



RESOURCES FOR REFUGEE CLAIMANTS

ONTARIO COALITION OF SERVICE PROVIDERS FOR REFUGEE CLAIMANTS

Facilitating agency:
FCJ REFUGEE CENTRE

208 Oakwood Ave.
Toronto, ON
Canada M6E 2V4
Phone: 416-469-9754
Fax: 416-469-2670
www.fcjrefugeecentre.org

Refugee Hearing Preparation
A Guide for Refugee Claimants

ARE YOU A REFUGEE CLAIMANT?
JOIN ONE OF THE IRB-SPD VIRTUAL READY TOURS

VIRTUAL Ready TOUR

THIS IS A GREAT OPPORTUNITY TO LEARN:
HOW TO BE READY?
WHAT IS A VIRTUAL HEARING?
WHAT IS GOING TO HAPPEN AT YOUR REFUGEE HEARING?

READY TOURS TAKE PLACE TWICE A MONTH

CONTACT INFORMATION
Caroline Teves
cteves@fcjrefugeecentre.org



ACCESS TO

- Social Assistance
- Legal Support (Legal Aid)
- English Class
- Shelter
- Schooling up to High School
- Interim Federal Health
- SIN (after getting the WP)

This session is thanks to the support of the Law Foundation:

The Law Foundation of Ontario

Connect with us

- 416- 469 9754
- 437-217 3786
- 647-971 2153 Migrant Workers
- info@fcjrefugeecentre.org
- www.fcjrefugeecentre.org
- fcjrefugeecentre
- @FCJRefugeeCentre
- @RefugeeCentre

English Français Español 中文 阿拉伯语

If you've made a refugee claim, you need to

AGENDA



TIME	LINK	TOPIC
1:00	ZOOM LINK PRE-READY TOUR ORIENTATION	<ul style="list-style-type: none">• Services provided by members of the Coalition of Service Providers for Refugee Claimants,• Intro to the Ready Tour benefits• Resources online for Refugee Claimants
1:50 pm	MOVING TO MICROSOFT TEAM	<ul style="list-style-type: none">• Orientation how to sign in and get started with the Teams platform .• Microsoft Team is the platform used by the Refugee Protection Division (RPD) for the refugee hearings
2:00 pm	READY TOUR	<ul style="list-style-type: none">• Ready Tour
	QUESTIONS	<ul style="list-style-type: none">• Opening to Q/A period

ARE YOU A **REFUGEE CLAIMANT**?

JOIN ONE OF THE IRB-RPD VIRTUAL READY TOURS



VIRTUAL
Ready
-TOUR-

- ✓ Assisting claimants in preparing for hearing
- ✓ Opportunity to learn what is going to happen
- ✓ Ask the questions you have.

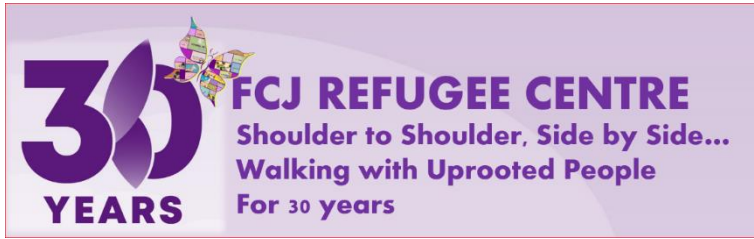
POPULAR QUESTIONS RELATED TO THE HEARING



1. What is going to happen during my hearing?
2. Who is going to be participating?
3. What can I do if I feel upset/ break down?
4. What should I do if I receive important evidences after the day of my hearing? Can I submit them?
5. When my refugee claim finish: the hearing day or until I receive the writing notification?
6. Can I read my BOC during my hearing, can I take notes?
7. What can I do if I do not feel comfortable with the interpreter I was assigned?
8. What happen if I do not have a legal representative?

POPULAR QUESTIONS NO RELATED TO THE HEARING

1. Can I have a work permit?
2. How can I bring my family if I am accepted, can they come now?
3. Do I will be deported if I receive a negative decision?
4. Can I apply for Humanitarian application if I am rejected?



Non-profit organization which serves refugees and others at risk due to their immigration status...

