

IRCC Processing Time

Office for Refugees, Archdiocese of Toronto (ORAT)



Agenda

- Sponsorship Steps at ORAT
- Your Responsibilities as Cosponsors or CGs
- IRCC Process
- Implications
- Changes and Rejections
- Update IRCC
- Request information from IRCC



Sponsorship Steps at ORAT

Sponsorship Steps at ORAT	Completed by Cosponsor/CG	Completed by ORAT
Attend Introduction to Resettlement Information Session	√	
Complete Immigration Canada Forms	√	
ORAT's Review/Approval of Application		√
Submission of Case to Immigration Canada (IRCC)		√
Attend IRCC Processing Times Information Session	√	
Attend Key Information Sessions (General Integration Training, Budgeting & Finance, Pre-Arrival, Welcome Orientation)	√	



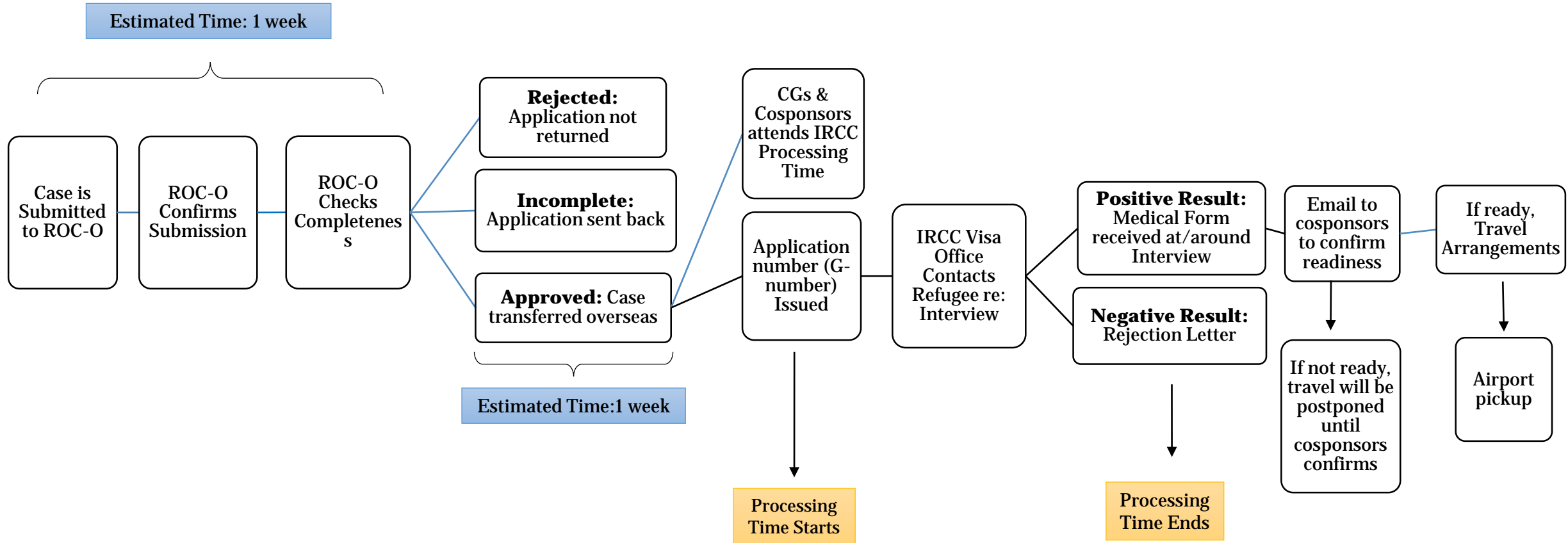
Your Responsibilities as Cosponsors or CGs

Once your case is submitted to IRCC, you are required to:

1. Copy ORAT on all your communications with IRCC, Visa Office, and other related organizations (IOM, UNHCR, etc.);
2. Update IRCC, Visa Office and ORAT on any changes to your file;
3. When appropriate, follow-up on your case;
4. Upon request from ORAT or IRCC, provide requested documents in a timely manner; and
5. Ongoing communication with the refugee(s) to ensure that they are being kept up to date.



