

# REFUGEE HEARING PREPARATION

## What to Expect at a Refugee Hearing and How to Prepare

- ✓ The Basis of Claim Form and your narrative letter
- ✓ How to answer questions
- ✓ Making changes to my claim
- ✓ Preparing evidence
- ✓ Who needs protection in Canada?
- ✓ What questions will be made at the hearing?
- ✓ What am I allowed to do at a hearing?
- ✓ Refugee claimants resources
- ✓ And much more



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# DISCLAIMER



**The following is for informational purposes only and does not constitute legal advice.**

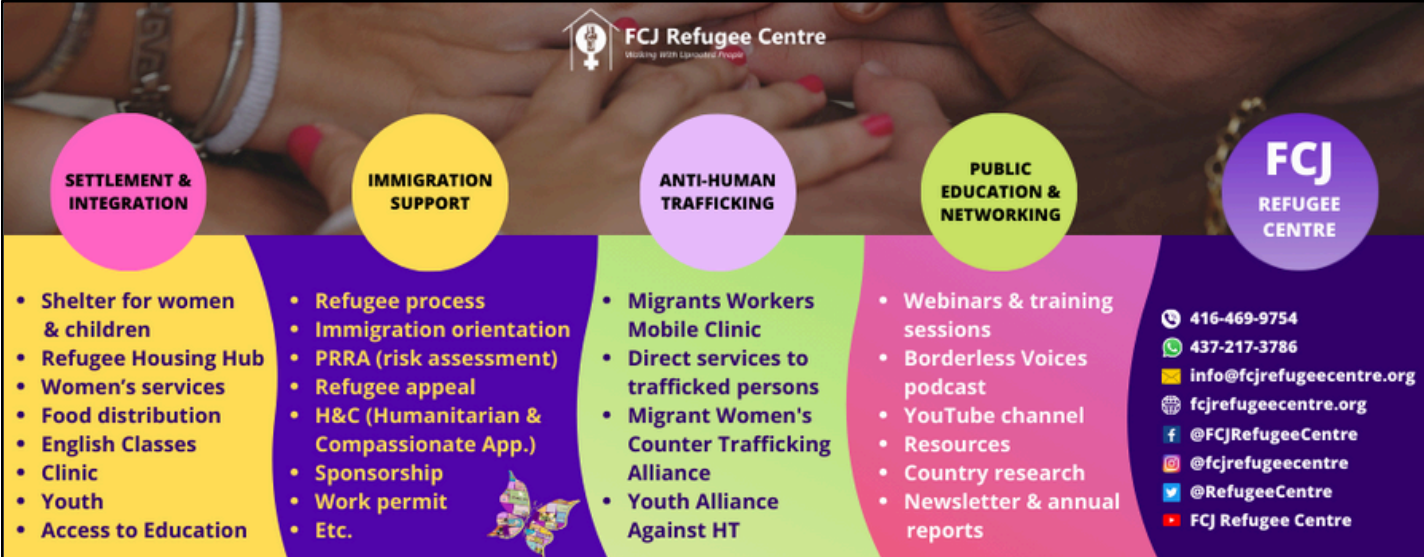
## Our Door Is Open

- FCJ Refugee Centre serves refugees and others at risk due to their immigration status.
- welcomes anyone asking for advice, counsel and support regarding these issues.
- supports with issues that newly arrived refugee claimants face in Canada including lack of resources, marginalization, and discrimination.



# WHO WE ARE

## Services and Resources



The infographic banner features a background image of hands clasped together. At the top center is the FCJ Refugee Centre logo with the tagline 'Working With Exploited People'. Below the logo are five colored circles, each representing a service area: Settlement & Integration (pink), Immigration Support (yellow), Anti-Human Trafficking (purple), Public Education & Networking (green), and FCJ Refugee Centre (blue). Each circle is followed by a list of services. On the right side, there is a contact information section with various icons for phone, WhatsApp, email, website, and social media.

**FCJ Refugee Centre**  
Working With Exploited People

- SETTLEMENT & INTEGRATION**
  - Shelter for women & children
  - Refugee Housing Hub
  - Women's services
  - Food distribution
  - English Classes
  - Clinic
  - Youth
  - Access to Education
- IMMIGRATION SUPPORT**
  - Refugee process
  - Immigration orientation
  - PRRA (risk assessment)
  - Refugee appeal
  - H&C (Humanitarian & Compassionate App.)
  - Sponsorship
  - Work permit
  - Etc.
- ANTI-HUMAN TRAFFICKING**
  - Migrants Workers Mobile Clinic
  - Direct services to trafficked persons
  - Migrant Women's Counter Trafficking Alliance
  - Youth Alliance Against HT
- PUBLIC EDUCATION & NETWORKING**
  - Webinars & training sessions
  - Borderless Voices podcast
  - YouTube channel
  - Resources
  - Country research
  - Newsletter & annual reports

**FCJ REFUGEE CENTRE**

☎ 416-469-9754  
📞 437-217-3786  
✉ info@fcjrefugeecentre.org  
🌐 fcjrefugeecentre.org  
📘 @FCJRefugeeCentre  
📷 @fcjrefugeecentre  
🐦 @RefugeeCentre  
📺 FCJ Refugee Centre

### Our programs:

- Immigration Help And Refugee Protection
- Settlement And Integration
  - Transitional Housing for Women and Children
  - Primary Health Clinic
  - Women Programs
  - Food Security
  - English Classes (ELL: English Language Learning)
  - Access to Education
  - Youth Network
  - Anti-Human Trafficking
- Public Education

## Key Steps and Basic Resources After Applying for Refuge in Canada

Apply to  
Legal Aid



Bank Account and Phone



Find a Legal  
Representative



Apply to Ontario Works



Immigration Medical  
Exam



English Classes,  
Enrolment in  
School



Work Permit,  
SIN Number



Ontario Photo Card /  
Drivers License



Interim Federal  
Health Program  
(IFH)



Free Community  
Resources



Change of Address



## Apply to Legal Aid

- Claimant's can apply to Legal Aid to seek funding for a representative.
- Legal Aid is a government program that helps low-income families to receive legal representation and advice.
- Every province has its own Legal Aid program.
- If the Claimant qualifies for Legal Aid, Legal Aid will pay a lawyer to represent them.
- Refugee claims are much more likely to be successful if they have legal counsel/support (lawyer/consultant).
- If you cannot afford a lawyer, ask community organizations for help or consider Legal Aid.

### Contact the Legal Aid office in your province

- The provinces of British Columbia, Alberta, Manitoba, Ontario, Quebec, and Newfoundland and Labrador, offer immigration and refugee legal aid services.
- This may include legal information, advice, assistance and representation for eligible persons related to immigration and refugee matters.
- For detailed information on services and eligibility, please contact the legal aid office in your province:

List of legal aid offices - Immigration and Refugee Board of Canada:

<https://www.irb-cisr.gc.ca/en/legal-policy/legal-concepts/Pages/legal-aid-office.aspx>



## Legal Representative

You can check if a person is licensed to represent immigrants or to give advice.

- Citizenship or immigration consultants must be members of the [College of Immigration and Citizenship Consultants](#).
- Lawyers or notaries must be members of a [Canadian provincial or territorial law society](#), or the Chambre des notaires du Québec.
- Paralegals (Ontario only) must be members of the [Law Society of Ontario](#).

Most law societies let you check online to see if a person is a member in good standing.

### Law societies in each province and territory

- [Law Society of British Columbia](#)
- [Law Society of Alberta](#)
- [Law Society of Saskatchewan](#)
- [Law Society of Manitoba](#)
- [Law Society of Ontario](#)
- [Barreau du Québec](#)
- [Law Society of New Brunswick](#)
- [Nova Scotia Barristers' Society](#)
- [Law Society of Prince Edward Island](#)
- [Law Society of Newfoundland and Labrador](#)
- [Law Society of Yukon](#)
- [Law Society of the Northwest Territories](#)
- [Law Society of Nunavut](#)
- [Chambre des notaires du Québec](#)



Claimant can find a lawyer by visiting these websites (Law Society of Ontario):  
<https://lso.ca/home>

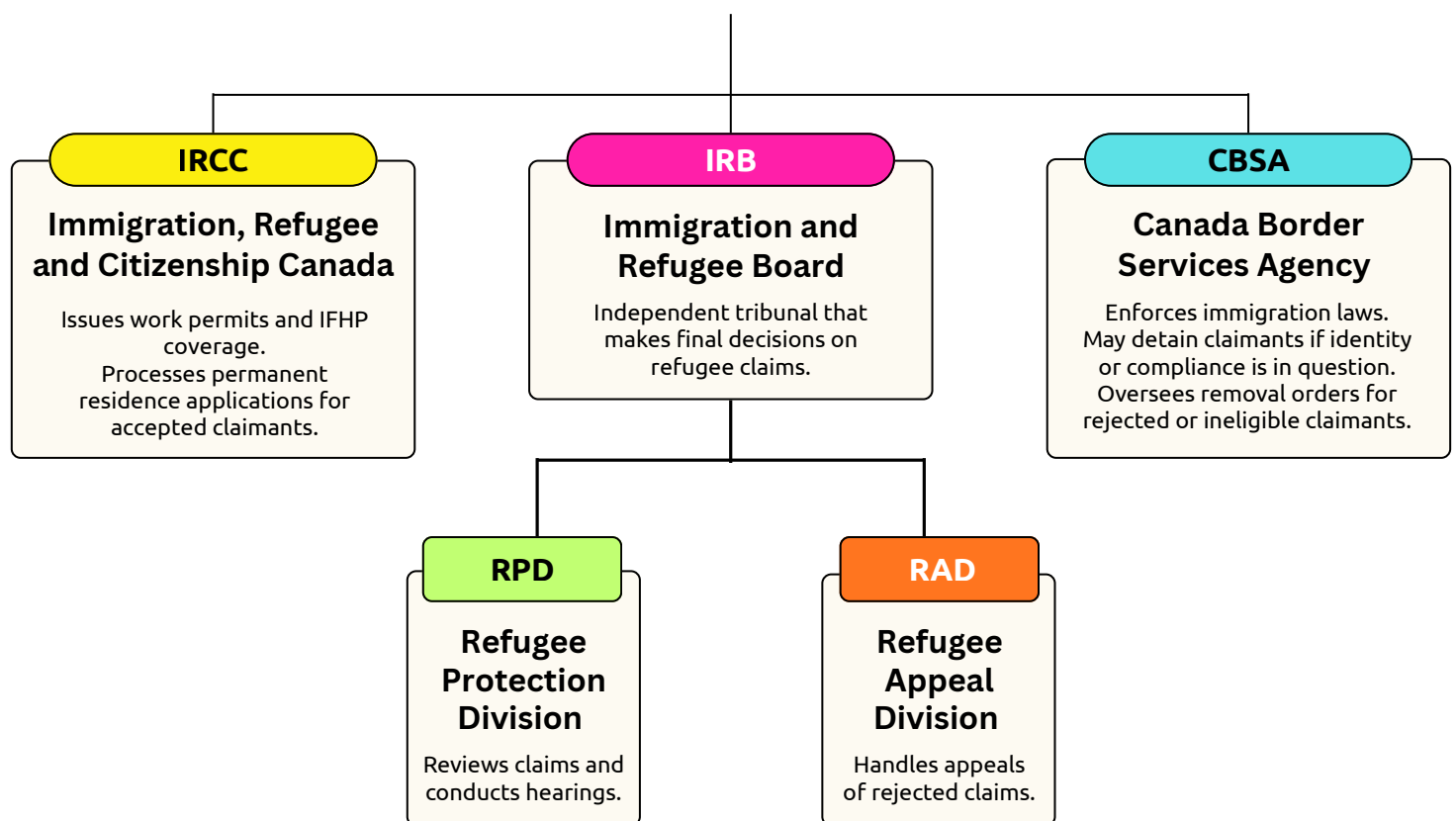


For a consultant, check Immigration Consultants of Canada Regulatory Council:  
<https://college-ic.ca/>



Both the lawyer and the qualified consultant can help the claimant fill out the forms that they must send to the Government.

