

- Applicants that have worked for the government, or have military history, should also include a detailed Government or Military table. These applications may take longer to process as background checks will be required.

Establishing Identity

- Most refugees' identity is assessed based on the documents submitted, combined with the information at interviews.
- Some IRCC Offices see a high number of fraudulent documents; where fraud is related to identity, applications are refused after taking procedural fairness steps to advise the applicant of the concerns.

Registration

- Sponsors should strongly encourage the applicants to register as a refugee in the

country of asylum **as soon as possible** so that the applicant can be recognized as a refugee at the time of the interview or before departure

- If refugees are not registered, this creates issues/delays in obtaining exit permits.

Information

- Sponsors are encouraged to be familiar with the Country of Origin Information available on UNHCR's RefWorld.
- The IRB's [National Documentation Packages](#) provide guidelines on assessing refugee claims which may help sponsors determine if a case they are considering is likely to be approved as eligible for resettlement as a Convention refugee.

IRCC Office Specific Information on PSR Processing

<p>* Throughout this document, approval rates is calculated from January 1, 2018 to June 30, 2018. * Throughout this document, processing times are for the last 12 months ending June 30, 2018, for 80% of complete cases.</p>	
<p><u>ABU DHABI</u></p> <p>Areas of responsibility: <i>Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, United Arab Emirates, Yemen</i></p>	
<p>Main PSR populations</p> <ul style="list-style-type: none"> • Saudi Arabia: Syrian, Somali, Eritrean, Ethiopian. • Yemen: Mainly Somali; to a lesser extent Eritrean, Ethiopian, Iraqi. • UAE: Diverse, but mainly Syrian, Iraqi, Eritrean, and Somali. • Qatar: Mainly Syrian and Iraqi. • Kuwait: Mainly <i>Syrian and Iraqi</i>. 	<p>Approval Rate: = 95%</p> <hr/> <p>Method of Communication: http://www.cic.gc.ca/english/contacts/web-form.asp</p>
<p><u>ACCRA</u></p> <p>Areas of responsibility: <i>Ascension, Benin, Equatorial Guinea, Ghana, Guinea, Liberia, Nigeria, Sao Tome e Principe, Sierra Leone, St. Helena, Togo, Tristan da Cunha</i></p>	
<p>Main PSR populations</p> <ul style="list-style-type: none"> • Sudanese; • Ivoirians; • Togolese; • Eritreans; • Somalis; • Congolese; • Pakistanis; • Syrians. 	<p>Approval Rate = 100%</p> <hr/> <p>Method of Communication: accraimmigration@international.gc.ca</p>

AMMAN

Areas of responsibility: *Jordan, Iraq, Syria*

Main PSR populations

- Iraqis and Syrians in Jordan, as well as small caseloads of Iranians and Syrians in Iraq, and Iraqis in Syria.
- Caseload in Syria may be processed remotely with assistance of IOM and UNHCR.

Approval Rate = **95%**

Method of Communication:
amman.immigration@international.gc.ca

ANKARA

Areas of responsibility: *Azerbaijan, Georgia, Iran, Turkey, Turkmenistan, Kazakhstan, Kyrgyz Republic, Tajikistan, Uzbekistan*

Main PSR populations

- Iraqis;
- Iranians;
- Syrians;
- Afghans (mainly Hazara and Tajik in Iran, Azerbaijan, Tajikistan and Kyrgyzstan).

Approval Rate = **95%**

Method of Communication:
ANKRAIMMIGRATION@international.gc.ca

BEIRUT

Area of responsibility: *Lebanon*

Main PSR populations

- Syrians, Iraqis,
A very small number of PSR cases for applicants from Egypt, Palestine, Ethiopia, Lebanon, Sudan and some stateless.

Approval Rate = **81%**

Method of Communication: 
BeirutMigration@international.gc.ca

CAIRO

Areas of responsibility: *Egypt, Palestinian Authority (Gaza)*

Main PSR populations

- Eritrean;
- Ethiopian;
- Somali;
- Syrians;
- South Sudan;
- Iraqi;
- Sudan.