We welcome anyone asking for information , counsel and support regarding these issues

The Ontario Coalition of Service Providers for Refugee Claimants is a group of agencies and organizations committed to serving refugees and migrants in a way that does not discriminate on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital or family status, or disability.



ONTARIO COALITION OF SERVICE PROVIDERS FOR REFUGEE CLAIMANTS

Facilitating agency:

FCJ REFUGEE CENTRE

208 Oakwood Ave.

Toronto, ON

Canada M6E 2V4

Phone: 416-469-9754

Fax: 416-469-2670

www.fcjrefugeecentre.org

WINDSOR

Angela Rose House

Ilda Demir
226-674-4944

Matthew House Refugee Welcome Centre

Mike Morency
519-945-7627

OTTAWA

Carty House

Louise Ebeltoft
Phone: 613-236-8855

Matthew House Ottawa

Allan Reesor-McDowell
613-255-0168

KITCHENER

Mennonite Coalition for Refugee Support MCRS

Shelley Campagnola
Phone: 519-571-1912

Kitchener-Waterloo Multicultural Centre

Eunice Valenzuela
519 208-9575

LONDON

London Cross Cultural Learner Centre

Valerian Marochko
(519) 432-1133

HAMILTON

Micah House

Scott Jones
905-296-4387

COALITION OF SERVICE PROVIDERS

TORONTO

Red Cross/First Contact
416-480-2500

Adam House / Toronto
(416) 538-2836

COSTI Immigrant Services
Hostel Services, Quality Suites

Sojourn House/ Toronto 416-864-0515

Matthew House Toronto (416) 203-7848

Romero House/ Toronto (416) 763-1303

Quaker Committee for Refugees 416-964-9669.

The Peoples House 416.499.4209

Christie Refugee Welcome Centre/Toronto
(416) 588-9277

FCJ Refugee Centre/Toronto 416-469 9754

The 519 (416) 392-6874

FORT ERIE

Casa EL Norte

Lynn Hannigan
Maria Londono
905-871-4483

Matthew House Ft. Erie

John Mtshede
matthewhfe@gmail.com

Fort Erie Multicultural Centre Peace Bridge Newcomer Centre

Martha Mason, Leonas Rackauskas
905.871.3641, 905.994.6005

St. CATHARINES

Chez Marie

Sr Judith Carroll
Maria Londono
905-682-5795

PETERBOROUGH

Casa Maria Refugee Homes

infopeterborough@csjcanada.org
Phone: 705-743-5164

OUTSIDE OF CANADA

Vive /Jericho Road Community Health Center

Bryan Overland
716-892-4354
Buffalo, NY
www.viveinc.org

Freedom House

Deborah A. Drennan
ddrennan@freedomhousedetroit.org
313-964-4320
Detroit, MI
www.freedomhousedetroit.org

FCJ REFUGEE CENTRE SERVICES:

IMMIGRATION HELP AND REFUGEE PROTECTION

- Transitional shelter for women and kids
- Housing support
- Food distribution program
- English and Conversation
- Primary Care and Mental Health Clinic
- Youth Program & Access to Education services

- Immigration and refugee orientation
- Refugee Process
- Refugee Hearing preparation
- PRRA
- Refugee Appeal
- Humanitarian and Compassionate applications
- Sponsorships
- Work/Student permit
- Etc.

SETTLEMENT AND INTEGRATION:

- Direct services to trafficked persons
- Supporting migrant workers through our Migrant Workers Mobile Program