## Canada Government Institutions Involved in the Refugee Process



### Websites:

[Immigration, Refugee and Citizenship Canada](https://www.ircc.gc.ca)

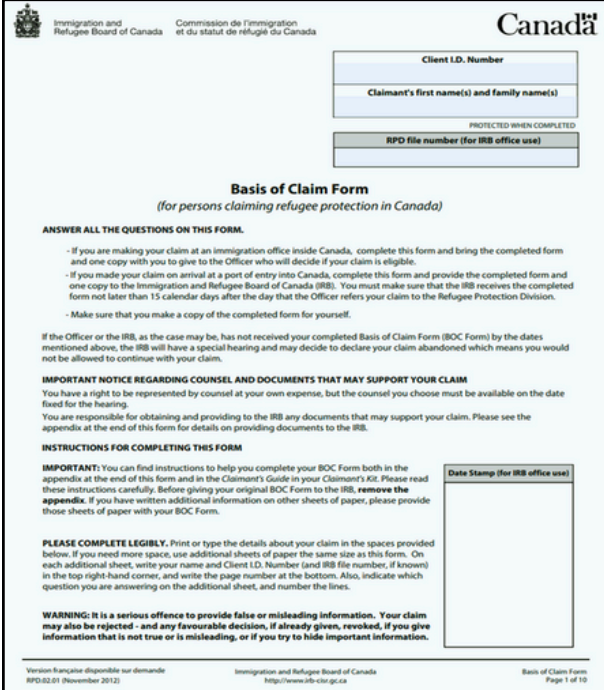
[Immigration and Refugee Board of Canada](https://www.irb.gc.ca)

[Canada Border Services Agency](https://www.cbsa.gc.ca)

# THE BASIS OF CLAIM FORM

## A Key Refugee Claim Document: What Is the BOC Narrative?

- The Basis of Claim (BOC) form is one of the **most important documents** in your refugee process.
- It is used to **present your case** to the Refugee Protection Division (RPD) of the Immigration and Refugee Board (IRB).
- It explains who you are and **why you are seeking refugee** protection in Canada.
- It serves as **evidence** during your refugee hearing.



The image shows the Basis of Claim Form (BOC) document. At the top, it features the logos for the Immigration and Refugee Board of Canada (IRB) and the Canadian government. The form includes fields for the Client I.D. Number, Claimant's first name(s) and family name(s), and the RPD file number (for IRB office use). Below these fields, the title "Basis of Claim Form" is followed by the subtitle "(for persons claiming refugee protection in Canada)". The document contains several sections of instructions and notices, including "ANSWER ALL THE QUESTIONS ON THIS FORM.", "IMPORTANT NOTICE REGARDING COUNSEL AND DOCUMENTS THAT MAY SUPPORT YOUR CLAIM", "INSTRUCTIONS FOR COMPLETING THIS FORM", and "PLEASE COMPLETE LEGIBLY.". A "Date Stamp (for IRB office use)" box is located on the right side of the form. At the bottom, there is a version number and date, the IRB website URL, and the page number "Page 1 of 10".

### Narrative

The BOC form asks you **why** you are seeking protection in Canada but... it is recommended to **write a narrative letter** that has:

- your story of why you are fleeing your country of origin
- dates and details about the events of what happened
- an explanation of what you did to seek your own safety
  - Did you go to the police? Why or why not? Did they help?
  - Did you try to relocate to another part of your country of origin?

## BOC Amendment

### You can make amendments when:

- Subsequent events have occurred since you submitted your story or
- You've noticed a mistake or omission in your story (if this happens, you should be prepared to explain why there was a mistake or omission in the first place).

### Examples of events that you should add to your story:

- Your family/friends back home receive threats or are attacked.
- You've received new threats not mentioned in your original claim.
- You participated in events in Canada that could lead to danger for you if you return home (religious conversion, demonstration, pride parade, etc.)

### Remember:

- ✓ When making corrections or updating your story send a copy of your story with anything you want to delete crossed out and anything you want to add underlined.
- ✓ Sign and date any page with a change.
- ✓ Sign a declaration at the end.
- ✓ If you require an interpreter, they should sign an interpreter's declaration.
- ✓ Your lawyer can help you with this!



## Inland Claim

If you submit an inland claim (applied within Canada through the IRCC online portal or by mail) you will have to attend an eligibility interview to:

- confirm your **identity** (you are who you say you are)
- confirm you are **eligible** for a refugee claim
- hand over your **passport** and receive an official copy (save this document!)

## Port of Entry

If you made a claim at a port of entry (airport, official border crossing), **sometimes** eligibility is done **automatically** (One Touch pilot program with the CBSA), and you will be given 45 days to submit the BOC.

UCI: [REDACTED]  
Application Number: [REDACTED]

**ACKNOWLEDGEMENT OF CLAIM AND NOTICE TO RETURN FOR INTERVIEW**

Family Name: [REDACTED]  
Given Name: [REDACTED]  
Date of Birth: [REDACTED] YYYY/MM/DD

This notice acknowledges that the Government of Canada received your refugee claim on [REDACTED] 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 appointment.

You are required to return for an interview with respect to your refugee claim. The details are as follows:

Date:  
Time:  
Address:

You must bring the following with you:

- 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 in Canada.

**IMPORTANT:**  
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.medaviebc.ca/en/health-professionals>.

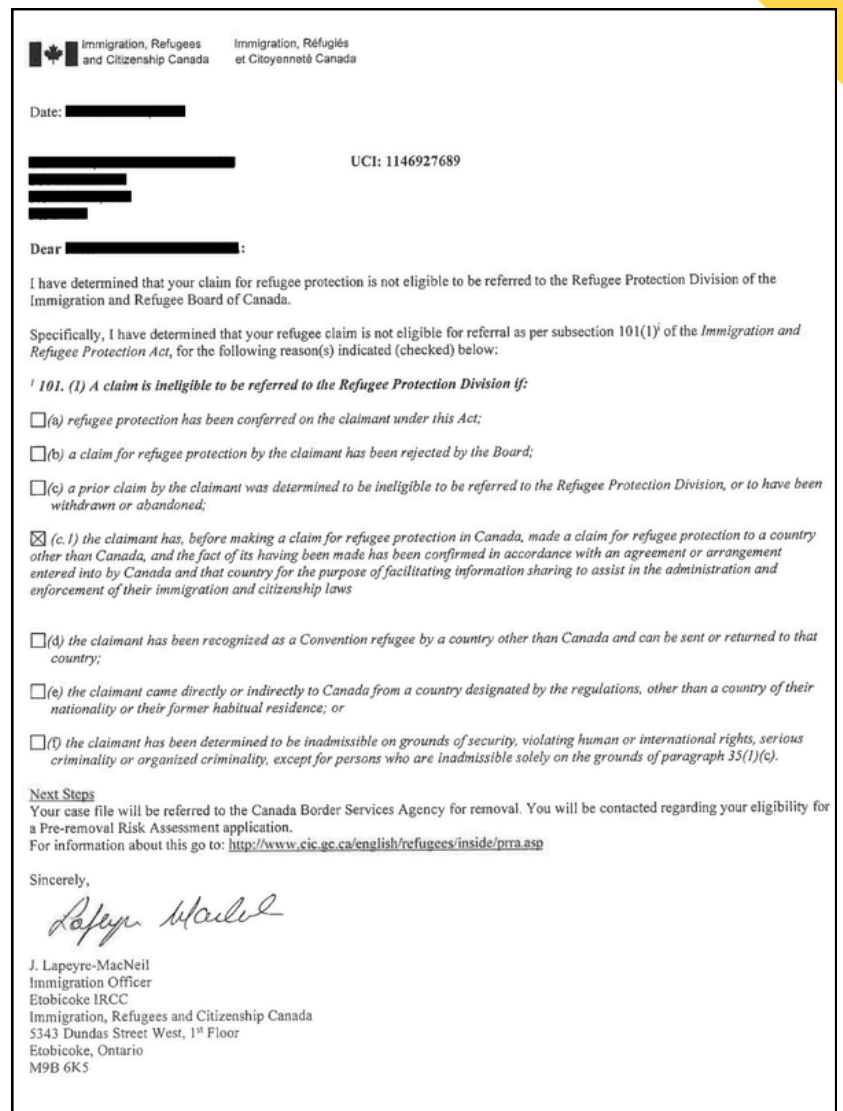
After Completing the Eligibility Interview, if the claimant is found **ineligible**, they may be invited to do an **Enhanced PRRA**. If the claimant is found **eligible**, they will receive the **RPID** ('Brown Paper') and confirmation of referral to IRB.

## The Enhanced or Front-End Pre-Removal Risk Assessment (PRRA)

The Enhanced or Front-End Pre-Removal Risk Assessment (PRRA) is a **special and expanded version** of Canada's regular PRRA process.

This process is offered to people whose refugee claims cannot continue in the regular refugee claim process.

There are **three primary scenarios** where a person can be invited to do a Front-End/Enhanced PRRA:



Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada

Date: [redacted]

[redacted] UCI: 1146927689

Dear [redacted]:

I have determined that your claim for refugee protection is not eligible to be referred to the Refugee Protection Division of the Immigration and Refugee Board of Canada.


Specifically, I have determined that your refugee claim is not eligible for referral as per subsection 101(1) of the *Immigration and Refugee Protection Act*, for the following reason(s) indicated (checked) below:

*101. (1) A claim is ineligible to be referred to the Refugee Protection Division if:*

- (a) refugee protection has been conferred on the claimant under this Act;
- (b) a claim for refugee protection by the claimant has been rejected by the Board;
- (c) a prior claim by the claimant was determined to be ineligible to be referred to the Refugee Protection Division, or to have been withdrawn or abandoned;
- (c.1) the claimant has, before making a claim for refugee protection in Canada, made a claim for refugee protection to a country other than Canada, and the fact of its having been made has been confirmed in accordance with an agreement or arrangement entered into by Canada and that country for the purpose of facilitating information sharing to assist in the administration and enforcement of their immigration and citizenship laws
- (d) the claimant has been recognized as a Convention refugee by a country other than Canada and can be sent or returned to that country;
- (e) the claimant came directly or indirectly to Canada from a country designated by the regulations, other than a country of their nationality or their former habitual residence; or
- (f) the claimant has been determined to be inadmissible on grounds of security, violating human or international rights, serious criminality or organized criminality, except for persons who are inadmissible solely on the grounds of paragraph 35(1)(c).

