



**FCJ Refugee Centre**

*Walking With Uprooted People*

# Refugee Process Overview & Resources

**Presented by:  
Diana Gallego, Senior Director**

**This presentation is thanks to the support of**



[www.fcjrefugeecentre.org](http://www.fcjrefugeecentre.org)

# LAND ACKNOWLEDGMENT

The land we are standing on today is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaty signed with multiple Mississaugas and Chippewa bands.

# FCJ REFUGEE CENTRE



WALKING  
WITH  
UPROOTED  
PEOPLE



## Who We Are

- We are a non-profit organization which serves refugees and others at risk due to their immigration status
- We welcome anyone asking for advice, counsel and support regarding these issues.
- We address systemic issues that newly arrived refugee claimants and persons with precarious immigration status face in Canada including lack of resources, marginalization, and discrimination.
- FCJ Refugee Centre is unique in its capacity to serve anyone who needs assistance. We have a particular penchant for serving populations who we term as “precarious migrants”.

[www.fcjrefugeecentre.org](http://www.fcjrefugeecentre.org)

# FCJ REFUGEE CENTRE SERVICES

**30**  
YEARS

**FCJ REFUGEE CENTRE**  
Shoulder to Shoulder, Side by Side...  
Walking with Uprooted People  
For 30 years

## SETTLEMENT & INTEGRATION

- Shelter for women & kids
- Refugee housing hub
- Women's services
- Food distribution
- English Classes
- Clinic
- Youth
- Access to Education

## IMMIGRATION SUPPORT

- Refugee process
- Immigration orientation
- PRRA
- Refugee appeal
- H&C
- Sponsorships
- 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/trainings sessions
- Borderless voices podcast
- Youtube channel videos
- Resources
- Country research
- Newsletter & annual reports



416-469-9754



437-217-3786

[info@fcjrefugeecentre.org](mailto:info@fcjrefugeecentre.org)



@FCJRefugeeCentre



@fcjrefugeecentre



@RefugeeCentre



FCJ Refugee Centre

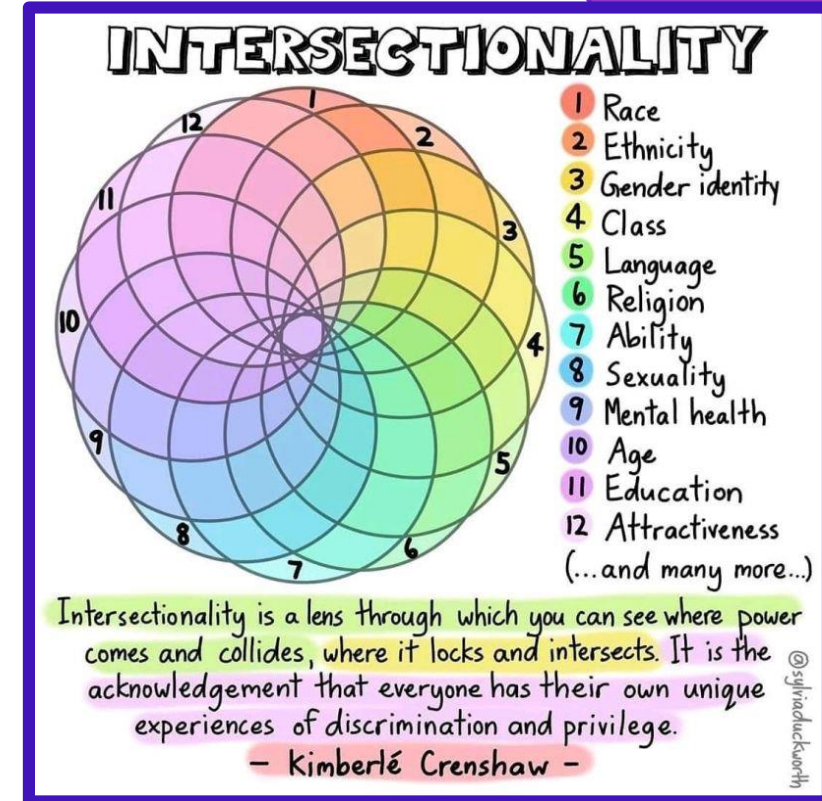
[WWW.FCJREFUGEECENTRE.ORG](http://WWW.FCJREFUGEECENTRE.ORG)

## AGENDA

- Precarious Migrants and Refugee Claimants
- Barriers
- Inland Refugee Claim
- Port of Entry Refugee Claim
- Refugee Resources

# PRECARIOUS MIGRANTS: Refugee Claimants

- The term precarious migrant refers to the vulnerabilities of individuals who do not have unconditional permanent residence in Canada and may possess some form of immigration status  
Precarious migrants in Canada are vulnerable to many forms of abuse as the law often fails to protect them
- Precarious migrants include:
  - ✓ Refugee claimants
  - ✓ Refused refugee claimants
  - ✓ Temporary foreign workers
  - ✓ Students
  - ✓ Victims and survivors of human trafficking
  - ✓ Visitors
  - ✓ People involved in sponsorship breakdown
  - ✓ Or anyone else without official immigration status

