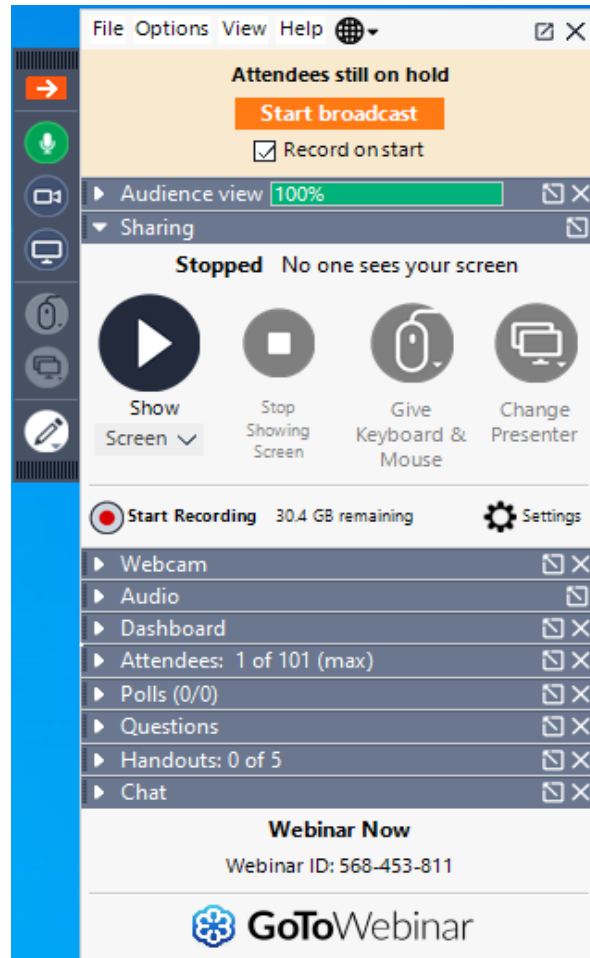


# IRCC Processing Time

Office for Refugees, Archdiocese of Toronto  
(ORAT)



# Housekeeping: Control Panel



# Housekeeping: How to Ask a Question

For the duration of the webinar all participants will be muted;

At the end of the webinar, you will have the chance to ask your questions. You have two options:

- You can raise your hand by clicking on the icon on the Webinar panel (see Figure .1). Once you are unmuted by the presenter, unmute yourself, then ask your question; or
- You can write your question in the “Questions Section” (see Figure 2). The presenter will then be able to see your question and respond to it.

Figure 1

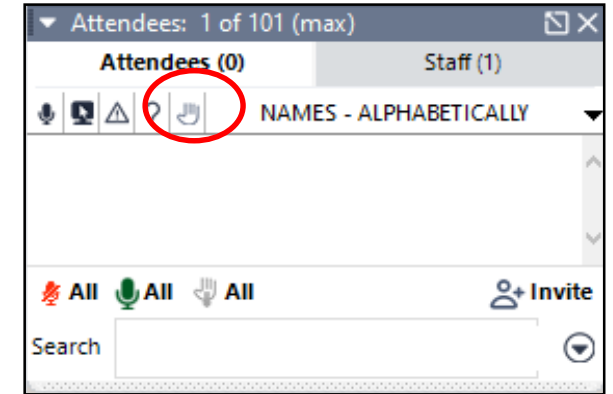
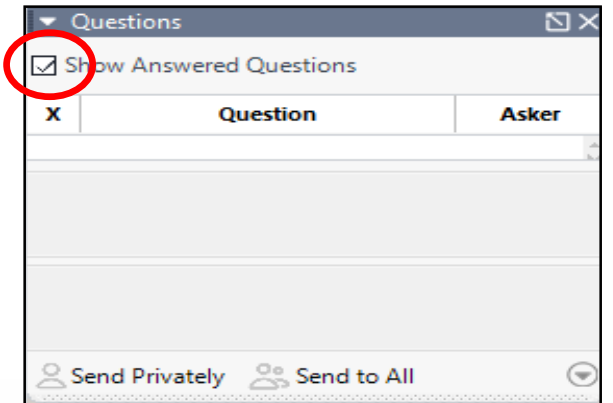


