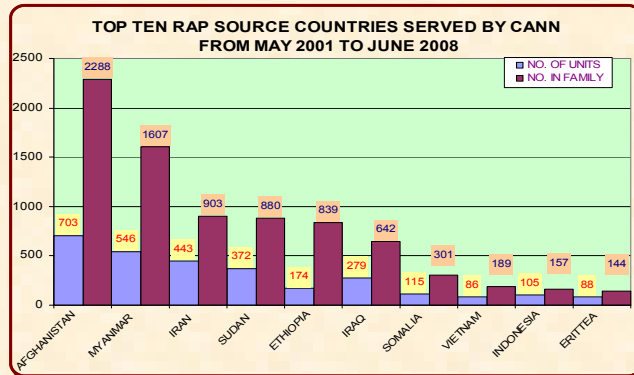


C. A. N. N.

Community Airport Newcomers Network



In 1997, S.U.C.C.E.S.S. entered into an agreement with Citizenship and Immigration Canada (CIC) for C.A.N.N. to provide services to government-assisted and private-sponsored refugees arriving at the Vancouver International Airport under the Resettlement Assistance Program (RAP).

RAP services provided by C.A.N.N. include:

1



Meet refugee clients and provide a welcome reception in either the Customs hall for International arrivals, or at the Domestic arrival gate for clients arriving from other parts of Canada.



2



Provide information and referrals to all refugees.



3



Provide an explanation of the landing procedures for refugees (Customs and Immigration processes).



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RAP services provided by C.A.N.N. include:



4

Provide meals upon arrival to all government-assisted refugees and privately sponsored refugees with connecting flights to other cities in Canada.



5

Accompany clients for baggage collection and escort them through Customs.



6

Transportation to Final Destination

Assist refugees with connecting flights in their check-in and escort them to their departure gates. Ensure that all privately sponsored refugees staying in the Greater Vancouver area are met by their sponsors upon arrival.



For refugees who have a connecting flight the following day, provide them with overnight accommodation, meals, and escorted transportation to and from their hotel.



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RAP services provided by C.A.N.N. include:



Make transportation arrangements to Welcome House for government –assisted refugees destined to Vancouver (via taxi or charter bus).

7



From October 15 to April 15 of each year, all government-assisted refugees arriving from an international flight will be provided with winter clothing items (jacket, boots, socks and gloves)



8

Provide emergency clothing, shoes and personal care items as needed to clients upon arrival. These items include basic clothing, shampoo, bath soap, undergarments, hand lotion, socks... for young children, clothing, blankets, diapers, wipes, bottles, milk formula etc... all items are provided on a needs

9

Provide other services as needed such as assistance with filing lost baggage claims, translation and interpretation, arranging for emergency health services, wheelchairs and addressing any special needs as required.

