



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

IP 3

In-Canada Processing of Convention Refugees Abroad and Members of the Humanitarian Protected Persons Abroad Classes – Part 3

Canada 

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Updates to chapter

Listing by date

2016-02-25

Part 3 of chapter IP 3 has been completely revised and expanded. Previous versions of this chapter should be deleted.

2015-01-13

Parts 1, 2, 3 and 4 have been amended to remove references to RPAs in RHQ and advises to consult with either local supervisors or managers or the NHQ-IPMB.

- Section 14.2 Amended categories to add VOR (cost-sharing), public policy, etc.
- Section 14.5 Identified NHQ as the owner of RAP rates
- Section 14.10 Added RAP National Operations Division responsibilities
- Section 15 Changed wording from "GARs" to "RAP recipients"
- Section 15.1 Changed link to G&C Chart of Accounts with updated codes; revised G/L codes on all allowances
- Section 15.3 Changed wording from "GAR client" to "RAP client"
- Section 15.8 Updated guidance on winter clothing reissuance
- Section 15.10 Updated guidance on the issuance of dietary allowance
- Section 15.12 Updated guidance on IFH eligibility, in accordance with new policy
- Section 15.13 Clarified guidance on when to issue first and second school start-up allowance
- Section 16.2 Changed wording from "GAR client" to "RAP client"; removed IMM 5292 form and replaced it with IMM 5688 form; removed single journey documents on file
- Section 17.1 Form is no longer found in handbook; reference to IMM 5292 form changed to IMM 5688 form; clarified that SPO is conducting intake interview in some cities, not IRCC officer
- Section 18.1 Removed assistance loan in start-up; updated forms in Appendix B ; removed DBA reference and replaced text with information on priority payments
- Section 18.2 Child Benefits and Child Tax Credits are no longer calculated as part of the RAP income support
- Section 19.1 Added new delegation of authority; updated delegated instrument date; instructed to send 3102s to NPAS and not regional finance; removed segregation of duties reference for section 32 and section 34 in RAP
- Section 19.3 Clarification on third-party issuance
- Section 19.4 Included RAP SPO for intake interview only in cities without a local CIC office
- Section 19.5 Changed topic and guidance in this section from "DBA" to "Payment Options"
- Section 20 Added section on Trusteeship
- Section 21.2 Clarified that the client should notify CIC collections of any change in contact info

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- Section 22 Updated to reflect PMF and changes to monitoring frequency and added exit survey and consent form to appendices
- Section 23 Clarified guidance for when an inheritance of asset is acquired
- Section 25 Added GCMS (and kept CAIPS references)
- Section 25.3.3 Removed children under six years of age from ongoing entitlements
- Section 26 Added GCMS in addition to FOSS
- Section 26.2 Updated guidance for cancelling and decommitting original cheque when a new cheque is to be initiated by the receiving office
- Section 27 Added CIC's guardianship protocol link, and the IPMB no longer needs to be copied on correspondence concerning separated minors

Appendix B

- Annex 2 Updated to include private sponsor for Visa Office Referred receiving income support; updated delegation of authority
- Annex 5 Updated G/Ls
- Annex 8 Added Declaration for trusteeship cases
- Annex 9 Added Agreement for trusteeship cases
- Annex 10 Added information on RAP Performance Measurement Framework
- Annex 11 Added Agreement for guardianship of minors
- Annex 12 Added Client Exit Survey

2012-02-08

- Section 7.28: Updated IFH provider to Medavie Blue Cross
- Section 7.31: Changed "Operational Management and Coordination (OMC)" to "Integration Program Management Branch (IPMB)"
- Section 7.32: Minor text correction removing "at the start of each year" from guidance on notification of arrival transmission
- Section 7.41: Revised definition of self-supporting refugees
- Section 8.4: Changed "Operational Management and Coordination (OMC)" to "Integration Program Management Branch (IPMB)"
- Section 9.2: Added reference to OB 290 regarding travel documents
- Section 10.8: Added waiving fee if CIC is responsible for need to replace lost certificates
- Section 10.9: Updated IFH provider to Medavie Blue Cross
- Section 12.2: Clarifying UNCHR role in travel costs for voluntary repatriation
- Section 14.3: Added temporary categories eligible for income support
- Section 15.2: Added telephone as an example of a utility allowance
- Section 15.4: Moved shared housing content from the chapter on calculating start-up cheque and monthly income support to the chapter on CIC allowances
- Section 15.8: Added winter clothing cost estimates
- Section 15.10: Added nurse practitioner's letter to dietary allowance
- Section 15.12: Added copy of birth certificate on file for newborn allowance
- Section 15.13: Added exceptional cases of young adults over 21 years of age to school start-up allowance; removed children under six years of age from allowances and monthly school allowance
- Section 16.2: Added original single journey documents on file
- Section 18: Removed instructions for NCBS claw back from RAP funds

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- Section 18.1: Amended the dates in month 2 example of pro-rated cheque scenario
- Section 19.2: Added RHQ/NHQ approval for reissuing start-up cheque
- Section 19.3: Added issuing cheques to third parties
- Section 20.2: Added notifying CIC Collection Services of address and telephone number changes
- Section 20.2.7: Added definition of prolonged period of time to hospitalization
- Section 22: Removed instructions for NCBS claw back from RAP funds
- Section 24: Added clarifications to OYW guidance
- Section 48: Amended eligibility for a JAS
- Section 51.1: Clarified that G5s and community sponsors cannot sponsor a JAS case
- Section 51.2: Amended step 2, Matching Centre role when processing a JAS case
- Section 51.2: Amended step 4, sponsor and local CIC action when processing a JAS
- Section 52.4: Added “approximately” seven months after arrival for monitoring interview
- Section 54.1: added consultation with RHQ/NHQ for requests to modify assistance
- Appendix B, Annex 2: Removed duplication of “language training classes” in the RAP Agreement for Income Support Recipients
- Appendix D: Added revised checklist for reception arrangements on the arrival and resettlement of joint assistance sponsorship (JAS) newcomer(s)

2011-10-07

Parts 1, 2, 3 and 4 have been amended to remove all references to Source Country Class.

2010-04-30

Parts 1, 2, 3 and 4 of chapter IP 3 have been completely revised and expanded. Previous versions of this chapter should be deleted.

2003-11-14

The major changes that were made to this chapter include the following:

Part 1 – General

- Added definitions for common law (section 6.3), community sponsor (section 6.4), dependants (section 6.12), durable-solution (section 6.15), eligibility (section 6.16), International Organization for Migration (section 6.24) and Resettlement Assistance Program (section 6.35)
- Deleted definitions for “excessive medical demand” and “Pre-Approved Plan”
- Simplified definition of “family member” in section 6.17
- Modified definitions of “special needs cases” (section 6.41), “sponsorship breakdown” (section 6.46) and “sponsorship default” (section 6.47)
- Repackaged “de facto dependant” information in section 6.11
- Enhanced section 7 on “Destining refugees”
- Removed duplicate information re: IFH administration in section 10

Part 2 – Resettlement Assistance Program (RAP)

- Minor changes to section 15.4 “Purchase of luxury items”, section 16.7 “Clothing

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allowance”, section 16.8 “School start-up allowance”, section 16.11 “Basic household needs allowance”, section 16.17 “Burial expenses”, section 17.1 “How to calculate the start-up cheque”, section 17.4 “Sharing of housing” and section 18.4 “In-transit expenditures”

- “May be approved” changed to “should be approved” in the first sentence of section 16.14, of section 16.15 and of section 16.16
- Deleted section entitled Assistance loans for lost cheques
- Section 22.2, formerly entitled *25% rule*, renamed to *Earning exemptions and employment*, and the information was updated

Part 3 – Private Sponsorship of Refugees Program

- Removed sections entitled Service standards and processing benchmarks, Revoking a sponsorship agreement, Sponsor responsibilities for following dependants under OYW and Sponsorship revocation.
- Changed section 30.2, *Release of information without consent*; section 30.3, *Disclosure waiver*; section 36.5, *In-kind donations*; section 45.1, *Sponsorship breakdown versus sponsorship default*; and section 46.1, *Sponsorship default versus sponsorship breakdown*
- Rewrote section 31, *Sponsor Eligibility*
- Updated section 33.3, *Necessary documentation*; section 40.7, *Completing the Case Processing Support (CPS) Menu*; section 40.11, *FOSS sponsor information*; section 41, *One-year window of opportunity program (OYM)*; section 34, *Sponsorship Agreement Holders (SAHs): Assessment of Undertakings*; section 35, *Constituent Groups (CGs): Assessment of Undertakings*; section 39.3, *Actions for approved sponsorship applications – sponsor-referred cases*; and section 42.1, *Processing extended sponsorships*

Part 4 – Joint Assistance Sponsorship Program (JAS)

- Changed section 52.1, *Unaccompanied minors*
- Removed section entitled Process for minor refugees without family in Canada or abroad
- Part 5 – Appendices
- Removed former Appendix A, Global Refugee Resettlement Targets.
- Updated Appendix A (formerly Appendix B), *CIC Coding for Resettlement Categories*
- Added Appendix A (formerly Appendix C) – Annex 2, *RAP Change of Status Form*
- Minor changes to Appendix B (formerly Appendix C) – Annex 12, *Federal Benefits Package*
- Updated Appendix C (formerly Appendix E) – Annex 1, *List of Sponsorship Agreement Holders (SAHs)* and Annex 2, *Sponsorship Agreement*
- Added Appendix D (formerly Appendix E) – Annex 13, *Schedules I and II of the Corrections and Conditional Release Act*
- Appendix O, *Special Projects* has been added to this chapter

28 What is the Private Sponsorship of Refugees (PSR) Program?

The Private Sponsorship of Refugees (PSR) Program enables Canadians and permanent residents of Canada to sponsor refugees. The *Immigration and Refugee Protection Regulations* describe two classes of persons who may qualify as refugees for Canada's refugee and humanitarian resettlement program: the Convention refugees abroad class and the country of asylum class.

29 The objectives of the PSR Program

The primary objective of the PSR Program is to affirm Canada's commitment to providing durable solutions to more refugees than would otherwise be admitted under the Government-Assisted Refugee (GAR) Program. Organizations or groups of individuals can sponsor from abroad refugees who qualify to come to Canada. These private sponsors provide the social, financial and emotional support to the refugees upon their arrival in Canada.

Sponsors are responsible for providing financial settlement assistance (except for Joint Assistance Sponsorship cases) for refugees once they arrive in Canada. Sponsors must also provide emotional and significant settlement assistance for the duration of the sponsorship period.

Most sponsorships last for one year or until the refugee(s) becomes self sufficient (see section 29.6), but some refugees may be eligible to receive assistance from their sponsors for a longer period of time.

29.1 Who can submit an application for a private sponsorship?

The following groups may submit an application for a private sponsorship:

Sponsorship Agreement Holders (SAHs) are incorporated organizations that have signed a formal sponsorship agreement with Immigration, Refugees and Citizenship Canada (IRCC). Most current SAHs are religious organizations, ethno cultural groups or other humanitarian organizations.

SAHs, which may be local, regional or national, assume overall responsibility for the management of sponsorships under their agreement. Organizations entering into a sponsorship agreement with IRCC generally submit at least several refugee sponsorships a year.

Constituent Groups (CGs) are groups or individuals in conjunction with a corporation, unincorporated organization or association (see section 138 of the *Citizenship Regulations*). An SAH can authorize CGs to sponsor under its agreement and provide support to the refugees. Each SAH sets its own criteria for recognizing CGs. CGs are based in the sponsored refugee's expected community of settlement and must have their sponsorship

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application and settlement plan approved by their SAH before the sponsorship application package is submitted to the centralized processing office in Winnipeg (CPO-W).

Groups of Five (G5s) are five or more Canadian citizens or permanent residents who are at least 18 years of age, live in the expected community of settlement and have collectively arranged for the sponsorship of a refugee living abroad. The five individuals act as guarantors that the necessary support will be provided for the full duration of the sponsorship. The CPO-W assesses each member's individual contribution towards the sponsorship, both financial and non-financial, before the sponsorship is approved. The group's combined financial commitment must be up to the levels established in the Sponsorship Cost Table under section D of the *Settlement Plan and Financial Assessment* form [IMM 5373A].

Community sponsors (CSs) are any organization (for-profit, not-for-profit, incorporated, non-incorporated) located in the community where the refugees are expected to settle that makes an organizational commitment to sponsor. Like G5s, CSs must undergo financial and settlement plan assessments by the CPO-W each time they wish to sponsor. CSs must demonstrate that the organization is willing and able to commit funds toward the sponsorship in line with the levels established in the Sponsorship Cost Table under section E of the *Settlement Plan and Financial Assessment* form [IMM 5515].

An SAH, a CG or a CS has the option of formalizing a partnership with an outside party to divide the delivery of settlement assistance and support. Partnerships may be formed with individuals (e.g., a family member of the sponsored refugee living in Canada) or other organizations. The partner—referred to as the co-sponsor—is expected to sign the sponsorship undertaking and assume all responsibilities that were agreed to in the settlement plan.

30 Roles and responsibilities

30.1 Local IRCC office responsibilities

Local IRCC offices are responsible for

- providing assistance in finding a sponsor for joint-assistance sponsorship (JAS) cases;
- mediating between the sponsor and clients in cases of sponsorship breakdown/default and issuing a formal declaration of sponsorship breakdown to all parties;
- issuing Interim Federal Health Program (IFHP) coverage as per existing local office procedures and in accordance with the procedures outlined in chapter 10 of the IR (Reference) Manual;
- issuing in-Canada immigration loans;
- managing post-arrival issues within their geographical area of responsibility;
- providing Notification of Arrival Transmission (NAT) information to SAHs, G5s and CSs for applications that were received in Canada prior to April 2, 2012; note that

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officers should refer to the Global Case Management System (GCMS) for current contact information; and

- initiating RAP income support for persons sponsored under blended cost-sharing initiatives (refer to OB 512).

30.2 CPO-W responsibilities

The CPO-W is responsible for

- receiving, tracking, verifying and assessing all new PSR applications (from SAHs, G5s and CSs) excluding applications from sponsors located in Quebec;
- working with the SAH Secretariat to monitor limits under the global cap;
- creating the permanent residence file in GCMS for all sponsorship applications that have passed initial completeness verification;
- creating the permanent residence file in GCMS for all sponsorship applications that have been approved by the Ministère de l'Immigration, de la Diversité et de l'Inclusion (MIDI) in Quebec
- issuing the acknowledgement of receipt (AOR) letter;
- communicating the decision on the sponsorship application (approval letter / confirmation letter);
- responding to status and information requests from sponsors for files still in process in Canada where estimated processing times have been exceeded;
- processing visa office-referred (VOR), blended visa office-referred (BVOR) and JAS applications;
- processing and assessing sponsorship withdrawal requests and reporting withdrawals determined to be unacceptable to IRCC national headquarters (NHQ);
- verifying that sponsor support is available for One-Year Window (OYW) and Add Dependant requests;
- receiving information on sponsorship breakdowns/defaults and reporting information to the local IRCC office; and
- transferring applications to the appropriate visa office.

30.3 NHQ Matching Centre responsibilities

The NHQ Matching Centre is responsible for

- issuing the NAT directly to the SAH/G5/CS for applications that were received on or after April 2, 2012 (Note: officers should refer to GCMS for current contact information);
- issuing the NAT to the local IRCC office for SAH/G5/CS applications received prior to April 2, 2012; and
- maintaining the JAS/VOR websites and coordinating matches with sponsors, local IRCC offices, the CPO-W and the Refugee Sponsorship Training Program (RSTP).

30.4 Integration Program Management Branch (IPMB) responsibilities

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The IPMB is responsible for

- receiving, assessing and, in conjunction with Refugee Affairs Branch (RAB), making decisions on applications to become an SAH;
- managing sponsorship agreements with SAHs;
- consulting and communicating with the SAH Council through the non-governmental organizations (NGO)-Government Committee;
- allocating spaces to individual SAHs under the global SAH cap and mission sub-caps;
- issuing, receiving and assessing annual reports and expressions of interest;
- advising the CPO-W and local IRCC offices on PSR Program delivery and policy interpretation and any other federal or provincial policies that officers need to be aware of;
- addressing operational issues that arise in consultation with the CPO-W, local offices and other NHQ branches;
- updating and maintaining SAH organizational and contact information; and
- managing contribution agreements with the RSTP and the SAH Secretariat.

30.5 Sponsorship community roles and responsibilities

The **NGO-Government Committee** on the PSR Program provides an ongoing consultative forum for IRCC and SAHs to facilitate consultations on policy and operational issues related to the PSR Program. The committee consists of representatives from various branches at IRCC NHQ and members of the SAH Council.

The **SAH Council** is the primary body through which IRCC consults with the SAH community, as SAH Council members represent the sponsorship community on the NGO-Government Committee. Its eight members are elected to their position by the members of the SAH association.

The **SAH Association** comprises sponsorship agreement holders and serves to provide a cohesive, credible voice for the SAH community. SAH association members elect the SAH Council, who are the Board of Directors of the association.

The **RSTP** provides training and support to SAHs, their GCs, G5s and CSs on a national level (excluding Quebec). The RSTP, an IRCC-funded body, provides direct training to all types of private sponsors through various means, including workshops, e-training modules and webinars. They are responsible for disseminating information about policy and program issues to sponsors, via their website and direct mailings, and developing training tools and resources as required. The RSTP is also involved in promoting and supporting sponsors in the BVOR sponsorship process.

30.6 Sponsoring group responsibilities

Sponsoring groups agree to provide the refugees with care, lodging, settlement assistance and support for the duration of the sponsorship period. Normally, this is for up to 12 months starting from the refugee's arrival in Canada or until the refugee becomes self-sufficient,

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whichever comes first. The benchmark level of financial support under private sponsorship is roughly equivalent to social assistance rates. Thus, a refugee is deemed to be financially self-sufficient if their level of income is greater than or equivalent to prevailing social assistance rates in their community of settlement.

In exceptional circumstances, the visa officer may determine that the refugee requires more time to become established in Canada and ask the CPO-W to contact the sponsoring group to determine if the group is willing and able to extend the sponsorship period to a maximum of 36 months. The sponsoring group has the option of refusing the request for an extension of the sponsorship period but risks having the case refused as a result.

Private sponsors normally support the sponsored refugees by

- providing for the cost of food, rent, household utilities and other day-to-day living expenses;
- providing clothing, furniture and other household goods;
- locating interpreters when required;
- assisting in selecting a family physician and dentist;
- assisting with applying for provincial health-care coverage and the IFHP;
- enrolling children in school and ensuring adults receive services under the Settlement Program, including language training;
- linking newcomers with the broader community and facilitating community connections;
- providing orientation to life in Canada and services such as banking, transportation, etc.; and
- helping in the search for employment.

How much financial support is required?

The sponsorship application kits provide details of how much financial support is likely to be needed to meet the sponsorship obligations. They also include advice on how to determine whether a group has sufficient funds. Although costs of living vary from centre to centre across the country, the Sponsorship Cost Table and the In-Kind Deduction Table included in the kits can help to estimate the annual settlement cost for sponsoring a refugee or refugee family. Sponsors are expected to provide a level of support comparable to that of the prevailing rates for social assistance (as provided under the Resettlement Assistance Program [RAP]) in the expected community of settlement. The sponsoring group may establish a trust fund for the sponsorship but cannot expect or require that a refugee pay to obtain a sponsorship.