**Next Steps**  
Your case file will be referred to the Canada Border Services Agency for removal. You will be contacted regarding your eligibility for a Pre-removal Risk Assessment application.  
For information about this go to: <http://www.cic.gc.ca/english/refugees/inside/prra.asp>

Sincerely,



J. Lapeyre-MacNeil  
Immigration Officer  
Etobicoke IRCC  
Immigration, Refugees and Citizenship Canada  
5343 Dundas Street West, 1<sup>st</sup> Floor  
Etobicoke, Ontario  
M9B 6K5





**1. Asylum in the USA – land border crossings & airport:** When a person(s) submits an asylum claim in the USA and crosses into Canada (border or direct flight), they are ineligible for Canada’s refugee claim process.

a. SAFE THIRD COUNTRY AGREEMENT EXEMPTION: If one of the exemptions applies, an individual can be invited to do a front-end PRRA.

EX: A family member with valid temporary residence status in Canada is one of the exemptions.

**2. Asylum in another country:** Having made an asylum claim in another country, upon arrival in Canada, the person(s) can be invited to apply for a front-end PRRA.

a. Person(s) who submitted asylum claims in the United States, United Kingdom, Canada, Australia, and New Zealand will definitely be excluded from submitting a refugee claim in Canada (they share info automatically – called “the five eyes”).

**3. Withdrawn or abandoned refugee claim in Canada:** If a person(s) withdraws an inland refugee claim or it is considered ‘abandoned’ by IRCC/IRB, they are ineligible to re-submit a refugee claim – upon re-entering Canada and requesting protection, an officer can invite you to apply for a front-end PRRA instead.

a. **WARNING 12-MONTH BAR:** if your claim is considered “withdrawn” or “abandoned” within the last 12 months, you are not allowed (prohibited) from applying for a front-end PRRA.

i. Unless an exemption applies (list of countries that may be eligible for exemption).





## Enhanced/Front-End PRRA Important Facts:

- There is no clear timeline on when an applicant is asked for their submissions or arguments; it entirely depends on the CBSA.
- When people are on the Enhanced/Front-End PRRA process, they still have an opportunity to explain the dangers they face in their country in their requested submissions.
- The Enhanced/Front-End PRRA does not grant people access to an appeal process at the Refugee Appeal Division. Instead, refused PRRA applicants will have to do a judicial review at the federal court and are at risk of being removed before they receive a decision.
- The Enhanced PRRA is normally determined through written submissions. However, the CBSA may schedule an interview with an applicant and their legal representative to discuss their case.\*

**\*You can apply for Legal Aid coverage and get legal advice and representation.**

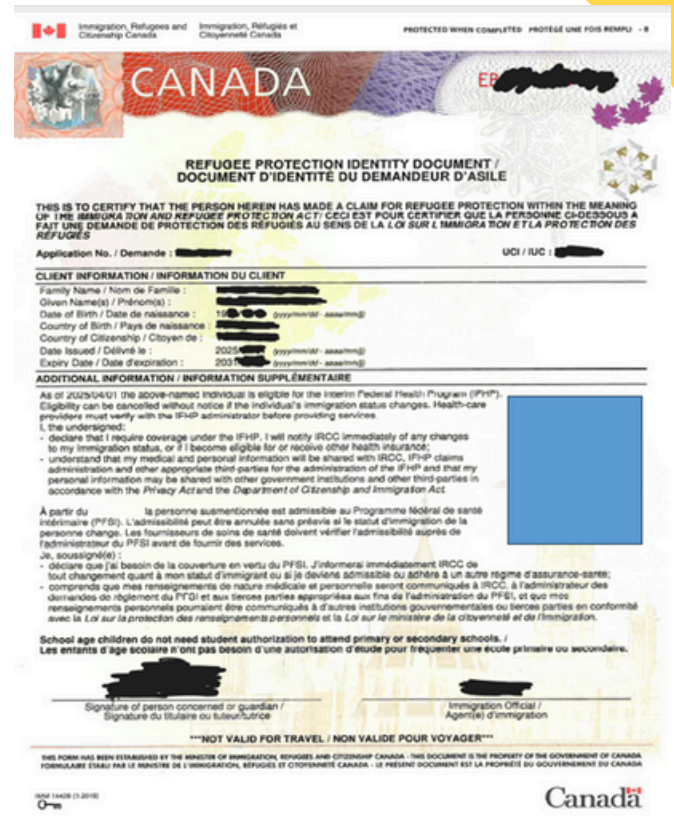
# REFUGEE PROTECTION IDENTITY DOCUMENT

## The RPID

The RPID (Refugee Protection Identity Document) is your status document:

### “What is my immigration status?”

- You are now a “refugee claimant”
- Documents are mailed - “change of address” is important
- On any immigration forms, write “refugee claimant” as your status
- Until a decision is made (refused or approved) or the claim is withdrawn or abandoned you have this status



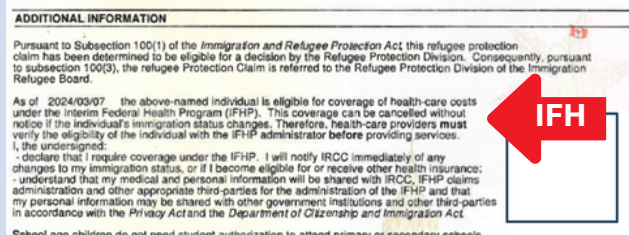
The image shows a sample of a Refugee Protection Identity Document (RPID) form. At the top, it features the Canadian flag and the text "Immigration, Refugees and Citizenship Canada" in both English and French. Below this, the word "CANADA" is prominently displayed. The main title of the document is "REFUGEE PROTECTION IDENTITY DOCUMENT / DOCUMENT D'IDENTITE DU DEMANDEUR D'ASILE". A bilingual statement certifies that the person has made a claim for refugee protection. The form includes fields for "Application No. / Demande" and "UCI / IUC". A section titled "CLIENT INFORMATION / INFORMATION DU CLIENT" contains fields for Family Name, Given Name(s), Date of Birth, Country of Birth, Country of Citizenship, Date Issued, and Expiry Date. An "ADDITIONAL INFORMATION / INFORMATION SUPPLEMENTAIRE" section contains a bilingual declaration regarding the Interim Federal Health Program (IFHP) and the sharing of personal information. At the bottom, there are signature lines for the person concerned or guardian and the Immigration Official, along with a "NOT VALID FOR TRAVEL" warning and the Canada logo.



The image shows a sample of a Refugee Protection Claimant Document (RPCD) form. It features the Canadian flag and the text "Immigration, Refugees and Citizenship Canada". The main title is "REFUGEE PROTECTION CLAIMANT DOCUMENT". A bilingual statement certifies that the person is a refugee protection claimant. The form includes fields for "Application No." and "UCI". A red arrow points to the "UCI" field with the text "UCI".

### UCI Number

- Stands for Unique Client Identifier.
- It is a number (10 digits) assigned by IRCC or CBSA to identify an individual in their system.
- You can find your UCI number on official documents like Refugee ID, PR, Work/Study permit, etc.



The image shows a sample of an Interim Federal Health (IFH) form. It features the Canadian flag and the text "Immigration, Refugees and Citizenship Canada". The main title is "ADDITIONAL INFORMATION". A bilingual statement certifies that the person is eligible for coverage of health-care costs under the Interim Federal Health Program (IFHP). The form includes fields for "Application No." and "UCI". A red arrow points to the "UCI" field with the text "IFH".

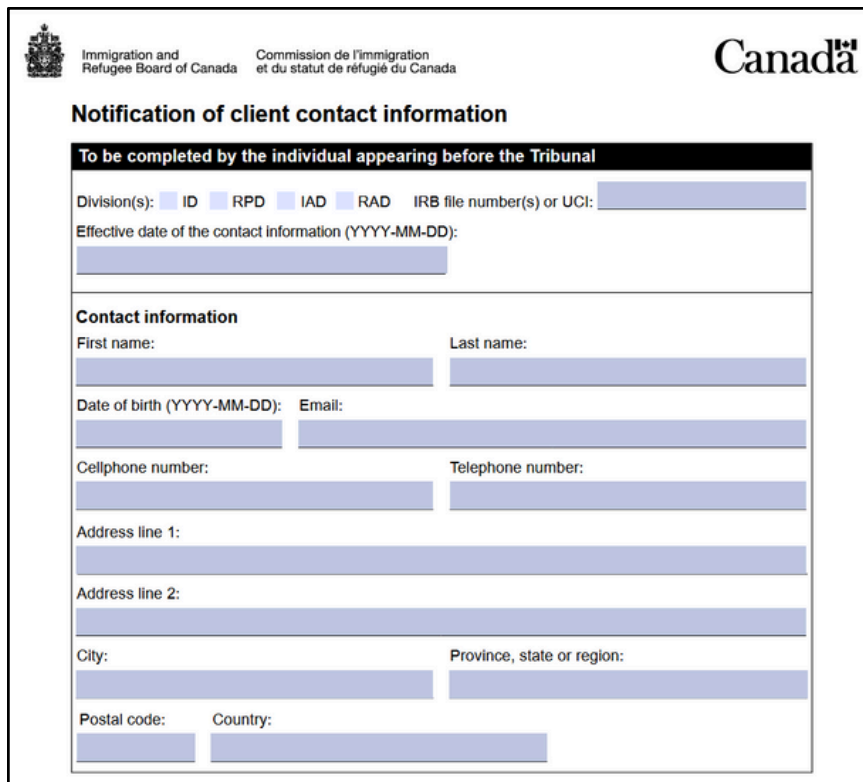
### IFH

- Stands for Interim Federal Health Program.
- To have access to health care services you always need your RPID as a proof of your coverage.

# CHANGE OF ADDRESS

## Notify Every Agency

- If the refugee claimant possesses a Refugee ID, and the case has been referred to the Refugee Protection Division (IRB), the claimant must **notify the IRB directly**.
- Complete the change of address form found on the Immigration and Refugee Board (IRB) website:  
<https://irb-cisr.gc.ca/en/forms/pages/IrbCisr10101.aspx>
- IRCC change of address:  
<https://www.canada.ca/en/immigration-refugees-citizenship/services/application/change-address.html>
- Please note that the IRB, IRCC, and CBSA are independent organizations. You must **notify each one separately** if you change your address.



The image shows a screenshot of a form titled "Notification of client contact information" from the Immigration and Refugee Board of Canada. The form is in French and English. It includes a header with the organization's name and the Canadian flag. The form is divided into sections: "To be completed by the individual appearing before the Tribunal" and "Contact information". The "To be completed by the individual appearing before the Tribunal" section includes fields for "Division(s)" (ID, RPD, IAD, RAD), "IRB file number(s) or UCI", and "Effective date of the contact information (YYYY-MM-DD)". The "Contact information" section includes fields for "First name", "Last name", "Date of birth (YYYY-MM-DD)", "Email", "Cellphone number", "Telephone number", "Address line 1", "Address line 2", "City", "Province, state or region", "Postal code", and "Country".

## Well-Founded Fear of Persecution

- Being a refugee is not simply saying you are in danger.
- Danger must be forward-thinking / ongoing: it should anticipate future risks, not just react to current or past ones. For example, if someone is fleeing due to political instability, the evaluation should consider how that instability might evolve and continue to pose danger.
- Your narrative as well as your testimony should answer these factors.

## Key Factors Considered During a Refugee Hearing

### IDENTITY



Involves verifying personal information such as name, nationality, etc. This is typically done through official documents like passports, IDs, birth certificate, membership credentials, etc.