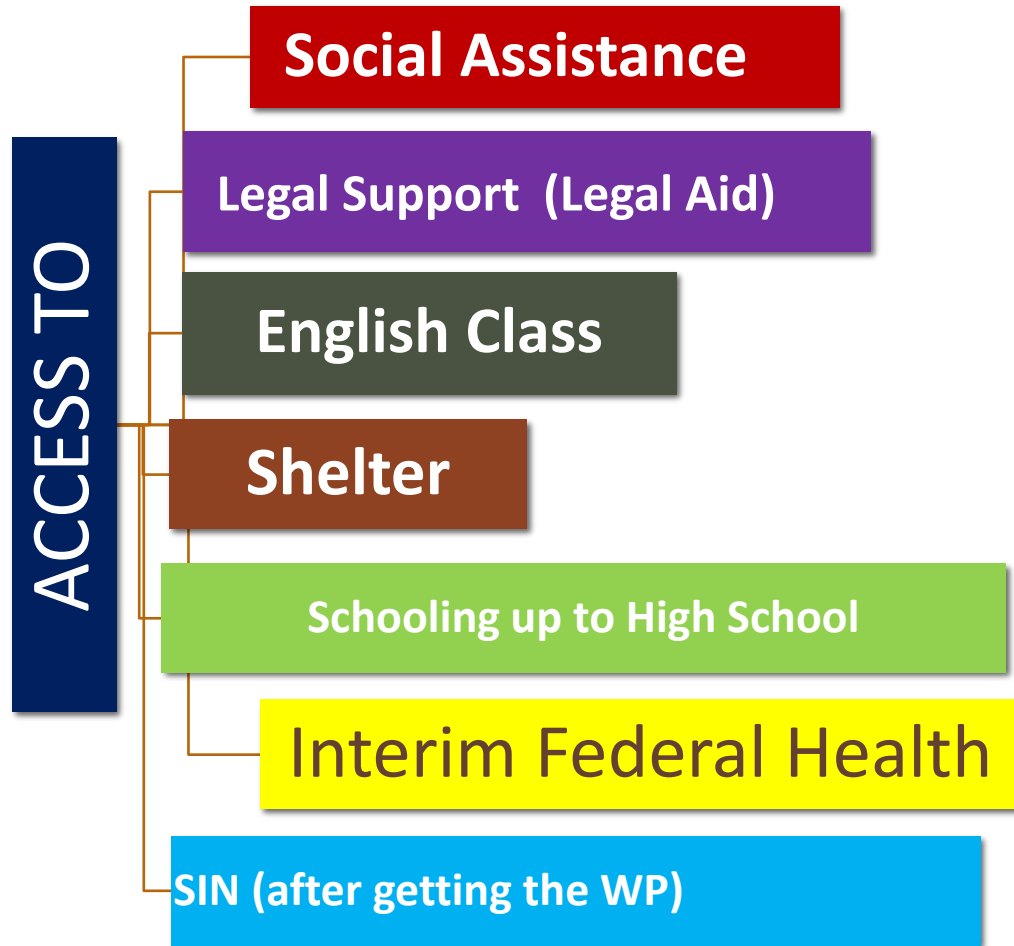
ANTI-HUMAN TRAFFICKING PROGRAM

- Webinars and training sessions
- Borderless voices podcast
- Youtube channel videos
- Resources: presentations & documents
- Country research
- Seasonal Newsletter and annual reports

PUBLIC EDUCATION AND NETWORKING

Refugee rights /Resources

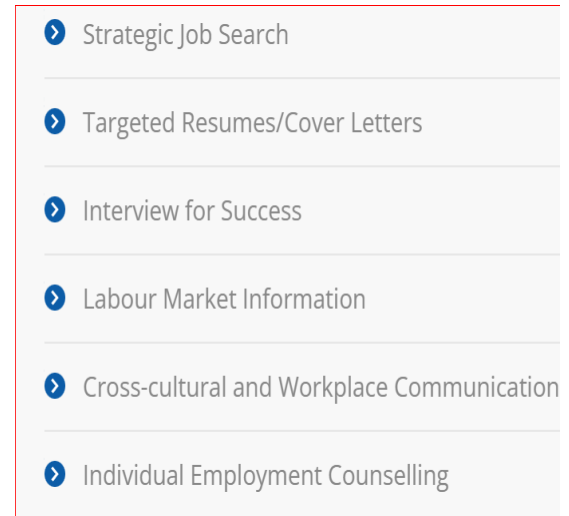
Refugee claimants, Convention refugees and persons in need of protection have certain rights and have access to settlement services



- Social Assistance: Applying to Ontario Works
<https://www.ontario.ca/page/social-assistance>
- English classes/ Language assessment (YMCA Language Assessment and Referral Services provide immigrants with English or French assessments and referrals to language training programs.