The financial support of sponsors is given on the basis of need. Refugees are expected to contribute to their own settlement costs from any funds they bring to Canada or earn during their sponsorship period.

30.7 Refugees' responsibilities

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Application and admissibility requirements: Refugees must complete the application forms contained in the IMM 6000 form and gather all supporting documentation before sending the entire package back to the sponsoring group¹. They must provide accurate and complete information about their refugee claim and their circumstances in their country of origin or habitual residence or country of asylum during their overseas interview with a visa officer. If sponsorship requirements are met, the CPO-W transfers the refugee's application to the responsible visa office. The visa office provides instructions to the refugee and their accompanying family members on visiting a panel physician to undergo medical examination. This normally occurs after the visa office has determined that the refugee is eligible for resettlement to Canada, usually following an interview. The refugees must also pass criminality and security checks and may be required to produce supplemental documentation to finalize these checks. If any information changes after the application has been submitted, such as change in family configuration, refugee situation or contact information, refugees are responsible for immediately notifying their responsible visa office.

Medical costs and costs of travel to Canada: Refugees are responsible for the medical and travel costs for themselves and all dependent family members.

The following two loan options are available to refugees who are unable to cover these costs at the time of application:

- transportation loan to cover transportation costs up to and including arrival to final destination in Canada; and
- admissibility loan to cover the costs of overseas medical services.

Refer to OP 17 for more information on loans.

Settlement responsibilities: The newcomers are expected to make every effort to become self-sufficient as soon as possible after their arrival. This includes taking advantage of language classes and other settlement services and, depending on the refugees' circumstances and abilities, may also include seeking out possible employment opportunities. While sponsored refugees are **not required** to work and support themselves during their first year in Canada, they are encouraged to plan for supporting themselves and their families following the end of the sponsorship period.

31 Communication – CPO-W, visa offices and sponsors

Effective communication among the CPO-W, visa offices and sponsors is essential to maintaining partnerships for private sponsorship. In particular, the regular provision of processing information to sponsors helps ensure that processing problems are resolved quickly and efficiently. NHQ-IRCC has established communication benchmarks and best practices for the in-Canada and overseas processes.

¹ For privacy reasons, the refugee also has the option of submitting the entire application package (sponsorship undertaking along with the application for permanent residence) directly to CPO-W, although this practice is not common.

31.1 In-Canada communication benchmarks

1) AOR

The CPO-W must send an AOR of the application within 30 days of receiving a complete application package. This letter is generated by GCMS and sent to the sponsoring group's email account when the application for permanent residence is promoted.

2) Sponsorship application decision letter

The CPO-W must also notify the sponsoring group via email when the private sponsorship application is either approved or refused.

31.2 Visa office communication benchmarks

Visa offices are required to send updates to sponsors at two benchmark stages of processing the overseas applications, when the selection

1. interview is scheduled (the sponsoring group is copied on the interview convocation letter sent to the PA); and
2. decision has been made (if negative, the refusal reasons are provided; if positive, the update includes the average time to departure and confirms the final destination).

31.3 Case finalization

Upon receipt of the sponsoring group's NAT from the visa office, the Matching Centre at NHQ

- issues the NAT directly to the SAH, G5 or CS for applications that were received on or after April 2, 2012; or
- issues the NAT to the local IRCC office for SAH, G5, and CS applications received prior to April 2, 2012. The local IRCC office, in turn, provides the NAT to the sponsoring group.

31.4 Request for status update – Sponsorship undertaking

Sponsors may submit a status update request on sponsorship undertakings when the

- sponsorship undertaking is still under assessment in Canada;
- estimated in-Canada processing times have been exceeded and an AOR letter has not been received; and
- information is not available in the electronic client application status (E-CAS).

31.5 Request for status update – Application for permanent residence

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The visa office is primarily responsible for communicating with the principal applicant regarding their case file.

If the principal applicant faces challenges in communicating with the visa office directly, the sponsoring group may contact the visa office to obtain information on the status of the refugee's application for permanent residence, provided the following conditions are met:

- the application has been sent to the responsible visa office abroad (as indicated in E-CAS or via a confirmation of approval letter from the CPO-W);
- the estimated processing times have been exceeded, and no further contact has been made by the visa office; and
- the information is not available in E-CAS.

The principal applicant should contact the responsible visa office directly at any stage of processing to provide updated contact information or to report important changes in their situation. If the principal applicant faces challenges in communicating with the visa office directly, the sponsoring group may contact the visa office to provide updated information on behalf of the refugee(s). Before contacting the visa office, sponsors should first confirm that the principal applicant has not already been in contact with the office in order to avoid duplication of efforts. For any correspondence by email, the principal applicant's email address (if available) should be included in the cc line. Sponsors must have a signed *Use of Representative* form on file in order to provide information on behalf of a refugee. See section 30.7 of this chapter for guidelines on visa office communications with sponsoring groups.

31.6 Use of primary email address in GCMS for communicating benchmarks and NATs

All sponsoring groups must identify a primary email address. This primary email address is associated with the sponsoring group's organization ID in GCMS and used by IRCC to proactively communicate inland and overseas processing benchmarks to the sponsoring group. The applicant must agree to disclose this information to sponsoring groups in Part D of Schedule 2 in order for the applicant's case processing information to be shared with the sponsoring group.

For SAH and CS applications, IRCC only communicates sponsorship and case status information generated by GCMS to the primary email address. The SAH or CS is responsible for making arrangements to monitor this email and to distribute information to CGs and co-sponsors as necessary.

For G5 applications, the sponsorship decision letter generated by the CPO-W must be sent to all five members of the group. All other GCMS-generated communications can be directed to only the primary email address identified with the group.

IRCC officers should look up current contact information for the sponsoring group by conducting a GCMS query under the *Organizations & Entities* tab, selecting *organization* as

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the type, and selecting the appropriate type of sponsoring group under sub-type (this is either *SAH-Privately Sponsored*, *G5-Privately Sponsored* or *Community-Privately Sponsored*). There are some duplicate records for sponsoring groups in GCMS, but ensuring that the organization ID is identified by the appropriate sub-type ensures that the correct record is located.

Contact information for all sponsorship groups is maintained in GCMS by NHQ. SAH information is maintained by the IPMB and contact information for G5s and CSs is maintained by Operations Support Centre (OSC), through the online case-specific enquiry form available at <https://dmp-portal.cic.gc.ca/enquiries-renseignements/canada-case-cas-eng.aspx>.

For sponsorship groups located in Quebec, the MIDI's email address is set as the primary default because MIDI is responsible for all communications with sponsoring groups located in Quebec.

31.7 Sharing refugee information with sponsoring groups

A refugee applicant can authorize a representative to conduct business with IRCC and the Canada Border Services Agency (CBSA) on their behalf and to receive case information on their case file and that of their dependent children through the *Use of a Representative* form [IMM 5476]. A *Use of Representative* form signed by the refugee applicant and their representative must be on file in order for that representative to provide information to IRCC regarding the refugee (such as updates to contact information) as well as to receive status updates on the refugee's application for permanent residence.

Dependent children aged 19 years or older are required to complete their own copy of the form if a representative is also conducting business on their behalf.

Release of information to other individuals

A client can only appoint **one** representative for each application. In the case where a client wishes to release information on their case file to someone other than the appointed representative, they need to complete the *Authority to Release Personal Information to a Designated Individual form* [IMM 5475] (PDF, 1.76 MB). This form authorizes the designated individual to obtain information on the refugee's case file (such as processing status) but does not authorize this individual to conduct business with IRCC on behalf of the refugee (such as providing updates to contact information).

Third-party representatives

Because the sponsorship application package includes personal information of all parties to the sponsorship, if a third-party representative (such as an immigration consultant, for example) is appointed as the representative, the *Use of a Representative* form needs to then be signed by **all** parties to the sponsorship in order to authorize release of their information to the third-party representative.

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Sharing of personal or sensitive information:

IRCC officers must use discretion when releasing information to sponsors. A complete printout of CAIPS or GCMS notes must **not** be provided to sponsors. If sponsors wish to obtain the entire CAIPS, FOSS or GCMS record, you should redirect them to the following website, where requests can be sent online:

<http://www.cic.gc.ca/english/department/atip/requests-atip>. A \$5 processing fee applies, and the request must contain the full name, date of birth, overseas file number and visa post name. Each access request must also include a current signed letter of consent from the refugee that designates the sponsor as their representative and grants the sponsor access to their personal information.

In the absence of a formal Access to Information request, IRCC officers may provide a summary of information found in the CAIPS or GCMS notes, except for sensitive

- medical information;
- criminal history; and
- security information.

If you are unsure what constitutes personal or sensitive information, consult your Access to Information and Privacy officer.

32 Intake and assessment of PSR applications

This section describes general steps involved in processing PSR applications submitted by SAHs, their CGs, G5s and CSs. Processing steps differ for JAS and BVOR streams because they involve cases that have already been approved overseas and entered into GCMS. Please see section 40 of this chapter for information on BVOR application processing and see section 42 of this chapter and part 4 of IP 3 for information on JAS application processing.

32.1 Order of processing

Sponsorship applications are normally processed according to the date they are received at the CPO-W; however, certain application streams or populations may be temporarily prioritized and managed in accordance with departmental priorities.

Individual sponsorship applications are not generally processed on an expedited basis at the request of a sponsoring group. The decision to expedite certain cases or populations is made by NHQ-IRCC in consultation with the Western Region. Generally, sponsoring groups requesting expedited processing due to urgent resettlement needs are advised to present this information directly to the responsible visa office. When in doubt, if a sponsorship application should be processed as a priority, the CPO-W should consult with NHQ.

33 Eligibility and completeness verification: General principles

and procedures

33.1 Sponsor eligibility

The CPO-W is responsible for determining if sponsoring groups are eligible to sponsor. The purpose of mandating sponsor eligibility and ineligibility rules is to

- enhance the administrative mechanisms in place to ensure that sponsors can legitimately provide settlement services; and
- prevent refugees from being placed in a sponsorship that may be dangerous or highly susceptible to default or that may expose the refugee to exploitation.

To be eligible to participate in the PSR Program, sponsors must meet the definition of “sponsor” set out in section 138 of the *Immigration and Refugee Protection Regulations* (IRPR). A sponsor is defined as any combination of a group, corporation or unincorporated organization that is acting for the purpose of sponsoring a Convention refugee or a person in similar circumstances.

A “group” is, in turn, defined in section R138 as

(a) five or more Canadian citizens or permanent residents, each of whom is at least 18 years of age, who are acting together for the purpose of sponsoring a Convention refugee or a person in similar circumstances; or

(b) one or more Canadian citizens or permanent residents, each of whom is at least 18 years of age, and a corporation or unincorporated organization or association, acting together for the purpose of sponsoring a Convention refugee or a person in similar circumstances.

In order to participate in the PSR Program, the sponsor must also meet the sponsorship requirements set out in subsection R153(1). Sponsors must

- reside or have representatives in the expected community of settlement;
- make an application that includes a sponsorship undertaking, a settlement plan (if applicable) and, for G5s and CSs, documentation issued by the United Nations High Commissioner for Refugees (UNHCR) or a foreign state certifying that the foreign national is recognized as a refugee; and
- not be or include an individual, a corporation or an unincorporated organization or association that was a party to a sponsorship in which they defaulted on a sponsorship undertaking and remain in default.

33.2 Sponsor ineligibility

In accordance with subsection R156(1), persons are **ineligible** to sponsor if they

- have been convicted in Canada of the offence of murder or an offence set out in

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schedule I or II to the *Corrections and Conditional Release Act*, regardless of whether it was prosecuted by indictment, if a period of five years has not elapsed since the completion of the person's sentence;

- have been convicted of an offence outside Canada that, if committed in Canada, would constitute an offence referred to above, if a period of five years has not elapsed since the completion of the person's sentence imposed under a foreign law;
- are liable for a sponsorship that remains in default;
- are in default of any support payment obligations ordered by a court;
- are subject to a removal order;
- are subject to a revocation proceeding under the *Citizenship Act*; or
- are detained in any penitentiary, jail, reformatory or prison.

For sponsors who have been convicted in Canada of murder or another serious offence, a sponsorship application may not be refused if a pardon has been granted or a final determination of acquittal has been made or if five years have elapsed since the completion of the sentence imposed.

33.3 To whom do the rules apply?

Sponsor ineligibility rules apply to **all persons who are party** to the sponsorship. This is defined by those who **sign** the sponsorship undertaking and are considered a sponsor. These persons must complete a *Sponsor Assessment* form (see section 32.7 of this chapter).

To clarify, the rules apply to

- all members of a G5;
- SAH representatives who sign the sponsorship undertaking;
- CG representatives who sign the sponsorship undertaking;
- CS representatives who sign the sponsorship undertaking; and
- all co-sponsors who sign the sponsorship undertaking.

By signing the sponsorship undertaking, a CG or co-sponsor is authorized to act on behalf of an SAH or CS in fulfilling the SAH's responsibilities for the undertaking. See section 33.3 of this chapter for further information on requirements for sponsorship undertakings submitted by CGs.

Persons who participate in the sponsorship but do not sign the sponsorship undertaking are not subject to the sponsorship rules and are not required to complete a *Sponsor Assessment* form.

33.4 Sponsorship representatives

The sponsor has an option of appointing representatives in the community of expected settlement [inferred from subsection R153(1)].

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- There should always be a group of some sort acting on behalf of the sponsor in the community of settlement (inferred from definition of sponsor). Representatives should be authorized to act on behalf of the sponsor.
- There should be some form of monitoring/reporting relationship between the sponsor and their representative(s).

SAH representatives

- An SAH representative is a CG of the SAH (as per the SAH agreement, a group that acts on behalf of the SAH).
- By signing the sponsorship undertaking, the CG is authorized to act on behalf of the SAH in fulfilling the SAH's responsibilities for the undertaking.
- The CG must be provided with the organizational assistance, advice, information and support from the SAH required to meet the responsibilities of the undertaking.
- The CG must be monitored by the SAH relating to their commitments and responsibilities under the undertaking.

G5 representatives

- A G5 representative is an individual who has written authorization to act on behalf of the sponsoring group in fulfilling the group's responsibilities for the sponsorship undertaking.
- The individual reports back to the sponsoring group on the status of the sponsorship and settlement plan.
- There needs to be at least five people (parties to the sponsorship or their representatives residing in the community of settlement).

CS representatives

- A CS representative is the equivalent of a CG to an SAH (meets the definition of "group" under the IRPR and acts on the sponsor's behalf).
- The representative must have written authorization to act on behalf of the community sponsor in fulfilling the community sponsor's responsibilities for the undertaking. The representative must be monitored by the community sponsor related to their commitments and responsibilities under the undertaking.

33.5 Sponsorship Residency Requirements

Either the sponsoring group (SAH, CG or CS) or its representatives must reside in the expected community of settlement (even if there is also a co-sponsor; for more information on co-sponsorship, see section 38 or this manual). For G5s, at least five parties to the sponsorship or their representatives must reside in the community of settlement. See section 35.2 of this chapter for further information on residency requirements specific to G5s.

Community of settlement means the village, town or city and surrounding areas in which

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the refugee is expected to settle. Officers should use their discretion in defining the expected community of settlement. The term community is used, as there may be situations in which the sponsor does not live directly in the same village, town or city but could be considered to reside in the same general community. In determining the community of settlement, the paramount consideration should be the sponsor's ability to provide adequate, in-person support to the refugee, taking into account the distance between the sponsor and the refugee.

One way to determine an acceptable distance is to examine access to public transit or the time required to travel between the sponsor's and the refugee's residence. For example, a settlement plan may indicate that the refugee will be offered housing in Etobicoke, while the sponsor resides in downtown Toronto. Given access to public transit in Toronto, both the sponsor and the refugee *may* be defined as residing in the community of resettlement, depending on travel time and the needs of the refugee.

As another example, the refugee may be expected to reside in Biggar, Saskatchewan, while the sponsor resides in Rosetown. In this rural situation, Biggar may be considered as "the next town over". The distance between these two towns, 60 kilometres, *may* be viewed as small. However, any final assessment must take into account whether the time required to travel 60 kilometres poses a barrier for the sponsor to provide adequate, in-person support.

In sum, the officer must be satisfied that the place of residence will not impede the sponsor's ability to provide adequate, in-person support to the refugee.

If residency requirements are not met, the officer may

- encourage the sponsor to consider the addition of parties to the sponsorship (e.g., co-sponsors, additional group members, a CG) who reside in the expected community of resettlement, so that there is a group (as per section R138) in that community that is able to provide in-person support to the refugee(s); or
- refuse the sponsorship undertaking on the basis that the sponsor does not reside or have representatives in the expected community of settlement [R153(1)(a)] and/or because adequate settlement arrangements have not been made in the expected community of settlement, as the sponsor does not reside there or have a representative in that community [R154(1)(b)].

33.6 Application and approval process for becoming an SAH

Organizations must apply to and be approved by the IPMB, working in conjunction with RAB, NHQ to become an official SAH. Once approved, SAHs and their CGs must include a settlement plan with all sponsorship undertakings for the first two years from the date their first SAH agreement was approved and signed.

All persons requiring signing authority under the SAH agreement are required to complete a *Sponsor Assessment* form, so IRCC can verify that they are eligible to sponsor. SAH *Sponsor Assessment* forms are kept on file at NHQ, and signing authorities are maintained

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in GCMS and the SAH master list by the IPMB.

The following table describes the application and approval process for becoming an SAH. Once the process is completed, the result is a legally binding contract.

Stage	Description
1	All requests to become an SAH are sent from the interested party to the IPMB, Strategic Management and Coordination Division.
2	Applications and instructions for a sponsorship agreement are sent from the IPMB to the interested party.
3	<p>The IPMB reviews the complete application package.</p> <p>The applicant is required to complete a <i>Sponsor Assessment</i> form [IMM 5492] to determine and ensure they are not ineligible to sponsor.</p> <p>If approved, a sponsorship agreement is then prepared.</p> <p>If the application is not approved, IRCC informs the applicant and may tell them the reasons why they are not approved.</p> <p>Note: As per section R143, the Minister <i>may</i> enter into an agreement with an organization and they do not have to give any reasons for not entering into a sponsorship agreement.</p>
4	The Director of the Strategic Management and Coordination Division, IPMB, NHQ, on behalf of the Minister, signs the sponsorship agreement.
5	Two signed copies of the sponsorship agreement are sent to the organization for signature by the main representative.
6	One copy of the sponsorship agreement, with the organization's main representative's signature, is then returned to NHQ-IRCC.

The SAH agreement comes into effect on the date IRCC receives the signed agreement from the organization. When approving applications to become an SAH, the IPMB determines the sponsorship limit (number of persons whom applications may be submitted for) over the remainder of the first year, and the time frame for which the agreement will be valid.

Once the agreement is in effect, the IPMB creates the SAH organization in GCMS and the SAH master list and informs the CPO-W, the SAH Secretariat and the RSTP.

33.7 Verifying sponsor eligibility

The *Sponsor Assessment* form [IMM 5492] contains a series of questions requiring a "yes" or "no" answer and is designed to identify those persons who may be ineligible to sponsor refugees. It is available at <http://www.cic.gc.ca/english/pdf/kits/forms/IMM5492E.PDF> and is included in all refugee sponsorship kits.

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G5s, CSs, CGs and co-sponsors must submit *Sponsor Assessment* forms along with each sponsorship undertaking they have signed and are thus party to. For SAHs, the *Sponsor Assessment* forms are kept on file at NHQ and current signing authorities are indicated in GCMS and the SAH master list. This information is maintained by the IPMB.