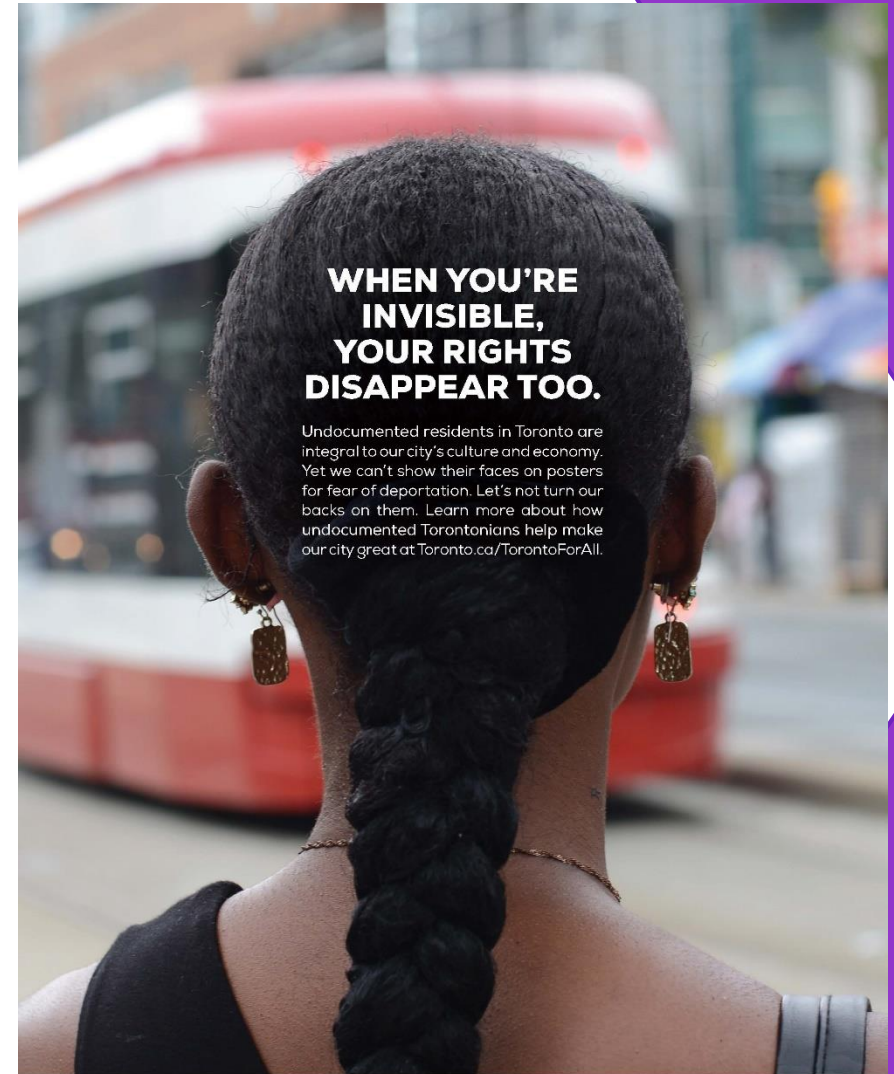


**A Refugee Claimant** is an individual who has made a refugee protection claim in Canada and is yet to receive a decision on their claim by the IRB (Immigration and Refugee Board).

## Systemic Discrimination: Invisibility

- Lack of sensitivity among general populace
- Burdened by myths and misconceptions
- Encouraged to mask this aspect of their identity
- Often don't fully understand the intricacies and impacts of their own situation
- Discrimination is compounded by other intersecting aspects of their identities.

Migrants also experience increased insecurity and violence as a result of the rise of racism, Islamophobia, and anti-immigrant sentiment





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# Inland Refugee Claim





## THE REFUGEE CLAIM PROCESS

### INLAND CLAIMS

Make a refugee claim inland by using the [refugee portal](#) to add personal information and submit a completed Basis of Claim (BOC).

### Eligibility Interview

#### Not eligible

If your claim is found ineligible, you can usually apply for Pre-Removal Risk Assessment (PRRA). Some PRRAs will include a hearing, others will be decided only on the documents and evidence.

Ask the Federal Court to review the finding that your claim is ineligible.

#### Eligible

Your claim is eligible to be heard at the Refugee Protection Division (RPD) of the Immigration and Refugee Board (IRB).

A hearing at the RPD will be scheduled. This can take many months. Some claims can be decided without a formal hearing.

Prepare for your hearing and file any changes to BOC and evidence with the RPD 10 days before hearing.

#### Claim accepted at RPD

#### Claim refused at RPD

Apply for permanent resident status

You may be able to make an application to stay in Canada based on humanitarian and compassionate (H&C) reasons. You can only make an H&C application if you withdraw your claim before you give evidence at your RPD hearing.