### CREDIBILITY



Credibility assessment determines whether the claimant is telling the truth. It involves consistency and coherence on statements.

### SUBJECTIVE FEAR



A genuine fear of persecution.

### INTERNAL FLIGHT ALTERNATIVE



Is there another place in the claimant's country where the claimant could safely and reasonably relocate?

### GENERALIZED RISK



Generalized risk (a dangerous situation affecting the general population) alone is not sufficient, unless it disproportionately affects the applicant due to their identity or circumstances.

### STATE PROTECTION



Refers to the failure or reluctance of a claimant's home country to safeguard them from persecution: authorities or government cannot provide effective protection.

## Preparation of Testimonies



### CREDIBILITY

- Review the **narrative and the evidence** submitted or disclosed.
- Review the evidence you submitted or any evidence that was disclosed to you.



### GENERALIZED RISK

- Review the **National Documentation Package (NDP)** about your country: Make sure your story lines up with the country evidence.



### SUBJECTIVE FEAR

- During your hearing, you will have a chance to tell the decision maker **why you are afraid**, and about whom and what you fear. **Think about how you will do it.**
- Make sure your story shows that you have a genuine fear in your country (i.e., how did your actions reflect your fear).



### STATE PROTECTION

- Why cannot your country protect you?
- **Did you try and go to the police?** What was the result?
- Why do you think the police would not/could not protect you in the future?



### INTERNAL FLIGHT ALTERNATIVE

- Why cannot you **move to another part of your country** and be safe?
- Why you fear relocating to another part of the country?
- Why it would be unreasonable for you to try to live there?

## Gathering Evidence

### Two Types

- **Personal Evidence:**
  - Documentary evidence that relates to your personal situation and incidents described in your narrative.
  - Good personal evidence should help establish that the events described in the narrative really happened.
- **Country Conditions Evidence:**
  - It relates to the conditions/situations in the country or countries affecting you.

### How To

First, review your narrative, incident by incident, to make a list of possible evidence; then, think about how that evidence could be obtained.

### Important:

- Start trying to obtain evidence ASAP
- Keep a written diary of:
  - who you contacted to ask;
  - how you contacted them;
  - on what date;
  - and their response or lack of response



# PREPARING FOR YOUR REFUGEE HEARING

## Why Keep a Diary (Take Notes) for Personal Evidence?

- The RPD will expect you to be able to answer questions at your hearing about the efforts you made to try to obtain supporting documents.
- Keep all envelopes and packaging that the documents arrive in. This helps to prove that the documents really came from your country.



## Examples of Personal Evidence

- **Proof of identity and relationships:** Birth Certificates, death certificates, marriage certificates, identity cards, affidavits of identity, etc.
- **Proof of membership in group** (political, religious, ethnic, etc.): Membership card, notarized letters or affidavits from officials, etc.
- **Documents that prove the incidents in your narrative:** Medical reports, police reports, notarized letters or affidavits from witnesses, warrants, text messages, etc.



All these pieces of evidence could be supported by photographs or videos.

# PREPARING FOR YOUR REFUGEE HEARING

## Psychological reports should:

- Explain the credentials of the person writing the report
- Talk about any diagnoses or symptoms you are experiencing
- Explain how they will impact:
  - your life
  - your ability to testify



## Translations

- All documents not in **English or French** must be translated into one of those languages and be accompanied by a **declaration** from the translator.
- All translations must have a declaration with the name of the person who translated the document, which language it was translated to, and state that the translation is accurate.
- The translator can use the following certification (Spanish as an example):

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.

## Affidavits/Notarized Letters

Affidavits/notarized letters from family and others inside or outside your country should include:

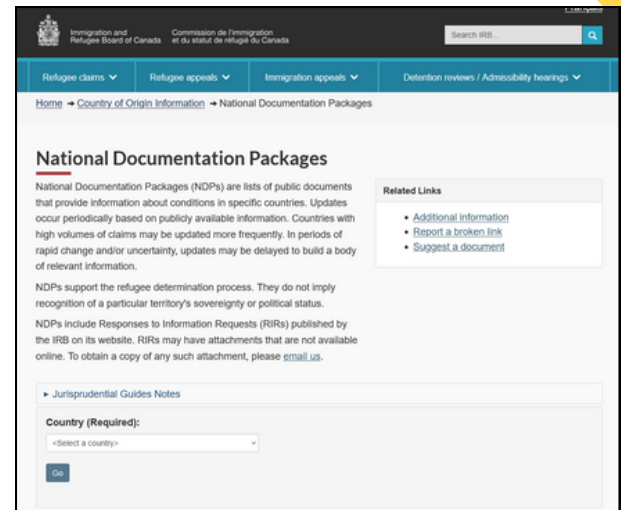
- Photo/scan of ID documents (passport, national ID, etc.);
- Your full name;
- Their full name, date of birth, nationality, how they know you;
- Their first-hand knowledge regarding events in your narrative



# PREPARING FOR YOUR REFUGEE HEARING

## Country Conditions Evidence

- Examples of country conditions include academic journals, reports written by experts, and reports produced by NGOs.
- News articles are useful, but preferably they should be from a reliable source.
- This evidence explains the conditions in the country or countries where you fear persecution.
- The RPD already has documents about your country; these documents are called the National Documentation Package (NDP). Find your NDP here: <https://irb-cisr.gc.ca/en/country-information/ndp/Pages/index.aspx>
- Your lawyer should be able to help you gather country condition evidence.



## Musts For All Evidence (Personal Evidence or Country Conditions)

- It has to be either in English or French.
- You must submit your evidence at least 10 days before your hearing date.
- If you want to submit evidence late you must make an application with an explanation for why it is late and why the evidence is important.
- When you submit the evidence, include a cover page with a table of contents, and number the pages.
- Submit scanned copies of the documents but hold onto the originals. The decision-maker may want to see the originals to determine their authenticity.

# PREPARING FOR YOUR REFUGEE HEARING

## Join Refugee Claim

- Sometimes, two or more people make a joint claim for refugee protection, such as when a family files a claim together.
- All adult claimants may speak for themselves during the hearing, but typically, one person acts as the family spokesperson.
- Children under 12 years old, accompanied by an adult making a claim, are usually not required to appear before the Refugee Protection Division (RPD) unless specifically requested by the presiding member.



## Unaccompanied Minors

- Unaccompanied minors are refugee claimants under 18 years old that started the claim alone (no relatives in Canada).
- The IRB will appoint a person to help the minor with their case. This person is called a Designated Representative and will help to understand the process. The role of the Designated Representative is to ensure that the minor's interests are protected and advanced in proceedings at the IRB.
- There are agencies supporting unaccompanied minors, like the Centre for Refugee Children:  
<https://crcrefugee.ca/>

## Refugee Claim Without a Hearing: The FRP

- The RPD can sometimes approve a refugee claim without a hearing. It's what is called **File Review Process (FRP)**.
- This may be the case for some less complex claims cases.
- Instead of scheduling a hearing, the RPD reviews the submitted documents.
- If everything is clear and meets the criteria, the RPD may accept the claim without a hearing.
- The RPD can take a long time to answer. If refused, it only means that you have to go through a regular hearing or a shorter hearing.

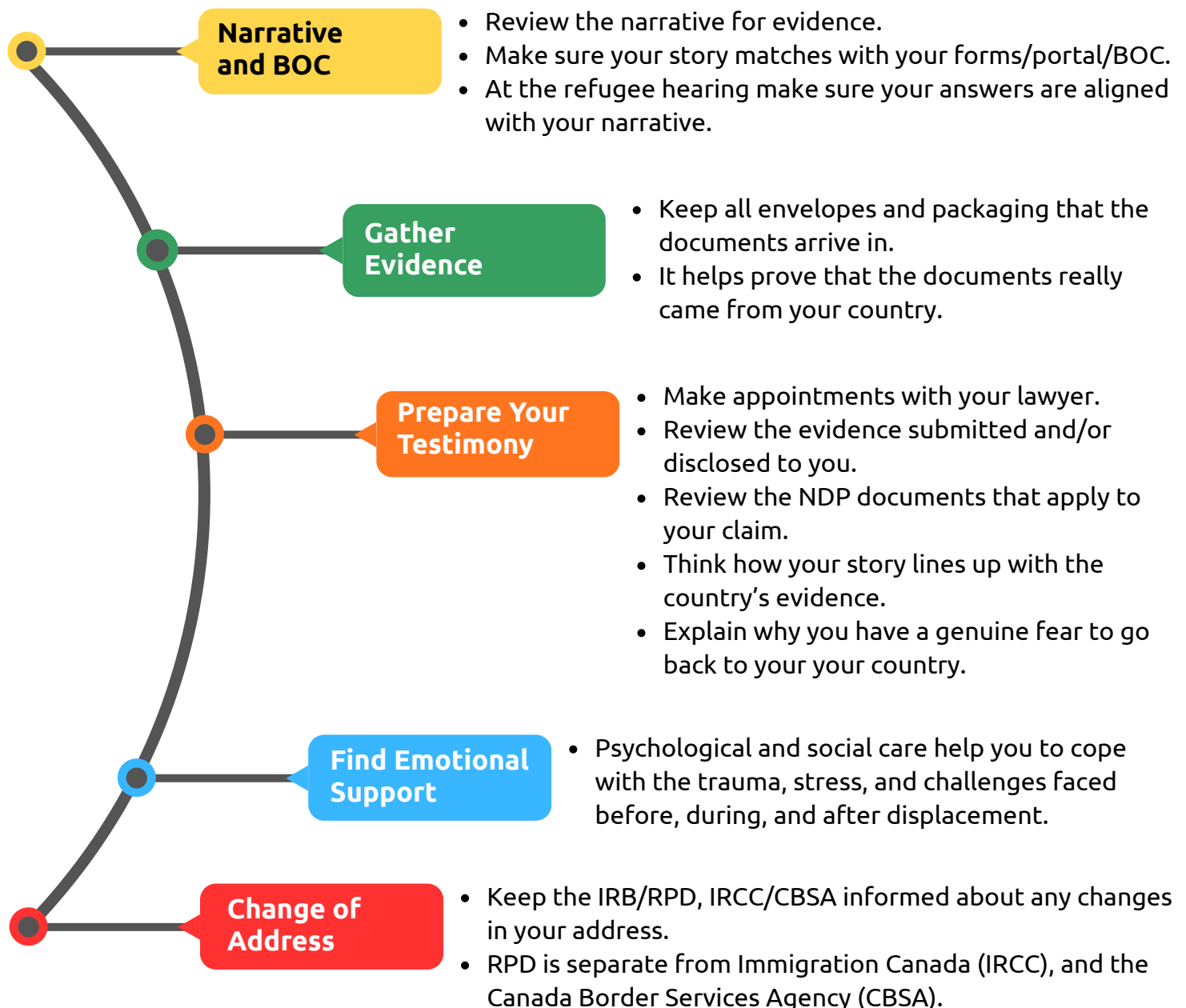
## Communication

- **Keep a copy of all communications** with the RPD (including evidence disclosure, change of address, updates to your story, etc.)
- **Keep proof** that they received your communication (if handed in, ask them to stamp your copy; if faxed, keep the transmission receipt).