Processing of Applications at ROC-O*



* Resettlement Operations Centre in Ottawa (ROC-O)



Processing time is effected by a number of factors

1. How many applications are pending review at ROC-O and at Visa Offices;
2. How many refugees Canada can welcome in a given year;
3. The security situation in the area;
4. An inability of the Visa Office to communicate with the Principal Applicant;
5. How long it takes to complete the medical exam and security screening;
6. Family profile (family sizes/ages may impact processing time of security/medical checks);
7. Dependants being added during processing;
8. Exit permits the refugee(s) may need; and
9. Other barriers that cannot be controlled or anticipated e.g. current pandemic situation



Factors that might lead to the rejection of the case

After your case has been submitted to Immigration Canada, and while the file is being processed overseas, there are several factors that might render your case no longer eligible for resettlement resulting in a rejection decision. These factors include:

1. The Refugee(s) goes back to their country of origin or habitual residence (*Voluntary Repatriation*);
2. The Refugee(s) is resettled to a safe third country (*Durable Solution*);
3. The Refugee(s) is able to establish themselves in the host country (*Local Integration*);
4. The Refugee(s) engage in criminal activities;
5. The Migration Officer has concerns regarding the credibility of the refugee(s); and
6. The Visa Officer is unable to reach the Refugee(s).



When to request information from IRCC and when to update the Visa Office

Activity	When to Act
Request Information	<ol style="list-style-type: none">1. When your case has exceeded the specific Visa Office's processing time as indicated on IRCC's website (http://www.cic.gc.ca) or on IRCC's email and no interview has been scheduled yet;2. <u>3 months</u> have passed since the interview and no travel arrangements have been made.
Update Visa Office	<ol style="list-style-type: none">1. You should update the Visa Office when the following changes have taken place on your case:<ul style="list-style-type: none">• <u>PA contact information</u> has changed (e.g., address, email, phone number)• <u>Family composition has changed</u> (e.g., newborn baby, marriage, divorce, death etc.)• <u>A correction</u> is required to the spelling of a name, DOB, or other personal information2. One Year Window (OYW): When the arrived refugee family submits an application within 1 year of arrival to Canada for a non-accompanying family member who was on the original application.

Important: Whenever Cosponsors or CGs update IRCC or the Visa Office, ORAT must be copied on their communications