The assessment form is the primary means for IRCC officers to assess the sponsor's eligibility.

Officers are not responsible for checking the accuracy of information on the *Sponsor Assessment* form; however, they may choose to verify the information under certain circumstances, such as when

- the officer has a strong suspicion that the sponsor was not truthful on the assessment form; or
- a tip is received that claims the applicant is ineligible to sponsor.

IRCC reserves the right to request that prospective sponsors provide official documentation to prove that they are eligible to sponsor refugees.

33.8 Additional proof of eligibility

Default on support payment

Where IRCC has valid reason to doubt a sponsor's claim to not currently being in default, the sponsor may be asked to provide a letter of no default from the appropriate provincial social services ministry.

Removable/Citizenship revocation

A GCMS check can be performed on permanent residents and naturalized citizens (post-1975 arrivals) where it is necessary to determine if they are the subject of an active removal order.

If there is a need to determine whether the sponsor is the subject of citizenship revocation proceedings, the CPO-W can check with the Case Management Branch (CMB), since GCMS may not capture each revocation case. These checks would only be performed in exceptional cases where there is valid concern about possible misrepresentation.

Criminality

If the officer requires proof that the sponsor is not ineligible to sponsor due to criminality considerations, the sponsor can be asked to obtain certification from the RCMP or the local police. The sponsor may have to pay a fee for this service.

33.9 Verification of SAH eligibility

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SAH eligibility and financial capacity are assessed by the IPMB as part of the initial SAH application and approval process.

In the case of SAH-submitted sponsorships, the CPO-W must check against the SAH master list and GCMS to verify that the group has a valid sponsorship agreement with IRCC, verify that a representative with valid signing authority has signed the sponsorship undertaking and confirm with the SAH Secretariat that the group has not exceeded their sponsorship limit (if applicable). If any of these conditions is not satisfied, then the CPO-W has the right to return the application.

33.10 Sponsor found to be ineligible

Confidentiality

As determination of ineligibility can involve information of a confidential and sensitive nature, IRCC is not to disclose this information to another individual without the sponsor's written consent.

This consent is indicated in section H of the *Undertaking/Application to Sponsor* form [IMM 5373]. If a party to the sponsorship has checked this box, then IRCC is authorized to disclose information on this party's ineligibility to the remaining eligible parties to the sponsorship, so that they may seek out a replacement. IRCC is authorized to provide the name of the ineligible party but not the reason.

If the ineligible party to the sponsorship has not provided their consent to disclose this information to other parties to the sponsorship, then IRCC can inform all parties that the application has been refused due to ineligibility of one or more parties to the sponsorship but cannot indicate which party has been found ineligible or the reason.

If any of the parties included on the sponsorship undertaking is found to be ineligible, the sponsorship application is to be refused.

34 Verifying the application for permanent residence

The CPO-W reviews the application for permanent residence for completeness **only** and ensures that information recorded on the IMM 0008 form is consistent with information provided in the sponsorship undertaking. The visa office remains solely responsible for assessing all IMM 0008 applications.

A complete IMM 0008 form means that

- all applicable areas of the IMM 0008 Schedule A and Schedule 2 forms have been filled out;
- at least one photograph has been provided;
- supporting documentation has been included; and
- the application has been signed by the refugee applicant.

Consistency between the IMM 0008 application for permanent residence and the sponsorship undertaking

- As part of the initial verification process, the CPO-W must ensure that any family members (accompanying or non-accompanying) identified on the principal applicant's IMM 0008 form or other documents have also been included in the sponsoring group's sponsorship undertaking. If such family members are not included on the sponsorship undertaking, the entire application package should be returned.
- Separate applications for permanent residence are required for dependants 19 years of age or older and for *de facto* dependants.
- Sponsoring groups are required to make suitable arrangements to facilitate the arrival of the **entire family**, not just the principal applicant alone. This includes accompanying family members and non-accompanying family members that could follow under the OYW of opportunity provision (see section 44 of this chapter on OYW). Officers must assess the sponsor's capacity to support the entire refugee family unit, whether accompanying at time of travel to Canada or not.
- In light of IRCC's objective of family reunification, in cases where the location of family members are known, concurrent processing is the preferred option. There may, however, be some instances when concurrent processing is not possible, due to security or other valid concerns that may restrict movement of the family member. In such situations, the family member may be recorded as non-accompanying, even if their whereabouts are known.
- The visa office is ultimately responsible for determining if refugees are eligible for resettlement. The CPO-W cannot refuse a private sponsorship application if the only concern is that the person being sponsored may appear to be ineligible as a refugee or may be eligible for another program.
- Upon request, the RSTP can assist sponsoring groups with their own screening process by reviewing the resettlement eligibility criteria in order to identify obvious cases of ineligibility (e.g., a case where an individual is still living in their country of origin).

34.1 Necessary documentation

Upon initial verification of the sponsorship application, the CPO-W ensures that the application is complete. If any required documentation is missing, the application is returned to the sponsoring group. See section 33.2 of this chapter for further information on processing incomplete applications.

The following documentation must be submitted in order for a sponsorship application package to be considered complete. A current list of application forms required for each type of sponsoring group is available at <http://www.cic.gc.ca/english/information/applications/private.asp>.

SAHs and their CGs
Completed and signed <i>Undertaking / Application to Sponsor</i> form [IMM 5373]

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<i>Document Checklist</i> [IMM 5437]
<i>Sponsor Assessment</i> form [IMM 5492] (form each party to the sponsorship)
Check GCMS notes to confirm if the designated SAH representative submitted an IMM 5492 form to the IPMB and is thus listed as legal signing authority; check the SAH master list in GCDOCS to verify that the SAH agreement is valid. The agreement could be expired, suspended or cancelled.
All forms, completed and signed, as required in the <i>Application for Convention Refugees Abroad and Humanitarian – Protected Persons Abroad</i> [IMM 6000]
Completed and signed <i>Settlement Plan</i> form [IMM 5440] for SAHs and their respective CGs that signed an agreement with the Minister within the last two years
<ul style="list-style-type: none"> • Optional
Completed and signed <i>Use of a Representative</i> form [IMM 5476]
Co-sponsor identification
Where an individual is acting as a co-sponsor, they require
<ul style="list-style-type: none"> • the <i>Sponsor Assessment</i> form [IMM 5492]; and • photocopied proof of permanent resident status or Canadian citizenship.
<ul style="list-style-type: none"> • Refer to the <i>Refugee Sponsorship Application Guide</i> for a list of acceptable proof of permanent resident status or Canadian citizenship.

CGs
Completed and signed <i>Undertaking / Application to Sponsor</i> form [IMM 5373]
<i>Document Checklist</i> [IMM 5437]
<i>Sponsor Assessment</i> form [IMM 5492] (from each party to the sponsorship)
All forms, completed and signed, as required in the <i>Application for Convention Refugees Abroad and Humanitarian – Protected Persons Abroad</i> [IMM 6000]
Completed and signed <i>Settlement Plan</i> form [IMM 5440] for CGs whose SAH signed an agreement with the Minister within the last two years
Optional
Completed and signed <i>Use of a Representative</i> form [IMM 5476]
Co-sponsor identification
Where an individual is acting as a co-sponsor, they require
<ul style="list-style-type: none"> • the <i>Sponsor Assessment</i> form [IMM 5492]; and • photocopied proof of permanent resident status or Canadian citizenship.
Refer to the <i>Refugee Sponsorship Application Guide</i> for a list of acceptable proof of permanent resident status or Canadian citizenship.

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G5s
Completed and signed <i>Undertaking / Application to Sponsor</i> form [IMM 5373]
<i>Document Checklist</i> [IMM 5437]
<i>Sponsor Assessment</i> form [IMM 5492] (from each party to the sponsorship)
All forms, completed and signed, as required in the <i>Application for Convention Refugees Abroad and Humanitarian – Protected Persons Abroad</i> [IMM 6000]
<i>Settlement Plan and Financial Assessment</i> form [IMM 5373A]
<i>Financial Profile</i> form [IMM 5373B] for each group member that is providing financial assistance
<p>The following is financial documentation required by all group members providing financial support (see section 37.7 of this chapter):</p> <ul style="list-style-type: none"> • a copy of the most recent T4; • a copy of the most recent notice of assessment issued by the Canada Revenue Agency (CRA); • an original letter or proof of annotated cheque stubs from an employer confirming financial details for the past 12 months; • an original letter from an accountant confirming annual income for the past 12 months if self-employed; • proof of other sources of income (pension statement, investments, etc.); or • employment insurance pay stubs. <p>Money held in trust</p> <ul style="list-style-type: none"> • An original letter from a Canadian financial institution attesting to account details, identity of the beneficiary (i.e., the refugees), when and how funds will be disbursed, the outcome of the funds should the beneficiary not arrive in Canada and the details of the two members of the sponsoring group with signing authority (i.e. full name, date of birth and addresses).
Proof of refugee status recognition for the principal applicant
<p>Photocopied proof of identification for each group member, either</p> <ul style="list-style-type: none"> • permanent resident status; or • Canadian citizenship. <p>Refer to the <i>Refugee Sponsorship Application Guide</i> for a list of acceptable proof of permanent resident status or Canadian citizenship.</p>
Optional
Completed and signed <i>Use of a Representative</i> form [IMM 5476]

CSs
Completed and signed <i>Undertaking / Application to Sponsor</i> form [IMM 5373]
<i>Sponsor Assessment</i> form [IMM 5492] (from each party to the sponsorship)
All forms, completed and signed, as required in the <i>Application for Convention Refugees</i>

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<i>Abroad and Humanitarian – Protected Persons Abroad</i> [IMM 6000]
<i>Settlement Plan and Financial Assessment</i> form [IMM 5515]
<i>Document Checklist</i> [IMM 5437]
Proof of refugee status recognition for the principal refugee applicant
The following is required financial documentation (see section 37.7 of this chapter): <ul style="list-style-type: none"> • last year’s audited financial statement from the sponsoring organization; • an original letter from a Canadian financial institution attesting to bank account details; • an original letter from the organization guaranteeing a cash donation; or • proof of alternate source(s) of funding.
Optional
Completed and signed <i>Use of a Representative</i> form [IMM 5476]
Co-sponsor identification
Where an individual is acting as a co-sponsor, they require <ul style="list-style-type: none"> • the <i>Sponsor Assessment</i> form [IMM 5492]; and • photocopied proof of permanent residence status or Canadian citizenship. <p>Refer to the <i>Refugee Sponsorship Application Guide</i> for a list of acceptable proof of permanent resident status or Canadian citizenship.</p>
Co-sponsor financial documents
Where an individual is acting as a co-sponsor and is providing funds towards the sponsorship, they must submit the same documentation as G5 members (see above).

JAS
Note: Only SAHs and their CGs can submit this type of <i>Undertaking/Application to Sponsor form</i> .
Completed and signed <i>Undertaking / Application to Sponsor</i> form [IMM 5373]
Approval letter from the SAH (only for CGs)
<i>Sponsor Assessment</i> form [IMM 5492] (from each party to the sponsorship)
Check GCMS notes to confirm if the designated SAH representative submitted an IMM 5492 form to the IPMB and is thus listed as legal signing authority; check the SAH master list in GCDOCS to verify that the SAH agreement is valid. The agreement could be expired, suspended or cancelled.
<i>Settlement Plan</i> form [IMM 5494]
Copy of JAS profile
<i>Document Checklist</i> [IMM 5495]
Optional
Completed and signed <i>Use of a Representative</i> form [IMM 5476]

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VOR cases and BVOR cases
Note: Only SAHs and their CGs can sponsor BVORs. All sponsoring groups may sponsor VORs.
Completed and signed <i>Undertaking / Application to Sponsor</i> form [IMM 5373]
<i>Document Checklist</i> [IMM 5441]
<i>Sponsor Assessment</i> form [IMM 5492] (from each party to the sponsorship)
Check GCMS notes to confirm if the designated SAH representative submitted an IMM 5492 form to the IPMB and is thus listed as legal signing authority; check the SAH master list in GCDOCS to verify that the SAH agreement is valid. The agreement could be expired, suspended or cancelled.
Approval letter from the SAH (only for CGs)
<i>Settlement Plan</i> form [IMM 5440] for SAHs and their respective CGs that signed an agreement with the Minister within the last two years
Optional
Completed and signed <i>Use of a Representative</i> form [IMM 5476]

34.2 Missing information

The following table explains what to do when documentation or information is missing from the submitted sponsorship application package.

	Type of information missing	Action to take
MINOR ERROR	<ul style="list-style-type: none"> Discrepancy between tombstone information recorded in the sponsorship undertaking and information recorded in GCMS or the SAH master list (in all cases, use tombstone information recorded in GCMS) Discrepancy in data among forms (DOB, name spelling, accompanying or not) 	<ul style="list-style-type: none"> Resolve through email or phone call with group representative; provide 60 days to receive information. If the requested information is not received or if an extension is not requested within 60 days, a final 30-day letter is sent. If no response is received after the final 30-day letter is sent, the application is returned. <p>For G5s and CSs, return the application if there are multiple errors.</p>

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MAJOR ERROR	<ul style="list-style-type: none"> • Incomplete information • Wrong forms used and grace period expired • Discrepancy between persons recorded on the sponsorship undertaking and persons recorded on the IMM 0008 form • Missing signatures • <i>De facto</i> or adult dependants not listed on a separate sponsorship undertaking 	<ul style="list-style-type: none"> • Return the application and identify the reason(s) for return.
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34.3 Reasons for returning the sponsorship application package

The CPO-W shall return the sponsorship application package to the party who submitted it for the reasons below.

For all sponsorship groups

- There is a major error in the sponsorship application package (see section 33.2). This includes the sponsor submitting an incomplete application [R153(1)(b)].
- Requested information is not provided within 90 days.

For SAHs and their CGs

- There is no valid SAH agreement in place (verified through the SAH master list in GCDOCS).
- A representative who does not have valid signing authority has signed the sponsorship undertaking (SAH signing authority can be verified through GCMS or the SAH master list).
- The SAH has exceeded their annual sponsorship cap.

35 Assessment of sponsorship undertakings: SAHs and their CGs

35.1 Initial processing

Each SAH sets their own criteria for recognizing CGs that may sponsor refugees under the SAH agreement. IRCC has no agreement with or recognition of any CG other than through the review and approval of the sponsorship undertaking(s) submitted.

CGs must apply to the CPO-W to have their sponsorship undertaking(s) approved. The officer reviews the sponsorship application to determine that the group

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- resides in the expected community of resettlement;
- has not defaulted on a previous sponsorship undertaking;
- is part of an SAH that has sufficient cap space to cover the sponsorship undertaking(s); and
- is eligible to sponsor refugees.

35.2 Settlement plan assessment for SAHs and their CGs

A settlement plan must be included with all sponsorship undertakings submitted by new SAHs and their CGs during the first two years of their agreement with IRCC. Officers must assess the sponsor's capacity to support the entire refugee family unit, whether accompanying at time of travel to Canada or not.

The CPO-W can also request settlement plans for sponsorship undertakings signed by experienced SAHs (SAHs who are exempt from the requirement to submit settlement plans) or their CGs if they have concerns that

- the group has not been providing adequate settlement arrangements (this information may be identified by the local IRCC office, NHQ-IRCC or the refugee(s) or social services agencies);
- the quality of the sponsorship application is poor (incomplete names and addresses indicating a poorly organized sponsorship); or
- the quantity of sponsorship undertakings is very high and raises concerns over whether the SAH or their CG has sufficient funds to cover resettlement costs should a large number of cases arrive in Canada over a short period of time.

When the officer has a concern with an SAH or their CG on one or more of the points listed above, the officer must advise the SAH or CG in writing, with a copy to the NHQ-IPMB. In the letter, the officer should indicate specific reasons for their concerns by addressing

- particular sponsorship cases where the quality of the applications is poor;
- the high volume of cases (listing the number and the amount it would cost in resettlement should all the refugees arrive in Canada); or
- the specific case where monitoring or information gathered from the refugee or social welfare indicated inadequate settlement arrangements.

Once the concerns have been addressed, the officer must advise the SAH or their CG (copying the SAH) in writing of this and, if applicable, that their settlement plans are no longer required by IRCC.

Role of the SAH regarding their CGs

The SAH is responsible for

- reviewing and approving all settlement plans submitted by their CGs;
- ensuring the settlement and financial capacity of their CGs (CGs are not generally

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- required to provide IRCC with detailed financial statements, unless otherwise requested by the CPO-W, because the SAH is committed, as per their agreement with IRCC, to providing financial support to the refugee if the CG is unable to do so);
- approving the overall sponsorship of the refugee case by their CGs; and
 - signing each sponsorship undertaking submitted by their CGs in the signature box for the SAH representative in section K, *Declaration by the Sponsorship Group*, of the sponsorship undertaking form [IMM 5439].

The CPO-W should

- deem the SAH's signature on the sponsorship undertaking form as sufficient evidence that the settlement plan has been properly assessed and approved by the SAH.

Note: The settlement plan remains on file with the CG and the SAH and is available to IRCC, if requested for monitoring purposes.

SAHs with co-sponsors

When an SAH has a co-sponsor, a settlement plan should be completed, even if the SAH is exempt from submitting one, as the plan outlines the division of responsibilities between the SAH and the co-sponsor. It is in the SAH's best interest to indicate the division of responsibilities in the settlement plan, as the settlement plan may form part of the overall approval of the sponsorship application and is seen as a binding agreement between the SAH and the co-sponsor.

35.3 SAH representative signature on sponsorship undertakings submitted by their CGs

The sponsorship undertaking form requires that the authorized SAH representative sign directly on the form, together with the other required signatures. This is to ensure accountability by all parties to the sponsorship and that everyone signing is aware of their obligations towards the sponsorship. Since the sponsorship undertaking form is the legal form that binds all parties together for the sponsorship, this form should be used as the legal commitment from all parties.

Every CG wishing to submit sponsorship undertakings for sponsorship must include, with **each sponsorship undertaking**, the signature of an authorized SAH representative in the appropriate signature box on the sponsorship undertaking form [IMM 5439]. This signature indicates the SAH's approval of the CG's settlement plan and intent to sponsor.

The signature of the SAH representative on the sponsorship undertaking form also indicates that the SAH has approved the sponsorship and is willing to accept joint responsibility in cases of breakdown, default or withdrawal.

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Note: An authorized SAH representative is one of the persons on file with IRCC who is authorized to sign for the SAH and who has submitted a sponsor assessment form [IMM 5492] that proves they are eligible to sponsor.

Note: If there is a question as to the authenticity of an SAH representative signature, the CPO-W should contact the NHQ-IPMB for direction.

36 Application and approval process for G5s

In G5 sponsorships, the individuals act as guarantors, ensuring that the necessary support will be provided for the full duration of the sponsorship. G5s are, for the most part, intended to be **one-time** groups formed for the purpose of sponsorship under the PSR Program .

In order to qualify, all the members of the group must not be in default of any previous refugee sponsorships. As well, the group must collectively prove that they have sufficient financial resources and expertise to support the entire refugee family unit, whether accompanying at time of travel to Canada or not.

36.1 Criminality screening for G5s

Given the *ad hoc* nature of sponsorships submitted through the G5 program stream and the associated heightened vulnerabilities to potential fraud or abuse, RCMP security screening is conducted through GCMS on all members of a G5 to ensure that they do not have any convictions that would render them ineligible to be a party to a sponsorship under section R156.