# PREPARING FOR YOUR REFUGEE HEARING

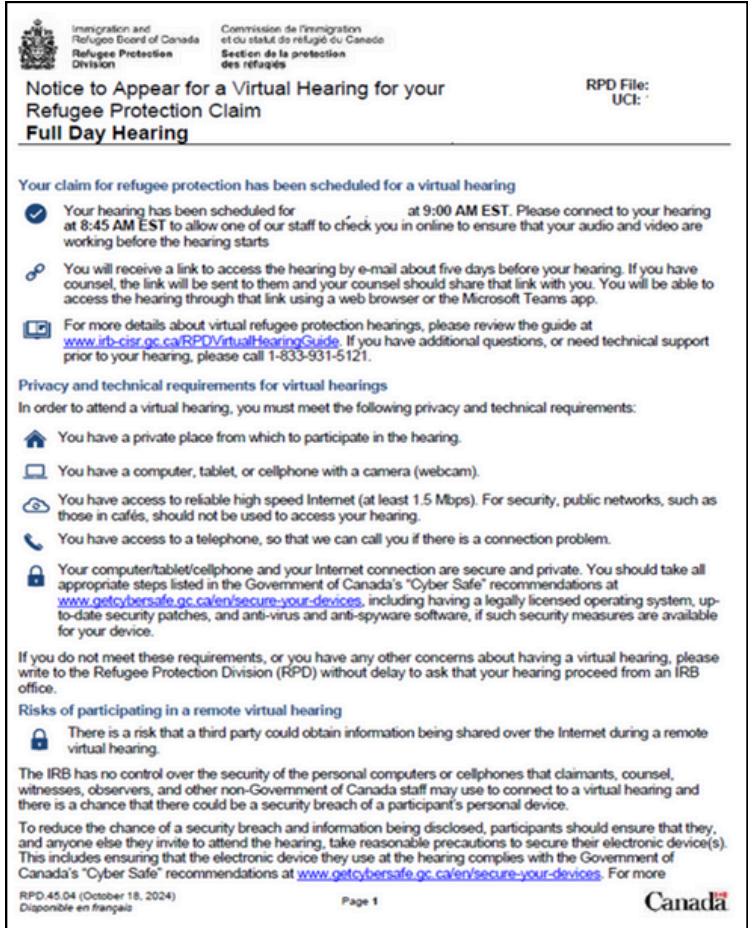
## Summary of Key Tips



# PREPARING FOR YOUR REFUGEE HEARING

## Scheduling of Hearing: Notice to Appear

- You or your representative will receive the Notice to Appear
- It provides details on the date, time, and location of your hearing.
- Missing your hearing will require attending a special abandonment hearing **within 5 days**, where you must provide a valid explanation (e.g., a doctor's note).
- A second failure to attend or lack of a credible explanation may result in your claim being declared abandoned, meaning you must leave Canada without having your refugee claim considered.
- If you need accommodations (e.g., for health reasons), inform your legal representative well in advance and provide supporting evidence like a doctor's note.



Immigration and Refugee Board of Canada / Commission de l'immigration et du statut de réfugié du Canada  
Refugee Protection Division / Section de la protection des réfugiés

Notice to Appear for a Virtual Hearing for your Refugee Protection Claim  
Full Day Hearing

RPD File: UCI: \_\_\_\_\_

Your claim for refugee protection has been scheduled for a virtual hearing

- ✓ Your hearing has been scheduled for \_\_\_\_\_ at 9:00 AM EST. Please connect to your hearing at 8:45 AM EST to allow one of our staff to check you in online to ensure that your audio and video are working before the hearing starts.
- 🔗 You will receive a link to access the hearing by e-mail about five days before your hearing. If you have counsel, the link will be sent to them and your counsel should share that link with you. You will be able to access the hearing through that link using a web browser or the Microsoft Teams app.
- 📄 For more details about virtual refugee protection hearings, please review the guide at [www.irb-cisr.gc.ca/RPDVirtualHearingGuide](http://www.irb-cisr.gc.ca/RPDVirtualHearingGuide). If you have additional questions, or need technical support prior to your hearing, please call 1-833-931-5121.

Privacy and technical requirements for virtual hearings

In order to attend a virtual hearing, you must meet the following privacy and technical requirements:

- 🏠 You have a private place from which to participate in the hearing.
- 💻 You have a computer, tablet, or cellphone with a camera (webcam).
- 🌐 You have access to reliable high speed Internet (at least 1.5 Mbps). For security, public networks, such as those in cafés, should not be used to access your hearing.
- ☎️ You have access to a telephone, so that we can call you if there is a connection problem.
- 🔒 Your computer/tablet/cellphone and your Internet connection are secure and private. You should take all appropriate steps listed in the Government of Canada's "Cyber Safe" recommendations at [www.getcybersafe.gc.ca/en/secure-your-devices](http://www.getcybersafe.gc.ca/en/secure-your-devices), including having a legally licensed operating system, up-to-date security patches, and anti-virus and anti-spyware software, if such security measures are available for your device.

If you do not meet these requirements, or you have any other concerns about having a virtual hearing, please write to the Refugee Protection Division (RPD) without delay to ask that your hearing proceed from an IRB office.

Risks of participating in a remote virtual hearing


- 🔒 There is a risk that a third party could obtain information being shared over the Internet during a remote virtual hearing.

The IRB has no control over the security of the personal computers or cellphones that claimants, counsel, witnesses, observers, and other non-Government of Canada staff may use to connect to a virtual hearing and there is a chance that there could be a security breach of a participant's personal device.

To reduce the chance of a security breach and information being disclosed, participants should ensure that they, and anyone else they invite to attend the hearing, take reasonable precautions to secure their electronic device(s). This includes ensuring that the electronic device they use at the hearing complies with the Government of Canada's "Cyber Safe" recommendations at [www.getcybersafe.gc.ca/en/secure-your-devices](http://www.getcybersafe.gc.ca/en/secure-your-devices). For more

RPD-45.04 (October 18, 2024)  
Disponible en français

Page 1



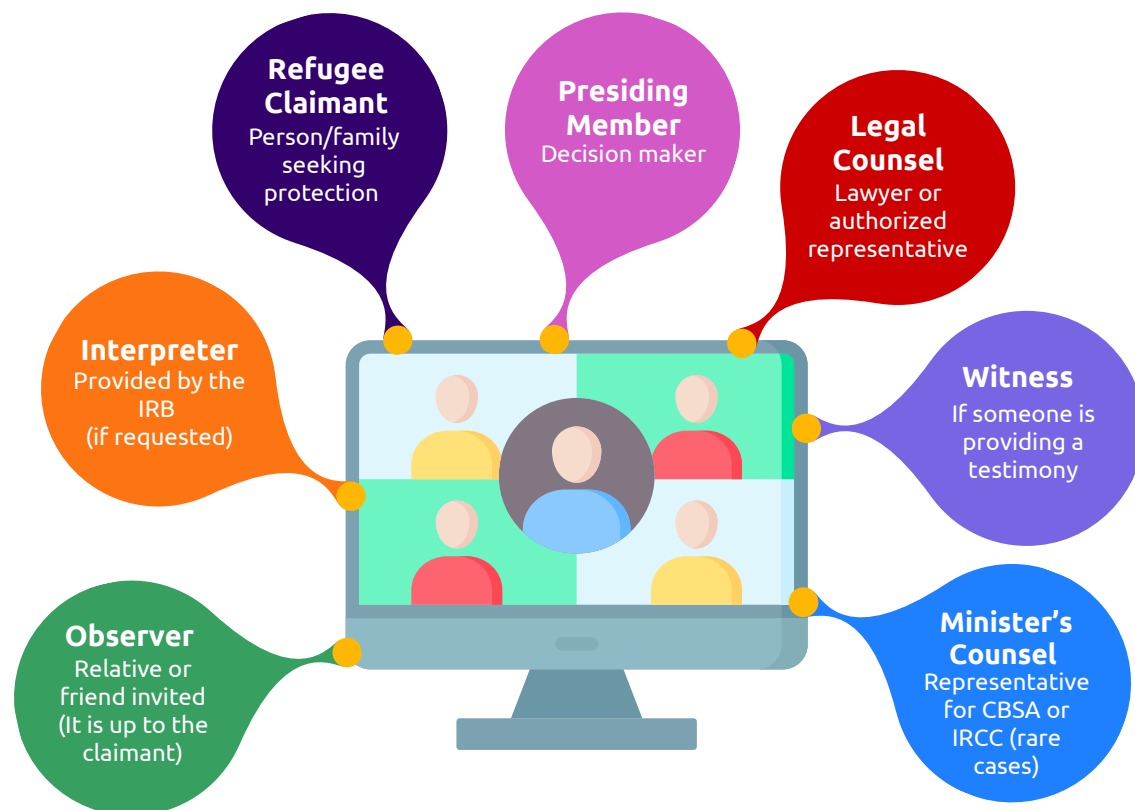
## Technical Requirements for a Virtual Hearing

- Most hearings are now remote.
- Join the Microsoft Teams link at the time specified in your notice.
- You need access to a private and quiet place: your house, lawyer's office, a friend house.
- You must have a computer, tablet, or a smartphone with a functioning web camera.
- Strong internet connection.
- This can be arranged in advance with the lawyer and/or RPD.
- Some agencies supporting refugees can also help you.



Microsoft Teams

## Who Is Attending the Refugee Hearing?



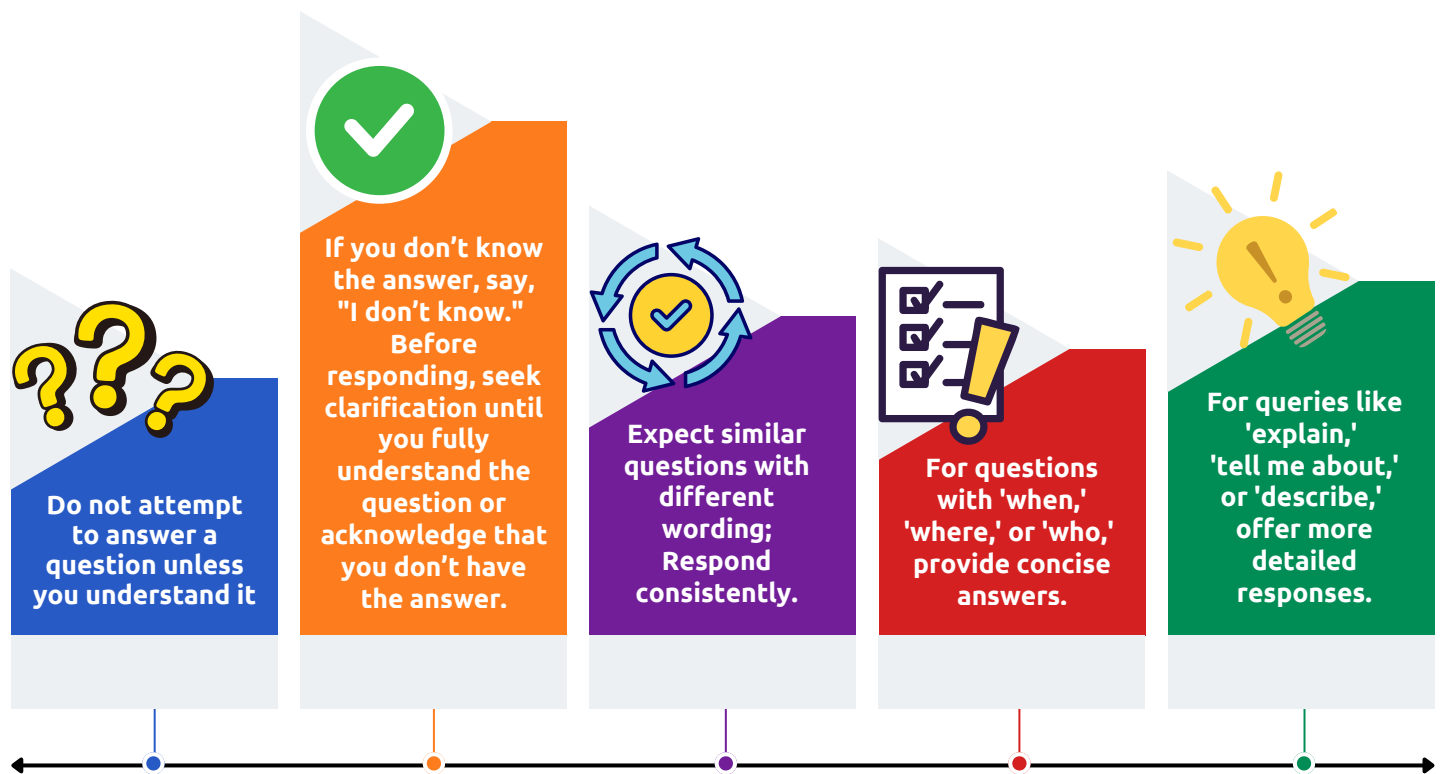
- Hearings are generally scheduled for **2 or 3 hours**, although they may be longer or shorter.
- **The member** will review the BOC and the evidences, and will ask you questions about your refugee claim.
- **The observer** could be a family/friend who you would like to have there for emotional support. They can attend the hearing, but do not participate.
- You can invite **witnesses** to provide testimony at your hearing, but you must notify ahead of time with your lawyer.