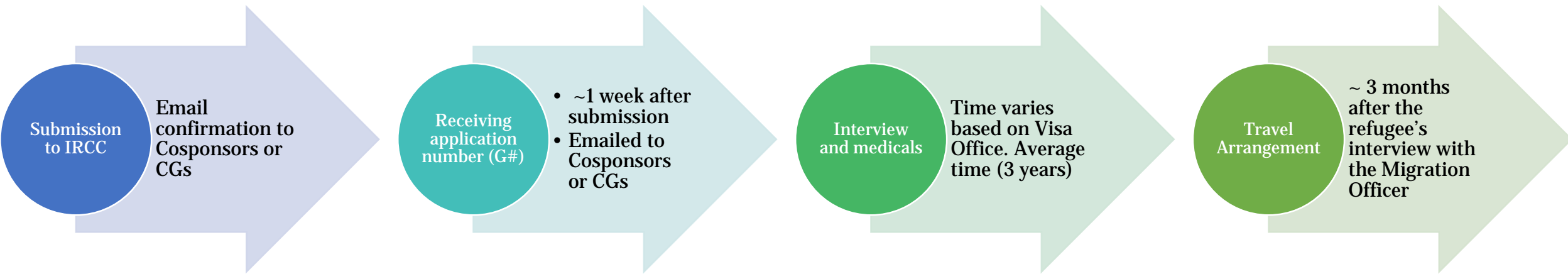


When to contact ORAT regarding your file

Situation	Details
Confirmation not received	More than 1 month has passed since the sponsorship application has been submitted to ROC-O and neither an email confirmation has been received nor has an online file been made available.
Withdrawal	To request ORAT's approval for the withdrawal of a case. To do so, Cosponsors or CGs will need to complete ORAT's withdrawal form and attach copies of all supporting documents.
Add dependent	To request ORAT's approval to add an additional dependant family member to the sponsorship, co-sponsors or CGs are required to submit a new application, including all IMM forms as well as the additional financial liability.



Major Benchmarks



Live Example

How to check on the status of your application online





Government
of Canada

Gouvernement
du Canada

English

Français

[Terms and conditions](#) • [Avis](#)

Canada 

Services and information

My application

Sign in or create an account, check application status and processing times, find forms, pay fees, learn about medical and police checks, learn about representatives and protect yourself from fraud

Immigrate

Find out what immigration programs you can apply for, sponsor your family and use a representative

Study

Apply for or extend a study permit or student work permit

New immigrants

Get a permanent resident card, find immigrant services in your area, apply for citizenship, learn about the naturalization process

Visit

Find out if you need a visa to visit, do business or transit through Canada, and how to extend your stay as a visitor

Work

Apply for or extend a work permit, learn about International Experience Canada and being a caregiver, get your credentials recognized, and hire foreign workers


Citizenship

Apply for, resume or give up Canadian citizenship, prepare for the citizenship test and get proof of citizenship

Canadians

Get a passport, sponsor your family or a refugee, get proof of citizenship, travel and work abroad, learn about child sponsorship and study abroad

Most requested

- [COVID-19: how it's affecting our services](#)
- [Sign in or create an account to apply online](#)
-  [Check your application status](#)
- [Check application processing times](#)
- [Find an application form](#)
- [Pay your fees](#)
- [Find out if you need an eTA or a visa to visit Canada](#)
- [Have questions? Find answers in the Help Centre](#)

Check your application status

Due to COVID-19, we're experiencing processing delays. We're prioritizing applications from people who are [exempt from travel restrictions](#).

Need Help?

Select your application type to get information about

- how to check your application status
- where we're at with processing during the pandemic **New**

What did you apply for?

Refugees

Continue



▶ Report a problem or mistake on this page

🔄 Share this page



What did you apply for?

Refugees

Continue

Refugees

This includes:

- convention refugees
- humanitarian protected persons
- group of five
- sponsorship by agreement holders and constituent groups
- joint assistance program
- sponsorship agreement
- community sponsors

Client application status Updated daily

The check application status tool allows you to securely view the status of your application online.

Before checking your application status you will need to:

- gather all the documents you have received regarding your application and
- have your identification numbers from these documents to log in.

Check application status



Security

Terms and Conditions

Certification of Authority for the Client Service

Using this on-line service means that you confirm that you are the applicant, applicant's executor, legal guardian, authorized officer, or agent of the person for whom this application was submitted.

Security for this Service

- Immigration, Refugees and Citizenship Canada is committed to respecting the personal privacy of individuals who visit our Web site. All personal information you provide is protected under the Government of Canada *Federal Privacy Act*.
- Information on this site is sent between your computer and our servers in an encrypted format.
- We use Secure Sockets Layer (also known as SSL) protocol with 128-bit encryption that enhances the privacy of the information passing between your browser and our servers.

Important:

1. Client security is important to us. Please visit our [browser information](#) section.
2. Keep your identification number(s) confidential to make sure that others cannot view your application status.

I have read, understood and agree with the above Terms and Conditions.

Continue

Cancel

Client Application Status

[FAQ](#) | [Security](#)

ⓘ All fields must be filled in.