36.2 Residency requirements for G5 sponsorships

Refugee sponsorship residency requirements are set out in the IRPR. They stipulate that: a sponsor “**must reside or have representatives in the expected community of settlement**” [R153(1)(a)].

In a G5 sponsorship, there must be a minimum of five people **in the refugee’s community of resettlement** who are responsible for providing support to the refugee. While it is ideal that all five members of the group reside in the community of resettlement, this may not always be the case. For example, in some cases, G5 applications have 3 or 4 members who reside in the community, while the other 1 or 2 members reside elsewhere. For those group members who do not reside in the community of resettlement, representatives must be appointed to ensure there is a minimum total of five people in the refugee’s community of resettlement. A representative is someone authorized by the G5 to act on their behalf and who will report back to the group members who signed the sponsorship undertaking.

37 Application and approval process for CSs

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Community sponsors must apply to the CPO-W to become a sponsoring group. The CPO-W reviews the following information from the organization and, if applicable, their co-sponsor.

A community sponsor must

- reside in the expected community of resettlement;
- have not defaulted on a previous sponsorship undertaking and not be barred from sponsorship;
- have made adequate arrangements in anticipation of the arrival of the sponsored refugee(s); and
- have the financial resources to fulfil the settlement plan for the duration of the sponsorship undertaking.

38 Settlement plan and financial assessment for G5s and CSs

Unlike SAHs, there is no ongoing agreement between the Minister and G5s or CSs. Each sponsorship undertaking represents a unique contract between the sponsoring group and IRCC that must be assessed on its own merit.

G5s and CSs must complete a combined *Settlement Plan and Financial Assessment* form (IMM 5373A for G5s and IMM 5515 for CSs). The settlement plan should demonstrate that the sponsoring group has made adequate arrangements, both in terms of sufficient financial resources and settlement mechanisms, in anticipation of the arrival of the refugee and their family.

For G5s, it is preferable that at least three members contribute financially to the sponsorship cost, but this is not required as long as financial contributions are met.

Like GARs, privately sponsored refugees may work but are **not required** to work and support themselves during their first year in Canada. Settlement plans should reflect that resettled refugees must also receive orientation, learn an official language and begin to adjust to life in Canada during the first year. A settlement plan that relies on the refugee quickly becoming self-sufficient could limit the time available for other settlement activities and is insufficient, as there is no guarantee that the refugee will obtain or accept the job offered and maintain it once they are in Canada.

38.1 Settlement considerations for G5s and CSs

- (1) It is the collective responsibility of the group to demonstrate that it can meet required time commitments. Each party to the sponsorship undertaking need not commit the same amount of time as long as the total time requirement is met.
- (2) The settlement plan should demonstrate that the sponsoring group
 - a. has made appropriate arrangements to refer the refugee to the Settlement Program in the community of settlement, which includes employment services and language classes (the sponsoring group may provide support to help the refugee learn an official language and find employment **in addition to**

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- referring the refugee to the Settlement Program);
- b. has found a school in which to register refugee children if applicable;
- c. is aware of services and support centres for persons dealing with crisis or trauma in the region of settlement and will refer the sponsored refugee to these services if necessary;
- d. has planned for all members of the refugee family to see a health care worker shortly after arrival (i.e., the sponsoring group knows of a health clinic in the area) and that interpretation services that respect the privacy of these individuals will be arranged;
- e. has a reasonable plan to find, at minimum, temporary housing for the refugee family upon arrival and that the sponsoring group will be able to house the refugee family until permanent housing is secured; and
- f. has taken into consideration the transportation needs of the refugee family from the airport and to and from health, settlement, language and employment services.

38.2 Guidelines for assessing settlement plans for G5s and CSs

While officers should conduct assessments in accordance with the respective settlement plan form, the following questions may serve as guidelines to be taken into consideration in the **overall** assessment of the sponsoring group’s capacity to provide adequate settlement support.

Subject	Questions
Funding	<ul style="list-style-type: none"> • Does the group have the necessary funds or a clear plan of how to raise funds? • Are the funds sufficient for the duration of the sponsorship in accordance with the Sponsorship Cost Table? • Has the group drawn up a reasonable budget? • Does the budget provide the sponsored refugee with some autonomy (e.g., is money provided for transportation around the city)? • Do the in-kind donations seem reasonable? • Is there a back-up plan, such as fundraising, in case circumstances change (it is important to consider whether the funds will still be available should the refugee(s) arrive several years after the sponsorship application is submitted)?
Support	<ul style="list-style-type: none"> • Does the group have a clear plan of how to orient and support the refugee throughout the settlement year? • Are there plans to use the settlement services provided by settlement agencies (e.g., language training)? • Is the sponsoring group aware of these programs, and do they know where to access them or find more information? • Will the refugee live in the same community as the sponsoring group? • Given the needs of the refugee, are there enough individuals who are

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	<p>willing to provide support?</p> <ul style="list-style-type: none"> • Will all members be making some form of contribution to the sponsorship (be it financial, in kind, emotional, etc.)? • Does the time the sponsoring group plans on providing for the refugee’s settlement seem reasonable? • Given other commitments, does the sponsoring group have enough time to commit to the refugee?
Settlement	<ul style="list-style-type: none"> • Does the settlement plan indicate arrangements for <ul style="list-style-type: none"> ○ housing, including finding permanent housing; ○ interpreters; ○ settlement services; ○ transportation; ○ health care; ○ education; ○ schooling; and ○ dealing with crisis or trauma?

38.3 Total financial resources required by G5s and CSs

If the group has the total amount of the sponsorship covered through money held in trust and/or value of in-kind donations, then a financial assessment of each member’s income is not required.

38.4 Financial considerations specific to G5s

Paragraph R154(1)(a) states that a G5 must have the financial resources to fulfill the settlement plan for at least one year.

- There are a variety of ways that sufficient financial resources can be arranged. Any combination of financial resources (personal income, trust funds, in-kind donations, other) is sufficient to meet the financial requirements.
- The Sponsorship Cost Table, which is based on regional social assistance rates, can be used to assess the G5 members’ ability to support themselves and their family when they have committed their personal income to the sponsorship undertaking. The G5 members require a yearly income equal to the cost table amount for their family size in addition to the amount committed to the sponsorship undertaking.
- The G5 as a whole, not each individual member, must meet the financial requirement. G5 members may commit different amounts of financial resources (some may commit none at all); the financial requirements are met if, in sum, the group collectively has sufficient financial resources. A member’s income need only be assessed if that member has committed their personal income to the sponsorship undertaking.
- Other financial commitments (family, SAH, G5) should be taken into consideration when assessing whether or not an individual G5 member has the financial resources

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that they are committing to the new sponsorship undertaking. Only the amount of resources the individual has previously committed (not the total amount of the sponsorship undertaking) should be considered.

38.5 Guidelines for conducting financial assessments for G5s and CSs

- Sponsoring groups cannot accept the payment of funds from the refugees for the submission of a sponsorship either before or after their arrival in Canada. However, should the refugee have relatives in Canada, these persons may contribute funds to the resettlement.
- Refugees have no legal obligation and cannot be forced into a legal or informal obligation to prepay or repay their sponsoring groups for lodging, care, and settlement assistance and support.
- Sponsoring groups are not responsible, unless they have co-signed loans, for any debt that a refugee incurs in Canada. Sponsors must, however, reimburse the Government of Canada for any social assistance provided to the refugee during the sponsorship period. See section 51.13 of this chapter for information on ending default status.
- Sponsoring groups are expected to provide the refugees with both financial and settlement support, including the opportunity to attend language training and acquire skills necessary to access employment in Canada, for a period of up to 12 months. Should the refugee become financially self-sufficient during the 12-month sponsorship period, the sponsoring group is not obligated to provide income support for the remainder of the sponsorship period. However, the sponsoring group must maintain immediate access to adequate funds for the remaining period of the sponsorship in the event that the refugee ceases to be self-sufficient.
- Sponsored refugees who bring financial resources to Canada should manage their own finances and are expected to contribute to covering their own settlement costs. Sponsoring groups may expect sponsored refugees to contribute towards their settlement costs according to the same standard established for GARs who bring financial resources to Canada. For example, a single sponsored refugee may retain up to a maximum of \$1000 for personal use, and a couple may retain up to \$2000, plus \$500 for each additional family member, with the balance of their funds being allocated towards the cost of their settlement. You may refer to *The Guide to the Private Sponsorship of Refugees Program* for further details.
- An offer of employment for the sponsored refugee may not be included in the financial assessment of the sponsor. The sponsoring group must demonstrate that it will be able to support the refugee and their family for the entire first year.

Cost of sponsorship

The sponsoring group can indicate on their *Settlement Plan and Financial Assessment* form whether or not they have in-kind donations. Having in-kind donations reduces the amount of financial income support required by the group to sponsor a refugee.

The following chart provides an approximate value of in-kind donations. When a group

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indicates that they have in-kind support to provide the refugee, the value of the total in-kind donations must be subtracted from the total cost of the sponsorship. If the officer has concerns regarding the quality or quantity of the in-kind donations, the officer may require further clarification as to the standard to which the in-kind donations will be provided. For example, shelter must be provided to an equivalent level of what would be provided to an individual or family receiving social assistance.

The following table can assist the sponsoring group in estimating the cost involved in sponsoring a refugee family for 12 months. The required financial resources indicated in the Sponsorship Cost Table are roughly equivalent to local social assistance rate figures. The following chart is used to assess the financial capacity of G5s and CSs:

Sponsorship Cost Table

Family size	12 months of income support	Start-up costs	Estimated total annual settlement cost
1	\$9,800	\$2,800	\$12,600
2	\$16,800	\$4,400	\$21,200
3	\$17,700	\$5,300	\$23,000
4	\$20,000	\$7,000	\$27,000
5	\$22,500	\$7,200	\$29,700
6	\$24,500	\$8,000	\$32,500
Additional member	\$1,550	\$1,000	\$2,500

Income support can vary depending on ages of various family members. Start-up costs include one-time payment for household items, furniture, linens, food staples, clothing and winter clothing, deposit for utilities, phone installation and first month's rent. These are approximate rates only and should be used as a guideline. Several factors may reduce the amount of financial support that the sponsoring group must provide. Examples of these factors may include in-kind donations and financial resources the sponsored refugee brings to Canada. The chart below provides an **estimated** value for certain in-kind donations.

In-Kind Deduction Table

Family size	Shelter	Clothing	Furniture	Start-up costs (household needs)	School start-up costs	Food staples
1	\$6,000	\$500	\$1,500	\$325		\$175
2	\$7,100	\$1,000	\$2,000	\$350		\$250
3	\$7,800	\$1,375	\$2,500	\$375		\$325
4	\$8,400	\$1,750	\$3,000	\$400		\$400
5	\$9,600	\$2,125	\$3,500	\$425		\$475
6	\$9,600	\$2,500	\$4,000	\$450		\$550
Additional member	\$900	\$375	\$500	\$25	\$150 per child between ages	\$75

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The In-Kind Deduction Table is based on annual costs. Start-up costs include bedding, linens and household items. These are approximate rates and should be used only as a guideline. Contact your local IRCC office for information on your local RAP income support rates, which are based on local social assistance rates.

Start-up costs

Sponsoring groups might find it useful for their own planning purposes to be aware of the financial assistance IRCC provides to GARs in order to cover standard household start-up costs. The following information describes some of the various needs that are considered when IRCC establishes the amount for the initial start-up cheque. Individual start-up costs with established maximums are listed below.

Clothing

A one-time basic clothing allowance is provided.

- \$325 per adult
- \$250 for each additional family member

Winter clothing

Suggested items include winter coat, winter boots, mittens, scarves, snow pants for children, etc.

- \$175 per adult
- \$125 per family member

Basic household needs allowance

Suggested items include beds, table and chairs, bed linens, basic window coverings and common household products, such as kitchen utensils, pots, pans, brooms, mops, detergents and cleansers.

The following maximum allowance rates apply:

- \$1,330 per single without accompanying dependants
- \$2,340 per single plus one dependant
- \$2,665 per single plus two dependants
- \$1,960 per couple without accompanying dependants
- \$2,455 per couple plus one accompanying dependant
- \$2,945 per couple plus two accompanying dependants
- \$3,515 per couple plus three accompanying dependants
- \$350 for each additional dependant

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Food staples

Suggested items include flour, sugar, rice, spices, condiments, etc.

- \$175 for the first person in each household
- \$75 for each additional dependant (no maximum)

School start-up allowance

An allowance of \$150 per child or young adult between the ages of 4 and 21 attending K-12 is provided to defray costs for school supplies, activity fees, gym clothing, etc.

Note: Use this assessment as a **guide only** because there may be other factors affecting how much each sponsoring group member is actually contributing to the support of these individuals. For example, does the sponsored refugee have a spouse or common-law partner that is also contributing to their financial support?

38.6 Financial profile – G5 member or individual co-sponsor in a community sponsorship

When an individual is using their own income as collateral against the sponsorship, the following should be evaluated:

- the total income reflected on the financial documents;
- the number of people the individual is currently the primary source of financial support for and how much additional income the individual requires (using the Sponsorship Cost Table) to support the sponsored refugee(s);
- other sponsorships for which the individual is currently providing financial support;
- other sponsorships for which there is a commitment, even if the sponsored person(s) have not arrived.
- how much the individual is willing to commit to the sponsorship and if this commitment is reasonable, considering their income, number of people they are currently supporting and other sponsorship commitments.

Note: Each member undergoing a financial assessment must demonstrate the financial capacity to provide for all those persons they currently support. When assessing the size of the members' family, include all children for whom the person has whole or joint custody or makes payments to support, all persons for whom a Family Class sponsorship undertaking is still valid if the information is available, and the persons' spouse if they support them financially. If the member of the G5 or CS states that their spouse is not financially dependent on the G5 or CS member, the officer may request information or documentation to confirm that this is, in fact, the case.

In addition, the G5 or CS member's income must be sufficient to meet the needs of any previous commitments to refugee sponsorships that are still valid. A G5 or CS member's previous refugee sponsorship undertakings should be assessed based on the commitment the individual made to the other sponsoring group(s).

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For example, if the G5 or CS member has pledged \$2000 of their income to another G5 or CS sponsorship, their income currently being assessed must be sufficient to meet their pledge to the new sponsorship in addition to the needs of all those they currently support and the previous commitment of \$2,000.

The following procedure is to be employed with some discretion and helps in the assessment of financial capacity:

- Compare the taxable income per the notice of assessment and earned income as stated on the T4 with the income shown in box 7(A) to ensure these amounts are reasonably consistent.
- Verify which members are contributing financially to the sponsorship. Verify whether these persons have enough income in order to fulfill their commitment.
- Members need not contribute equally as long as the total funds available are sufficient to support the refugee(s).
- If the spouse or common-law partner is part of the G5 or CS and either spouse or partner is contributing their personal income, the combined income of the family should be assessed in light of all valid Family Class sponsorship undertakings either spouse or partner has made or co-signed, the pledges made to other valid G5 or CS sponsorships by either spouse or partner, and the financial commitment made to the current G5 or CS sponsorship by either spouse or partner. If the spouse or common-law partner has not signed the sponsorship undertaking, their income should not be used to assess the financial capacity of the sponsor.

38.7 Proof of income and documentation required for financial assessment for G5s and CSs

The following table explains what documentation is required under specific situations.

When	Then
the group has funds set aside for sponsorship,	<ul style="list-style-type: none"> • the money should be in a bank account or trust fund under the name of the group members and require the signature of at least two members of the sponsoring group; and • proof of the existence of the bank account or trust fund must accompany the sponsorship undertaking to sponsor. <p>Note: A sponsoring group may establish a trust fund. A donor to the trust fund can be an individual, a group or an organization but must not include the refugee applicant or funds acquired from the refugee applicant. The individual rights and obligations of the sponsor, trustee and donor are set out in three different sources: provincial law, common law principles with respect to the law of trusts and the trust deed, which is drafted by the donor to establish the terms of the trust.</p> <p>It is the responsibility of the sponsor to ensure that the terms of the trust fund, including the respective rights and obligations, conform to</p>

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	<p>the laws of the province in which the deed is registered.</p> <p>The trust deed must clearly outline the terms of the trust fund, which include the identity of the beneficiary, when and how funds will be disbursed and the outcome of the funds should the beneficiary not arrive in Canada. The deed should also stipulate whether the trust fund is for a specific privately sponsored refugee or whether it is a general charitable trust fund for the sponsorship of any privately sponsored refugee.</p> <p>In the event that the refugee is not accepted for resettlement in Canada, funds held in trust for the sponsorship of that refugee, including all accumulated interest, must be returned to the donor.</p>
<p>using the income from group members or individual co-sponsors</p>	<ul style="list-style-type: none"> • copy of most recent T4 or notice of assessment (from the Canada Revenue Agency) • for employment period not covered by T4 or notice of assessment (see above), group members or individual co-sponsors should provide an original letter from their current employer stating the period of employment, salary and regular hours per week or proof of annotated cheque stubs from the employer confirming details of the financial profile • a letter from an accountant confirming annual income if self-employed • employment insurance pay stubs • statement of rental income: income earned and declared to the Canada Revenue Agency for rental property • statement of maternity, disability, parental or sickness benefits and possible date of return to work • statement of pension income from Old Age Security, Canada or Quebec Pension Plan, other pensions, superannuation and annuity payments from Canadian sources. Must not include Guaranteed Income Supplement (GIS) payments • statement of investment income: income report to Canada Revenue Agency from dividend payments, interest, stocks, bonds, other investments and interest on savings deposits.
<p>CSs</p>	<p>When a corporation is providing funds to support the sponsorship undertaking, the group must provide proof of the funding.</p> <p>Acceptable proof includes</p> <ul style="list-style-type: none"> • the previous year’s audited financial statement from the sponsoring organization; • an original letter from a Canadian financial institution attesting to bank account details; • an original letter from the organization guaranteeing a cash

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	<p>donation; or</p> <ul style="list-style-type: none">• proof of alternate source(s) of funding. <p>Financial statements signed by a registered accountant who is not a group member, including</p> <ul style="list-style-type: none">• income expense statements;• balance sheet; and• asset liability statements.
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39 Co-sponsorship

The IRPR allow for a partnership between an SAH, their CGs or a CS and another organization or one or more individuals for the purposes of making a sponsorship undertaking. A supplementary partner in the sponsorship undertaking is known as a “co-sponsor”. G5s cannot have co-sponsors; should there be more than five persons in a G5, each is still considered a member.

Responsibilities of the co-sponsor

Co-sponsors **share responsibility** with the SAH, CG or CS for providing settlement support (either financial or non-financial) to the refugee for the duration of the sponsorship.

Responsibilities of the SAH or CG

Most co-sponsors work with an SAH or a CG to help sponsor the refugee. The SAH or their CG is expected to play an active role with the co-sponsor to deliver settlement support. It is the responsibility of the SAH to ensure the settlement and financial capacity of their co-sponsors (depending on their role outlined in the settlement plan). Co-sponsors working with an SAH or CG are **not** required to provide IRCC with detailed financial statements because the SAH has committed to assess the co-sponsor (as per the SAH agreement). However, IRCC reserves the right to request proof of the co-sponsor’s financial resources in order to be satisfied that sufficient resources are available.

Responsibilities of the CS

As with SAHs and CGs, CSs are expected to play an active role with the co-sponsor to deliver settlement support. If the co-sponsor will be providing any financial assistance towards the sponsorship, the officer must evaluate the co-sponsor’s financial resources in addition to the CS’s resources.