A failed refugee claimant may be eligible to make an H&C or a Pre-Removal Risk Assessment (PRRA) before they are removed from Canada. The rules are complicated. For more detailed information, visit [Steps to Justice](#).

### Check if you have the right to appeal to the RAD.

Appeal to the Refugee Appeal Division (RAD) within 15 days of getting the decision.

If no right of appeal to the RAD, ask the Federal Court to review the decision within 15 days of getting the decision. You may also need to ask for a stay of removal.

You may have the right to apply for a Pre-Removal Risk Assessment (PRRA) but you must wait at least 12 months from the final decision from the RPD, RAD, or Federal Court.

#### Unsuccessful at RAD

Successful at RAD (claim accepted or new hearing at the RPD)

Ask the Federal Court to review the decision within 15 days of getting the decision. If you meet deadlines, your removal order can't be enforced until the Court makes a final decision.

Successful In Federal Court (right to new hearing with a different decision-maker)

Unsuccessful In Federal Court (can be removed from Canada)

Applying for refugee status in Canada is complicated. It is important to try to get legal help. This flow chart provides information about the refugee claim process and time limits. It is not intended to be used as legal advice. In some cases, time limits can be extended. For more information and where to get help, visit Steps to Justice at [www.stepstojustice.ca/legal-topic/refugee-law](http://www.stepstojustice.ca/legal-topic/refugee-law).

This is an adaptation of the Refugee Claim Flow Chart (December 2012) produced by Legal Services Society, British Columbia (LSS), with permission. CLEO is wholly responsible for the accuracy.

- Officers will be able to communicate directly with clients or their legal representative. Claimants will also have the ability to track the status of their application.
- Claimants can submit their documents and those of their family members who are also in Canada. Applicants will have 90 days to submit a claim once it has been opened. For privacy reasons, incomplete claims that are not submitted within 90 days will be deleted.

[Home](#) > [Sign in](#)

## Sign in to the IRCC portal

\* Email address (required)

\* Password (required)

Sign in

Need an account? [Sign up](#)

[Forgot your password?](#)

Date modified: 2022-10-04

[Report a problem on this page](#)

# Application Process IRCC Portal/eAPP:



**What will happen via the portal:**



**Fill out forms**



**Basis of Claim (BOC) submitted**

## Application Process IRCC Portal/eAPP:



The Claimant's legal representative should provide them with the **summary** of their claim



The Claimant will receive Confirmation of submission

# Application Process IRCC Portal/eAPP

Documents that refugee claimant will receive:

Acknowledgment  
of claim  
document

Medicals  
instructions  
(Medical form)

# Acknowledgment of Claim Document

- This is a temporary document (white document)
- Confirms the Claimant has made a refugee claim
- Shows that the Claimant is covered under the Interim Federal Health Program
- Assist the Claimant to apply for Ontario Works (Social Assistance)

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>.

# Application Process IRCC Portal/eAPP

- The Claimant must complete their medical in 30 days (IMM1017 form)\* (**Only with authorized doctor from Immigration and is free**)
- The Claimant must wait for work permit to be mailed to their address\* (**update their address**)
- The Claimant can apply for Social Insurance Number (SIN #) with their work permit and their Acknowledgment of claim at any SERVICE CANADA OFFICE.

# Application Process IRCC Portal/eAPP

- The Claimant will be contacted by IRCC to attend in-person biometrics appointment and Eligibility Interview with IRCC - Immigration Refugees and Citizenship
- At this appointment, the Refugee Claimant will get their Refugee Protection Claim Document (RPCD)/Brown Paper

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

PROTECTED WHEN COMPLETED / PROTÉGÉ UNE FOIS REMPLI - B

**CANADA**

**REFUGEE PROTECTION CLAIMANT DOCUMENT**  
THIS IS TO CERTIFY THAT THE PERSON HEREIN IS A REFUGEE PROTECTION CLAIMANT WITHIN THE MEANING OF THE IMMIGRATION AND REFUGEE PROTECTION ACT

Application No: [REDACTED]  
UCI: [REDACTED]

**CLIENT INFORMATION**

Family Name: [REDACTED]  
Given Name(s): [REDACTED]  
Date of Birth: [REDACTED] (yyyy/mm/dd)  
Sex: [REDACTED]  
Country of Birth: [REDACTED]  
Country of Citizenship: [REDACTED]  
Date Issued: [REDACTED] (yyyy/mm/dd)  
Expiry Date: [REDACTED] (yyyy/mm/dd)

**ADDITIONAL INFORMATION**

Pursuant to Subsection 100(1) of the *Immigration and Refugee Protection Act*, this refugee protection claim has been determined to be eligible for a decision by the Refugee Protection Division. Consequently, pursuant to subsection 100(3), the refugee protection claim is referred to the Refugee Protection Division of the Immigration and Refugee Board.

As of 2023/03/23 the above-named individual is eligible for coverage of health-care costs under the Interim Federal Health Program (IFHP). This coverage can be cancelled without notice if the individual's immigration status changes. Therefore, health-care providers must verify the eligibility of the individual with the IFHP administrator before providing services.

