



FCI REFLIGEE CENTRE







RESOURCES FOR REFUGEE CLAIMANTS

Social Assistance

Legal Support (Legal Aid)

English Class

Shelter

Schooling up to High School

Interim Federal Health

SIN (after getting the WP

English Français Español 中文 فارسی عربی If you've made a refugee claim,

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





AGENDA



TIME	LINK	TOPIC
1:00 pm	ZOOM LINK PRE-READY TOUR ORIENTATION	 Introduction to the Ready Tour benefits Service Providers Refugee Rights Resources online for Refugee Claimants
1:50 pm	MOVING TO MICROSOFT TEAMS	 Orientation: How to sign in and get started with the Microsoft Teams platform Microsoft Teams is the platform used by the Refugee Protection Division (RPD) for the refugee hearings
2:00 pm	READY TOUR	Ready Tour
	QUESTIONS	Opening to Q/A period

Refugee Hearing Information Pre-Questionnaire

Please fill out the questionaire before attending the Refugee hearing orientation

Did you know that your refugee hearing maigth be virtual using the Microsoft Teams?

Are you aware about who can join your refugee hearing? Do you know the difference between observer and witness?

Do you know what to do if you receive evidences for your case after the 10 days deadline?

Do you know what is going to happen during your refugee hearing and how long is * going to take?

Do you know what to do if you miss your refugee hearing date?

Do you know what to do if you forgot important information in the Basis of Claim or if you want to fix information you already submitted?



- 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: RPD



- 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 <u>NOT RELATED TO THE RPD</u> (REFUGEE PROTECTION DIVISION)

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

GOVERNMENT INSTITUTIONS INVOLVED IN THE REFUGEE PROCESS INSTITUCIONES GUBERNAMENTALES INVOLUCRADAS EN EL PROCESO DE REFUGIO

Immigration, Refugee and Citizenship Canada (IRCC)

Ministerio de Inmigración, Refugiados y Ciudadanía de Canadá

Canadian Border Services Agency (CBSA)

Agencia de Servicios Fronterizos de Canadá (Procesamiento de solicitudes de refugio en la frontera)

Immigration and Refugee Board (IRB)

Consejo de Inmigración y Refugiados (Tribunal administrativo -cuasi judicial- que determina el estatus de refugio)

IRB

REFUGEE PROTECTION DIVISION (RPD)

División de Protección de Refugiados REFUGEE APPEAL DIVISION (RAD)

División de Apelación de los Refugiados IMMIGRATION DIVISION (ID)

División de Inmigración IMMIGRATION
APPEAL
DIVISION
(IAD)

División de apelaciones de inmigración

ACRONYMS

IRB - Immigration and Refugee Board RPD - Refugee Protection Division BOC - Basis of Claim (your story)

NDP - National Documentation Package

CBSA - Canadian Border Services Agency

IRCC - Immigration, Refugee and Citizenship Canada

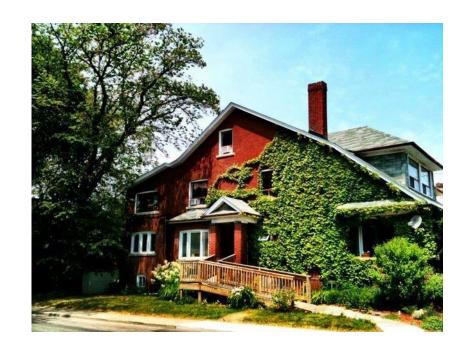
ABOUT US

The FCJ Refugee Centre is a non-profit organization that 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. More details:

https://refugeehouses.ca/





TORONTO

Adam House

Lucy Chaimiti 416-538-2836

Canadian Red Cross / First Contact

Jean Suh 416-480-2500 www.redcross.ca (Observer)