<https://ymcagta.org/immigrant-services-new/language-assessment-and-referral-services-new>

- Job or training: Employment Services
- Apply for a SIN by mail



- Interpretation and translation of documents, or help to arrange these services
- Help filling out forms and applications

Shine On Greater Toronto Our Charity Our Impact

Immigrant Services New Immigrant

Language Assessment and Referral Services

993 Shares

Interested in improving your English or French language skills? You've come to the right place!

We provide immigrants in Canada with English and French online and in-person language assessments for government-funded programs at no cost.

[Book Your Appointment](#)

or call us [416-925-5462](tel:416-925-5462) >

<https://ymcagta.org/immigrant-services-new/language-assessment-and-referral-services-new>

<https://211ontario.ca/>

<https://settlement.org/>

Settlement.Org Welcome to Ontario

NEWS EVENTS TRANSLATED INFORMATION ASK A QUESTION

Immigration & Citizenship Housing Health Employment Education Community Legal Services Daily Life

Settlement.Org

INFORMATION NEWCOMERS CAN TRUST

[My First Days](#) [Find Services Near Me](#)

22 years Settlement.Org Online since 2000

Funded by: Immigration, Refugees and Citizenship Canada Financé par: Immigration, Réfugiés et Citoyenneté Canada

Ontario

211 Ontario

CALL 2-1-1 EMAIL 2-1-1 LIVE CHAT

Topics Working With 211 Blog 211 Data About Contact FR

Find programs and services in your community.

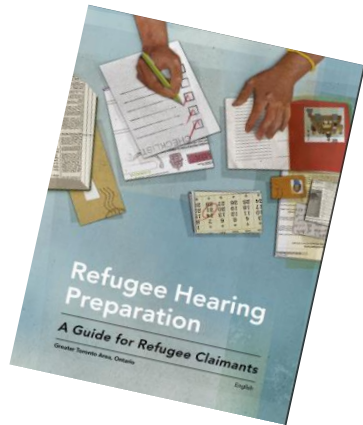
Navigate the network of human services quickly and easily.

NEW Try the Search Help Tool

REFUGEE HEARING RESOURCES

CLEO: Refugee Protection Hearing:

refugee.cleo.on.ca/en/refugee-protection-hearing



[Refugee Hearing Preparation Guide](#)

Available in English, French Spanish, Chinese, Arabic, Mongolian, Somali, Urdu, Farsi, Tigrigna, Turkish, kurdish

<https://refugeeclaim.ca/en/preparation-guide/>



Questions about - Refugee hearings

What evidence do I need for my refugee hearing?

How do I prepare for my refugee hearing?

What happens at my refugee hearing?

How do I apply for judicial review?

My refugee claim was denied. Can I appeal?

English Français Español 中文 عربي فارسی

**If you've made a refugee claim,
you need to**

Meet Gary: This site tries to give claimants an idea of what Board members see as credibility 'red flags.'

<https://meetgary.ca/>



Claimant's Guide: IRB

Website: <https://irb-cisr.gc.ca/en/refugee-claims/Pages/ClaDemGuide.aspx#port>

HEARING PREPARATION KIT: U Ottawa

This Kit and its contents are intended as general legal information to assist refugee claimants and those assisting them to prepare for their refugee hearing without compensation.

https://www.fcjrefugeecentre.org/wp-content/uploads/2020/09/hearing_preparation_kit.pdf

The 519: Group LGBTQ+ Refugee Mock Hearing

- Learn how the refugee hearing process works, and observe a **simulated IRB hearing** in a private, confidential virtual set-up (all personal identifiers and cameras will be disabled).
- During this session, presenters will share what participants can expect before, during and after

- The event is on the last Monday of every month – 5:30 to 8:30pm ET
Via Zoom. Limited Capacity. Registration is required.

https://us02web.zoom.us/webinar/register/WN_TIkZCKASTpqqoY0CsfDKMnw

Individual LGBTQ Refugee Mock Hearing

Get professional support and guidance as you prepare for your IRB Hearing. Mock hearings are facilitated by trained immigration and refugee lawyers, law students from Pro Bono Students Canada, and The 519 staff.

To be scheduled for an individual refugee mock hearing, please click on the link below to register:
Registration Link:

https://the519.formstack.com/forms/mock_hearing_registration_and_intake_form

Private Group Webinar – Mock Hearing for LGBTQ+ Refugee Claimants

REFUGEE HEARING PROGRAM

It is a free program that allow refugee claimants to participate in a simulated hearing.