I, the undersigned:

- declare that I require coverage under the IFHP. I will notify IRCC immediately of any changes to my immigration status, or if I become eligible for or receive other health insurance;
- understand that my medical and personal information will be shared with IRCC, IFHP claims administration and other appropriate third-parties for the administration of the IFHP and that my personal information may be shared with other government institutions and other third-parties in accordance with the *Privacy Act* and the *Department of Citizenship and Immigration Act*.

School age children do not need student authorization to attend primary or secondary schools.

Signature of accompanying adult (if applicable): [REDACTED]  
Signature of person concerned: [REDACTED] Money in possession: [REDACTED] Minister: [Signature]

\*\*\*NOT VALID FOR TRAVEL\*\*\*

THIS FORM HAS BEEN ESTABLISHED BY THE MINISTER OF IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA - THIS DOCUMENT IS THE PROPERTY OF THE GOVERNMENT OF CANADA  
FORMULAIRE ÉTABLI PAR LE MINISTRE DE L'IMMIGRATION, RÉFUGIÉS ET CITOYENNETÉ CANADA - LE PRÉSENT DOCUMENT EST LA PROPRIÉTÉ DU GOUVERNEMENT DU CANADA

IMM 1442B (1-2019)

Canada





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# Border Refugee Claim (POE-Port of Entry)



## THE REFUGEE CLAIM PROCESS

### PORT-OF-ENTRY CLAIMS

Make a refugee claim at port-of-entry to Canada Border Services Agency (CBSA).

### Eligibility interview

#### Not eligible

If your claim is found ineligible, you can usually apply for Pre-Removal Risk Assessment (PRRA). Some PRRAs will include a hearing, others will be decided only on the documents and evidence.

Ask the Federal Court to review the finding that your claim is ineligible.

If your claim is ineligible because of the Safe Third Country Agreement (STCA) you cannot make a PRRA, and you can be removed. You can ask the Federal Court to review the decision, but you must act right away.

#### Eligible

Your claim is eligible to be heard at the Refugee Protection Division (RPD) of the Immigration and Refugee Board (IRB). You must file completed Basis of Claim (BOC) form with the RPD within 15 days.

A hearing at the RPD will be scheduled. This can take many months. Some claims can be decided without a formal hearing.

Prepare for your hearing and file any changes to BOC and evidence with the RPD 10 days before hearing

### Claim accepted at RPD

### Claim refused at RPD

Apply for permanent resident status

You may be able to make an application to stay in Canada based on humanitarian and compassionate (H&C) reasons. You can only make an H&C application if you withdraw your claim before you give evidence at your RPD hearing.

A failed refugee claimant may be eligible to make an H&C or a Pre-Removal Risk Assessment (PRRA) before they are removed from Canada. The rules are complicated. For more detailed information, visit [Steps to Justice](#).

### Check if you have the right to appeal to the RAD

Appeal to the Refugee Appeal Division (RAD) within 15 days of getting the decision.

If no right of appeal to the RAD, ask the Federal Court to review the decision within 15 days of getting the decision. You may also need to ask for a stay of removal.

You may have the right to apply for a Pre-Removal Risk Assessment (PRRA) but you must wait at least 12 months from the final decision from the RPD, RAD, or Federal Court.

### Unsuccessful at RAD

Successful at RAD (claim accepted or new hearing at the RPD)

Ask the Federal Court to review the decision within 15 days of getting the decision. If you meet deadlines, your removal order can't be enforced until the Court makes a final decision.

Successful in Federal Court (right to new hearing with a different decision-maker)

Unsuccessful in Federal Court (can be removed from Canada)

Applying for refugee status in Canada is complicated. It is important to try to get legal help. This flow chart provides information about the refugee claim process and time limits. It is not intended to be used as legal advice. In some cases, time limits can be extended. For more information and where to get help, visit Steps to Justice at [www.stepstojustice.ca/legal-topic/refugee-law](http://www.stepstojustice.ca/legal-topic/refugee-law).

This is an adaptation of the Refugee Claim Flow Chart (December 2012) produced by Legal Services Society, British Columbia (LSS), with permission. CLEO is wholly responsible for the accuracy.

## Application Process: Port of Entry claims

- Eligibility determined at POE:  
Common at some land borders with Safe Third Country Exceptions such as Peace Bridge - (Fort Erie and Niagara).



## Port Of Entry FOUND ELEGIBLE:

What has been done:

- Completed forms with CBSA (Generic, Schedule 12, Schedule A forms)
- Received Refugee Protection Claim Document (Refugee ID/Brown paper)
- Claim referred to Immigration and Refugee Board (IRB)



## Port Of Entry FOUND ELEGIBLE:

- TO DO:
- Submit Basis of Claim (BOC) to IRB in 45 days
- Complete medical in 30 days
- Wait for work permit \*(if requested on Schedule 12)**the Claimant must update their address.**

# Eligibility NOT determined at Port of Entry

- What has been done:
- Received ACKNOWLEDGMENT OF CLAIM DOCUMENT (AOC)



UCI: [REDACTED]  
Applicant Number: [REDACTED]

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

Family Name: [REDACTED]  
Given Name: [REDACTED]  
Date of Birth: [REDACTED] / YYYYMMDD

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

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 (using administrative) Medavie Blue Cross, before providing services. Medavie Blue Cross may be contacted by telephone at 1-888-614-2880, by facsimile at (514) 887-4651 or through their website at <https://www.medaviebc.ca/en/health-professionals>.