ⓘ You may have one or more identification numbers, depending on your type of application(s). Use the [help](#) link to get a detailed description of where you can find each identification number.

Identification Type:

[Help](#)

Identification Number:

[Help](#)

ⓘ Please enter your information as it appears on your application or identity document.

Surname/Family Name:

[Help](#)

Date of Birth:

[Help](#)

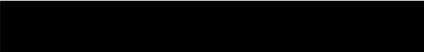
Place of Birth:

[Help](#)


[Continue](#)

[Clear](#)

Client Application Status



Your current mailing address



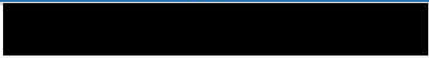
Lebanon

To change this mailing address, [contact us](#).

! If you want to see the details of an application, click on the underlined status.

Permanent Residence Application(s)

i For instant email updates and more detailed, up-to-date case status, create an online account. [Find out how](#).

Applicant	Permanent Residence Application Status
	In Process

Remove website access to my application status and address information.

Note: This means you or anyone else will no longer be able to access your application status and address information on this website. You will have to [contact us](#) to learn about changes to your application status and to update your address information.

Remove access



Client Application Status

Permanent Residence

1. We received your application for permanent residence on September [REDACTED]
2. We started processing your application on November [REDACTED]
3. We sent you correspondence on November [REDACTED] about the decision on your application.

i The following tables will help you understand the status of your application.

- [Application for Permanent Residence Outside Canada](#)
- [Application for Permanent Residence in Canada](#)
- [Application for Permanent Residence - Federal skilled Worker submitted to Sydney, Nova Scotia](#)

Logout

Services and information

My application

Sign in or create an account, check application status and processing times, find forms, pay fees, learn about medical and police checks, learn about representatives and protect yourself from fraud

Immigrate

Find out what immigration programs you can apply for, sponsor your family and use a representative

Study

Apply for or extend a study permit or student work permit

New immigrants

Get a permanent resident card, find immigrant services in your area, apply for

Visit

Find out if you need a visa to visit, do business or transit through Canada, and how to extend your stay as a visitor

Work

Apply for or extend a work permit, learn about International Experience Canada and being a caregiver, get your credentials recognized, and hire foreign workers

Citizenship

Apply for, resume or give up Canadian citizenship, prepare for the citizenship test and get proof of citizenship

Canadians

Get a passport, sponsor your family or a refugee, get proof of citizenship, travel and

Most requested

- [COVID-19: how it's affecting our services](#)
- [Sign in or create an account to apply online](#)
- [Check your application status](#)
- [Check application processing times](#)
- [Find an application form](#)
- [Pay your fees](#)
- [Find out if you need an eTA or a visa to visit Canada](#)
- [Have questions? Find answers in the Help Centre](#)



* Select an application type: (required)

Refugees

* Which refugee program? (required)

Privately sponsored refugees



* Where are you applying from? (required)

Jordan

Get processing time

Privately sponsored refugees

Jordan

 **15 months** 

After your visa is approved, you may need more time to get departure documents.

Find out more about [how we process privately sponsored refugee applications](#).

Last update: March 2, 2021 **Updated weekly**

Privately sponsored refugees include:

- Group of five
- Community sponsors
- Sponsorship agreement holders and their constituent groups

This processing time tells you how long it took us to process most [complete applications](#) in the past 12 months. Your application may be delayed or returned if it's not complete.

Your processing time starts the day we receive your complete application and ends when we make a decision.

Refugees

* Which refugee program? (required)

Privately sponsored refugees

* Where are you applying from? (required)

Jordan

Get processing time

Jordan

🕒 15 months [?]

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Your processing time [starts the day we receive](#) your complete application and ends when we make a decision.

If it's been longer than the time shown above since you applied, check your [application status](#). If you don't see an update, contact us using the [Web form](#).

