

# Immigration, Refugees and Citizenship Canada (IRCC) Processing Time

Office for Refugees, Archdiocese of Toronto (ORAT)



# Agenda

---

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



# Sponsorship Steps at ORAT

Sponsorship Steps at ORAT	Completed by co-sponsors or CGs
Attend Introduction to Resettlement information session	✓
Consultation after the session (optional)	✓
Complete “Sponsorship Steps at ORAT” document	✓
Complete Immigration Canada forms	✓
ORAT Approval	✓
Submission of case to Immigration Canada (IRCC)	✓
Attend the mandatory General Integration Training	



# Your Responsibilities as co-sponsors or CGs

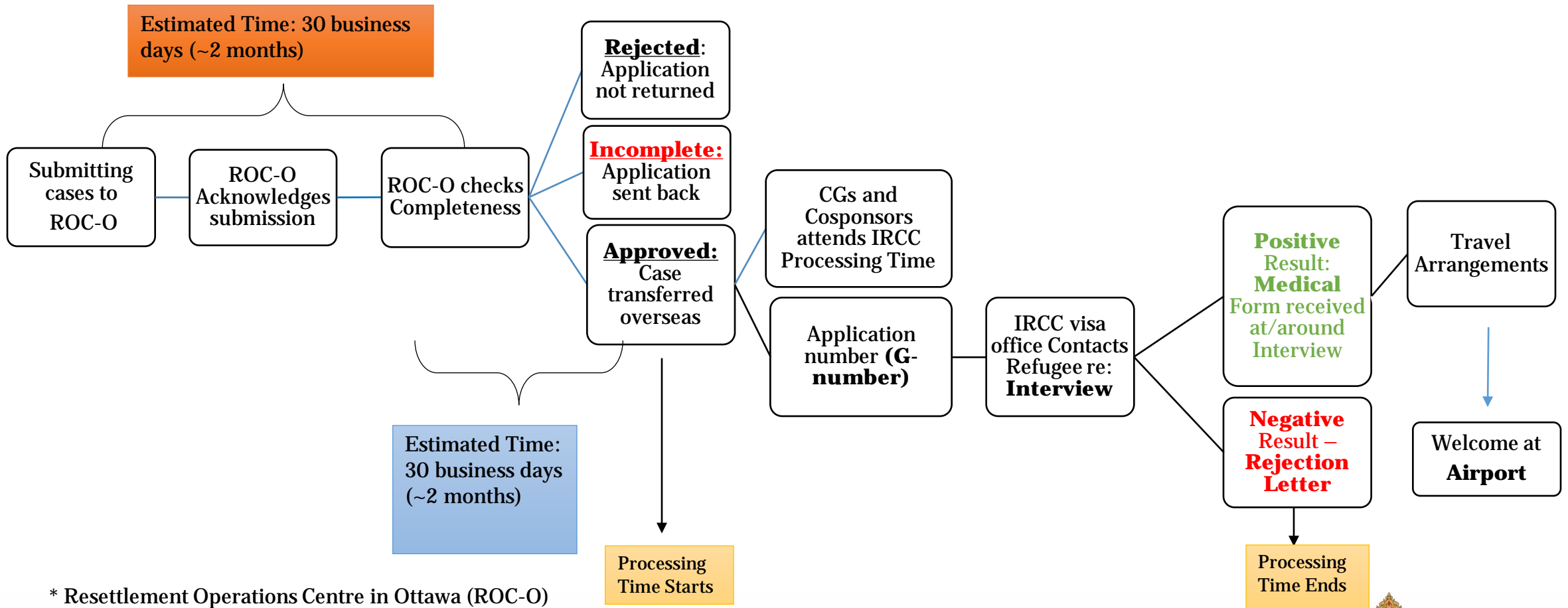
---

Once your case is submitted to IRCC, you, as the co-sponsors or CGs, are responsible for the following:

1. Copying ORAT on all your communications with IRCC, visa office and any related organizations (IOM, UNHCR etc.);
2. Updating IRCC, visa office and ORAT on any changes to your file;
3. When appropriate, following up on your case;
4. Upon request from ORAT or IRCC, provide the requested documents in a timely manner; and
5. Ongoing communication with the refugee(s) to ensure they comply with refugee and resettlement laws.