## Eligibility NOT determined at Port of Entry

- TO DO:
- Complete IRCC portal/eApp: CBSA provides written instructions
- Complete Medical in 30 days





You have made a refugee claim in Canada. Your interview has been scheduled for a later date. Submit your refugee claim application online within 14 days from the date you entered Canada.

Completing your refugee claim application online as soon as possible may allow the Canada Border Services Agency (CBSA) to reschedule your interview to an earlier date.

Your refugee claim application will allow you to indicate whether you or any of your family members are requesting a work permit.

Submit your refugee claim application online using the IRCC Portal:

1. Obtain an invitation code by confirming your email address in the web link below:

Web link: <https://ircc.canada.ca/visit-visiter/en/get-account-ircc-portal>

Or by scanning the following QR Code



2. Copy your Invitation Code by clicking "Copy to clipboard" and click on "Continue to the IRCC Portal sign-up" page

#### Get an IRCC Portal account

Your IRCC Portal invitation code is

[Redacted code] [Copy to clipboard](#)

Code valid until [Redacted date]

[Continue to the IRCC Portal sign-up page](#)

3. Fill out the required field in the sign up page to start and complete your refugee claim application
4. At the end of the online application when asked to upload the Basis of Claim (BOC), upload your BOC if it is complete. If you have not yet completed your BOC, you can upload your Acknowledge of Claim or Confirmation of Referral. You need to upload one of the documents listed above to complete and submit your online application.

#### Supporting documents

Document name	File name	Action	Status
<a href="#">Basis of Claim</a>	No file chosen	<a href="#">Add file</a>	Not uploaded

Using the online application will ensure that your application is complete, and avoid delays. You will be able to securely answer all required questions using a computer or mobile device.

If you are unable to complete your refugee application using the IRCC portal, you may send a request for a paper-based application to [CBSA.Asylum-Asile.ASFC@CBSA-ASFC.gc.ca](mailto:CBSA.Asylum-Asile.ASFC@CBSA-ASFC.gc.ca) \*

\*The paper-based application requires the completion of forms using Adobe Acrobat 10 (not available on a tablet or mobile phone), and will require a manual review to ensure completion. Incomplete forms will result in delays.

PROTECTION • SERVICE • INTEGRITY

## Eligibility NOT determined at Port of Entry

- TO DO cont.:
- Wait for work permit at address listed in the portal \*  
**(Update/report change of address)**
- Apply for Social Insurance Number (SIN#) with Acknowledgment of claim and valid work permit
- Check email for further examination date

## Eligibility NOT determined at Port of Entry

- After deferred examination interview is completed, the Claimant will receive their Refugee Protection Document (Refugee ID/Brown Paper)
- Claim Referred to Immigration
- The Claimant must submit Basis of claim (BOC) to IRB in 45 days

## Claimant processed through ONE TOUCH program

- **Who may be considered for the one-touch refugee intake process:**
  - The claimant's risk has been assessed and the claimant is **NOT** considered "high-risk";
  - The officer is comfortable with the person's identity (passport, national ID card, travel document, etc...);
  - The claimant has provided a valid email address (if claimants have an in-Canada address and telephone number those must be collected as well);
  - The claimant is NOT inadmissible for allegations other than non-compliance with seeking to remain in Canada on a permanent basis without first obtaining a permanent resident visa [A41(a), A20(1)(a), R6]; and
  - The claimant is not or will not be detained.

## ONE TOUCH program

- What has been done:
- Eligibility confirmed
- Received Refugee Protection Claim Document (Refugee IF/Brown paper)
- Claim referred to Immigration and Refugee Board (IRB)

## ONE TOUCH program

- To do:
- Submit Basis of Claim (BOC) to IRB in 45 days
- Complete IRCC portal/eApp (forms)
- Complete medical in 30 days
- Wait for work permit to be mailed
- Apply for Social Insurance Number with Refugee Protection Document (Refugee ID/Brown paper) and valid work permit
- No additional in-person examination required



## ONE TOUCH

Your refugee claim application is **NOT** complete. You must complete your refugee claim application within the next 45 days using the IRCC portal:

1. Obtain an invitation code by confirming your email address in the web link below:  
Web link: <https://ircc.canada.ca/visit-visiter/en/get-account-ircc-portal> or by scanning the QR Code



2. Copy your Invitation Code by clicking "Copy to clipboard" and click on "Get time to the IRCC Portal sign-up" page:

Get an IRCC Portal account

Your IRCC Portal invitation code is

██████████

Your valid email is

██████████

3. From your My TRCC portal account, click: [Make a new refugee claim or continue a claim made to the Canada Border Services Agency \(CBSA\)](#)
4. You will need the I# and U#s found on your refugee protection claimant document to continue your existing refugee claim.