Costi / Immigrant Services

Lana Qadoumi 416-480-2500 416 493-9000 ext 618

Christie Refugee Welcome Centre

Sam Chaise 416-588-9277

FCJ Refugee Centre

Francisco Rico 416-469-2670

Matthew House Toronto

Anne Woolger 416-364-8287

Quaker Committee for Refugees

Eusebio Garcia 416-964-9669

Romero House

Jenn McIntyre 416-763-1303

The 519

Sebastian Commock 416-392-6874

Sojourn House

Debbie Hill-Corrigan 416-864-9136

The Peoples Church

Lara Boghos 416-499-4209

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

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

OUR SERVICES



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

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

LATEST WEBINARS AND PRESENTATIONS



Webinar | Cómo regularizar tu situación migratoria a través de la aplicación por razones humanitarias (HC)



Webinar |
Employment 104:
How to apply for
jobs through the
Government of
Canada's Job Bank



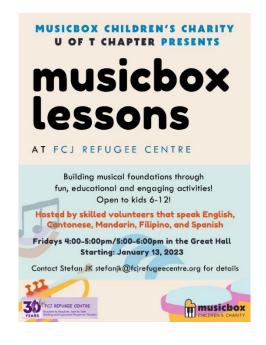
Webinar |
Pathways to
Permanent
Residence for
Migrant Workers
(English and
Spanish)

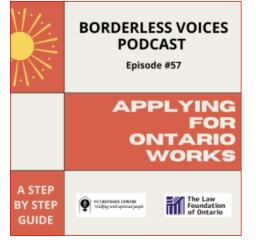


Webinar | Work
Permit
Application Guide



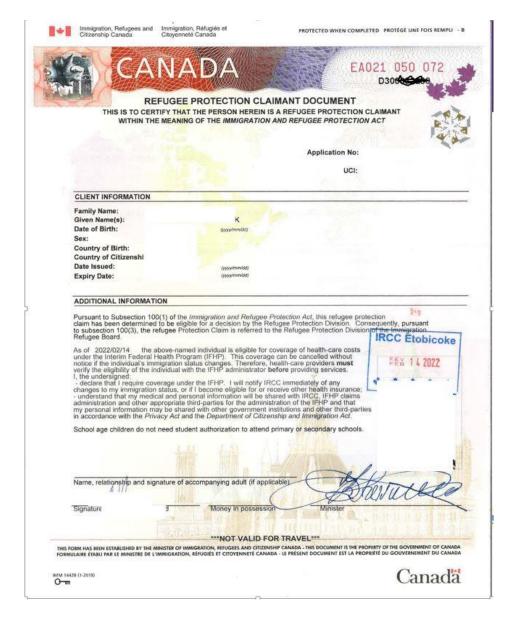
Webinar | The new humanitarian pathway for Colombian, Haitian and Venezuelan foreign nationals (English and Spanish)





Immigration ID to have access to Services

UCI: Application Number ACKNOWLEDGEMENT OF CLAIM AND NOTICE TO RETURN FOR INTERVIEW Family Name: i Given Name: Date of Birth YYYY/MM/DD This notice acknowledges that the Government of Canada received your refugee claim on 2022/04/17 YYYY/MM/DD You are now eligible for health care coverage under the Interim Federal Health Program (IFHP). You are required to undergo an Immigration Medical Examination as part of your refugee claim. The IFHP will cover the cost of this examination. Please present this notice and your IMM 1017 form to the panel physician at your You are required to return for an interview with respect to your refugee claim. The details are as follows. SEPTEMBER 1 2022 0800 HRS Address 6900 Airport Road Entrance 91. Suite 250 Toronto, ON L4V 1E8 Canada Border Services Agency Telephone: 905-405-3500 You must bring the following with your This original appointment letter · 4 original passport-sized photographs If you are under 18 years of age, you must be accompanied by a parent or legal guardian if he or she resides If you do not appear for your interview, your IFHP coverage may be terminated. In addition, your refugee claim may subsequently be determined to have been abandoned in which case you will be subject to removal from Canada. Note - If you pay for any medical services or products you will not be reimbursed Health care providers in Canada MUST verify the eligibility of the individual with the IFHP claims administrator, Medavie Blue Cross, before providing services. Medavie Blue Cross may be contacted by telephone at 1-888-614-1880, by facsimile at 506-867-4651 or through their website at https://www.madavebr.ca/gry/leadh-proleagus-eth Canada MM 5965 (10-2015) E. GCMS