HOW THE RHP WORKS

- Volunteers including lawyers, law students and experienced community members serve in the role of “adjudicators” during a 2 to 3 hour RHP hearing, allowing claimants to tell their story.
- At the end of the RHP hearing, the refugee claimant receives objective feedback on areas such as mannerisms, tone of voice, and respect to the adjudicator.
- An interpreter is provided if needed by the claimant.
- RHP hearings are free and voluntary.
- The RHP serves to provide refugee claimants with legal information without providing legal advice about their specific claim. This program is intended to prepare refugee claimants emotionally and intellectually through facilitating an experience to simulate the process of a hearing before the Immigration and Refugee Board of Canada.

<https://www.matthewouserhp.com/simulated-hearings>

For more details contact: 416-203-7396 or rhp@matthewhouse.ca

REFUGEE APPEAL VIRTUAL INFO-SESSION

FREE ORIENTATION FOR REFUGEE CLAIMANTS APPEALING THEIR NEGATIVE DECISION TO THE REFUGEE APPEAL DIVISION (RAD) OF THE IMMIGRATION AND REFUGEE BOARD (IRB)



STAFF FROM THE IRB/RAD WILL HELP YOU TO LEARN:

- WHO CAN FILE AN APPEAL OF A DECISION RENDERED BY THE (RPD)?
- HOW TO FILE AN APPEAL?
- WHAT IS NEEDED TO PERFECT AN APPEAL?

CONTACT INFORMATION

Carolina Teves
cteves@fcjrefugeecentre.org



FCJ REFUGEE CENTRE
Walking with uprooted people


REGISTRATION visit our website: <https://www.fcjrefugeecentre.org>

RAD SESIONES INFORMATIVAS


SESION INFORMATIVA PARA CONOCER QUE PUEDES HACER CUANDO RECIBES UNA DECISION NEGATIVA.

OFICIALES DE LA DIVISION DE APELACIONES EXPLICAN LO QUE ES LA APELACION COMO UN RECURSO PARA LAS PERSONAS QUE SON RECHAZADOS COMO REFUGIADOS

LOS FACILITADORES EXPLICAN PASO A PASO EL PROCESO DE LA APELACION.



WHAT HAPPEN AFTER YOUR REFUGEE HEARING



2:30 PM
3:00 PM

February	March	April
3rd & 17th	3rd & 17th	14th & 28th

Other resources online: webinars for refugee claimants and other precarious populations:

<https://www.fcjrefugeecentre.org/our-programs/settlement-programs/workshops/>



Webinar | A Path for Regularization: Humanitarian & Compassionate Application



Webinar | A path for regularization: Humanitarian and Compassionate Application



Webinar | Free professional psychological and emotional support for refugee claimants or rejected claimants



Webinar | Housing Challenges During COVID-19



Webinar | New Pathway to Permanent Residency for Temporary Essential Workers and Students



Webinar | Resources for people that does not have access to financial assistance

MOVING TO MICROSOFT TEAM

Before 2 :00 pm we are closing zoom meeting and you open the Microsoft team: The Virtual Ready Tour will start at 2:00 pm

1

Link Invitation you received in your email

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 343-803-4404,,120774938#](#) Canada,
Ottawa-Hull

Phone Conference ID: 120 774 938#

[Find a local number](#) | [Reset PIN](#)

2

After you click the initiation to join the session click on : CONTINUE ON THIS BROWSER (if you are using a cellphone)



How do you want to join your Teams meeting?



Download the Windows app

Use the desktop app for the best experience.



Continue on this browser

No download or installation required.



Open your Teams app

Already have it? Go right to your meeting.

3

You do not need to activate your camera during the session.



THANK YOU

Connect with us



416- 469 9754



437-217 3786



647-971 2153 Migrant Workers



info@fcjrefugeecentre.org



www.fcjrefugeecentre.org



[fcjrefugeecentre](https://www.instagram.com/fcjrefugeecentre)



[@FCJRefugeeCentre](https://www.facebook.com/FCJRefugeeCentre)



[@RefugeeCentre](https://twitter.com/RefugeeCentre)

Carolina Teves
cteves@fcjrefugeecentre.org