Figure 2



# Agenda

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- Sponsorship Steps at ORAT
- Your Responsibilities as Cosponsor or CG
- IRCC Process, Milestones, & Factors Affecting Processing Time
- Requesting Information from IRCC & Updating Visa Office
- Delays, Complications and Case Rejections
- When to Contact ORAT about Your Case
- Example: How to check on your case & processing times online



# 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

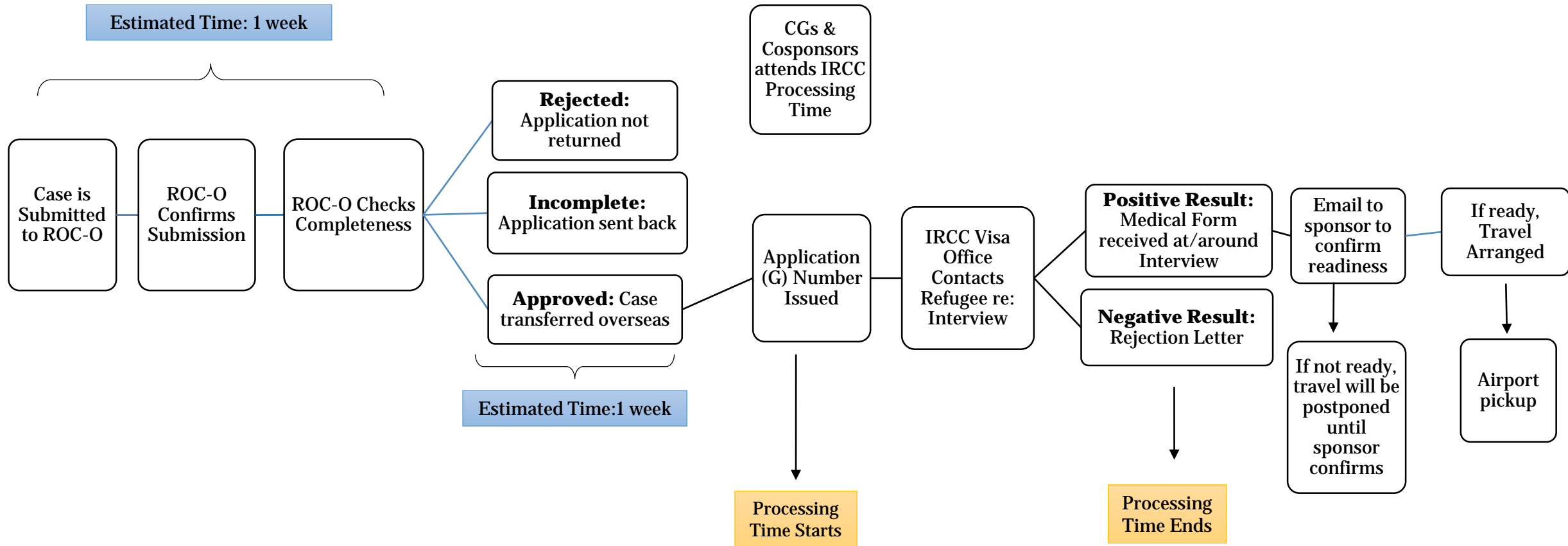
---

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)



# Milestones

Submission  
to IRCC

Email  
confirmation to  
Cosponsors or  
CGs

Receiving  
application  
number (G#)

- ~1 week after  
submission
- Emailed to  
Cosponsors  
or CGs

Interview  
and medicals

Time varies  
based on Visa  
Office. Average  
time (3 years)