For information to help you complete the forms and guide you through the application process, see: <https://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/guide-0192-cbsa-refugee-claims-ircc-portal.html>

### IMPORTANT:

Completing the IRCC Portal will provide the Government of Canada an updated address to send your work/study permit(s).

You must also submit a completed Basis of Claim (BOC) form to the Immigration and Refugee Board (IRB) within 45 days.

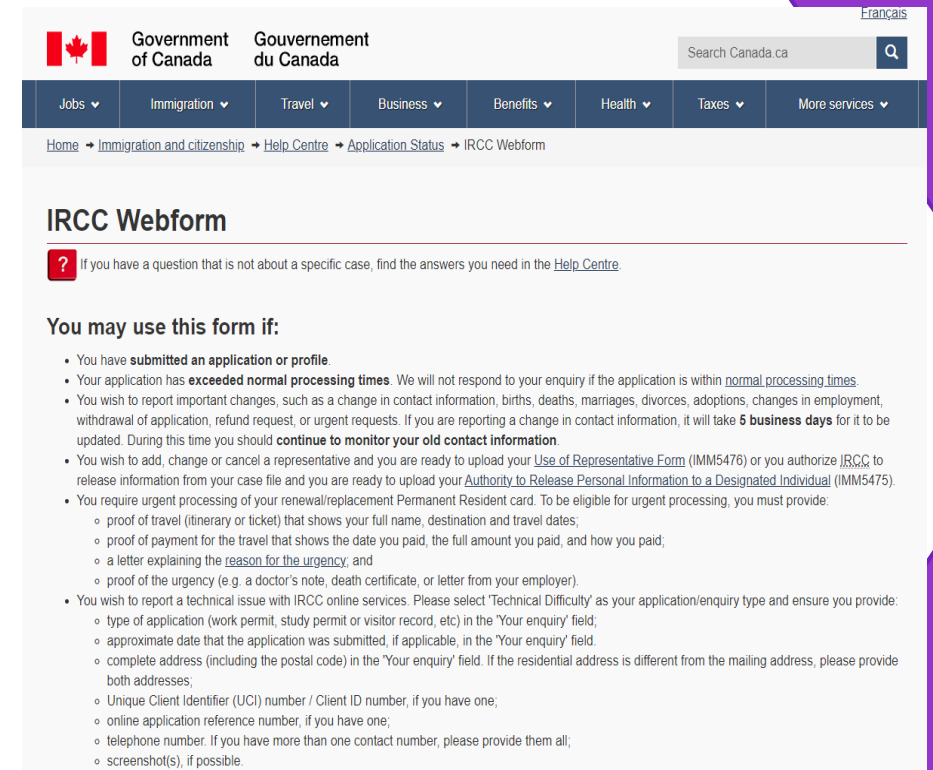
Not completing your refugee claim application and BOC will result in delays and your refugee claim may be declared abandoned by the Immigration and Refugee Board (IRB). In addition, you could be subject to enforcement including arrest and removal from Canada.

If you are unable to complete your refugee application using the IRCC Portal, you may send a request for paper forms to [CBSA.Asylum-Asile.ASFC@CBSA-ASFC.gc.ca](mailto:CBSA.Asylum-Asile.ASFC@CBSA-ASFC.gc.ca)\*

\*The paper forms requires the completion of forms using Adobe Acrobat (not available on a tablet or mobile phone), and will require a manual review to ensure completion. Incomplete forms will result in delays.

# Change of Address

- Change of Address for individuals who have their acknowledgement of claim document to secure the work permit would arrive to the proper address.
- Web form Link - <https://secure.cic.gc.ca/enquiries-renseignements/canada-case-cas-eng.aspx>
- In the text box the Claimant must input their information that needs being 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 the applicant is the enquirer, select applicant option in the first box and all information will follow



The screenshot shows the IRCC Webform page. At the top, there is a navigation bar with the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". A search bar is located on the right. Below the navigation bar, there are several menu items: Jobs, Immigration, Travel, Business, Benefits, Health, Taxes, and More services. The main content area is titled "IRCC Webform" and includes a question mark icon and a link to the Help Centre. Below this, there is a section titled "You may use this form if:" followed by a list of conditions for using the form.

Government of Canada / Gouvernement du Canada

Search Canada.ca

Jobs | Immigration | Travel | Business | Benefits | Health | Taxes | More services

Home → Immigration and citizenship → Help Centre → Application Status → IRCC Webform

## IRCC Webform

? If you have a question that is not about a specific case, find the answers you need in the [Help Centre](#).