- Contact IRCC
- Help Centre
- IRCC offices
- IRCC Web form**
- Media contacts

IRCC Web form

 Need help? Find answers to your questions in the [Help Centre](#).

What would you like to do?

I want to:

- ask about an application that has taken longer than the normal processing times
- update or give more information about an application
- report a technical problem

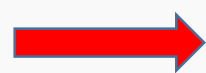
[Tell us more](#)

I want to give feedback (compliment, comment or complaint) on your services.

[Give feedback](#)

Have you submitted an application for:

- permanent residence
- student
- visitor
- worker




- Yes
 No



Is your application being processed by an office OUTSIDE Canada?

- Yes
 No



Choose the visa office processing your application. 

Kenya - Nairobi



[Go to Web form](#)

IRCC Webform - Nairobi

You may use this form if:

- You have **submitted an application** at a **visa office abroad**.
- The information you seek is not available on **E-cas**.
- Your application has **exceeded normal processing times**. We will not respond to your enquiry if the application is within normal processing times. [Information on processing times](#).
- You wish to report important changes regarding your application, such as births, deaths, marriages, divorces, adoptions, changes in address, changes in employment, acquisition of a new educational credential, results of an approved language test.

If you are sponsoring a family member abroad, and if you are in Canada, you may wish to contact:

- [IRCC Call Centre](#)

For general enquiries, see:

- Immigration, Refugees and Citizenship Canada [website](#)
- Your local visa office website

Your case specific enquiry will be directed to the visa office in **Nairobi**.

Please do not submit this form more than once.

Enquiry

*** Type of application/enquiry (required)**

Permanent residence in Canada

?

*** Your enquiry (required)**

Your message **must** be in English or French, Canada's official languages. (Please limit the text to 1500 characters).

ORAT's Interview Preparation Guide is Available

Case preparation for interview*

Dear Applicant,

In order to help you in the refugee sponsorship process, the office for Refugees at the Archdiocese of Toronto in Canada compiled this guide for your upcoming interview at the Canadian embassy (or high commission; visa post).

1. Do **submit** to the embassy and copy the office for refugee with **all evidence** as soon as possible before the interview, proof and document that can be important about

In preparation for the interview, refugees must read through their forms to remember their answers, and pay special attention to the details they previously provided.

Click [here](https://www.orat.ca) for the Interview Guide, which is available on our website:
<https://www.orat.ca>

Reminder: Refugee is to retain copies of all submitted forms & documents



Delays and Complications

Who to Contact

- ROC-O or Visa Office through (Web form or email)
- IRCC Call Centre (1-888-242-2100)
- Member of Parliament (MP)
- Minister of Immigration, Refugees and Citizenship Canada (IRCC)
- Immigration consultant or lawyer



Medicals

If the refugee does not receive a medical form at the interview, please ask the refugee to submit the following information to ORAT at oratcases@archtoronto.org

1. Detailed factual report
2. Your evaluation or impression of the interview
3. Any concerns

ORAT will advise on next steps



Available Options After a Refusal

Reasons to Contact the Mission

Should a sponsor (or applicant) believe that the visa officer erred in his/her decision, they can contact the relevant Visa Office.

Reasons to Contact Case Management Branch (CMB)

Applicant) may contact Case Management Branch (CMB), National Headquarters at Case-Review-im-enquiry@cic.gc.ca.

Seeking Judicial Review

A refugee resettlement applicant who is refused and believes that the process to arrive at the decision was not fair and reasonable, can seek leave for judicial review before the Federal Court of Canada (Trial Division).