# Processing of Applications at ROC-O\*



\* Resettlement Operations Centre in Ottawa (ROC-O)



# The processing time is effected by the following:

---

1. How many applications are pending review at ROC-O and visa offices;
2. How many refugees Canada can welcome in a given year;
3. The security situation in the area;
4. Inability to reach or communicate with the refugee;
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 may need; and
9. Other barriers that cannot be controlled or anticipated.



# Factors that might lead to a rejection decision

---

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:

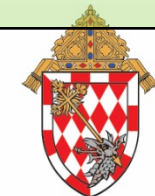
1. Refugees go back to their countries of origin or habitual residence (*Voluntary Repatriation*);
2. Getting resettled to a third safe country (*Durable Solution*);
3. Establishing themselves in the hosting country (*Local Integration*);
4. Engaging in criminal activities;
5. Credibility; and
6. Inability to reach refugees.



# When to request information from IRCC and when to update the visa office

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

***Important:*** Whenever co-sponsors or CGs update IRCC or the visa office, ORAT must be copied on their communications



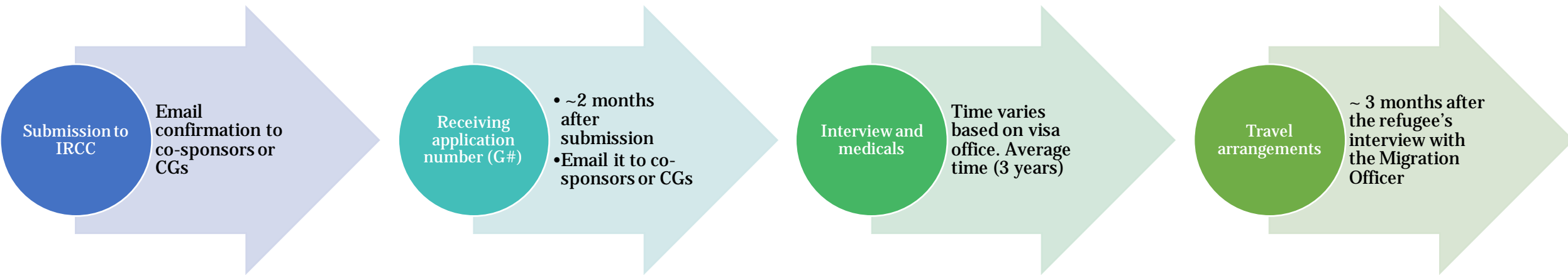


# When to contact ORAT regarding your file

Situation	Details
<b>Acknowledgement not received</b>	More than 6 months have 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.
<b>Withdrawal</b>	To request ORAT's approval for the withdrawal of a case. To do so, co-sponsors or CGs will need to complete ORAT's withdrawal form and attach copies of all supporting documents.
<b>Add dependent</b>	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 

Home

# Immigration and citizenship

Apply to travel, study, work or immigrate to Canada, apply for citizenship, a permanent resident card or refugee protection, check the status of your application or find a form.



Follow:

## Services and information

### My application

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

### Immigrate

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

### 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

### Get answers to your questions

Use your account to apply, pay fees, get application status and get your mail online

## Most requested

- [Sign in or create an account to apply online](#)
- [Check your application status](#)
- [Check application processing times](#)
- [Immigrate as a skilled worker through Express Entry](#)
- [Find out if you need an eTA or a visa to visit Canada](#)
- [Find an application form](#)





## My immigration or citizenship application

Create an account or sign in

Find application forms and guides

Pay your fees

Check processing times

**Check your application status**

Change my address

Medical exams and police checks

# Check your application status

You may be able to check the status of your immigration or citizenship application online. It depends on what you applied for.

[Need Help?](#)

If you can't check your status online, you can use processing times as a guide to find out how long it might take to process your application.

Answer the questions below to find out which one applies to you.