Approval Rate = **87%**

Method of Communication:
CAIROIMMIGRATION@international.gc.ca

COLOMBO

Areas of responsibility: *Sri Lanka, Maldives*

Main PSR populations

- Pakistan

Approval Rate = **100%**

Method of Communication:
Colombo-imenquiry@international.gc.ca

DAKAR

Areas of responsibility: **Burkina-Faso, Cameroon, Cape Verde, Central African Republic, Chad, Democratic Republic of the Congo, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Mali, Mauritania, Niger, Republic of the Congo, Senegal**

Main PSR populations

- DRC;
- Central Africa Republic
Small number of applicants from Rwanda, Liberia and Sierra Leone.

Approval Rate = **63%**

Mode of Communication:
Dakar.refugees@international.gc.ca

DAR ES SALAAM

Areas of responsibility: **Burundi, Comoros, Rwanda, Seychelles, Tanzania, Uganda, Zambia**

Main PSR populations

- Eritreans;
- DR Congo;
- Ethiopians;
- Somalis;
- Sudanese;
- Burundians;
- Rwandans.

Approval Rate = **92%**

Method of Communication:
dslam-immigrationenquiry@international.gc.ca

ISLAMABAD

Areas of responsibility: **Afghanistan, Pakistan**

Main PSR populations

- Afghans;
- The vast majority of PSRs are urban refugees, many of whom have been residing in Pakistan since the early to mid-1990s, although some of the applicants continue to reside in Afghanistan.

Approval Rate = **92%**

Method of Communication:
<http://www.cic.gc.ca/english/contacts/web-form.asp>

LONDON

Areas of responsibility: **Channel Islands, Denmark, Falkland Islands, Faroe Islands, Finland, Greenland, Iceland, Ireland, Isle of Man, Norway, Sweden, United Kingdom**

Main PSR populations

- Small number of Iraqi applicants who have been refused asylum in Sweden.
- Small number of other nationalities.

Approval Rate = **83%**

Method of Communication:
<http://www.cic.gc.ca/english/contacts/web-form.asp>

MOSCOW

Areas of responsibility: **Armenia, Russia**

Main PSR populations

- The majority of refugees in Russia are Afghans of all ethnic groups while those in Armenia are comprised mainly of Syrians of Armenian ethnicity.

Approval Rate = **87%**

Method of Communication:
moscoimmigration@international.gc.ca

NAIROBI

Areas of responsibility: *Djibouti, Eritrea, Ethiopia, Kenya, Somalia, South Sudan*

Main PSR populations

- Ethiopians;
- Somalis;
- Eritreans;
- Sudanese;
- South Sudanese
- Congolese;
- Burundians;
- Rwandans;
- Ugandans;
- Yemenis

Approval Rate = **88%**

Method of Communication:

nrobi-immigration@international.gc.ca

NEW DELHI

Areas of responsibility: *Afghanistan, Bhutan, India, Nepal*

Main PSR populations

- 80-90% consists of Afghans (recurring population)
- <15% consists of Sri Lankans Tamils (previous caseload)
- 5-10% consists of a few applications from the following countries: Pakistan, Somalia, Myanmar (Burma), Tibet, Eritrea, Iran, Ethiopia, Iraq, Sudan, DR Congo and Stateless.

Approval Rate = **100%**

Method of Communication:

delhiimmigration@international.gc.ca

PARIS

Areas of responsibility: *Algeria, Andorra, Belgium, France, Gibraltar, Libya, Liechtenstein, Luxembourg, Monaco, Portugal (including Azores and Madeira), Spain (including the Canary Islands), St. Pierre et Miquelon, Switzerland, Tunisia*

Main PSR populations

- The majority are Syrian, Iraqi and Eritrean nationals.
- Small numbers of other applicants: Ethiopia, Afghanistan, Albania and some sub-Saharan African countries.

Approval Rate = **65%**

Method of Communication:

<http://www.cic.gc.ca/english/contacts/web-form.asp>

PRETORIA

Areas of responsibility: *Angola, Botswana, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, South Africa, Swaziland, Zimbabwe*

Main PSR populations

- Ethiopians;
- Eritreans;
- Somalis;
- Congolese;
- Burundians.