[Click here for more information](#)

REFUSAL ENQUIRIES: APPLICATIONS FOR REFUGEE RESETTLEMENT

Citizenship and Immigration Canada

There is no automatic right to reconsideration of a Visa Officer's decision on an application for refugee resettlement. When a negative decision is rendered, the refusal letter sent to a resettlement refugee applicant will provide the reasons why the application was refused. This constitutes a final decision on the application, as under the *Immigration and Refugee Protection Act*, the Visa Officer has sole authority to make a decision on the merits of a case. The applicant has the right to challenge a decision by seeking leave for judicial review of the Federal Court.

applicant) may contact Case Management Branch (CMB), National Headquarters at Case-Review-im-enquiry@cic.gc.ca. CMB will follow-up with the Visa Office to ensure that the enquiry was received, and that a response will be forthcoming. When contacting CMB, the sponsor must include the Consent to Release Form signed by the applicant.

It is important to note that CMB does not have the authority to instruct the Visa Office to re-open a finalized case, to alter a Visa Officer's decision, or to make a determination on the substance of the case or application. CMB's role is to facilitate communication between the sponsor (or applicant) and the Visa Office.

REASONS TO CONTACT THE MISSION

Should a sponsor (or applicant) believe that the visa officer erred in his/her decision, they can contact the relevant Visa Office. They can do so by emailing the Visa Office directly with their question or concern. The Visa Office should normally respond within 30 days. Any application submitted in the prescribed manner must be assessed against the Canadian program criteria and if the person meets the criteria, they must be issued a visa. There is no mechanism for appeal of a decision in a refugee resettlement application. However if a sponsor (or applicant) believes the process to arrive at a decision is not fair and reasonable, or there is a technical irregularity, the applicant may apply for leave for a judicial review by the Federal Court.

REASONS TO CONTACT CASE MANAGEMENT BRANCH (CMB)

If the Visa Office has not responded within 30 calendar days, the sponsor (or

SEEKING JUDICIAL REVIEW

A refugee resettlement applicant who is refused and believes that the process to arrive at the decision was not fair and reasonable, can seek leave for judicial review before the Federal Court of Canada (Trial Division). The applicant has 60 days after being notified of the Visa Officer's decision to apply for leave and judicial review. In certain circumstances, the Court may extend this deadline.

A judicial review of a decision is not an appeal on the merits of the case. The Court cannot substitute its decision for that of the decision-maker. Rather, the Court examines the process that led to the decision and determines if the process was fair and reasonable.

Canada

cic.gc.ca



Information Sessions Cosponsors/CGs must attend

Session and Description	Status
<p>1. Introduction to Resettlement</p> <ul style="list-style-type: none"> • This is step one in initiating new sponsorships through ORAT. Cosponsors will learn about the various immigration options available for refugees. 	√
<p>2. IRCC Processing Time</p> <ul style="list-style-type: none"> • Cosponsors and CGs learn how to follow up on their cases, check the case status online and update IRCC of any changes etc. 	√
<p>3. General Integration Training</p> <ul style="list-style-type: none"> • A comprehensive training about the Settlement Plan and Refugee Integration. 	Must attend
<p>4. Budgeting and Finance</p> <ul style="list-style-type: none"> • Detailed training about managing finances, new financial guidelines, RAP rate and ORAT's budget tool. 	Must attend

Information Sessions Cosponsors/CGs must attend

Session and Description	Status
<p>5. Pre-Arrival Training</p> <ul style="list-style-type: none">• Essential training prior to the arrival of the refugee(s). Cosponsors and CGs learn about necessary documents newcomers should receive at the airport, housing arrangements, key integration tasks, etc.	Must attend
<p>6. Welcome Orientation</p> <ul style="list-style-type: none">• A mandatory session for newcomers who have arrived through ORAT. Newcomers are provided with information about their legal status, government documents, rights and responsibilities and other.	Must attend with Newcomers

Registration should be completed on <http://orat.eventbrite.com/>



Get connected, get the latest news...

Options

Details

**ORAT
Newsletter**

Bi-monthly updates on relevant issues taking place domestically and internationally.

**ORAT
Facebook**

<https://www.facebook.com/ORAT-Office-for-Refugees-Archdiocese-of-Toronto-324051570821/>

Thank you for coming!