Difference between co-sponsors and CGs

The SAH principal agreement permits **both** CGs and co-sponsors to sign a sponsorship undertaking on behalf of an SAH **if** the SAH has authorized this through a letter of approval

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provided to the parties to the sponsorship.

When there is a CG, it is expected that the CG plays the **primary role** in delivering the settlement plan; the SAH’s role is to act as a back-up if difficulties arise. In contrast, a co-sponsor is not expected to deliver all of the financial and non-financial support. A co-sponsor is expected to **partner** with an SAH or their CG to share responsibility for delivering settlement support.

	Co-sponsor	CG
Definition	An individual or organization that partners with an SAH (or CG) or a CS to sponsor a refugee	A group or organization that acts on behalf of the SAH to sponsor a refugee
Authority	To enter into a sponsorship undertaking on behalf of an SAH if there is written authorization	To enter into a sponsorship undertaking on behalf of an SAH if there is written authorization
Expected contribution to settlement plan	The co-sponsor and SAH (or CG) will both contribute to the delivery of the settlement plan.	The CG delivers all or most aspects of the settlement plan.
Community of settlement requirements	The co-sponsor and the SAH or their CG must be in the community of settlement.	The CG must be in the community of settlement.
Financial assessment	The CPO-W needs to be satisfied that there are adequate financial resources available to complete the sponsorship. To make this determination, officers may need to know how much the SAH and co-sponsor respectively plan to contribute to the sponsorship. In some circumstances, officers may need to examine the co-sponsor’s financial resources.	The CPO-W needs to be satisfied that there are adequate financial resources available to complete the sponsorship. SAHs are required to ensure that their CGs have sufficient financial resources. However, in exceptional circumstances, IRCC may need to examine the CG’s financial resources in order to be satisfied that sufficient resources are available.
Default	A sponsorship undertaking may not be approved if the co-sponsor is in default of a previous sponsorship undertaking [R153(1)(c)].	A sponsorship undertaking may not be approved if the CG is in default of a previous sponsorship undertaking [R153(1)(c)].

39.1 Principles regarding co-sponsors

Although it is not expected that co-sponsors deliver all settlement supports, they are legal parties to the sponsorship undertaking and may be held liable for the entire sponsorship

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undertaking in the event of a default.

The regulatory framework does not allow for one person to be solely responsible for the private sponsorship of a refugee. The PSR Program is premised on having **organizations, CGs or G5s (not individuals)** sponsor a refugee and provide them with settlement support (financial and non-financial) for one-year. **A co-sponsor acting alone in the community of settlement is not in the spirit of the SAH agreement or PSR Program in general.** As per paragraph R153(1)(a), the sponsor (which is the combination of both the SAH or CG or CS and co-sponsor) must reside or have representatives in the community of settlement for the refugee. Therefore, in situations of co-sponsorship, a sponsorship undertaking should only be approved if **all** parties to the sponsorship reside or are represented in the community of settlement. See section 32.5 of this chapter for information on residency requirements.

Paragraph R153(1)(c) and section R156 apply to **all** parties to a sponsorship, including a co-sponsor. If a co-sponsor is in default of another PSR sponsorship undertaking or is ineligible under section R156, the remaining group members are given an opportunity to find a new sponsor to replace or remove the ineligible member. Refer to section 32 of this chapter for information on sponsor eligibility.

When an SAH or their CG has a co-sponsor, a settlement plan should be completed, even if it is not mandatory for the SAH to submit such a plan to IRCC along with the sponsorship undertaking. It is of benefit to all sponsoring parties that a settlement plan be completed to ensure clarity of responsibilities of everyone involved in the sponsorship. The officer has the authority to request a settlement plan from an SAH under section 5(h) of the SAH agreement and may choose to do so to ensure that the co-sponsor has sufficient financial resources and settlement capacity to uphold their commitments, that the SAH or CG and co-sponsor plan to share responsibility for the sponsorship undertaking, and that adequate arrangements for the settlement of the refugee have been made. Refer to section 34.2 of this chapter for settlement considerations.

Prior to approving or refusing the sponsorship undertaking, the officer should assess whether the settlement plan enables the provision of adequate settlement support for the refugee. Refer to section 37.2 of this chapter for general guidelines on assessment of settlement plans. The officer should also determine if the co-sponsor, SAH, CG and/or CS play an active role together for delivery of the settlement plan.

The settlement plan should outline the division of responsibilities between the SAH, the CG or CS and the co-sponsor. According to the division of responsibilities outlined in the settlement plan, the officer should determine if the co-sponsor has sufficient financial resources (if applicable) to fulfill their portion of the settlement plan. If an officer has concerns, they may review the co-sponsors' income or other financial resources using the same guidelines established for G5s. Refer to section 37.5 of this chapter for guidelines on conducting financial assessments for G5s and CSs.

In order to assist in this determination, the officer may, in addition to requesting a

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settlement plan, request details on how the SAH, CG or CS will monitor the co-sponsor to ensure the co-sponsor delivers the settlement support agreed to in the settlement plan. Details could include, for example, the frequency of contact between the parties, reporting requirements of the co-sponsor, and how the SAH, CG or CS will identify when the co-sponsor needs support and how this will be provided. Note that, when a CG is involved, the SAH may provide support via a CG. However, the SAH is also required to monitor and support their CG.

The officer must be satisfied with the application as a whole. Therefore, if there are concerns that the co-sponsor is not able to fulfill their responsibilities (e.g., does not have capacity to participate in multiple sponsorship undertakings) or if the SAH, CG or CS does not plan to play an active role in the sponsorship, the application may be refused.

40 Refusal of sponsorship undertakings

Authority to refuse sponsorship applications

The IRPR state that an officer must approve a sponsorship undertaking if the sponsorship group has

- a) the financial resources to fulfill the settlement plan for the duration of the sponsorship undertaking (one year) [R154(1)(a)]; and
- b) made adequate arrangements in anticipation of the arrival of the foreign national and their family members [R154(1)(b)].

The CPO-W may refuse a sponsorship application if

- a) the sponsoring group has not demonstrated sufficient financial resources to fulfill the settlement plan [R154(1)(a)];
- b) the sponsoring group has not demonstrated adequate arrangements for the arrival of the refugee [R154(1)(b)];
- c) the sponsoring group does not live nor have representatives in the expected community of settlement [R153(1)(a)];
- d) the sponsoring group or any of its members remain in default from a previous sponsorship undertaking [R153(1)(c)]; or
- e) any parties to the sponsorship are ineligible on grounds contained in section R156 (criminality, being in default of support payment obligations, being subject to a removal order, being subject to a revocation proceeding under the *Citizenship Act*, being detained in a correctional facility).

Note: Visa offices decide if sponsor-referred refugees are eligible for resettlement. An officer cannot refuse a private sponsorship application if the only concern is that the person being sponsored may appear to be ineligible as a refugee or eligible for another program.

40.1 Refusal of sponsorship undertakings submitted by SAHs and their CGs

Before signing an individual sponsorship agreement, all SAHs are screened by the IPMB to assess their financial capacity and ability to provide adequate settlement support. With the exception of SAHs who signed their sponsorship agreement within the last two years and are thus required to submit a settlement plan with each sponsorship undertaking over this time period, this initial screening is often sufficient to satisfy an officer that adequate supports are in place [R154]. However, if an officer has reason to believe that financial and settlement arrangements may no longer be adequate, the SAH principal agreement allows an officer to request a settlement plan from the SAH. If the officer is not satisfied that the settlement plan is adequate, they may refuse the sponsorship undertaking.

40.2 Actions for refused sponsorship undertakings

A letter should be sent to the sponsor indicating that the application to sponsor is refused, citing the section of the IRPR under which it has been refused. If the reason for refusal is self-evident, no further explanation is required. However, in some cases it might be necessary to provide more explanation. Officers are to provide additional details, if necessary.

The refusal letter clearly indicates that it is the sponsor's responsibility to advise the applicant(s) overseas.

40.3 Revocation of approval

An officer may revoke an approval if, at any time, the officer determines the sponsoring group no longer meets the criteria related to the financial and settlement plan or eligibility [R154 and R156].

For G5 and CS applications, participation of any individual member in multiple sponsorships is not grounds for refusal. However, participation in multiple sponsorships may affect the ability of a party of the group to demonstrate sufficient financial resources and adequate settlement support. Such situations are left to the discretion of the officer (see section 37.2 of this chapter for information on assessing settlement plans).

Note: For G5 applications, approval and refusal letters should be sent to all five members of the group.

40.4 Misleading or falsified documents

Sponsors who knowingly misrepresent, withhold material facts, communicate false information or engage in counselling misrepresentation related to their application can be charged under sections 127–128 of the *Immigration and Refugee Protection Act* (IRPA).

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Possible instances of fraud in an application for sponsorship include falsifying signatures of group members, misrepresenting income, and failing to disclose involvement in other sponsorships. These instances may not in themselves indicate fraud.

Procedures relating to the screening and detection of fraud in immigration are contained in IP 11 and OP 23 (for internal IRCC use only).

Should the CPO-W become aware of and possess well-documented proof that a member of a sponsoring group is involved in an unreasonably large number of active sponsorships for which they would not likely be able to provide adequate settlement and financial support, the CPO-W should refuse the sponsorship undertaking on the grounds of inadequate financial [R154(1)(a)] or settlement [R154(1)(a)] capacity and inform NHQ, who may then forward the issue on to the CBSA for investigation, as appropriate. Discretion is left to the officer when determining which instances of an individual group member being involved in multiple active sponsorships may warrant further investigation on grounds of fraud.

40.5 Re-submission of applications

The regulations do not provide a minimum time that must elapse between refusal and resubmission of an application. This means that sponsors are eligible to resubmit an application as soon as they wish, following refusal.

Officers must provide reasons for the refusal of an application. Then, if a sponsor chooses to resubmit, the CPO-W considers this resubmission a new application.

40.6 Actions for approving or refusing sponsorship undertakings

The following steps should be completed:

Action	Description
Enter the decision in GCMS.	<ul style="list-style-type: none">• Complete data entry in GCMS (criminality, eligibility, settlement plan, etc.).• Enter GCMS notes that support the decision.
Prepare the approval or refusal letter.	<ul style="list-style-type: none">• Prepare the letter and upload correspondence to GCMS.• Send the letter to the sponsoring group via email if the sponsors provided email addresses. If no email addresses were provided, send the decision by mail.• For G5s, letters must be sent to each member who has provided a valid email address.• For CGs, letters must be sent to the SAH, who is responsible for disseminating it to the CGs and/or co-sponsors, as necessary.
If approved, transfer to the visa office.	<ul style="list-style-type: none">• Scan the entire application and all supporting documents and upload them to GCMS under the incoming correspondence subtab.• Save the scanned application in the T-drive.

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	<ul style="list-style-type: none"> • Transfer the application through GCMS to the responsible visa office. • For approved applications, send a hard copy of the IMM 6000 package to the visa office (excluding VOR, BVOR, and JAS applications).
Inform the Matching Centre	<ul style="list-style-type: none"> • The CPO-W must provide a copy of all sponsorship undertakings approved for JAS, VOR (including BVOR) and cost-sharing files to the Matching Centre.

41 The BVOR Program

The BVOR Program matches refugees identified for resettlement by the UNHCR with SAHs in Canada. The BVOR Program is only available to SAHs. This is because the RAP *Terms and Conditions* do not allow persons sponsored by G5s or CSs to receive RAP income support.

Under the BVOR Program, sponsored refugees receive up to six months of income support through the RAP plus six months of financial support and up to a year of social and emotional support from SAHs. Other than assistance at the port of entry (POE), **no** RAP services or start-up support payments are provided.

On an annual basis, IRCC identifies which visa offices may refer profiles and which populations will be identified for sponsorship as BVORs. Information on these populations is communicated to SAHs through the RSTP.

Selection criteria for the BVOR program are updated as needed and in accordance with ongoing consultations and feedback from missions, the SAH Council and NHQ. Refugees selected for the BVOR program must at a minimum

- be referred by the UNHCR;
- generally **not** be cases that have high resettlement needs, for example, medical (higher-needs cases that might benefit from the additional support of a sponsoring group in addition to what is provided under the RAP/Settlement may be referred under the JAS Program);
- clearly indicate if and where family members reside in Canada (if missions are aware of such links, all efforts should be taken to ensure this is clearly indicated in the profile, so that potential sponsors are aware and secondary migration can be avoided); and
- usually confirm their willingness to be resettled under this program (as opposed to being resettled as a GAR).

Note: A series of information bulletins has been developed for refugees selected for resettlement to Canada under the GAR, BVOR and PSR Programs. The appropriate information bulletin should be provided to the refugee at the overseas interview. For BVORs, it is also recommended that the SAH provide the information bulletin as well to ensure the refugee is fully aware of what they might expect when resettled to Canada.

41.1 Matching BVORs with SAHs

Upon referral of a potential BVOR case by a visa office abroad, IRCC's Matching Centre creates a profile and publishes it on a website to which all SAHs have access.

When an SAH is interested in a profile, they can contact IRCC's Matching Centre by e-mail for additional information on the case. When this interest becomes a decision to sponsor a BVOR refugee, the SAH confirm this with IRCC's Matching Centre and the RSTP. The Matching Centre provides the sponsoring SAH with the necessary information to fill out the sponsorship *Undertaking/Application to Sponsor* form [IMM 5373].

In the event that cases are not sponsored after being posted on the website (normally for 30–90 days), they are referred back to the visa office for possible conversion to GARs.

42 Other VOR cases

All sponsoring groups (SAHs, G5s and CSs) are able to sponsor VOR refugees from populations **other than those identified under the BVOR Program**. However, IRCC does not provide income support to assist with these sponsorships.

While the VOR matching process is available to any sponsoring group, IRCC is focusing its current efforts on the BVOR Program. As such, it may be more difficult to find a suitable VOR case, particularly if the profile request is very specific. Requests for VOR cases that fall outside populations from which Canada is resettling GARs will not be matched.

42.1 Matching VORs with private sponsors

To request a refugee profile for a regular VOR refugee, the sponsoring group can submit a *Request for a Refugee Profile* form [IMM 5438] by e-mail to IRCC's Matching Centre.

In the event that no VOR cases are available to match the request from a potential sponsor, the Matching Centre notifies the requesting group that there may be a waiting period until a case is available or may propose the option of sponsoring a case through the BVOR Program, if possible.

If the visa office does locate a potential match, it submits the case to IRCC's Matching Centre, which creates and sends a VOR profile to the potential sponsor.

If a group decides to sponsor a regular VOR refugee, they should inform IRCC's Matching Centre and the RSTP. IRCC's Matching Centre gives the SAH the necessary information to fill out the sponsorship *Undertaking/Application to Sponsor* form [IMM 5373].

If the group decides not to sponsor the refugee, the case is referred back to the visa office for further processing.

42.2 Processing of BVOR and VOR applications

The following steps are completed for requests for a refugee profile:

Responsibility	BVOR	VOR
Matching Centre	Once an SAH indicates interest in a particular refugee profile posted on IRCC's secure website, the Matching Centre provides additional information to enable completion of the sponsorship undertaking.	Upon receipt of the request for a refugee profile, the Matching Centre contacts the international region (IR) and/or the applicable visa offices to determine if there are any cases that meet the sponsoring group's criteria. Once the visa office or IR identifies a suitable profile, they refer the profile to the Matching Centre, who then contacts the sponsor with the refugees' profile to determine if the sponsor will accept it.
Sponsoring group	If a sponsoring group chooses to sponsor the case, they must submit a sponsorship undertaking to the CPO-W.	
Matching Centre	If the sponsoring group does not wish to accept the profile, it remains posted on the website for 30–90 days, at the end of which the case may be converted to a GAR application, so as not to further delay travel.	If the sponsoring group does not wish to accept the profile, the case is processed as a GAR application. The Matching Centre keeps the request for a refugee profile on file until another case becomes available, at which point they contact the sponsor to determine if the sponsor is interested.
Matching Centre	When a refugee has been matched with a sponsoring group, the Matching Centre informs the visa office, the CPO-W and the local office of destination.	
CPO-W	The CPO-W ensures that the appropriate application forms are completed (see section 33.1 of this chapter for a list of required forms) and adds the sponsoring group to the application in GCMS (the application will have already been completed in GCMS by the visa office).	
CPO-W	The CPO-W sends the approval or refusal email letter to the sponsor and also sends the notification, including the G number, to the Matching Centre and responsible visa post and copies the appropriate local IRCC office.	
Matching Centre	The Matching Centre may provide the refugee's contact information to the sponsoring group once the sponsorship undertaking has been signed. The Matching Centre requests an estimated time of arrival from the visa office and provides this information to the sponsor if it is not already included in the profile.	
Matching Centre	The visa office sends a NAT to the Matching Centre at least ten	

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	working days before the arrival of the refugee. The Matching Centre then forwards the NAT directly to the sponsoring group and provides them with the travel details and refugee’s needs (if applicable). A copy is also provided to the local IRCC office.	
Local IRCC office	Once they receive the NAT, the local IRCC office emails the sponsor to make arrangements for issuing the RAP and IFHP.	Once they receive the NAT, the local IRCC office emails the sponsor to make arrangements for issuing the IFHP.

42.3 Post-arrival supports for BVORs

Upon arrival of the refugee, the responsible local IRCC office contacts the sponsoring group to make arrangements for issuing the RAP. Depending on the location of the sponsor, an in-person intake interview of the refugee might be conducted by the local IRCC office, or the documents might be mailed to the sponsor for completion and return to the local IRCC office.

Refugees under the BVOR program receive government-issued, monthly RAP income support payments for a period of six months or until they become self-sufficient. Local IRCC procedures for arranging intake interviews and signing RAP Income Support Agreements should be followed.

The sponsoring group is expected to provide the other six months of financial support over the remaining sponsorship period or until the refugee becomes self-sufficient. The sponsoring group is also expected to provide other forms of settlement support, such as reception, lodging, food, clothing, local transportation and settlement assistance and support, for the entire duration of the sponsorship period.

BVOR clients are **not** eligible for start-up payments, certain special payments such as the dietary allowance or the National Housing Supplement, as these cover items that the sponsor is expected to provide.

The RAP income support benefits for BVORs are limited to

- food and incidentals;
- basic shelter; and
- transportation and maternity dietary allowance, if applicable.

RAP services are provided only where particular needs exist, such as select POE services; in the event of a sponsorship breakdown; or on an exceptional basis with prior approval from the NHQ-IPMB.

BVOR clients are eligible for IFHP coverage, including supplemental coverage, from the time they arrive in Canada until they are no longer under private sponsorship, up to a maximum of 12 months. Issuance of the necessary IFHP documentation and further information about the program are provided during the RAP orientation session.

42.4 Procedures for sponsorship breakdowns involving BVORs

Under the BVOR Program, a breakdown in the relationship between a refugee and their sponsoring group impacts their eligibility for RAP income support.

In cases of sponsorship breakdown, local offices must follow the regular PSR procedures listed in section 50 of this chapter to identify the cause and determine the party at fault in the breakdown. Once assessment of the breakdown has been made, this information is passed to the RAP officer (if applicable) for re-assessment of income support eligibility. In such cases, the RAP officer should stop payments until the client's eligibility for further payments has been determined. This prevents an accumulation of overpayments to the client in the event they are determined to be ineligible for further RAP payments.