Travel  
Arrangement

~ 3 months  
after the  
refugee's  
interview with  
the Migration  
Officer





# Factors Affecting Processing Time

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1. Volume of applications pending review at ROC-O and/or at the Visa Office;
2. Number of refugees Canada welcomes in a given year;
3. The security situation in the Country of Asylum;
4. The inability of the Visa Office to communicate with the Principal Applicant;
5. Length of time to complete the medical exam and security screening;
6. Family size may impact processing time of security/medical checks;
7. Changes in family composition (i.e., birth, marriage, death, separation/divorce);
8. Exit permits that the refugee(s) may require;
9. Situations that cannot be controlled or anticipated (e.g., current pandemic situation); and
10. Other factors



# Requesting Information from IRCC & Updating the Visa Office

## Activity

## When to Act

### Request Information

1. When your case has exceeded the specific Visa Office's processing time, indicated on IRCC's website (<http://www.cic.gc.ca>) or on IRCC correspondence, and no interview has been scheduled;
2. 6 months have passed since the interview and no travel arrangements have been made.

### Update Visa Office

1. You should update the Visa Office for the following:
  - PA contact information has changed (e.g., address, email, phone number)
  - Family composition has changed (e.g., newborn baby, marriage, divorce, death etc.)
  - A correction is required to the spelling of a name, DOB, or other personal information
2. 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: When Cosponsors/CGs update the Visa Office, ORAT is to be copied on their communications**



# 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 (referrals are available)



## 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



# Definition of a “Vulnerable” Case

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“Vulnerable Cases (“Urgent Cases” in UNHCR terminology) Canadian migration officers may determine a refugee to be vulnerable, meaning the person has a greater need of protection than other applicants because of particular circumstances that give rise to a heightened risk to their physical safety or well being.

The vulnerability may result from circumstances such as lack of protection normally provided by a family (e.g., unaccompanied minors, women at risk), or a medical condition.

If the UNHCR flags a case as “urgent”, the migration office will give consideration to whether processing can be expedited due to the applicant’s vulnerability.

If cases are assessed as vulnerable, they will be prioritized before regular refugee cases and will be eligible for expedited processing (from one to four months).”

Source: [Microsoft Word - 2018 UNHCR Resettlement Handbook - Canada Country Chapter#5f](#)



# 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



# Factors that might lead to the rejection of the case

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Following the submission of your case to Immigration Canada, and while the file is being processed overseas, there are several factors that may lead to a rejection. 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) is engaged in criminal activities;
5. The Migration Officer has concerns regarding the credibility of the refugee claim; and
6. The Migration Officer is unable to reach the Refugee(s).



# Available Options After a Refusal

## Reasons to Contact the Mission

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

## Reasons to Contact Case Management Branch (CMB)

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

## Seeking Judicial Review

The Applicant 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

[cic.gc.ca](http://cic.gc.ca)

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.

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 applicant) may contact Case Management Branch (CMB), National Headquarters at [Case-Review-im-enquiry@cic.gc.ca](mailto: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.

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.

 Citizenship and Immigration Canada  Citoyenneté et Immigration Canada

Canada



# When to contact ORAT about your case

Situation	Details
<b>Confirmation Not Received</b>	More than 3 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.
<b>Withdrawal</b>	If you require your case to be withdrawn. To do so, Cosponsors/CGs will need to complete ORAT's withdrawal form and attach copies of all supporting documents.
<b>Add Dependant</b>	To request ORAT's approval to add an additional dependant family member to the sponsorship, co-sponsors/CGs are required to submit a new application, including all IMM forms as well as depositing the additional financial liability.





# Information Sessions Cosponsors/CGs are to attend

Session Name & Description	Status
<p><b>1. Introduction to Resettlement</b>            This is step one in initiating new sponsorships through ORAT. Sponsors will learn about the various immigration options available for refugees.</p>	<p>√</p>
<p><b>2. IRCC Processing Time</b>            Sponsors learn how to follow up on their cases, check the case status online and update IRCC of any changes etc.</p>	<p>√</p>
<p><b>3. General Integration Training (Intended For Cosponsors)</b>            A comprehensive training about the Settlement Plan and Refugee Integration.</p>	<p>To Attend</p>
<p><b>4. Budgeting and Finance</b>            Detailed training about managing finances, new financial guidelines, RAP rate and ORAT's budget tool.</p>	<p>To Attend</p>