### What did you apply for?

Refugees

[Continue](#)



[▶ Report a problem or mistake on this page](#)

[Share this page](#)

Date modified: 2017-10-10

qualifies as a dependant to see if you can add them to your application.

Medical exams and police checks

## 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](#)

## Processing times



## On-Line Services

### 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

- Citizenship and Immigration 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



# On-Line Services

**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](#)

Application Number / Case Number

Identification Number:

[Help](#)

.....

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

Surname/Family Name:

[Help](#)

Date of Birth (YYYY-MM-DD):

[Help](#)



Place of Birth:

[Help](#)

Ethiopia

**Your current home address**


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

**Your current mailing address**

  
Israel  
  
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)

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

Applicant	Permanent Residence Application Status
<input type="text"/>	<u>Application Received</u>

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](#)



Logout

# Citizenship and Immigration Canada



# Canada

- Immigrate ▾
- Visit ▾
- Work ▾
- Study ▾
- Citizenship ▾
- New immigrants ▾
- Canadians ▾
- My Application ▾

Home > My Application > Client Application Status

## On-Line Services

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

### Permanent Residence

1. We received your null on June 23, 2014.

Logout

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](#)

Date modified: 2015-06-16

[Terms and conditions](#) | [Transparency](#)



[About us](#)

[News](#)

[Contact us](#)

[Stay connected](#)

[HEALTH](#)

[TRAVEL](#)

[SERVICE CANADA](#)

[JOBS](#)

[ECONOMY](#)

[Canada.ca](#)

Home

# Immigration and citizenship

Apply to travel, study, work or immigrate to Canada, apply for citizenship, a permanent resident card or refugee protection, check the status of your application or find a form.



Follow:



## Services and information

### My application

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

### Immigrate

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

### Visit

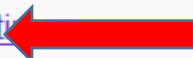
Find out if you need a visa to visit, do business or transit through Canada, and how to extend your stay as a visitor

### Get answers to your questions

Use your account to apply, pay fees, get application status and get your mail online

## Most requested

- [Sign in or create an account to apply online](#)
- [Check your application status](#)
- [Check application processing times](#)
- [Immigrate as a skilled worker through Express Entry](#)
- [Find out if you need an eTA or a visa to visit Canada](#)
- [Find an application form](#)





Find out [why processing times information changed](#) and see [top questions about processing times](#) in the Help Centre.

\* What are you applying for? (required)



Refugees

\* Which refugee program? (required)



Privately sponsored refugees

\* Where are you applying from? (required)



Jordan



Get processing time

### Privately sponsored refugees

Jordan

**24 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: August 5, 2018 **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.

**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](#).



Government of Canada

Gouvernement du Canada

Search Canada.ca



Jobs

Immigration

Travel

Business

Benefits

Health

Taxes

More services

Home → Departments and agencies → Immigration, Refugees and Citizenship Canada → Contact us

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

Report a problem or mistake on this page

Share this page

- 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).

Note: If you are submitting an address change, include your new address (street name, street number, city, province, postal code and country). If you are submitting a change in email address, include and specify your old email address and your new email address.



# 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.

The Interview Guide is available on our website through the following link:  
<https://www.archtoronto.org/refugee/Pages/Forms-2.aspx>

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
- 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](mailto:oratcases@archtoronto.org) –

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

ORAT will advise on next steps



# Information sessions co-sponsors and CGs must attend

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

# Information sessions co-sponsors and CGs must attend cont'd.

Session and Description	Status
<p><b>5. Pre-Arrival Training</b></p> <ul style="list-style-type: none"><li>Essential training to attend shortly before the arrival of newcomers. co-sponsors and CGs learn about necessary documents newcomers should receive at the airport, housing arrangements, tasks for the first two weeks and other.</li></ul>	Must attend
<p><b>6. Welcome Orientation</b></p> <ul style="list-style-type: none"><li>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.</li></ul>	Must attend with newcomers

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



# Get connected, get the latest news...

## Options

**ORAT  
Newsletter**

## Details

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!**