Key Step: Apply for Legal Aid

- Calling earlier in the morning is recommended to reduce waiting time.
- Call Toll free #: 1 800-668-8258
- Legal Aid # (Toronto only): 416-979-1446
- Every time you apply, you will speak to two different agents. The first agent will ask you more basic questions and set up your Legal Aid account. First agent issue the client number. Right after, the applicant is transfer to a second agent.
- Second agent ask more personal questions related to the reason for refugee claim and finances. At the end of the phone call claimants received a CE#.
- Questionnaire/Guide: How to get ready for the Legal Aid Interview:





https://www.fcjrefugeecentre.org/wp-content/uploads/2022/11/Legal-Aid-Questionaire-Guide.pdf

https://www.fcjrefugeecentre.org/wp-content/uploads/2022/11/How-to-apply-to-Legal-Aid-VER-EN.pdf

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 Social Insurance Number (SIN)
 https://www.canada.ca/en/employment-social-development/services/sin/apply.html
- Interpretation and translation of documents or help to arrange these services (certification) Translators can use the following certification:

I, _____of the City of Toronto, declare that I am competent to translate from Spanish to English, and that the above documents have been faithfully and accurately translated from Spanish into English.

Declared on Toronto,____, 2022

Help filling out forms and applications in community centers





WHAT IT IS AND HOW TO OBTAIN YOUR SOCIAL INSURANCE NUMBER (SIN) IN CANADA AS A TEMPORARY RESIDENT

WHAT IS THE SIN NUMBER?

It is a unique number that the government provides to keep a record of your taxes, work, and benefits. It is assigned to one person and cannot be used by another one.

HOW DO I GET MY SIN NUMBER?

You can apply online, by mail or in person. Follow these simple steps to complete the process in person, as applying in a different way might take longer to obtain it.

1. GATHER YOUR DOCUMENTS

You need: identification document (passport), work permit issued by IRCC, and TRP if applicable. They must be presented in their original form and must be valid.



https://www.fcjrefugeecentre.org/wp-content/uploads/2024/07/SIN-Number-EN.pdf

Qué es y cómo obtener el Social Insurance Number (SIN) en Canadá como residente temporal – FCJ Refugee Centre

CHANGE OF ADDRESS

Make sure to keep your address up to date with IRCC to ensure that your work permit and other documents arrive on time.

- Web form link: https://www.canada.ca/en/immigration-refugees-citizenship/services/application/change-address.html
- •In the text box the Claimant must input the information that needs to be updated, the Claimant must make sure to explain what they are updating (i.e. Address, phone number, etc.)
- •The Claimant must input the requested information in the Applicant Information Section.
- •IF you have a lawyer, you can ask for their assistance.

If the individual already possesses their refugee ID, and their case has been referred to the Refugee Protection Division (IRB), they must also update the IRB about address changes by completing the change of address form (found on the yellow page provided in the refugee package) and faxing a copy to the IRB.

Fax number – use any of the following: **416-973-4013,416-954-1165 or 416-973-9307**

Notification	of Client Contact Information
to be completed by the individual appearing by	efore the Immigration and Refugee Board of Canada (IRB).
Name	Date of birth: (non-dd-yyyg)
OF CONTACT INFORMATION	
Street number, street name and apartment number	City
Province Postal code	Country (if outside of Canada)
Landline telephone number	Celphone number
()	()
Area Code Phone Number	Area Code Phone Number
facturities ()	Enal address
Area Code Fax Number	
Effective date of the contact information (non-dif-yyyy)	
MPORTANT INSTRUCTIONS	
transfers and content information to make a provider or the provider of the make the formation in writing to the it making own case no later than the time land set out in the ribution. If you have proceedings before more than one this distriction, if you have proceedings before more than one this distriction of the content of the set of the content of the set o	viles of theil location of the proceeding, you must complete an Application to Change shours, you the Jacobian of a Proceeding form or follow rule 3 of the Aprigner the trips of Protection Debation Autor, and 2 of the immigration Debation Autor, and 3 of the Indian Autor or rule 40 of the Application Autor, agent 2 thinkes that or or rule 40 of the Application Autor, Present rules that an application to change the location of a proceeding will be allowed only in contain consistency. If
Danging your contact information: I any of your contact information changes, you must complet orm without delay and provide it to the IRB office handling y	
free must also inform immigration, liefugnes and Citizenship- indile the Canada Border Janvium Agenius, depending on who regarisation(s) you have mattern with, of any changes to your information.	Cenade Social The confidentiality of the information you provide in this form is onlined by the Privacy Act. Your personal information may be disclosed
Version française disponible	mingration and foliages founded Canada Mitg. Developed on a Canada
	Nutrication of Chert Contact Information