# Information Sessions Cosponsors/CGs are to attend

Session Name & Description	Status
<p><b>5. Pre-Arrival Training</b> Essential training prior to the arrival of the refugee(s). Sponsors learn about their settlement responsibilities (i.e., obtaining necessary documents, housing arrangements, settlement services, other key integration tasks, etc.)</p>	To Attend
<p><b>6. Welcome Orientation</b> A mandatory session for newcomers who have arrived through ORAT. Newcomers are oriented about their legal status, government documents, rights and responsibilities, etc.</p>	To Attend with Newcomers

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



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# 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 and learn about your first tax year in Canada

### Refugees and asylum

Claim refugee protection, sponsor a refugee, find services for refugees in Canada and appeal a refugee claim

### 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, adopt a child from abroad, and take part in citizenship celebrations

### Enforcement and violations

Know why you may not be allowed in Canada, and learn about immigration violations, the detention review process and immigration admissibility hearings

## 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](#)





MENU ▾

[Canada.ca](#) > [Immigration and citizenship](#) > [My immigration or citizenship application](#)

## 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 **Updated weekly**

\* What did you apply for? (required)

Refugees ▾

[Continue](#)



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

[Share this page](#)

Date modified: 2021-11-05



If you're an Afghan national or someone looking to sponsor one, learn about

- [what special programs and measures may be available to you](#)
- [how we're prioritizing applications for faster processing](#)
- [Canada's response to the situation in Afghanistan](#)

### How to check your application status

The Client Application Status tool allows you to securely view the status of your application online. It's **updated daily**.

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 the client application status tool](#)

### Processing times

If you cannot use the check application status tool, you can check processing times to see how long it normally takes to process your type of application.

[Check processing times](#)



Find out more about [how you can update or ask about an application in progress](#).

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

[Share this page](#)

# 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.

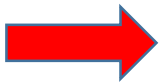
### Security for this Service

- 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

▶ Report a problem or mistake on this page



# Client Application Status

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

**All fields must be filled in.**

**i** 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](#)

**i** 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

[Redacted 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
[Redacted]	<u>In Process</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



## Client Application Status

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

### 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

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- [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 processing times





Due to the impacts of COVID-19, we can't

- process applications normally
- give accurate processing times for most applications



**If you've already applied**, see the [check your application status](#) page to learn how

- to check your application status
- we're processing applications during the pandemic **Updated weekly**



\* 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

 **26 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: November 9, 2021** **Updated weekly**

Sponsors of privately sponsored refugees include:

- group of five members
- 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

\* 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

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Last update: November 9, 2021 **Updated weekly**

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- group of five members
- 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.

### If you have an application in progress

- [check your application status](#)
- make sure your contact information and your application details are up to date
  - Use the [web form](#) to tell us about any changes in your application.

(UCI) and wish to ask a general question, type 00000000 in the **Client ID number (UCI)** field.

Tell us more

**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. ?**

Jordan - Amman

Go to Web form

Report a problem or mistake on this page

Share this page



# IRCC Webform - Amman

---

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 **Amman**.

Please do not submit this form more than once.

## Enquiry

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

\* **Your enquiry (required)**

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



# Get connected, get the latest news...

Options	Details
<b>ORAT Website</b>	<a href="http://www.orat.ca">www.orat.ca</a>
<b>ORAT Newsletter</b>	Bi-monthly updates on relevant issues taking place domestically and internationally ( <a href="http://www.archtoronto.org">Archdiocese of Toronto - Newsletters (archtoronto.org)</a> )
<b>ORAT Facebook</b>	<a href="https://www.facebook.com/ORAT-Office-for-Refugees-Archdiocese-of-Toronto-324051570821/">https://www.facebook.com/ORAT-Office-for-Refugees-Archdiocese-of-Toronto-324051570821/</a>

**Thank you for coming!**