RAP income support is typically **not** continued in the event of breakdown resulting from voluntary secondary migration of the refugee (see section 51.10 of this chapter for information on secondary migration). RAP income support is provided on the understanding that the refugee will avail themselves of the support being provided by their private sponsor **within their community of settlement**. Although refugees have the right to move anywhere in Canada, financial and other support from the Government of Canada and the sponsoring group are typically only provided while the refugee resides within the expected community of settlement.

Following a sponsorship breakdown, the refugee may be referred to the RAP under exceptional circumstances, such as when the relationship between the refugee and sponsor has been exploitive or abusive and the refugee has absolutely no other means to sustain their basic needs. RAP entitlements are given in situations of sponsorship breakdown only rarely and may require the local IRCC office to refer the refugee to a service provider for orientation on income support and financial responsibilities. Local IRCC offices should first consult with the NHQ-IPMB about any sponsorship breakdowns that could lead to issuing RAP support. Voluntary secondary migration would not normally constitute "exceptional circumstances" warranting consideration for continuing with RAP supports.

To assess the client's eligibility for further support, the RAP officer considers the reasons for the breakdown, the party at fault and whether or not the client has sufficient means to support themselves for the remainder of the six months of the RAP. The onus is on the refugee to demonstrate financial need in order for RAP payments to be resumed and such options are typically dealt with on a case-by-case basis, in consultation with NHQ. RAP income support should **not** be provided further than the initial six month commitment made by the department and should only rarely be considered under scenarios resulting from the voluntary secondary migration of the refugee.

43 JAS

A list of forms required for a complete JAS application can be found in section 33.1 of this chapter.

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Please refer to part 4 of this chapter for additional information on JASs, including roles and responsibilities, processing and post-arrival supports.

44 Adding dependant(s) to a sponsorship undertaking

Sponsoring groups should be aware of all family members, accompanying or not, at the time of the original sponsorship application and should include them on the sponsorship undertaking. However, instances can arise where a family member must be added to the sponsorship undertaking after it has been approved by the CPO-W and before a visa has been issued to the principal applicant.

If the sponsoring group is not able to demonstrate its willingness or ability to provide support to the additional family member, the principal refugee's application will likely be refused overseas, so as not to split up the family.

Where possible, dependants should be processed concurrently, as if they are accompanying the principal applicant. However, in instances where the dependant's whereabouts are unknown or the conditions of the country of origin prohibit them from being processed with the principal applicant, they should be recorded as a non-accompanying dependant and processed at a later date under the one-year window (OYW) provision.

44.1 Processing additional dependants

The following describes the inland and general overseas procedures for adding a dependant to a sponsorship undertaking:

CPO-W	
The CPO-W receives notification of additional family member through sponsorship group.	
Note: If notification is received at a visa office, the visa officer should put case finalization on hold, ensure the CPO-W is listed as a secondary office in GCMS and forward the request to the CPO-W for initial processing.	
If the request is received at the CPO-W, the CPO-W should inform the responsible visa office of the additional dependant and request that final case processing be put on hold pending sponsorship decision.	
If all required forms have not been provided, the CPO-W should request that the sponsoring group submit the required forms within 60 days.	
If	Then

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information is not received, the sponsor does not agree to accept the dependant, or the sponsorship is refused on the basis of information provided,	<p>the CPO-W should communicate the decision to the sponsor and inform the visa office that there is no viable sponsorship in place. The CPO-W should also update the sponsorship information in GCMS.</p> <p>If the decision is due to sponsor refusal,</p> <ul style="list-style-type: none"> the CPO-W should send the sponsor the refusal letter; and for cases involving SAHs and their CGs, the CPO-W should inform the IPMB and include the case info, the SAH's info and a brief synopsis of the issue.
the sponsorship is approved on the basis of information provided,	the CPO-W should communicate the decision to the sponsor by sending the sponsorship approval letter, update the sponsorship information in GCMS and advise the visa office to proceed with processing.
VISA OFFICE	
If	Then
there is a dependant added to the sponsorship undertaking,	the visa office should resume processing the principal applicant's application.
there is no sponsorship in place,	the visa officer should send the applicant a procedural fairness letter indicating that the applicant has 90 days to secure another sponsorship, or the case will be refused under paragraph R139(1)(f) (read more on procedural fairness). At the end of 90 days, if no new sponsorship is submitted to the CPO-W, the visa officer sends a refusal letter to the applicant and records the decision in GCMS.
CPO-W	
If	Then
new sponsorship documents are received,	the CPO-W should inform the visa office to ensure the file is kept open.

44.2 Documentation required to add a dependant to a sponsorship undertaking

The sponsoring group must provide the following documents to the CPO-W in order to add a dependant to an existing sponsorship undertaking:

	SAHs and their CGs	G5s	CSs
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1	<i>Undertaking / Application to Sponsor</i> form [IMM 5373]		
2	<p><i>Application for Convention Refugees Abroad and Humanitarian-Protected Persons Abroad</i> form [IMM 6000]</p> <p><i>De facto</i> and over-age dependants require their own separate application and must, therefore, be identified as the principal applicant on the IMM 6000 form. All other types of dependants must be recorded as such on an updated IMM 6000 application package to be completed by the principal applicant.</p>		
3	<p><i>Settlement Plan</i> form [IMM 5440] (if less than two years' experience)</p>	<p><i>Settlement Plan and Financial Assessment</i> form [IMM 5373A] (for each sponsorship undertaking)</p> <p>http://www.cic.gc.ca/english/pdf/kits/forms/IMM5373AE.pdf</p>	<p><i>Settlement Plan and Financial Assessment</i> form [IMM 5515] (for each sponsorship undertaking)</p> <p>http://www.cic.gc.ca/english/pdf/kits/forms/IMM5515E.pdf</p>
4	Refugee status determination (RSD) for anyone who requires a separate sponsorship application package (e.g., for over-age dependent children or <i>de facto</i> dependants)		
5	<p>The following financial documentation is required from all group members providing financial support (see section 37.7 of this chapter):</p> <ul style="list-style-type: none"> • a copy of their most recent T4; • a copy of their most recent notice of assessment issued by the Canada Revenue Agency (CRA); • an original letter or proof of annotated cheque stubs from their employer confirming financial details for the past 12 months; • an original letter from an accountant confirming their annual income for the past 12 months if they are self-employed; • proof of other sources of income (pension statement, investments, <p>The following financial documentation is required(see section 37.7 of this chapter):</p> <ul style="list-style-type: none"> • last year's audited financial statement from the sponsoring organization; • an original letter from a Canadian financial institution attesting to bank account details; • an original letter from the organization guaranteeing a cash donation; or • proof of alternate source(s) of funding. 		

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		<p>etc.); or</p> <ul style="list-style-type: none"> • employment insurance pay stubs. <p>Money held in trust</p> <ul style="list-style-type: none"> • An original letter from a Canadian financial institution attesting to account details; identity of the beneficiary (i.e., the refugee); when and how funds will be disbursed; what will happen with the funds if the refugee does not arrive in Canada; and the full name, date of birth and address of both members of the sponsoring group with signing authority on behalf of the sponsoring group. 	
6		<p><i>Sponsorship Assessment</i> form [IMM 5492] for each group member http://www.cic.gc.ca/english/pdf/kits/forms/IMM5492E.pdf</p>	<p><i>Sponsorship Assessment</i> form [IMM 5492] for the CS representative http://www.cic.gc.ca/english/pdf/kits/forms/IMM5492E.pdf</p>
7		<p>Financial profile [IMM 5373B] for each group member providing financial support http://www.cic.gc.ca/english/pdf/kits/forms/IMM5373BE.pdf</p>	<p>For co-sponsors in CS applications (if applicable)</p> <ul style="list-style-type: none"> • <i>Sponsor Assessment</i> form [IMM 5492] http://www.cic.gc.ca/english/pdf/kits/forms/IMM5492E.pdf • Proof of income (if providing financial support) • <i>Financial Profile</i> form [IMM 5373B] (if providing financial support) http://www.cic.gc.ca/english/pdf/kits/forms/IMM5373BE.pdf

45 One-year window of opportunity provision

Under the one-year window (OYW) of opportunity provision, non-accompanying family members may be eligible for processing in the same class as the principal applicant for a period of one year following confirmation of the principal applicant's permanent residence in Canada. In order to be eligible for OYW processing, all family members must be identified on the principal applicant's application form or have otherwise been declared to the responsible visa office prior to a visa having been issued to the principal applicant.

The CPO-W is responsible for ensuring that a viable sponsorship is in place for the family member who is not travelling with the principal applicant.

The responsible visa office verifies that the non-accompanying family member is eligible to be processed under the OYW. Upon request, the CPO-W can assist sponsoring groups with their own screening process by reviewing the applicant's eligibility criteria in order to identify obvious cases of ineligibility (e.g., a case where a dependant was not previously declared or where a OYW application is lodged more than a year after the principal applicant has landed in Canada). However, the visa office is ultimately responsible for determining if refugees are eligible for resettlement. The CPO-W **cannot** refuse a private sponsorship application if the only concern is that the person being sponsored may appear to be ineligible under the OYW.

The following additional information on the OYW can be found in IP 3, part 1:

- OYW definition;
- policy context;
- eligibility criteria;
- requirements for the OYW; and
- relevant OYW forms and guides.

This section describes the OYW processing procedures for privately sponsored refugees.

- For GARs, please refer to IP 3, part 2, **section 25**.
- For JASs, please refer to IP 3, part 4, **section 52**.

45.1 Processing non-accompanying family members under the OYW

The principal applicant or their sponsoring group must submit the OYW application package to the CPO-W **within one year of the principal applicant landing in Canada**. IRCC, including the visa office, is deemed to have received the request on the date it is received at the CPO-W. A complete OYW application package must include the following:

- a request for processing family members under the OYW [IMM 5571];
- an application for permanent residence in Canada [IMM 0008 Generic] (all non-accompanying family members must complete parts B, C and D of the Schedule 2 *Refugees Outside Canada* form [IMM 0008]; part A does not need to be completed,

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since family members derive status from the principal applicant, and it should be noted that this requirement applies to dependent children included under the OYW, regardless of their age); and

- the *Use of a Representative* form [IMM 5476], if applicable.

The CPO-W must notify the principal applicant’s sponsoring group of the OYW application to enable them to prepare for the refugees’ arrival. Sponsors are responsible for providing support to all members of a family included in the sponsorship undertaking for the duration of the sponsorship, regardless of the time of their arrival.

However, the sponsor is not obliged to provide support if the family member is not recorded in the original sponsorship undertaking.

The CPO-W must verify that the additional dependant is included on the *Undertaking/Application to Sponsor* form [IMM 5373] and the application for permanent resident form [IMM 0008], thus proving that the dependant is eligible and the sponsor is able and willing to support them.

In rare instances when the additional dependant is declared to the responsible visa office prior to the principal applicant’s visa issuance but is not included in the sponsorship undertaking, the sponsoring group is given an opportunity to demonstrate their willingness and ability to sponsor the additional dependant.

If the sponsoring group is not able to demonstrate the willingness or ability to provide support to the additional family member, the additional dependant’s application under the OYW will likely be refused by the visa office.

The following describes the in-Canada and overseas procedures for processing non-accompanying family members under the OYW. It should be noted that the procedures are different for Quebec. See the program delivery instructions on overseas processing for more information about privately sponsored refugees destined to Quebec.

Responsibility	Processing step
Principal applicant or sponsorship representative	<p>The CPO-W receives a <i>Request for Processing Members under the One-Year Window of Opportunity Provisions</i> form [IMM 5571] along with the IMM 6000 form completed by the family member overseas within one year of the principal applicant arriving in Canada.</p> <p>If the request is received overseas, the visa office emails the OYW request to the CPO-W along with a scanned copy of the IMM 6000 form. The CPO-W creates a new overseas refugee (REF-OVS) application in GCMS and adds the visa office as a secondary office.</p> <p>If the request is submitted in Canada, the CPO-W emails the visa office and creates a new REF-OVS application in GCMS. The visa office is</p>

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	deemed to have received the request on the date it is received at the CPO-W.	
CPO-W	<p>The CPO-W determines if the additional dependant is listed in the sponsorship undertaking, thus confirming the sponsoring group’s willingness to support the incoming family member.</p> <p>The CPO-W then confirms that the application package has been received within one year from the principal applicant’s arrival in Canada.</p>	
CPO-W	If	Then
	the dependant is recorded in the sponsorship undertaking,	<ul style="list-style-type: none"> i. the CPO-W informs the principal applicant and the sponsoring group that the application is being forwarded to the responsible visa office for processing; and ii. the CPO-W transfers the application to the responsible visa office for eligibility assessment and case processing.
	the dependant is not recorded in the sponsorship undertaking,	the CPO-W follows the procedures to add a dependant (see section 43.2 of this chapter), starting with the request to the sponsor to submit a completed <i>Undertaking / Application to Sponsor</i> form [IMM 5373], along with any necessary supporting documents to the CPO-W within 60 days.
	If the dependant is recorded in the sponsorship undertaking, but sponsors do not agree to support the additional dependant,	the CPO-W follows procedures to withdraw sponsorship (see section 49 of this chapter).
	the OYW request is received after the one-year period,	the CPO-W creates a new REF-OVS application in GCMS and transfers the file to the visa office for final case decision.
CPO-W	The CPO-W transfers the OYW application package to the responsible visa office and indicates whether or not a viable sponsorship is in place for the applicant.	

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<p>Visa office</p>	<p>The visa office ensures the following applicant eligibility criteria are met:</p> <ul style="list-style-type: none"> a. the application is received at the visa office within one year of the principal applicant’s landing (represented in GCMS by the CPO-W date received within one year of the principal applicant landing in Canada); b. the identified person(s) meet the definition of family member contained in subsection R1(3); and c. the identified person(s) have been identified on the principal applicant’s application for permanent residence [IMM 0008] or have been otherwise declared to the visa office before the principal applicant departed for Canada. 	
<p>Visa office</p>	<p>If the sponsorship is in place for the applicant,</p>	<p>Then the visa office processes the case.</p>
	<p>there is no sponsorship in place,</p>	<ul style="list-style-type: none"> • the visa officer sends a procedural fairness letter indicating that the applicant has 90 days to secure another sponsorship before their case is refused under paragraph R139(1)(f) (read more on procedural fairness); and • at the end of 90 days, if no new sponsorship is submitted, the visa officer sends a refusal letter to the applicant and confirms the refusal in GCMS.

46 Extended sponsorships

In exceptional cases and prior to the arrival of the refugee(s), the sponsorship period may be extended for up to a maximum of **36 months** when the

- visa office feels additional sponsorship assistance is required; and
- sponsoring group is willing to provide such assistance for the extended period.

46.1 Processing extended sponsorships

To extend a sponsorship, complete the following four steps:

<p>Responsibility</p>	<p>Description</p>
<p>Visa office</p>	<p>The visa office contacts the CPO-W to request an extended sponsorship and indicates the requested duration and the reasons for the request.</p>

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CPO-W	<p>The CPO-W communicates to the sponsoring group that</p> <ul style="list-style-type: none"> • the applicant cannot be approved on the basis of a sponsorship of 12 months; and • the applicant will be approved if the group agrees to provide support for the extended sponsorship period that is recommended.
Sponsoring group	<p>If the sponsoring group agrees to provide support for the extended sponsorship period, they must either</p> <ul style="list-style-type: none"> • submit a new signed sponsorship undertaking that clearly indicates the new length of time of the sponsorship; <p>or</p> <ul style="list-style-type: none"> • submit a signed statement that indicates that the group agrees to the extension of the sponsorship period identified on the original sponsorship undertaking. <p>Please note that CGs also require approval from their respective SAH indicating approval for the extended sponsorship period. Therefore, all parties to the sponsorship (including the SAH representative as well as the co-sponsor, if applicable) must sign the new sponsorship undertaking.</p> <p>For G5s and CSs, the CPO-W requests that the group resubmit a settlement plan and financial assessment.</p>
CPO-W	<p>The CPO-W updates GCMS accordingly and communicates the final decision of the sponsor to the visa office.</p>

Note: For JAS 36-month sponsorships, refer to IP 3, part 4.

47 Post-arrival supports and monitoring

Following centralization of the intake and processing of PSR applications at the CPO-W in 2012, local IRCC offices remain responsible for managing post-arrival issues within their geographic area of responsibility, including

- mediating between the sponsor and client in cases of sponsorship breakdown/default and issuing a formal declaration of sponsorship breakdown to all parties;
- issuing IFHP coverage as per existing local office procedures and in accordance with the procedures outlined in the IR IFHP chapter;
- issuing in-Canada immigration loans;
- providing NAT information to SAHs, G5s and CSs for applications that were received in Canada prior to April 2, 2012 (note: officers should refer to GCMS for current

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- contact information); and
- initiating RAP income support for persons sponsored under blended cost-sharing initiatives (refer to OB 512).

47.1 Resolving problems

Should local IRCC officers become aware of post-arrival issues or concerns, they must contact the sponsoring group for clarification or additional information to facilitate investigation and resolution.

In all cases where there are problems involving a CG, their SAH should be included in all meetings and correspondence.

When issues cannot be resolved, or if a number of problems or sponsorship defaults are occurring for a particular SAH, the NHQ-IPMB should be notified, so they can determine if review of the sponsorship agreement is warranted.

For more information, please refer to the following sections of this chapter:

- section 49, *Sponsorship withdrawal*;
- section 50, *Sponsorship breakdown*; and
- section 51, *Sponsorship default*.

48 Ongoing program monitoring and performance measurement

Ongoing program performance is monitored through the regular collection of data from the following primary sources:

- SAH annual reports;
- performance measurement surveys of SAHs and IRCC staff (in-Canada and overseas);
- administrative data (GCMS, ICARE, local IRCC data on sponsorship breakdowns); and
- national data sets, including the Longitudinal Immigration Database (IMDB) and General Social Survey.

Annual SAH report and survey

As a condition of their SAH Agreement, all SAHs must submit an annual report. IRCC uses data from the SAH annual reports to maintain accurate information and statistics on the PSR and VOR Programs and to identify trends, concerns and information needs.

The SAH annual report is provided to SAHs via online surveys and includes the following three components:

- 1) information on the previous year's sponsorship activities, including fees, withdrawals

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and breakdowns;

- 2) an expression of sponsorship interest for the upcoming year; and
- 3) a performance measurement survey to gauge sponsoring group satisfaction with the PSR and VOR Programs. While the survey component is not mandatory under the SAH agreement, SAHs are encouraged to complete the surveys in order to help IRCC assess key aspects of the programs and to inform efforts to improve efficiency and communications. Survey responses are aggregated and not attributed to a specific organization.

Administrative data

In addition to data collected through the SAH annual reports and performance measurement surveys, administrative data collected primarily through GCMS allow IRCC to track a number of activities, such as the

- number of approved and refused sponsorship undertakings
- number of AORs sent, following sponsorship approval;
- number of overseas eligibility decisions (approved and refused);
- number of overseas final decisions (approved and refused);
- number of permanent residence visas issued;
- frequency of overseas communications benchmarks being sent;
- number of NATs sent; and
- number of BVOR referrals and matches.

48.1 Acting on collected data

Data from the surveys and annual reports and administrative data are compiled and shared with the SAH community on an annual basis to facilitate partnership and consultation between the sponsorship community and IRCC and, ultimately, to improve program design and delivery.

On an annual basis and to facilitate larger program evaluation objectives, IRCC reviews the results of annual reports and survey responses to

- verify that proper settlement assistance is being provided and take action where proper assistance is not being provided;
- note any trends within particular groups (such as defaults and withdrawals) and take appropriate action to resolve issues; and
- note any suggestions by the sponsoring group on improvements for the program.