ONTARIO ID

The Ontario Photo Card is a wallet sized card that provides government-issued identification to those Ontarians who do not have a driver's license, making it easier for them to do things such as open a bank account and any other activities that require official identification.



https://www.ontario.ca/page/ontario-photo-

<u>Card</u>?gclid=Cj0KCQiAvqGcBhCJARIsAFQ5ke5KeiZ08k6oWkrcwBvP1rlYoRv5o-C xUtJEbCR08HoTFS6cweY4dIaAmwLEALw wcB&gclsrc=aw.ds#section-0

DRIVERS LICENCE

If you are at least 16 years old, you can apply for driver's licence in Ontario. As a new driver, you will need to practice driving and gain experience over time. For most people, the two-step process takes about 20 months to finish.

https://www.ontario.ca/page/drivers-licence



SERVICE ONTARIO

https://www.ontario.ca/page/serviceontario

Renew your products online

Over 40 services are available online making it **fast**, **easy**, **and convenient to renew now**.

Here are some of our top online services, renew:

- your licence plate
- your driver's licence
- an accessible parking permit
- · an Ontario Photo Card
- your health card

Connecting with Settlement Services

- Employment, Education, Community, Housing: https://settlement.org/
- Toronto Public Library: https://www.torontopubliclibrary.ca/
- Skills training and settlement support to newcomers: https://newcircles.ca/
- Bridging programs: https://mnlct.org/
- English Classes, pre-apprenticeship programs: https://skillsforchange.org/
- YMCA Language assessment and referral services: https://www.ymcagta.org/immigrant-services/language-assessment-and-referral-services
- Search volunteer opportunities: https://www.volunteertoronto.ca/
- Helpline that easily connects people to the social services programs and community supports they need:
 https://211ontario.ca/search/

Refugee Resources: Refugee Process

- Navigating the Refugee Process link: https://www.fcjrefugeecentre.org/webinar-navigating-the-refugee-process/
- Coalition of Service providers: refugee houses in Ontario: https://refugeehouses.ca/
- Refugee Hearing program :Simulated/Mock hearing: <u>Matthew House Re—Course</u> (<u>refugeerecourse.ca</u>)
- Mock Hearing for LGBTQ+ Refugee Claimants: <u>Mock Hearing Program For LGBTQ Refugee</u> <u>Claimants (the519.org)</u>

Community Legal Education information : <u>Home - CLEO (Community Legal Education Ontario / Éducation juridique communautaire Ontario)</u>

Refugee Hearing Resources

The Refugee Claim toolkit is designed to help to navigate the refugee process in Canada.

https://www.fcjrefugeecentre.org/ /the-refugee-claim-processtoolkit/



Refugee Hearing Preparation Guide

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

Tigrigna, Turkish, kurdish

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

CLEO: Refugee Protection Hearing:

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

Claimant's Guide: IRB Website:

https://irb-cisr.gc.ca/en/refugeeclaims/Pages/ClaDemGuide.aspx#port

FCJ Refugee Centre Website:

https://www.fcjrefugeecentre.org/workshops/

LATEST WEBINARS AND PRESENTATIONS



Webinar | Conociendo el proceso de refugio



Webinar | The FCJ Refugee Centre Access To Education Program: Overview And Services



Webinar | Residencia Permanente para Trabajadores de la Construcción sin Estatus en el Área del Gran Toronto (GTA)



Webinar | Navigating the Refugee Process



A Guide for Refugee Claimants

Webinar | Cómo regularizar tu situación migratoria a través de la aplicación por razones humanitarias (HC)

VIRTUAL READY TOURS

A FREE PROGRAM FOR REFUGEE CLAIMANTS

Every other Thursday, 1:00 PM to 3:00 PM



This is a great opportunity to meet IRB/RPD officers who will explain the refugee hearing process.