Approval Rate = **70%**

Method of Communication:

Pretoria-imenquiry@international.gc.ca

ROME

Areas of responsibility: *Albania, Cyprus, Greece, Italy, Malta, San Marino, Sudan, Vatican City*

Main PSR populations

- Eritrean (90%);
- Iraqi;
- Syrian;

Approval Rate = **94%**

<ul style="list-style-type: none"> • Ethiopian; • Egyptian. 	<p>Method of Communication: romevisa@international.gc.ca</p>
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SINGAPORE

Areas of responsibility: *Bangladesh, Brunei, Burma/Myanmar, Cambodia, East Timor, Indonesia, Laos, Malaysia, Singapore, Thailand, Vietnam*

<p>Main PSR populations</p> <ul style="list-style-type: none"> • Ethiopians; • Iranians; • Iraqi; • Minorities from Myanmar and Rohingyas; • Pakistani; • Palestinian; • Somali; • Sri Lankans; • Syrians. 	<p>Approval Rate = 89%</p> <p>Method of Communication: Singapore-imenquiry@international.gc.ca Singapour-im-renseignements@international.gc.ca</p>
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TEL AVIV

Areas of responsibility: *Israel, Palestinian Authority (West Bank)*

<p>Main PSR populations</p> <ul style="list-style-type: none"> • Overwhelmingly Eritreans, with a small number of Sudanese and Ethiopians. 	<p>Approval Rate = 97%</p> <p>Method of Communication: taviv-immigration@international.gc.ca</p>
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VIENNA

Areas of responsibility: *Austria, Bosnia-Herzegovina, Croatia, Czech Rep., Germany, Hungary, Kosovo, Macedonia, Montenegro, Netherlands, Serbia, Slovenia, Slovakia*

<p>Main PSR populations</p> <ul style="list-style-type: none"> • Syrians (46%), most of whom came to Austria, Germany or Netherlands in 2015-16; • Afghans (24%); • Eritreans (7%); • Other applicants are from Pakistan, Egypt, Somalia, • DRC, Iran and Stateless. 	<p>Approval Rate = 13%</p> <p>Method of Communication: http://www.cic.gc.ca/english/contacts/web-form.asp</p>
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Joint Assistance Sponsorship (JAS)

Refugees sponsored under the **Joint Assistance Sponsorship (JAS)** program have special or enhanced needs that will likely result in a longer or more difficult period of integration in Canada, due to:

- Trauma from violence or torture;
- Medical disabilities;
- Effects of systemic discrimination; or,
- Large family units (such as a single parent with several children).

Under the JAS program, the government and private sponsors support refugees for up to 24 months, depending on the need of the resettled refugee. In a few cases, the private sponsor may support refugees for up to 36 months. These refugees get income support from the Government of Canada. They are matched with a private sponsorship group to help them adjust to life in Canada through settlement help and emotional support.

Some refugees are identified overseas for the JAS program due to special needs. Others are converted into JAS cases after they arrive in Canada if it becomes clear that they need more support.

JAS refugee profiles can only be picked up by SAHs and their constituent groups.



Photo: ODD ANDFRSFN-AFP-Gettv

Many In-Canada JAS Refugees are waiting to be sponsored!

Including

Refugee PROFILE #: 1895-11-18

SETTLEMENT COMMUNITY: Calgary, AB

COUNTRY OF ORIGIN: South Sudan

FAMILY SIZE: 5

Family composition: This 29 year old mother from South Sudan with four children has neither formal education nor job experience. Since arriving in Canada in December 2017, her marriage has been under stress. She and her four children now live separately from the children's father.

Background: She has been struggling emotionally due to the stresses in her marriage, and her responsibilities of raising four children alone in an unfamiliar environment. She has no extended family in Canada who are able to support her.

Special needs: Although she and her family have received support from a local resettlement counsellor, they continue to experience difficulties and struggle to adapt to life in Canada. They are able to access required programs, the mother has been enrolled in language classes and the family has been matched with a host family.

Support needed: Since she is now a single parent and must navigate the city on her own, the assistance of a sponsor would help support the family as they adapt to life in Canada. The emotional and social support of a sponsor would help the family feel less isolated, lonely and fearful of their new environment. A sponsor could help her access further resources in the community and provide guidance in navigating the healthcare system, banking and the public transit system. This would increase the family's overall independence and confidence.

Refugee PROFILE #: 1888-11-18
SETTLEMENT COMMUNITY: Lethbridge, AB
COUNTRY OF ORIGIN: Eritrea
FAMILY SIZE: 6

Family composition: This 38 year old single Eritrean woman arrived in Canada with her five young children in March 2018.

Background: The mother is illiterate, but attends English language classes while she cares for her family. She attends parenting and behavioural support classes. The children attend school. The family has been matched with a volunteer with extensive experience working with newcomers. The mother struggles raising five children alone, in an unfamiliar environment. This has slowed her settlement process.