## What Happens at the Refugee Hearing?

- The member introduce everyone and **explain the hearing process**.
- If there is an interpreter, the member confirms that **you and the interpreter can understand each other**: make sure you understand them, and they understand you.
- The member **goes over all the documents** that will be used as evidence at your hearing. Make sure they have everything you submitted (BOC, originals of all evidence, notice to appear).
- Once the documents have been reviewed, the member asks you to make a promise to **tell the truth** in a solemn affirmation.
- The member will expect you to be able to answer questions at your hearing about **the efforts you made** to try to obtain the supporting document.
- You should **keep your evidence close by** in case the member asks to see the document.
- Inform the RPD member of any **relevant considerations**: If you are nervous... if you are feeling ill... If you will require medicine...
- Be aware that **you can request a break**; ask for a break at any time.



## Golden Rules for Answering Questions



## Decision Maker Expectations

The decision maker will expect you to be able to answer several important questions at your hearing, such as:

- What do you fear will happen to you if you return to your country of origin?
- Do you think you will be harmed if you return to your country of origin?
- Did you seek help from authorities, including the police or any other organizations, in your country?
- Did you try to move to another part of your country?


## At the End of the Refugee Hearing


**A**


 The Member can give the decision and reasons either

-  positive
  -  negative
- right there or...

**B**

 ... They might say that they need more time to arrive to their decision.

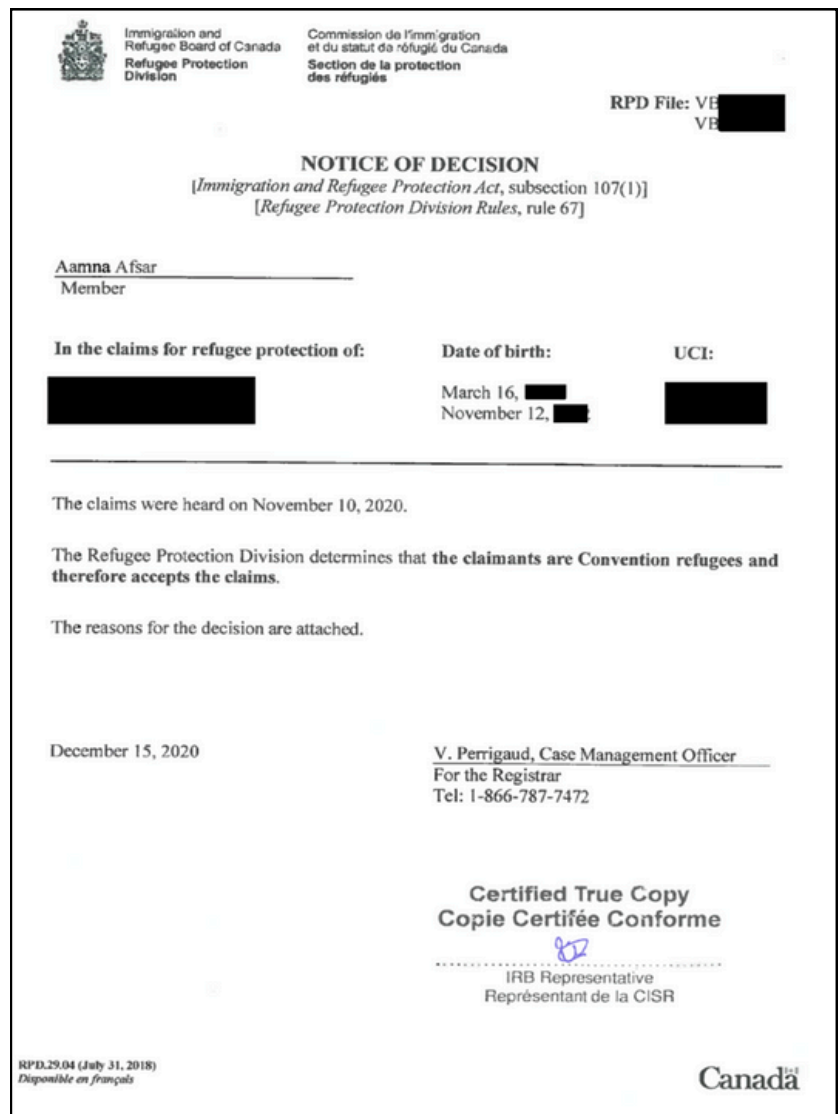
 Refugee claimants can make an application to submit evidence after their hearing until they have a decision.

 The RPD Refugee Process finishes the day the IRB send you the decision.

# AFTER THE REFUGEE HEARING

## Positive Decision

- You will be given an official signed document: “Notice of Decision with reasons”. This document explains why you were accepted or refused.
- If a claim is **accepted**, that person is granted **Protected Person** status in Canada.
- Protected persons can apply for **Permanent Residence**.
- You **cannot travel to the country you are fleeing from** (country of origin).
- You must be a citizen of Canada to travel back to your country of origin (always consult first, just in case).



Immigration and Refugee Board of Canada  
Refugee Protection Division

Commission de l'immigration et du statut de réfugié du Canada  
Section de la protection des réfugiés

RPD File: VB [REDACTED]  
VB [REDACTED]

**NOTICE OF DECISION**  
[Immigration and Refugee Protection Act, subsection 107(1)]  
[Refugee Protection Division Rules, rule 67]

Aamna Afsar  
Member

In the claims for refugee protection of: [REDACTED] Date of birth: March 16, [REDACTED]  
November 12, [REDACTED] UCI: [REDACTED]

The claims were heard on November 10, 2020.


The Refugee Protection Division determines that the claimants are Convention refugees and therefore accepts the claims.

The reasons for the decision are attached.

December 15, 2020

V. Perrigaud, Case Management Officer  
For the Registrar  
Tel: 1-866-787-7472

Certified True Copy  
Copie Certifiée Conforme

  
IRB Representative  
Représentant de la CISR

RPD.29.04 (July 31, 2018)  
Disponible en français

Canada

## Negative Decision

- **You can appeal** a negative decision before the RAD, with some **exceptions**:
  - The claim was withdrawn or abandoned
  - The decision says that your claim has no credible basis or is manifestly unfounded
  - The claim was made at a land border
- Some cases can only make an application to the **Federal Court** for Judicial Review
- **Time sensitive**: The first step has to be done before 15 days after receiving the decision.
- **The Minister can also appeal** a positive refugee determination.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 RPD DECISION RECEIVED	2 X	3 X	4 X
5 X	6 X	7 X	8 X	9 X	10 X	11 X
12 X	13 X	14 X	15 X	16 SUBMIT NOTICE OF APPEAL	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	


# AFTER THE REFUGEE HEARING

## RAD

- The **Refugee Appeal Division (RAD)** is the tribunal to which most (there are some exceptions) refugee claimants can appeal if the Refugee Protection Division (RPD) rejects their claim for refugee protection.
- **Time- sensitive: 45 days.**

### Two Steps to Appeal to the RAD

1. Filing your **notice of appeal form** (15 days after receiving negative decision)
2. Filing the **appellant's record** (45 days after receiving negative decision)



Immigration and  
Refugee Board of Canada  
**Refugee Appeal  
Division**

Commission de l'immigration  
et du statut de réfugié du Canada  
**Section d'appel  
des réfugiés**

**For office use only**

Received on:

**Notice of Appeal from a Refugee Protection Division Decision**  
Subsection 110(1) of the *Immigration and Refugee Protection Act*

**TIME LIMIT:** Provide the Refugee Appeal Division (RAD) one copy of this notice of appeal no later than 15 days after you receive the written reasons for the Refugee Protection Division (RPD) decision.

The RAD is temporarily not requiring signatures on documents and RAD forms submitted in support of an appeal in order to expand the use of electronic communication with the RAD and promote physical distancing.

I am / We are appealing an RPD decision: \_\_\_\_\_  
Date of the notice of decision (yyyy/mm/dd)      Date RPD reasons received (yyyy/mm/dd)


*Use additional sheets of paper the same size as this form if needed.*

Appellant	RPD file no.	Signature of appellant/ designated representative	Language chosen for appeal	Representative designated by RPD	RAD file no. (for office use)
<input type="text"/> <small>Last name, middle name, first name</small> <input type="text"/> <small>Date of birth</small> <input type="text"/> <small>Country of nationality/Country of citizenship</small>	<input type="text"/> <small>Client ID no.</small>	<input type="text"/> <small>Date signed (yyyy/mm/dd)</small>	<input type="checkbox"/> English <input type="checkbox"/> French	<input type="checkbox"/> None <input type="checkbox"/> Yes. Provide information on page 2.	<input type="text"/>
<input type="text"/> <small>Last name, middle name, first name</small> <input type="text"/> <small>Date of birth</small> <input type="text"/> <small>Country of nationality/Country of citizenship</small>	<input type="text"/> <small>Client ID no.</small>	<input type="text"/> <small>Date signed (yyyy/mm/dd)</small>	<input type="checkbox"/> English <input type="checkbox"/> French	<input type="checkbox"/> None <input type="checkbox"/> Yes. Provide information on page 2.	<input type="text"/>
<input type="text"/> <small>Last name, middle name, first name</small> <input type="text"/> <small>Date of birth</small> <input type="text"/> <small>Country of nationality/Country of citizenship</small>	<input type="text"/> <small>Client ID no.</small>	<input type="text"/> <small>Date signed (yyyy/mm/dd)</small>	<input type="checkbox"/> English <input type="checkbox"/> French	<input type="checkbox"/> None <input type="checkbox"/> Yes. Provide information on page 2.	<input type="text"/>
<input type="text"/> <small>Last name, middle name, first name</small> <input type="text"/> <small>Date of birth</small> <input type="text"/> <small>Country of nationality/Country of citizenship</small>	<input type="text"/> <small>Client ID no.</small>	<input type="text"/> <small>Date signed (yyyy/mm/dd)</small>	<input type="checkbox"/> English <input type="checkbox"/> French	<input type="checkbox"/> None <input type="checkbox"/> Yes. Provide information on page 2.	<input type="text"/>