Learn:

- What is a virtual refugee hearing
- How to be prepared
- What to expect
- Who participates

REGISTRATION:

https://www.fcjrefugeecentre.org/event/categories/refugee-hearing-orientations/

fcjrefugeecentre.org

RAD INFO SESSIONS

A FREE PROGRAM FOR REJECTED REFUGEE CLAIMANTS

Every other Thursday, 2:30 PM to 3:00 PM



Rejected
refugees have an
opportunity to learn
about the refugee
appeal process before
the Refugee Appeal
Division (RAD) through
sessions facilitated by
RAD officers.

Learn:

- Who can file an appeal
- How to file an appeal
- What is needed to perfect an appeal

REGISTRATION:

https://www.fcjrefugeecentre.org/event/categories/refugee-appeal-orientations/

RE-COURSE, RHP

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

The RHP mirrors the IRB hearing process, with the aim of alleviating claimant fears, promoting emotional stability, and providing practical experience through a simulated hearing.

Re-Course does not provide refugee claimants with legal advice. Instead, Re-Course is focused on providing a simulation experience, legal information and education, as well as emotional preparedness. All refugee claimants who sign up for Re-Course are expected to ask their representative for legal advice if they have one. Re—Course is not a partner or extension of the IRB and operates independent of the Canadian government.

You must sign up for the RHP at least 4 weeks in advance of your IRB hearing.

https://www.refugeerecourse.ca/

For more details contact: 647 622 6410 or hello@refugeerecourse.ca

Mock Hearing Program For 2SLGBTQ+ Refugee Claimants



ABOUT V

ROGRAMS AND SERVICES

EDUCATION AND TRAINING ∨

SPACE BOOKING

CALENDAR

RESOURCES ~

Programs » Mock Hearing Program For 2SLGBTQ+ Refugee Claimants

Mock Hearing Program For 2SLGBTQ+ Refugee Claimants

https://www.the519.org/programs/mock-hearing-program/

Email: MockHearingProgram@The519.org OR call: 416-392-6874

<u>Mock Hearing Registration and Intake</u> <u>Form (Access to Justice)</u>

By completing the intake and registration form you will receive one-on-one professional support and guidance as you prepare for your LGBTQ Immigration and Refugee Board Hearing. Mock hearings are facilitated by trained immigration and refugee lawyers, a legal student volunteer and The 519 staff.

Information submitted will only be accessed by The 519 Mock Hearing support team and the manager of Public Interest and Legal Initiatives.

If you have any questions about the Mock Hearing process, please contact mockhearingprogram@the519.org

You will receive a confirmation email outlining the data that you have submitted.

First Name / Given Name (as it appears on your government issued ID/Immigration documents): *

First Name	Last Name

Preferred Name:

MOVING TO MICROSOFT TEAMS

Before 2:00 pm we are closing our Zoom meeting and you can open Microsoft Teams: 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#

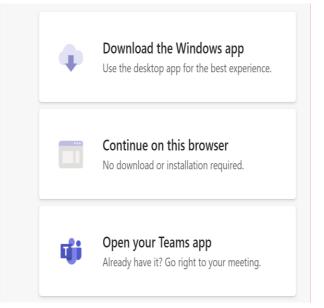
Find a local number | Reset PIN



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?



3

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

Connect with us:

- **416-469-9754**
- **437-217-3786**
- info@fcjrefugeecentre.org
- fcjrefugeecentre.org
- f @FCJRefugeeCentre
- @fcjrefugeecentre
- @RefugeeCentre
- FCJ Refugee Centre