49 Guardianship protocol: Procedures for processing separated minors

The guardianship protocol provides procedures that visa officers abroad and settlement offices at local IRCC offices must follow when dealing with minors in the refugee resettlement stream.

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A summary and link to the full text of the guardianship protocol can be found at <http://www.cic.gc.ca/english/refugees/outside/guardianship.asp>.

49.1 Background

The purpose of this protocol is to prevent resettled refugee children from becoming victims of abuse and exploitation once in Canada. It addresses the importance of being part of a *bona fide* familial relationship and is intended to mitigate circumstances that give rise to family breakdown and exploitation. It is also intended to ensure that refugee minors are brought into or are part of a *bona fide* familial relationship that can provide the necessary safety and protection of the minor until the minor reaches the age of majority in the province in which they reside.

49.2 Current policy on separated minors

At the present time, there is a moratorium on resettling separated minors, with some exceptions applicable for minors who are *de facto* dependants, consanguineous minors or separated minors, where resettlement to Canada would be in their best interests.

In the case of consanguineous minors, the preferred solution is to reunite them with any immediate relatives they may have in Canada. The visa officer should work closely with the UNHCR and NHQ to determine whether resettlement is an appropriate solution for a separated minor refugee and, if it is, to ensure that long-term arrangements have been made for the care of the separated minor refugee in Canada.

Note: Cases involving separated minors without a *de facto* family or blood relative in Canada are dealt with on a case-by-case basis.

49.3 Procedures for processing *de facto* dependants

Privately sponsored refugees

Receiving a sponsorship undertaking – CPO-W

- Where the family composition for the sponsorship undertaking consists of *de facto* dependants under the age of 18, the officer confirms with the sponsor that they are expected to assist the principal applicant in following through with the responsibility to take on legal guardianship once the dependant arrives in Canada. The CPO-W also notifies the appropriate local IRCC office for intervention.
- The local IRCC office checks the IRCC intranet website for information on the guardianship process and contact information for the province where the principal applicant and minor will reside.
- The local IRCC office provides the sponsor with the guardianship information relevant to that province.

Arrival of the minor – Local IRCC office

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- The local IRCC office checks the IRCC intranet website for information on the guardianship process and contact information for the province where the principal applicant and minor will reside and ensures that the sponsor has this information.
- The local IRCC office informs the provincial director of child welfare that there is a *de facto* minor arriving in their province. The local IRCC office makes sure to specify if the NAT indicates any concern for the child's safety.

Visa office procedures for processing separated minors

If a refugee minor in the care of a principal applicant does **not** meet the definition of family member but is considered to be an integral part of the principal applicant's family unit, the visa officer ensures that the relationship between the minor and the principal applicant is a *bona fide, de facto*, dependent relationship. The visa officer notes any concerns about the child's safety, so that provincial authorities in Canada can facilitate appropriate protection measures.

The visa officer consults the minor about their prospective resettlement solution. The minor is given the opportunity to express their views regarding the arrangements.

The principal applicant is informed that, as guardian of the child, they will be expected to ensure care and protection of the child is provided until the child reaches the age of majority. The principal applicant is encouraged to legalize the guardianship relationship once they are in Canada.

The visa officer has the principal applicant sign the *Acknowledgement of Responsible Adult* form [IMM 5590] indicating that the principal applicant understands their responsibilities as guardian of the minor.

The visa officer flags in the subject line of the principal applicant's file that the case involves a *de facto* dependant. The case is referred to the Matching Centre, which, in turn, refers the case to the local IRCC office. The local IRCC office ensures that provincial requirements regarding guardianship are met and, where appropriate, arranges a home visit with the provincial authorities responsible for youth protection.

50 Sponsorship withdrawal

Sponsorship withdrawal is the cancellation of a sponsorship undertaking to sponsor that occurs **before** the permanent resident visa has been issued. It is the last option when all other attempts to fulfil the conditions of the sponsorship have failed or when situations have changed.

Sponsorship withdrawal:

- occurs when the sponsor cancels the sponsorship undertaking prior to the issuance of the permanent resident visa; and
- should not be confused with sponsorship breakdown (see section 50 of this chapter).

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When sponsorships involve collaboration between an SAH and a CG, withdrawals can only be actioned by the SAH. If a CG attempts a withdrawal, the SAH must be notified by IRCC, so that they can make alternative arrangements. The sponsorship agreement is between IRCC and the SAH, who is ultimately responsible for meeting the obligations set out in the sponsorship undertaking.

All sponsorship withdrawal requests should be processed through the CPO-W; however, if the refugee applicant wants to withdraw their own permanent residence application, they should do so by informing the responsible visa office. If the CPO-W receives a withdrawal request from the refugee applicant, they should forward the request to the appropriate visa office for their action.

50.1 Acceptable and unacceptable reasons for sponsorship withdrawals

The following table illustrates acceptable and unacceptable reasons for the withdrawal of a sponsorship undertaking. This table provides only examples and does not exclude other potential reasons for withdrawals. The sponsor is required to provide documentation to substantiate the basis of their withdrawal.

Depending on the circumstances and reasons for the withdrawal, SAH sponsorship agreements can be either cancelled or suspended. Withdrawals that are determined not to have been the fault of the SAH do not result in suspension or cancellation of the sponsorship agreement.

Acceptable reasons for withdrawal	Replacement sponsor required?
There are unexpected changes in the financial status of the sponsoring group that render it unable to support the refugee(s) financially.	Yes
There is a major change of condition, such as significant loss of membership, so great that it prevents the sponsoring group from fulfilling its sponsorship obligations.	Yes
New information is gained about the refugee family that results in excessive demands that a sponsor cannot meet and that may put undue strain on the sponsor's resources. This may include the addition of multiple family members or new information about a medical condition that would require special care beyond the sponsor's capabilities or outside the community of settlement.	Yes, depending on circumstances If the case involves a medical condition and care is available in a particular city where sponsor support is available, the case may be transferred to another willing sponsor.
A visa officer determines that a refugee family requires more than 12 months of settlement assistance and support to	Yes

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establish themselves successfully and the sponsor does not have the financial resources or commitment from members to provide that level of assistance.	
<p>New information is gained about the refugee that makes the sponsorship no longer viable, including</p> <ul style="list-style-type: none"> • alternative, durable solution in place; • involvement in fraudulent activity, including identify fraud; • involvement in crimes against humanity; and • no contact made by the refugee with the sponsoring group and visa office to provide requested information or to respond to subsequent efforts by the sponsoring group and visa office. 	No

Unacceptable reasons for withdrawal	Replacement sponsor required?
An application to sponsor a refugee is withdrawn in order to sponsor another refugee.	Yes
There is a change of leadership in the sponsoring group.	
A group has over-extended its ability to support all submitted sponsorship undertakings, including both financial and in-kind assistance.	

50.2 Procedures for processing withdrawal requests

Step	Responsibility	Description	
1.	Sponsoring group	The sponsoring group informs the CPO-W that they wish to withdraw their sponsorship.	
2. Initial assessment withdrawal request			
2.a)	CPO-W	If	Then
		<p>the sponsor clearly indicates in the withdrawal request that the reason for withdrawal is due to one of the following:</p> <ul style="list-style-type: none"> • durable solution; • unknown whereabouts of the principal applicant; lost contact; or • admissibility concerns (criminality, fraud, etc.), 	<p>the CPO-W</p> <ol style="list-style-type: none"> acknowledges receipt and acceptance of the withdrawal request with sponsoring group; updates GCMS, informs the responsible visa office that the sponsorship has been withdrawn and provides the reason for the withdrawal; and

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2.b)		the sponsor clearly indicates in the withdrawal request that they have tried to find a new sponsor but to no avail,	III. proceeds to step 4.	
2.c)		the sponsor does not indicate any reason(s) for withdrawal or does not indicate if an attempt was made to locate a replacement sponsor,	the CPO-W I. updates GCMS and requests the responsible visa office to put case processing on hold; II. sends a template letter that acknowledges receipt of the request and requests identification of a replacement sponsor, if still viable; and III. proceeds to step 3.	
3. Sponsor response to IRCC request for information				
3.a)	CPO-W	If	Then	
		the sponsor indicates the reason for withdrawal is due to one of the following: <ul style="list-style-type: none"> • durable solution; • unknown whereabouts of the principal applicant; lost contact; or • admissibility concerns (criminality; fraud, etc.), 	the CPO-W I. acknowledges receipt and acceptance of the withdrawal request with the sponsoring group; and II. updates GCMS, informs the responsible visa office that the sponsorship has been withdrawn, and provides the reason for withdrawal.	
3.b)		the replacement sponsor is identified,	the CPO-W assesses the sponsorship undertaking and updates GCMS accordingly. If approved, the CPO-W advises the visa office to resume processing. If refused, the CPO-W advises the visa office that sponsorship has been withdrawn.	

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3.c)		the sponsor does not respond or a replacement sponsor cannot be found,	<p>the CPO-W</p> <ol style="list-style-type: none"> I. acknowledges the withdrawal with sponsoring group; II. updates GCMS and informs the responsible visa office that the sponsorship has been withdrawn; and III. for SAHs, determines if the withdrawal reason is acceptable or not. For unacceptable reasons, the CPO-W sends an email providing details on the circumstances of the withdrawal. The IPMB determines if a review of the SAH agreement is warranted.
4. Overseas case processing			
4.a)	Visa office	If	Then
		the sponsorship is in place for applicant,	the visa office resumes processing the case.
4.b)		no sponsorship is in place,	<ul style="list-style-type: none"> • the visa officer sends a procedural fairness letter indicating that the applicant has 90 days to secure another sponsorship before their case is refused under paragraph R139(1)(f) (read more on procedural fairness); and • at the end of 90 days, if no new sponsorship is submitted, the visa officer sends a refusal letter to the applicant and refuses the case in GCMS.
If the principal applicant identifies a new sponsor			
5	Visa office	<ul style="list-style-type: none"> • updates GCMS with the date of the principal applicant's response and names of new sponsors (if provided) 	

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		<ul style="list-style-type: none"> informs the CPO-W via email 	
6.a)	CPO-W	If	Then
		new sponsors do not submit the sponsorship undertaking within 60 days of the principal applicant's response to the visa office,	the CPO-W updates GCMS and informs the visa office that there is no sponsorship in place.
6.b)		new sponsors submit a sponsorship undertaking within 60 days of the principal applicant's response to the visa office,	the CPO-W <ul style="list-style-type: none"> advises the visa office via email to put overseas case processing on hold; and makes a decision on the sponsorship undertaking and advises the visa office to either resume or stop processing.

50.3 Withdrawal due to change in composition of sponsoring group

If the reason for the withdrawal is related to a change in group composition, the CPO-W must determine whether there are other sponsorships in progress with the same group(s) listed and assess whether those sponsorships are still viable. In cases where there is a CG, but the SAH severs ties with that CG, the SAH may decide to appoint a replacement CG or to assume total responsibility for the sponsorship(s). The sponsorship withdrawal must always be made by the SAH, not the CG. If a CG does submit a withdrawal request, they should be advised to contact their SAH first, as the request must be submitted by the SAH.

If the CPO-W identifies any sponsorships in progress for which the sponsoring group is no longer able to provide sponsorship support, they

- I. ask the visa office to put processing on hold pending confirmation of sponsor support; and
- II. notify the sponsoring group and request that they locate a replacement sponsor, CG or group member within 60 days.
 - a. If a replacement sponsor found, the CPO-W
 - i. assesses the sponsorship undertaking and updates GCMS accordingly; and
 - ii. following the assessment, advises the visa office whether to resume processing or to initiate the overseas procedural fairness process.
 - b. If a replacement sponsor is not found, the CPO-W
 - i. updates GCMS and advises the visa office to initiate the overseas procedural fairness process.
 - c. For SAHs cases, the CPO-W

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- i. informs the sponsoring group of potential consequences; and
- ii. informs the IPMB.

51 Sponsorship dispute and breakdown

Sponsorship dispute, breakdown and default all happen while in Canada (post-arrival of the refugee).

51.1 What is a sponsorship dispute?

Disputes can range from disagreements over the terms of the sponsorship to differences of opinions on various issues. Local IRCC offices or the CPO-W may find out about disputes between the sponsor and refugee from sources such as the sponsor, the refugee or a service provider organization (SPO). Officers should not intervene in day-to-day exchanges between the sponsor and refugee, since working through minor disagreements can contribute to strengthening the relationship between the sponsor and refugee and are most successfully resolved internally. Should a local IRCC office or the CPO-W learn of a dispute from a third party, a local IRCC officer should contact the sponsor and the refugee to determine whether the situation is, in fact, true. In cases involving CGs, it is important to notify the SAH (if they are not already involved) in order to give them an opportunity to resolve the dispute internally. Note that not all sponsorship disputes end up with a sponsorship breakdown.

51.2 IRCC's role in a sponsorship dispute

The local IRCC office should intervene in a sponsorship dispute in the following circumstances:

- when one or both of the parties to the dispute have requested IRCC intervention;
- when communication with the sponsor, SAH and refugee has confirmed that internal resolution has not remedied the situation; and
- when the refugee has approached a social services agency and that agency in turn has come to the local IRCC office inquiring about the case.

51.3 What is sponsorship breakdown?

Sponsorship breakdown is an official declaration that an irreparable failure to meet the sponsorship arrangement (care, lodging and settlement) has occurred for refugee applicants listed on the sponsorship undertaking after the principal applicant has arrived in Canada. Responsibility for a sponsorship breakdown may rest with the refugee(s), with the sponsor or with IRCC, or it may be attributable to more than one party or not to any party. The results of sponsorship breakdown are serious because they require the introduction of alternative settlement arrangements for the refugee and, should the sponsor be determined responsible, the possibility of default being declared against the sponsor.

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A breakdown is declared rather than a default if the terms of the sponsorship are not being fulfilled due to circumstances beyond a sponsor's control (for example, a change in the refugee's personal situation or secondary migration of the refugee). IRCC's role is to assist the parties in resolving disputes that could lead to breakdown or defaults. The objective is for all parties to work together so that

- the refugees continue to receive the needed care, lodging, settlement assistance and financial support from the sponsor; and
- the sponsor is not hindered or obstructed in their efforts to abide by the terms of the sponsorship undertaking, according to the arrangements described in the settlement plan.

51.4 IRCC's role in a sponsorship breakdown

As IRCC is both responsible and accountable for the administration of the PSR Program, it must intervene in irresolvable disputes and ensure a mediated resolution takes place. When a situation requires external intervention, a local IRCC representative is appointed to work with both parties as a mediator and acts as the final decision maker. A written report of the outcome of mediation is required. This would be considered a preliminary inquiry, and involves contacting the representative of the sponsoring group and the head of the refugee family to gather facts of the situation, determine how serious it is, and if external intervention towards a resolution is necessary. As part of this initial investigation process, the local IRCC officer should determine if emergency settlement assistance or financial support is needed.

Throughout the mediation process, a written record of all communications involving the local IRCC office should be maintained. A separate document with major decisions, facts, action items, etc. should be prepared and copied to the SAH, the CG, the local IRCC manager or delegate and the NHQ-IPMB (once finalized).

The local IRCC office should inform the NHQ-IPMB of any disputes serious enough to result in a potential sponsorship breakdown and enlist their guidance, if needed.

51.5 Emergency settlement assistance and financial support

As part of its preliminary inquiry into a potential breakdown, the local IRCC office contacts the refugee to assess if the sponsor is still providing financial support and to confirm that the refugee's settlement needs will be met while the situation is being resolved. The local IRCC officer should consider such needs as rental payment, utility costs, groceries, household products, medication, children's needs, public transportation and any medical or psychological needs. Since it may take a few weeks to resolve the situation, it is essential that arrangements are made to address the ongoing needs of the refugee before the solution-finding process begins. If the sponsor is no longer providing financial support, the local IRCC office must determine the reasons why.

If income support is required and

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- the refugee is sponsored by a G5 or a CS, then the local IRCC office refers the client to a municipal or provincial welfare authority and provides a letter advising that income support is required for a limited period of time; or
- the refugee is sponsored by an SAH or CG, then the local IRCC office refers the client to a RAP counsellor or service provider with instructions that income support is required for a limited period of time.

If necessary, the local IRCC officer may also consider referring the refugee on a temporary basis to local social services, such as a temporary shelter.

Please refer to section 41.4 of this chapter for information on breakdowns involving BVORs.

Note: Refugees sponsored by a G5 or a CS are not eligible to obtain income assistance from the RAP as per *RAP Terms & Conditions*.

51.6 Resolution by IRCC intervention

The following steps may be followed by local IRCC officers:

- I. Decide what type of meeting should be arranged (e.g., an in-person meeting, teleconference or email either with each party separately or with both parties together).
- II. Decide the following details of the meeting:
 - a. who is invited, ensuring balanced attendance between sponsor and refugee sides (including the SAH representative if a CG is involved);
 - b. when the meeting will take place (must be within two weeks from the notification of the dispute); and
 - c. where the meeting will take place, if applicable (must be a private and neutral area).
- III. Local IRCC office preparation involves
 - a. identifying a translator, if needed;
 - b. reviewing statements provided by the sponsor and refugee telling their side of the story; and
 - c. reviewing the original settlement plan.
- IV. Ask the sponsor to
 - a. provide IRCC with documentation that shows details of the care, lodging, settlement assistance and financial support being provided to the refugee; And
 - b. propose a few acceptable outcomes to the dispute, including the limit to which they are willing to go to in resolving the conflict.
- V. Ask the refugee to
 - a. provide a statement to IRCC showing their current financial and non-financial needs; And
 - b. provide a statement to IRCC that addresses their progress towards achieving self-sufficiency and their plans in this regard for the remainder of sponsorship period.

51.7 Conducting a solution-finding meeting

Mediator

In most cases, the local IRCC representative is the mediator. They attempt to facilitate and mediate a solution, whether it be at the dispute or breakdown stage, which respects the roles and responsibilities of all parties involved: the sponsor, the refugee and IRCC. As the mediator, it is important that the local IRCC representative be perceived as neutral by all parties and that the resolution process be fair, impartial and transparent. The local IRCC representative is also responsible for ensuring that written notes are taken and kept on the sponsorship file.

The mediator, whether a local IRCC representative or someone appointed from IRCC, brings the sponsor and refugee together to work out a solution. They set the tone and atmosphere, so that participants are encouraged to listen and feel free to communicate. The process seeks a solution that will restore the sponsor-refugee relationship.

Note: Whether the IRCC representative is the mediator or not, they must still participate in all meetings.

51.8 Follow-up to the solution-finding meeting

Solution found – Next steps

Obtain the local IRCC manager's written approval of the resolution and send a copy along with the timeframes for actions, respective responsibilities and a follow-up schedule to all parties and the NHQ-IPMB.

No solution Found – Next steps (G5s and CSs)

If the mediation process does not result in a mutually agreed upon resolution, the local IRCC manager, in consultation with the sponsor and refugee, decides how the matter should be dealt with. Decisions taken by local IRCC staff in assessing breakdown situations should be realistic in their expectations of sponsors and also take into consideration the role played by the refugee in the success of the sponsor-refugee relationship. The NHQ-IPMB can be consulted to provide guidance.

No solution found – Next steps (SAHs and CGs)

Where no solution is reached between the sponsor and refugee, IRCC meets with the SAH to determine how to deal with the sponsorship. This includes the SAH transferring responsibility for the sponsorship to another CG, taking on the responsibility itself or not taking any further responsibility for the sponsorship.