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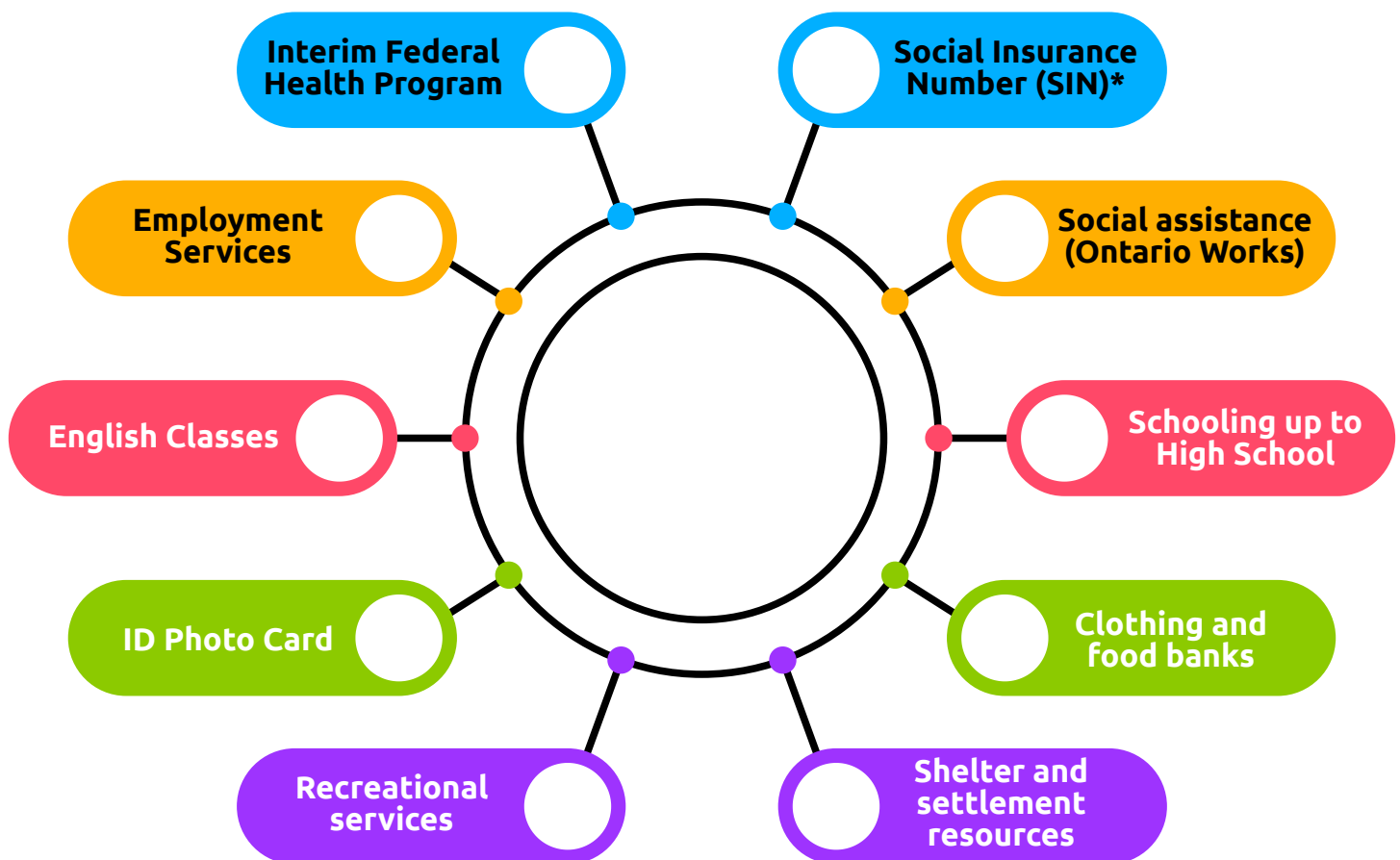
RAD.00 (2021.04)

Immigration and Refugee Board of Canada  
http://www.irb-cir.gc.ca  
Notice of Appeal from a Refugee Protection Division Decision  
Page 1 of 3



# REFUGEE CLAIMANT RESOURCES

In addition to the mentioned legal support, refugee claimants, Convention refugees and persons in need of protection have certain rights and access to settlement services, including:



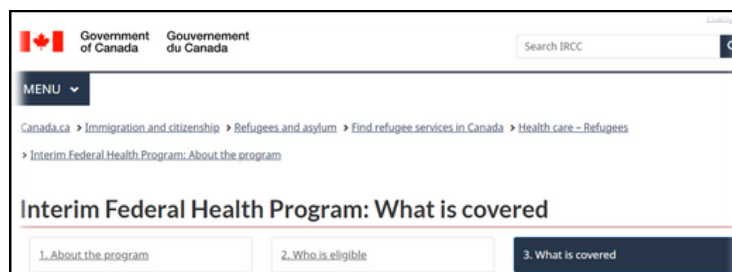
\* After getting the Work Permit

## Interim Federal Health Program (IFH)

- The Interim Federal Health Program (IFH) covers certain health-care benefits for specific groups of people until they become eligible for provincial or territorial health insurance.

<https://www.canada.ca/en/immigration-refugees-citizenship/services/refugees/help-within-canada/health-care/interim-federal-health-program/coverage-summary.html>

- More details, including IFHP Provider List, Benefit Grids, Help, FAQ, and handbooks, can be found at <https://ifhp.medaviebc.ca/>



## Immigration Medical

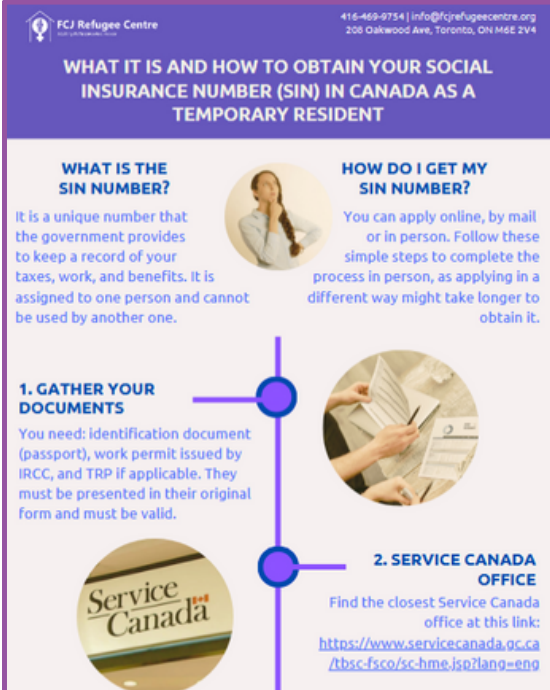
- You have 30 days to send medical exam done by a doctor approved by Immigration, Refugees and Citizenship Canada (IRCC). The claimant can book and appointment at:

<https://secure.cic.gc.ca/PanelPhysicianMedecinDesigne/en/Home>



## Work Permit and SIN Number

- After IRCC received the medical test results, the claimant's work permit will be issued. It can take more time if the claimant is requested to do more medical exams by Immigration Canada.
- Once the claimant receive their work permit, they can apply for the SIN (Social Insurance Number) number at their local Service Canada Centre.
- **Find a Service Canada Office:**  
<https://offices.service.canada.ca/en>
- **Apply, update or obtain a SIN confirmation:**  
<https://www.canada.ca/en/employment-social-development/services/sin/apply.html>
- The Social Insurance Number (SIN) is a unique number that the Government of Canada provides to keep a record of your taxes, work, and benefits. It is assigned to one person and cannot be used by another one.
- Check our guide: [\*What It Is and How to Obtain Your Social Insurance Number \(SIN\) as a Temporary Resident\*](#)



FCJ Refugee Centre  
416-469-9754 | info@fcjrefugeecentre.org  
208 Oakwood Ave, Toronto, ON M5E 2V4

### 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.

**2. SERVICE CANADA OFFICE**  
Find the closest Service Canada office at this link:  
<https://www.servicecanada.gc.ca/tbcs-fsco/sc-hme.js?lang=eng>

## Getting Ready for a Job

It is challenging to find work, especially when you are new to Canada. You'll need to know what to expect, where to find information about jobs in Ontario, and who to talk to in order to get help.

A roadmap:

### 1. Volunteering

Volunteering opportunities:

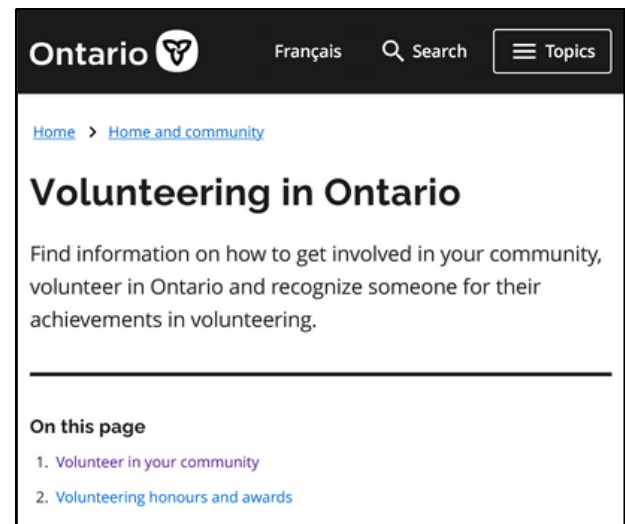
- <https://www.ontario.ca/page/volunteering-ontario>
- <https://www.letsvolunteer.ca/>
- <https://volunteer.ca/>

### 2. Resume Preparation

### 3. Job Search

### 4. Job Interview

\* Check the webinar series [\*The Pathway to Meaningful Employment\*](#), on our website:

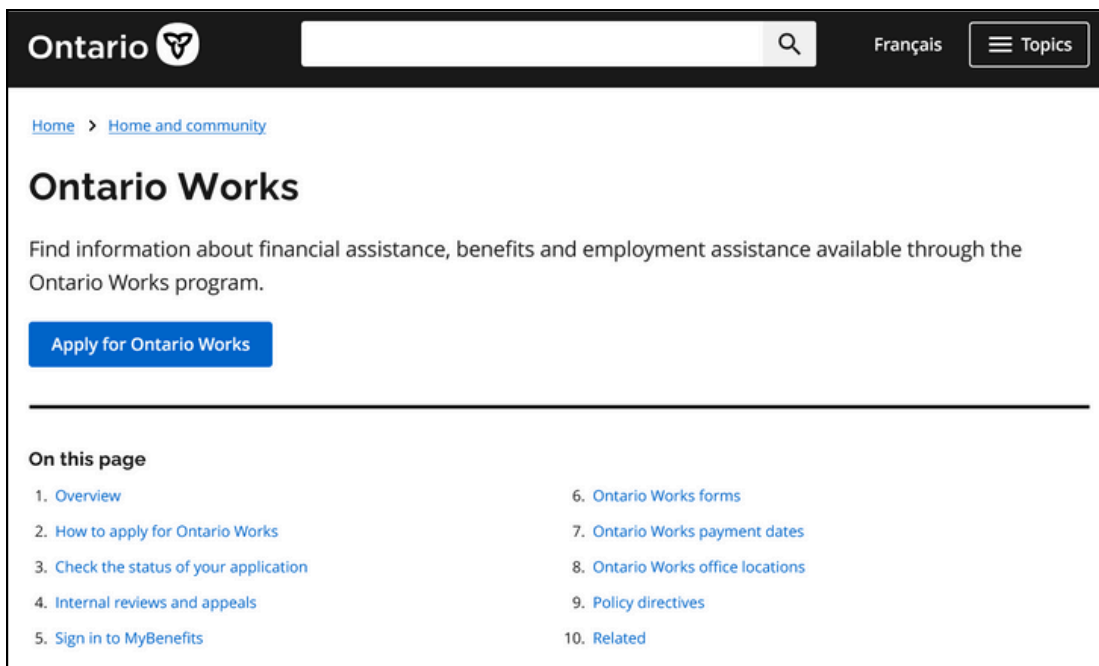


## Ontario Works

- Ontario Works is the Government's financial assistance for those who cannot afford their living expenses in Canada.
- Ontario Works offers help to the claimants with food, rent, health benefits, and employment support to help them find and keep a job.