**You may use this form if:**

- You have **submitted an application or profile**.
- Your application has **exceeded normal processing times**. We will not respond to your enquiry if the application is within **normal processing times**.
- You wish to report important changes, such as a change in contact information, births, deaths, marriages, divorces, adoptions, changes in employment, withdrawal of application, refund request, or urgent requests. If you are reporting a change in contact information, it will take **5 business days** for it to be updated. During this time you should **continue to monitor your old contact information**.
- You wish to add, change or cancel a representative and you are ready to upload your [Use of Representative Form](#) (IMM5476) or you authorize IRCC to release information from your case file and you are ready to upload your [Authority to Release Personal Information to a Designated Individual](#) (IMM5475).
- You require urgent processing of your renewal/replacement Permanent Resident card. To be eligible for urgent processing, you must provide:
  - proof of travel (itinerary or ticket) that shows your full name, destination and travel dates;
  - proof of payment for the travel that shows the date you paid, the full amount you paid, and how you paid;
  - a letter explaining the [reason for the urgency](#); and
  - proof of the urgency (e.g. a doctor's note, death certificate, or letter from your employer).
- You wish to report a technical issue with IRCC online services. Please select 'Technical Difficulty' as your application/enquiry type and ensure you provide:
  - type of application (work permit, study permit or visitor record, etc) in the 'Your enquiry' field;
  - approximate date that the application was submitted, if applicable, in the 'Your enquiry' field.
  - complete address (including the postal code) in the 'Your enquiry' field. If the residential address is different from the mailing address, please provide both addresses;
  - Unique Client Identifier (UCI) number / Client ID number, if you have one;
  - online application reference number, if you have one;
  - telephone number. If you have more than one contact number, please provide them all;
  - screenshot(s), if possible.



## New temporary measure that will accelerate work permit

- Under this measure, a work permit will be issued for individuals in Canada following their eligibility determination, and prior to the in-person interview and referral to the Immigration and Refugee Board of Canada (IRB). This includes claims currently in the backlog and those submitted, going forward.
- provide their biometrics
- complete an immigration medical exam with a [panel physician designated by IRCC](#)

# FCJ REFUGEE CENTRE

## CHANGE OF ADDRESS

If the individual already has their Refugee ID and the case was referred to the Refugee Protection Division - IRB, they must also fill out the change of address form (yellow page provided on the refugee package) and fax over a copy to the IRB.

Fax number – use any of the following:

-416-973-4013  
-416-954-1165  
-416-973-9304

### Email to Change Venue/Location of refugee claim from Montreal to Toronto

- Send request to this email: [CTU-PUBLIC@cbsa-asfc.gc.ca](mailto:CTU-PUBLIC@cbsa-asfc.gc.ca)
- Include the following information in your email:

- |                           |   |
|---------------------------|---|
| a) UCI#                   | e) If possible, current address in Toronto  |
| b) Full Name              | f) Date and Location of Eligibility Interview (this can be found on your “Entry for Furth Examination or Admissibility Hearing Form”) |
| c) Date of Birth          |   |
| d) Email and Phone Number |   |

# Notification of Client Contact Information

To be completed by the individual appearing before the Immigration and Refugee Board of Canada (IRB).

Name	Date of birth (mm-dd-yyyy)
------	----------------------------

## MY CONTACT INFORMATION

Street number, street name and apartment number		City
Province	Postal code	Country (if outside of Canada)
Landline telephone number ( ____ ) Area Code                      Phone Number		Cellphone number ( ____ ) Area Code                      Phone Number
Fax number ( ____ ) Area Code                      Fax Number		Email address
Effective date of the contact information (mm-dd-yyyy)		

## IMPORTANT INSTRUCTIONS

### Providing your contact information:

You must provide your contact information in writing to the IRB division handling your case no later than the time limit set out in the rules of that division. If you have proceedings before more than one IRB division, you do not need to complete a separate form for each division; at the top of this form, simply indicate any IRB division before which you have a proceeding, and provide your IRB file number for each division.

### Changing your contact information:

If any of your contact information changes, you must complete a new form without delay and provide it to the IRB office handling your case.

### Changing the location of your proceeding:

If you have moved and you wish to submit an application to change the location of the proceeding, you must complete an *Application to Change the Location of a Proceeding* form or follow rule 53 of the *Refugee Protection Division Rules*, rule 42 of the *Immigration Division Rules*, rule 47 of the *Immigration Appeal Division Rules* or rule 66 of the *Refugee Appeal Division Rules*. Please note that an application to change the location of a proceeding will be allowed only in certain circumstances. If you have not received a response from the IRB, you must appear for the proceeding at the location set and be prepared to start or continue the proceeding.

## Change of Information Form

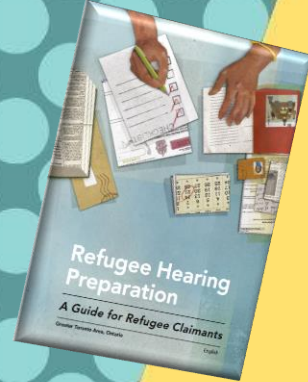
- This form should be use if the claim has been referred to the IRB and the BOC has been submitted



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



# RESOURCES FOR REFUGEE CLAIMANTS

ACCESS TO

- 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 阿拉伯语

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



**FCJ Refugee Centre**

*Walking With Uprooted People*

# Ready Tour: Refugee Hearing Orientations

Ready Tour is a unique program that allows refugee claimants to learn what is going to happen during their refugee hearing.