If the SAH takes no further responsibility, IRCC declares a breakdown and assesses the SAH for sponsorship default (see section 51 of this chapter).

51.9 Resolving potential breakdowns

The **sponsoring group** is not declared responsible for the breakdown if

it continues to deliver on its settlement obligations as set out in the sponsorship undertaking and settlement plan;

unforeseen circumstances affected its members' capacity to fulfil the obligations as set out in the sponsorship undertaking and settlement plan and the group has successfully located another group as its replacement; or

the obligations of the sponsorship are not being fulfilled due to reasons beyond the sponsor's control (for example, the refugee moves out of the original community of resettlement, not due to any dispute) and reasonable efforts have been made by the sponsoring group to locate a new sponsor.

51.10 Secondary migration

It may happen that, at some point during the sponsorship period, the refugee decides to move out of the host community. This is referred to as secondary migration. If this happens to a group sponsoring under an SAH, the group is advised to discuss the situation with the SAH. Whatever the case, sponsors are encouraged to maintain open lines of communication with both the refugee and the local IRCC office, especially when problems arise.

Scenarios

If the refugee is able to support themselves in the new community for the remainder of the sponsorship period, the sponsoring group has no further obligations.

If the sponsoring group wishes to transfer the sponsorship to another group in the new community or if the group is not willing or able to continue providing assistance to the refugee in the new location, the local IRCC office must be contacted immediately. Normally, the SAH makes the contact.

In a transfer of sponsorship, the new group signs a sponsorship undertaking for the remainder of the sponsorship period. The new sponsorship undertaking replaces the first and the original group is no longer considered the sponsor. Where the sponsor has decided that they will not or cannot continue to support the refugee in the new community, the sponsorship is in danger of breakdown. In this case, the local IRCC office, the sponsoring group (including the SAH, if applicable) and the refugee meet in an effort to resolve the sponsorship breakdown and, if applicable, to ascertain responsibility. If the sponsor is found responsible, the group must attempt to find a replacement sponsor in the new community. If the sponsor is not held responsible, they are released from all further obligations. In the case of an SAH being released from further obligation, the refugee may be referred to the RAP, under exceptional circumstances. In the case of G5 or CS sponsorships, the refugee would be referred to provincial social assistance.

51.11 Breakdown is declared

If efforts to resolve the dispute have not been successful, a formal sponsorship breakdown is declared. In such circumstances, the local IRCC office may attempt to find a replacement sponsor.

It is important to remember that, unless the local IRCC office issues a formal notice of sponsorship breakdown (Statement of Responsibility), which effectively cancels the sponsorship undertaking, sponsored refugees are not entitled to obtain income support through provincial or municipal social assistance programs or the RAP during the sponsorship period (normally 12 months). Furthermore, sponsoring groups may, under certain circumstances, be liable for reimbursing the government concerned for income support issued to refugees under the group's sponsorship.

Note: Secondary migration, when carried out voluntarily by the sponsored refugee on their own, would not normally constitute exceptional circumstances under these procedures. Exceptional circumstances may include, but are not limited to, situations such as when the relationship between the refugee and sponsor has been exploitive or abusive, and the refugee has absolutely no other means to sustain the basic needs of themselves and family members. RAP entitlements are given in situations of sponsorship breakdown only rarely and may require the local IRCC office to refer the refugee to a service provider for orientation on income support and financial responsibilities, if required. Local IRCC offices are asked to consult first with their manager about any sponsorship breakdowns serious enough to result in the refugee potentially needing RAP support. In turn, the manager should turn to the NHQ-IPMB for guidance.

Marital or couple separation: In situations where the family undergoes marital or household separation, the sponsoring group is not held responsible for supporting two separate households. The sponsor is expected to continue to support the household with the higher number of people. The other household is to be processed for breakdown and referred to a new sponsoring group, the RAP or social assistance.

51.12 Criteria to use in assessing responsibility for breakdown

The local IRCC representative is responsible for determining who bears the responsibility for the breakdown. Responsibility must be determined, so that IRCC can decide what consequences will follow the breakdown.

Given the potential impact of breakdown on sponsors (e.g., default, cancellation of pending cases, suspension or cancellation of the sponsorship agreement, etc.), it is critical that the method for determining responsibility for breakdown be as transparent, fair and uniform as possible.

The chart below contains sample criteria to consider when assessing which party is responsible (or most responsible) for the breakdown. The local IRCC officer reflects on actions and communication by each party that demonstrate both their role in causing the

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dispute and in seeking a satisfactory solution. Determining responsibility should weigh out each party's responsibilities and actions based on evidence gathered throughout the process. The sample criteria should allow the local IRCC officer to more clearly review all factors in order to conduct a more objective assessment when making a final determination of responsibility with respect to the breakdown.

Positive Factors
demonstrated respect for other parties
worked toward (and assisted to work toward) independence
fulfilled obligations
fulfilled responsibilities
maintained open communication
displayed cooperation in attitude and actions
accepted responsibilities
participated in finding solutions
was open and honest in presenting facts
Negative Factors
neglected to fulfill an essential obligation or expectation of sponsorship without the consent of IRCC
clearly caused a breakdown situation that the other party could not (within reason) rectify
demonstrated abusive attitude or exhibited hostile behaviour towards the other party
committed an error or showed bad judgment that directly led to the breakdown
neglected to communicate properly or sufficiently with the other party
neglected to cooperate with the other party in support of the sponsorship
neglected to responsibly act upon information pertinent to the breakdown situation
neglected to make reasonable efforts to sustain the sponsorship or resolve the breakdown
made unreasonable demands of the other party

When the assessment is completed, the local IRCC office drafts a Statement of Responsibility to confirm which party is determined to be mostly responsible for the breakdown and what the proposed consequences and next steps are. The Statement of Responsibility is sent to the SAH, the sponsor, the refugee and the NHQ-IPMB.

51.13 Locating a new sponsoring group

The local IRCC office may assist the original sponsoring group, SAH, CG, G5 or CS, in attempting to locate its replacement, i.e., the party that will assume the role of the sponsor for the remainder of the original sponsorship period. In the case where the refugee has relocated to a new community, the local IRCC office may coordinate its efforts to find a new sponsor with the local IRCC office in the refugee's new community. However, the primary responsibility for locating a new sponsoring group lies with the original sponsor, whenever possible.

In the case of a G5 or CS, an SAH could be asked to take on the responsibilities for providing support to the refugee for the remainder of the sponsorship period.

51.14 When a new sponsoring group is located

When a breakdown has been declared and a new sponsor has been found, the local IRCC office

- I. Informs the CPO-W of the change in sponsoring group; and
- II. requests the new sponsoring group to submit an updated sponsorship undertaking to the CPO-W, including the Statement of Responsibility and any other pertinent documentation regarding the transfer of responsibility between sponsoring groups.

51.15 When a new sponsoring group is not located

When a breakdown has been declared and a new sponsor has not been found, the local IRCC office refers the refugees for ongoing settlement assistance as follows:

- I. Upon NHQ approval, refugees sponsored by an **SAH** or **CG** are to be referred to a RAP service provider for assistance until they become self-supporting or the sponsorship term comes to an end. **Please refer to section 41.4 of this chapter for information on breakdowns involving BVORs.**
- II. Refugees sponsored by a **G5** or **CS** are to be provided a letter from IRCC indicating that the sponsorship has officially been declared a breakdown and referred to the local municipal or provincial social assistance authority.

Refugees sponsored by G5s or CSs are not eligible for the RAP.

51.16 Consequences of sponsorship breakdown

Since there are three parties involved in any sponsorship (the sponsoring group, IRCC and the refugee), each of whom bears responsibility for the success of a sponsorship, a breakdown inevitably entails consequences for all parties, as outlined below.

The Statement of Responsibility outlines whether the sponsoring group is primarily responsible for the breakdown and recommends consequences that may be categorized into the following four areas:

1. declaration of no-fault breakdown;
2. review of sponsoring group's other sponsorship undertakings;
3. suspension, cancellation or amendment of sponsorship agreement for SAHs; and
4. declaration of default.

Consequence to the sponsoring group

1. Declaration of no fault breakdown

When the decision maker (the local IRCC manager) has determined that the sponsoring group is not responsible for the breakdown, no consequences to the sponsoring group

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follow. The decision takes into consideration not only the degree of the sponsoring group's responsibility for the breakdown (e.g., the refugee made a unilateral decision to move to another community), but also the group's overall track record and the impact of enforcing consequences that could impact sponsored refugees. The Statement of Responsibility indicates the sponsoring group is not responsible for the breakdown.

2. Review of the sponsoring group's active sponsorship undertakings

In the case of an SAH or G5, the local IRCC office works with the CPO-W to conduct a review of the sponsoring group's active sponsorship undertakings, covering both refugees already in Canada and the group's cases still in process.

Cases in Canada

The local IRCC office might decide to conduct monitoring of the group's current cases in order to ensure that adequate settlement assistance and financial support are being provided.

Cases overseas

The local IRCC office may conclude that the sponsoring group's ability to fulfill its obligations to cases still overseas or pending at the CPO-W is questionable and make a recommendation to NHQ that some or all of the group's outstanding cases be revoked.

3. Suspension, cancellation, amendment of the sponsorship agreement

This consequence only applies to sponsorships submitted or approved by an SAH. Where it is determined that an SAH handled a breakdown situation in an unsatisfactory manner (not necessarily leading to default), the local IRCC office can recommend that the group's sponsorship agreement be suspended, amended or even cancelled. The SAH must be given 90 calendar days to respond in all such cases. The decision to suspend, amend or cancel an agreement is taken by the Director of Strategic Management and Coordination Division at the NHQ-IPMB.

4. Declaration of default

Normally, when the decision maker determines that the sponsoring group is responsible for the breakdown, the consequence is to declare a sponsorship default.

Detailed guidelines for administering sponsorship default are found in section 52 of this chapter.

Consequence to the refugee

The consequence to the refugee of causing a breakdown may likely be that the refugee will have no further assistance from a sponsoring group in Canada and from IRCC.

Consequence to IRCC

When the review process indicates that IRCC has played a role in causing a breakdown, this matter is referred for internal review and investigation by IRCC in order to recommend actions that will prevent breakdowns in the future. The result of this review, along with recommendations and follow-up actions, should be sent to the sponsoring group and a copy should be kept on file.

52 Sponsorship default

52.1 Sponsorship default versus sponsorship breakdown

Sponsorship default is a consequence of a sponsorship breakdown, when the sponsoring group is found to be responsible for the cause of the breakdown. Sponsorship default can only be declared against a sponsoring group, not against a refugee. Sponsorship default refers to a breach of the contractual obligations of the sponsorship undertaking itself or, specifically, the failure to fulfill a financial or non-financial obligation associated with the sponsorship undertaking.

Sponsorship default differs from breakdown in that once a sponsoring group has been determined to be in default, they are not permitted to submit further sponsorships until the default is resolved (refer to section 51.13 of this chapter, *Ending Default Status*).

Sponsorship breakdown pertains to situations where the refugee is found to have caused the breakdown or where the terms of the sponsorship are not being fulfilled due to circumstances beyond a sponsoring group's control (for example, the refugee opts to go on social assistance and does not inform the sponsor).

Default on sponsorships

Questions

- When is a sponsorship in default?
- When does a default end?

The IRPR do not contain information regarding the discovery or reporting of groups in default. At present, most cases of default are brought to the attention of local IRCC offices through informal channels.

The IRPR do not define what it means to be in default, but they imply that a sponsorship is in default if any obligation of the sponsorship undertaking has been breached. This can include both financial and settlement obligations (see paragraph R135(a) for family class examples).

Regulations governing the end of defaults are found in subsection R153(4).

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The IRPR address the end of defaults for both individuals party to a sponsorship as well as sponsorship organizations. Paragraphs R153(4)(a), R153(4)(b) and R153(4)(c) refer to defaults for all sponsors. Paragraph R153(4)(d) refers only to SAHs or CSs.

52.2 Potential defaults

Once a breakdown has been declared and the sponsoring group is found to be responsible, the local IRCC office must assess if the sponsoring group should be found in default of the sponsorship.

52.3 Defaults involving an SAH

SAHs can be considered in default as a result of their own actions or the actions of one of their CGs. SAHs are bound by their sponsorship agreements to

- assist their CGs in maintaining their sponsorships; and
- provide for the refugees sponsored under their CGs if the CGs cannot fulfil their responsibilities.

When an SAH is declared to be in default, their sponsorship agreement may be cancelled, suspended or amended. The local IRCC office must inform the NHQ-IPMB when there is a situation of potential default. The NHQ-IPMB sends written notification to the SAH to outline the concerns. The SAH must be given 90 calendar days to respond in all such cases. The decision to declare default status on an SAH and thus suspend, amend or cancel an agreement, is taken by the Director of Strategic Management and Coordination Division at the NHQ-IPMB.

When an SAH is involved in a default, the local IRCC office, in consultation with the CPO-W, reviews the sponsoring group's active sponsorship undertakings covering both refugees already in Canada and cases still in process overseas.

Cases in Canada

The local IRCC office might decide to monitor the group's current cases in order to ensure that adequate settlement assistance and financial support are being provided.

Cases overseas

The local IRCC office may conclude that the sponsoring group's ability to fulfill its obligations to cases still overseas or pending at the CPO-W is in doubt and make a recommendation to the NHQ-IPMB that the sponsorship approval for some or all of the group's outstanding cases be revoked.

52.4 Defaults involving a CG

In the case of a CG, the SAH is responsible to conduct a review in consultation with the local IRCC office. Communication from the NHQ-IPMB to other regions is necessary to ensure that all related CGs are reviewed, if necessary.

Where the sponsoring group is a CG, the SAH must be

- contacted where IRCC is aware of a problem, which might lead to a default situation; and
- involved in meetings between IRCC and the CG.

Where no resolution is found and the CG is unable or unwilling to continue the sponsorship, the SAH

- must be consulted in determining if IRCC should declare default status on the CG;
- is responsible for finding an alternative solution to enable the refugee to continue receiving settlement support (i.e., the SAH may find another CG to continue support); or
- may take on settlement support themselves.

Where the SAH is unable or unwilling to find an alternative, they may also be declared in default.

Default status is declared on a CG by the local IRCC manager at the recommendation of the local IRCC officer and SAH. The NHQ-IPMB must be notified as well.

52.5 Defaults involving a G5

Where defaults by the G5 occur, default is declared on the group as a whole.

Although legally possible, it is not expected that IRCC will declare defaults on only one individual of the G5. This might occur in situations where

- the individual, after complaints by group members and after an investigation by IRCC, is found to be in clear breach of obligations outlined in the sponsorship undertaking; and
- one individual is not able to meet their obligations. In this case, attempts should be made by the remaining group members to locate another member to join the group. If it is not possible to find another member, the other individuals must find an alternate solution to ensure that the refugee continues to receive settlement support the group committed to provide in the sponsorship undertaking and settlement plan.

Default status is declared on a G5 by the local IRCC manager at the recommendation of the local IRCC officer. The NHQ-IPMB must be notified as well.

52.6 Defaults involving a CS

Where defaults by a member of a CS occur, the organization or association is considered to be in default.

Default status is declared on a CS by the local IRCC manager at the recommendation of the local IRCC officer. The NHQ-IPMB must be notified as well.

52.7 Defaults involving co-sponsors

Where settlement responsibilities are shared through a sponsorship partnership between co-sponsors, any one sponsor may be considered in default independently of the other sponsors.

When one co-sponsor is declared in default, the other parties to the sponsorship undertaking are legally bound to cover the first party's responsibilities, including financial and emotional and social support.

Where the other parties will not or cannot cover the responsibilities, the local IRCC office should inform them they may also be declared in default should breakdown remedies not prove successful.

Default status is declared on a co-sponsor by the local IRCC manager at the recommendation of the local IRCC officer. The NHQ-IPMB must be notified as well.

52.8 Declaring a sponsorship default

If a breakdown has been declared and a default is being considered against a sponsoring group, the steps in the table below should be followed.

Step	Action
1	The local IRCC officer should prepare a report detailing the events leading to default.
3	The local IRCC officer should provide their manager with <ul style="list-style-type: none">• the report; and• a list of the sponsor's existing and outstanding cases (see how to manage existing and outstanding cases in section 47.10 of this chapter).
4	The IRCC manager makes a decision on default status and issues a letter to the sponsor to reflect the decision. Copies are sent to the NHQ-IPMB.

52.9 Ensuring refugees receive support

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If a new sponsoring group cannot be found, it is important to ensure that the refugee continues to receive support.

SAH- or CG-sponsored refugees are to be referred to the RAP until they become self-supporting or until the end of the sponsorship term. Approval from the NHQ-IPMB is required.

Since G5 or CS sponsored refugees are not eligible for the RAP, they should be

- provided a letter from IRCC indicating that the sponsorship has officially been declared a default (regardless of who is responsible); and
- referred to the municipal or provincial welfare authority.

52.10 Managing existing and outstanding cases

Where a sponsor has been found to be in default of a particular sponsorship, the local IRCC office should prepare a list of cases

- currently under the sponsor's care;
- where a visa has been issued, but the refugee has not yet traveled to Canada; and
- where a visa has not yet been issued.

For cases currently under the sponsor's support and for cases where visas have been issued, the local IRCC office should

- assess whether or not the sponsor is able to fulfil their obligations to these cases; and
- find alternate solutions to ensure refugees continue to receive support if the sponsor is unable to fulfill their obligations.

Where a visa has not been issued, the local IRCC office should notify the visa office (and copy the Matching Centre) of the default and advise them to suspend processing until alternate arrangements are made or, failing this, the case will be withdrawn. Approval of the sponsorship undertaking should be revoked by the CPO-W and the visa office should refuse the applicant under paragraph R139(1)(f).

52.11 Updating electronic records

It is important to update GCMS and to send all needed reports of the case.

GCMS instructions on how to record a default can be found here.

GCMS instructions on how to record a repayment to a default can be found here.

This information should also be recorded in GCMS notes.

52.12 Reporting

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Final reports should be

- sent to the CPO-W;
- sent to the NHQ-IPMB; and
- kept on file at the local IRCC office.

Final reports should contain

- reports used by the IRCC authority to make a determination on default status;
- the recommendation of the delegated authority; and
- how existing and outstanding cases were managed.

52.13 Ending default status

Financial defaults can occur for either the group as a whole or a party of the group.

Financial default for the group as a whole ends when the group repays the appropriate government for the amount paid by that government (either the whole amount or an agreed-upon sum) [R153(4)(a)].

Financial default for a party of the group (i.e., between group members) ends when the group member in default has repaid the group member who paid on their behalf (either the whole amount or an agreed-upon sum) [R153(4)(b)].

In these instances, the consequences of the default are clear. The group or party is expected to repay monies owed. The default ends when this has been done.

In the event of a non-financial default for the group, a default ends when the sponsor satisfies a local IRCC officer that they have met the obligation [R153(4)(c)]. In the event that the group fails to meet non-financial obligations, yet the condition is met by the refugee themselves or another organization (e.g., the refugee finds their own accommodation where the sponsoring group failed to do so), the application and resolution of default is left to the discretion of the local IRCC officer. The intent of the group in not meeting the condition of settlement is important in this determination.

In the case of an organization or association that was a party to a sponsorship and defaulted for any reason, a default ends five years from the date of the default [R153(4)(d)]. Paragraph R153(4)(d) does not refer to G5s or other individuals (e.g., co-sponsors).