or the night off before we send our team representative the next day to take them to the bank and do the necessary presentation or orientation, arrange meeting with the banking institutions, and open them the necessary banking account ((our best relations with RBC and TD)). Once the account is opened, we already prepare the three-month in advance cheque under the name of the principle applicant and on the spot we deposit the cheque into his/her account.
- Then, we take the refugee to one of our partnered centers or our virtual office in that location. For instance, majority of them prefer to be in Mississauga at least for the temporary period prior they decide where to live.
- We take them to our virtual office which is in Burnhamthorpe Street to deliver the presentation/orientation. The orientation is all about their settlement services including:
 - 1) Describing their IFH/OHIP.
 - 2) Updating about 911 and other emergency issues.

- 3) Discussing about their family doctor and dentists
- 4) We get them a phone number(s) with any of the carriers (Bell, Rogers, Fido, Chatr or etc)
- 5) Briefing them about their rights of refugee and the other issues that they must take care
- 6) Briefing them about our legal rights and the laws of livelihood in Canada/Ontario
- 7) Briefing them about LINC's classes should they need to learn/attend (majority of our refugees are fluent in English which they don't need to attend any classes of LINC's).
- 8) Briefing them about their career path and pursue further education (OSAP and etc.)
- 9) Briefing them about their process of degrees (international accreditation of their documentation here in Canada).
- 10) Provide them with list of our settlement providers and their contact details, as well as contact as well as our representative's full contact information to be in contact throughout the first year of their residency.
- 11) Introduce the Realtor to the refugee family and our representative for their permanent accommodation.
- 12) Find them the permanent accommodation and once it's finalized as per the refugee(s)' choice, we do the needful paper-works including their contract and etc.
- 13) Move them to that new permanent accommodation.
- 14) Help them to enroll their kids at school and our partnered organizations/settlement providers will help them with the Child Tax benefit paper-works etc.
- 15) Help the family members with all other issues including employment opportunities and volunteering. (we have partnered firms that are very much ready to give them job offers. We have helped them in finding jobs with our partnered organization/companies).
- 16) We also request their valuable time to be volunteer with us that they with most pleasure accept to be our volunteers.
- 17) request them to be enrolled in any type of knowledge and career based short-term training programs/courses to update themselves and be professionally ready for any type of employment opportunity here in our communities. (Our partnered employment agencies including ACCESS and First-Step Employments will be providing the necessary services to update their resumes and standardize according our business/corporate needs and eventually get them an offer of the job as per their request and experience. (Majority of our refugees are professional and highly skilled labors that they are very much able to find a competitive job).