Special needs: Of the five children, one has a heart condition which requires regular attention from a medical specialist, two have developmental delays and disabilities, and the others are being assessed for developmental delays. The medical needs and the demands of the children add to the mother's struggle to adjust to life in Canada. She is unable to keep up with the various medical appointments and struggles to maintain her English language training. The mother also experienced trauma herself while living in a refugee camp in Ethiopia. This affects her parenting abilities, general household hygiene and her understanding of finances. She is not ready or equipped for next steps such as employment.

Support needed: A sponsor would help the family adjust to life in Canada, allow the mother to focus on learning English, and could help with the ongoing specialized assistance she needs. Her financial and emotional pressures could be alleviated with help from a sponsor. They could provide a support network to reduce her feelings of being overwhelmed. The support and guidance of a sponsor could ensure that they no longer suffer and are able to overcome their challenges.

Refugee PROFILE #: 1863-11-18
SETTLEMENT COMMUNITY: Toronto, ON
COUNTRY OF ORIGIN: Iraq
FAMILY SIZE: 5

Family composition: This 43 year old Iraqi mother of four young children arrived in Canada with her brother and children in December 2017.

Special needs: She has been referred to a number of settlement services and receives supportive counselling as a survivor of violence and/or torture. She suffers from mental health trauma and faces difficulties getting used to her new community. The physical and mental trauma she has endured, combined with the difficulty of raising four small children alone, has slowed her settlement process. She struggles daily with raising her children, one of whom has Down syndrome.

Support needed: A sponsor would help this family develop life skills in Canada. They need to navigate their local community, connect to leisure activities and learn more about Canadian society and social norms. Additional assistance would allow the mother to learn English, continue to address her physical and mental health needs and help her gain the independence to make Toronto her home. Her brother is included in the linked profile 1864-11-18.



There are over 10 million refugees who have lost everything.

1 refugee without hope
is too many.

For more information about the JAS program or to get more on these JAS Refugee Profiles, contact our Refugee Resettlement Project Worker at paznavehzadeh@rstp.ca or visit the RSTP website - [JAS page](#)

Upcoming RSTP Workshops & Webinars

Workshops

Workshop with IRCC

How to Prepare and Submit an Application as a G5/CS

Date: Monday, December 10, 2018

Time: 5:30 pm to 8:30 pm EST

Where: Christ Church Cathedral, 414 Sparks Street, Ottawa, Ontario K1R 0B2

Description: RSTP and IRCC are hosting this workshop in Ottawa for individuals interested in submitting applications under the PSR program as a Group of Five or a Community Sponsor.

Attendees would learn about:

- How to complete the new application forms released on May 01, 2018;
- The new requirements for Groups of Five and Community Sponsors that came into effect on May 01, 2018;
- How IRCC processes PSR applications submitted by Groups of Five and Community Sponsors;
- IRCC's post-arrival financial and settlement support standards for PSR applications; and,
- IRCC's monitoring and assurance framework for PSR applications.

Register by clicking [here](#)

Training Session: Introduction to Sponsoring Refugees as a Group of Five

Date: Thursday, December 13, 2018

Time: 5:30 pm to 8:00 pm MST

Where: Catholic Social Services - 8212 - 118 Avenue, Edmonton, AB T5B 0S3

Please email Tolonbek Karpekov (CSS) to **register** at tolonbek.karpekov@cssalberta.ca

For further information, please contact me at mscott@rstp.ca

Webinars

The PSR Program: Who Can Sponsor and Who Can Be Sponsored

Date: Wednesday, December 5, 2018

Time: 1:00 PM - 3:00 PM CST

For more information & to register, please click: [here](#)

The PSR Program: How to Prepare and Submit a Successful Application Package

Date: Tuesday, December 11, 2018

Time: 1:00 PM - 3:00 PM CST

For more information & to register, please click: [here](#)

How to Submit a PSR Sponsorship Application to ROC-O via Email

Date: Wednesday, December 12, 2018

Time: 3:00 pm - 4:00 pm EST

For more information & to register, please click: [here](#)

For more information, please visit:

<http://www.rstp.ca/en/training/>



RSTP Beth Daniels leads a workshop on Expectations vs Reality. Photo credit: [@refugee613](#)

