

## Airport Arrival Guidelines<sup>11</sup>

**Keep in mind that the newcomers did not leave their home country by choice.**

Remember that their feelings may differ from yours and may be a mix of relief at arriving in Canada, but also sadness at leaving their family behind. Meeting too many people at the airport might be overwhelming for the newcomer(s), especially after the long trip they just made. Therefore, it is recommended that a smaller group greet newcomers at the airport. Although the sponsoring group might feel like celebrating, the newcomers probably need rest and calm.

- After newcomers arrive at the airport, it might take some time for them to go through customs (so be patient while waiting). If you are picking the newcomers up at their port of entry into Canada, it will take them about an hour to go through various immigration procedures with Canada Border Services Agency (CBSA). Wait at the passenger pick-up area until the refugees arrive with a reception services representative.
- **Remember to find an interpreter** to attend the airport arrival if language might be a challenge. Newcomers may be overwhelmed by the long trip to Canada, and it can be even more overwhelming if they do not understand the language. An interpreter may ease some of this discomfort.
- **The newcomer(s) may not be aware of your role as a sponsoring group** when they arrive (depending on how much information they have received before departure). Therefore, as a sponsoring group, you should include in your introductions at the airport that you will support them through their settlement in Canada and emphasize that you will be around to help them out when needed. This will help newcomers learn the faces of those who will be able to assist them in the first year. Repeat this information at a later date (i.e. when talking about expectations of the newcomer(s) (see **APPENDIX: “Managing Expectations”**)) as the airport arrival can be overwhelming and it might be difficult to take in all the information.

<sup>11</sup> Adapted from AURA for Refugees. [www.auraforrefugees.org/index.php/toolbox/aura-info-sheets/airport-arrival](http://www.auraforrefugees.org/index.php/toolbox/aura-info-sheets/airport-arrival)

- As a sponsoring group, you will probably want to take pictures with the newcomers when they arrive at the airport. Keep in mind that they may be overwhelmed and tired after a long trip. **If you decide to take pictures, ask the newcomers if it is okay** and only take a few to make the process quick.
- **During the first day, check the Confirmation of Permanent Residence Forms to ensure that all information (i.e. names, genders, dates of birth) is correct.** Contact your World Renew representative if you have any concerns.
- **Upon arrival in Canada, refugee(s) are often asked to provide a mailing address in Canada** to which the Permanent Resident (PR) card will be sent. If this is the case, their PR cards should arrive in a few weeks at their new address (check status here: [www.IRCC.gc.ca/english/my\\_application/status.asp?s=7](http://www.IRCC.gc.ca/english/my_application/status.asp?s=7) ).
- Newcomers who are not able to provide an address at the airport will be given an IMM-5456 (Address Notification—Permanent Resident Card). The sponsoring group can assist them in completing this form and fax it back to the PR Card Processing Centre at 1-902-564-7317. *To avoid a \$50 processing fee, the refugee's permanent address in Canada must be provided to IRCC within 180 days after entering Canada.*