



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

Deputy Minister

Sous-ministre

Ottawa, Canada
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The Honourable Kevin Sorenson, P.C., M.P.
Chair
Standing Committee on Public Accounts
131 Queen Street, 6th Floor
Ottawa ON K1A 0A6

Dear Mr. Sorenson:

Following the tabling of the Standing Committee on Public Accounts' Report, *Settlement Services for Syrian Refugees*, it is my pleasure to provide you with Immigration, Refugees and Citizenship Canada's (IRCC's) response, in both official languages, to recommendation 3.2.

You will find enclosed a document outlining:

- IRCC's requirements for support services and employment-related services providers.

This concludes the Department's submissions in response to the Report's recommendations. I want to thank the Committee for its interest in IRCC's continuous improvement in settlement services available to refugees.

Yours sincerely,


Marta Morgan

Enclosures

IRCC Grants and Contributions System Service Requirements

Clauses for Schedule 4 – Supplementary Terms and Conditions

Requirements for Employment Related Services

1. Recipients should consult with stakeholders such as employers and regulatory bodies, other recipients and local employment-support organizations to collaborate on addressing the employment-related needs of clients. Recipients should also help clients transition into programming funded by other federal departments, as well as provincial or territorial governments if additional employment related services are required.
2. Essential skills training should be based on definitions, tools, assessments and training supports provided by *Employment and Social Development Canada*.
3. Unpaid work placements for newcomers must comply with provincial or territorial labour acts and regulations. They should be part of an employment readiness program and be of benefit to clients in the form of professional development. Work placements should be of short duration, and focused on clients and their employment needs and goals, as opposed to benefit the employer.
4. Where certification courses for non-technical/non-academic skills enhancement are the only barrier to employment, these must be offered to clients as part of an employment readiness program and not as a standalone course, and must be no longer than a few days.

Requirements for Support Services

1. Recipients must ensure that clients who access support services are doing so in conjunction with settlement services.
2. Further to article 5.8 of the Agreement, recipients providing unlicensed services to care for newcomer children must allow on-site access for Childminding Monitoring, Advisory and Support (CMAS) monitoring upon notice by the Department.
3. Transportation assistance to clients must support access to settlement services funded by the Department, particularly for vulnerable clients. Such assistance should only be considered in special circumstances and must meet the immediate transportation needs of clients. It is not intended for clients already receiving transportation assistance from another source. Recipients must also track the distribution of transportation assistance for the purpose of financial monitoring.
4. Recipients should take appropriate measures to facilitate a client's access to settlement services when disabilities are a barrier.
5. Written translation of documents from a foreign language to English or French should be directly related to the immediate settlement needs of clients. If the translated document is for official purposes, it should be translated by a certified translator.
6. Oral interpretation should be directly related to the immediate settlement needs of clients.

7. Short-term counselling services to identify the needs of clients and provide general advice should be for the purpose of determining the appropriate referral to mainstream services.

General Requirement

1. Recipients have the obligation to ensure that clients receive services in a safe, secure, respectful and harassment-free environment, and that their staff have the tools and training to ensure that this occurs.