<https://www.ontario.ca/page/ontario-works>



The screenshot shows the Ontario Works website. At the top, there is the Ontario logo, a search bar, and a language selector set to 'Français'. Below the navigation bar, the breadcrumb trail reads 'Home > Home and community'. The main heading is 'Ontario Works', followed by a sub-heading: 'Find information about financial assistance, benefits and employment assistance available through the Ontario Works program.' A prominent blue button labeled 'Apply for Ontario Works' is centered below the text. At the bottom of the page, there is a section titled 'On this page' containing a list of 10 links: 1. Overview, 2. How to apply for Ontario Works, 3. Check the status of your application, 4. Internal reviews and appeals, 5. Sign in to MyBenefits, 6. Ontario Works forms, 7. Ontario Works payment dates, 8. Ontario Works office locations, 9. Policy directives, and 10. Related.

## English Classes

- Regardless your age, you can take English classes (English as a Second Language, ESL) at no cost.
- Book an appointment at the YMCA to take a test and find out what level you are at:

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

- There are many different kinds of English programs designed for people with different goals and levels of English. You can take a free online test to learn more about the type of language training you might need in English or French.

<https://settlement.org/ontario/education/english-as-a-second-language-esl/esl-for-adults/what-different-kinds-of-esl-programs-are-available/>

- Language assessment centres:

<https://www.ontario.ca/page/adult-learning-english-second-language#section-4>



### English as a Second Language (ESL)

- > [ESL for Adults](#)
- > [Assess My English Level](#)
- > [LINC Program](#)
- > [ESL for Children and Youth](#)
- > [ESL Resources](#)

## Elementary and Secondary Education

- School aged children who have **arrived in Canada as visitors** must wait 6 months before entering school.
- School aged children who have **made a port-of-entry refugee claim** can enter right away as they will have the Letter of Acknowledgement of Claim.
- School aged children who have **made an inland refugee claim** need to wait for their refugee documents to enter school.
- School aged children with **parents who hold a valid Study or Work Permit** before the child is enrolled in school have the same fee exemption as domestic students.
- Check our webinars about school enrolment and the Ontario education system:
  - [Ontario Education Levels and Immigration Status Enrolment Eligibility](#)
  - [Exploring Resources in the Education System Available for Newcomer Families](#)
  - [Barriers with Accessing Education in Ontario](#)
  - [Ontario Education Levels and Immigration Status Enrolment Eligibility](#)



## Preparing for Season Changes

- Dress appropriately according to the season. Being outside in the winter, fall, spring or summer can be very enjoyable, as long you dress properly.
- Always check the weather network or any local channel before going out.
- When you look at the weather, you will see the current temperature, but you can also see what temperature “feels like”. In winter this can be 5-10 degrees colder than the actual temperature. Factor this into your clothing choices and wear extra layers. In summer could be the opposite. It depends on the humidity, wind, etc.



## Clothing Banks

### Some Clothing Banks for Warm Clothing

#### Scott Mission

- 416-923-3916
- 502 Spadina Ave. Toronto, ON M5S 2H1

#### All Saints Church Community Centre

- 416-368-7769
- Emergency clothing: Mon, Tues, Thu: 8:30 am to 2:30 pm; Wed: 10:30 am to 3 pm.
- 315 Dundas St E, Toronto, ON M5A 2A2

#### EHM (Evangel Hall)

- [information@evangelhall.ca](mailto:information@evangelhall.ca)
- 416-504-3563
- Drop in weekdays 10:30-12:30
- 552 Adelaide St W, Toronto, ON M5V 3W8

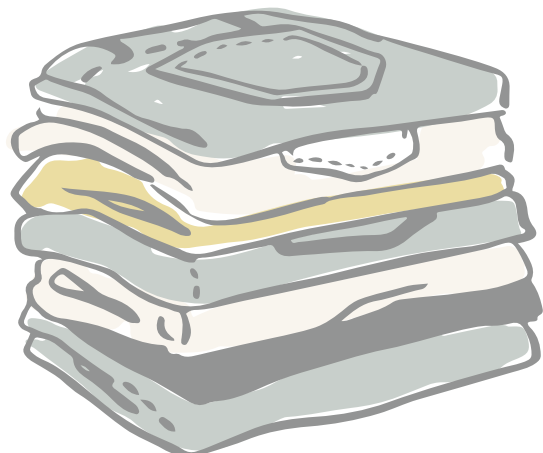
#### Romero House

(Small clothing boutique)

- [info@romerohouse.org](mailto:info@romerohouse.org)
- 416-763-1303
- 1558 Bloor St West, Toronto, ON, M6P 1A4

#### Oasis Clothing Bank

- 416-751 0553
- 60 Carnforth Rd, North York, ON M4A 2K7



## Food Banks

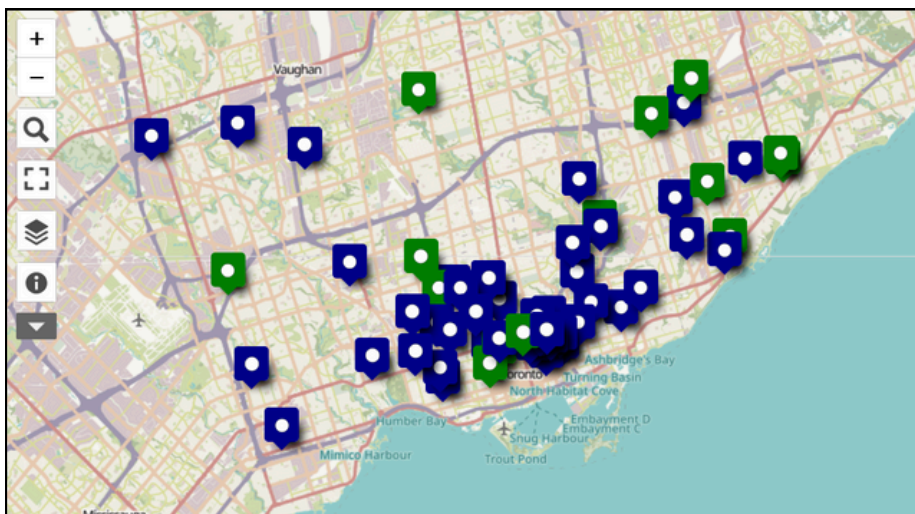
### FCJ Refugee Centre Food Security Program

FCJ Refugee Centre's Settlement and Integration Programs include the Food Security program, an initiative implemented since our origins. We strongly believe in the importance of food security and sustainability.

- [Food distribution](#) takes place every other Thursday, from 2:00pm to 4:00pm.
- See the [Food Banks Interactive Map of the Greater Toronto Area](#).
- More details: <https://www.fcjrefugeecentre.org/food-security-program/>

Check also:

- GTA Food Banks: <https://gtafoodbanks.ca/>



## ID Photo Cards

### 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 licence, 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-card#section-0>



### Driver's 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>

## Recreational

### Welcome Policy – Toronto Recreation Fee Subsidy

- Welcome Policy is a recreation fee subsidy to help Toronto residents access recreation programs.
- Eligible individuals and families will receive an annual financial credit that can be used towards the cost of all FitnessTO memberships and fitness multi-use passes, in addition to registered recreation programs such as lessons, camps and after-school care programs offered by the City of Toronto.
- Learn more: <https://www.toronto.ca/community-people/employment-social-support/child-family-support/welcome-policy-recreation-fee-subsidy/>

### Other resources

- [Toronto Parks, Forestry and Recreation](#)
- [Toronto Public Library](#)
- [Festival and Events](#)
- [Cultural attractions: museums, art galleries](#)



## 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 connects people to social services programs and community support**

<https://211ontario.ca/search/>

# REFUGEE HEARING ORIENTATIONS

## Virtual Ready Tour

- The Immigration and Refugee Board of Canada, IRB, facilitates refugee hearing information sessions online: **Virtual Ready Tours**.
- This is a unique opportunity for refugee claimants to learn what is going to happen during their refugee hearing.
- The sessions are scheduled twice a month. You can check the calendar online at the FCJ Refugee Centre website, and choose the day you can join:

<https://www.fcjrefugeecentre.org/refugee-orientations-online/>



**Virtual Ready Tour**

## REFUGEE HEARING ORIENTATIONS

Every other Thursday, 12:00 PM to 2:30 PM

A free program for refugee claimants

ONLINE

What is going to happen during my refugee hearing?

SCAN TO REGISTER

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

Check the calendar and register for the next available session!

FCJ REFUGEE CENTRE

REGISTRATION AND CALENDAR:  
[fcjrefugeecentre.org/refugee-orientations-online](https://www.fcjrefugeecentre.org/refugee-orientations-online)

CONTACT:  
Carolina Teves: [cteves@fcjrefugeecentre.org](mailto:cteves@fcjrefugeecentre.org)

## Re—Course

- Re—Course (RHP, Refugee Hearing Preparation) 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.
- **You must sign up for the RHP at least 4 weeks in advance of your IRB 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.
- For more details contact: 647 622 6410 or [hello@refugeerecourse.ca](mailto:hello@refugeerecourse.ca).
- <https://www.refugeerecourse.ca/>



Re—Course

## Mock Hearing Program For LGBTQ+ Refugee Claimants

The 519 offers professional support and guidance as you prepare for your IRB Hearing. Mock hearings are facilitated by trained immigration and refugee lawyers, volunteers, and The 519 staff.

- Limited capacity. Please register **at least 45 days before** your hearing date. It is mandatory to include your hearing date when you fill out the form. We can't accept applications without your hearing date.

To be eligible for this program:

- You must be a LGBTQ+ refugee claimant.
- Must have received your Notice to Appear from the IRB or Refugee Appeal Division (RAD).
- Must have all documents and evidence to be relied on for your IRB hearing.

More information:

- Email: [MockHearingProgram@The519.org](mailto:MockHearingProgram@The519.org) or call: 416-392-6874
- <https://www.the519.org/programs/mock-hearing-program/>





## CONNECT WITH US



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