Through this orientation sessions, officers of the RPD explain what is going to happen during a virtual hearing and how to be ready for that moment.

Service Providers are welcome to join the session so they can provide a better support to claimants.

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

[www.fcjrefugeecentre.org](http://www.fcjrefugeecentre.org)

## VIRTUAL READY TOURS

**A FREE PROGRAM FOR REFUGEE CLAIMANTS**

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

*Every Other Thursday*



### Learn:

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

### REGISTRATION

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

### CONTACT:

Carolina Teves

[cteves@fcirefugeecentre.org](mailto:cteves@fcirefugeecentre.org)



FCJ REFUGEE CENTRE  
*Walking with uprooted people*

## Apply to Legal Aid

- Claimant's can apply to legal to seek funding for a representative.
- Legal Aid is a government program that helps low-income families to receive legal representation and advice. If the Claimant qualifies for Legal Aid, Legal Aid will pay a lawyer to represent them.

# Find Legal Representative



Claimant can find a lawyer by visiting these websites (check law society: <https://lso.ca/home>)



Or 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.



# KEY STEP: 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 the claimant apply, they will speak to two different agents. The first agent will ask the claimant more basic questions and set up their Legal Aid account.

First agent provide the client number and after phone call is transfer to a second agent.

Second agent ask the Claimant more personal questions related to the refugee claim reason and finances. At the end a CE# is provided

## Legal Aid Application/ Key Questions

### CASE

1. Who wants to hurt/ kill you
2. How do you know it?
3. Why?
4. Incidents or situations that happened that made you leave your country

### FINANCIAL ASPECT

1. How much money did you have when they enter Canada, (Or in the USA, may vary to the situation of the client.
2. Amount of the remaining money



## Immigration Medical

- The Claimant has 30 days to send their 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/Sin Number



After IRCC received the 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 number at their local Service Canada Centre:  
<https://www.canada.ca/en/employment-social-development/services/sin/apply.html>



## Interim Federal Health Program IFH

- The IFH covers certain health-care benefits for specific groups of people until they become eligible for provincial or territorial health insurance.
- More details about the coverage can be found on: <https://ifhp.medaviebc.ca/> Providers list: Interim Federal Health Program - Providers Search - IFHP (medaviebc.ca)



## Bank Account and Phone



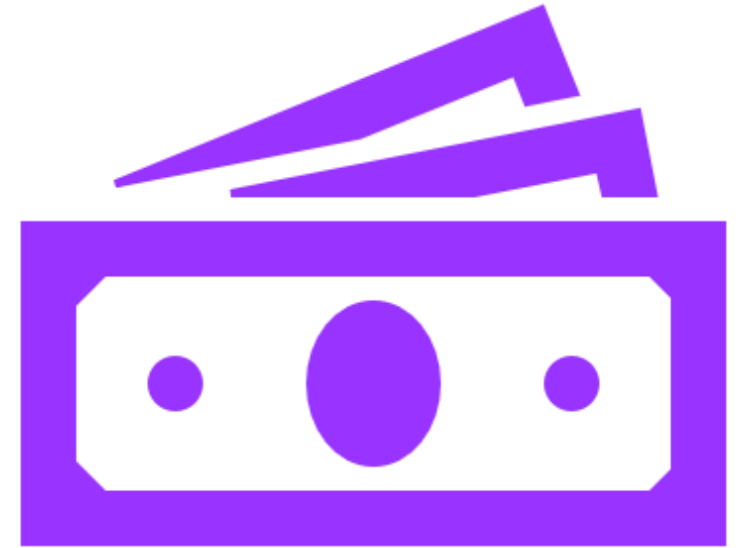
A claimant must open a bank account,



And having a Canadian phone is a must for financial assistance and for the Government to be able to contact the Claimant.

# Ontario Works Application

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



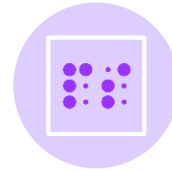
# English Classes and Enrolment in School



Regardless of the Claimant's age, they can take English classes at no cost. The Claimant will have to make an appointment at the YMCA to take a test and find out what level they are at:



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



A child under 18 claiming refugee status or who has no status in Canada: does not need a study permit and does not need to pay fees to attend elementary or secondary school.

# Ontario Photo Card/ Driver's License



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 Claimant 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>



## Other Free Community Resources

- Refugee claimants have certain rights and have access to free settlement services.
- Canada offers many community resources: libraries, food banks, recreation assistance, etc.
- Claimant can explore these online resources:
- <https://www.fcjrefugeecentre.org/>
- <https://refugeehouses.ca/>
- <https://settlement.org/>
- <https://211ontario.ca/>



THANK YOU



## CONNECT WITH US



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416-469-9754



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