

Key “In Canada” Operational Contacts and Activities in the Private Sponsorship of Refugees Program

The purpose of this document is to confirm key in-Canada Immigration, Refugees and Citizenship Canada (IRCC) contacts in the Private Sponsorship of Refugees (PSR) Program, and to highlight their primary roles and activities.

PSR application process and pre-arrival case inquiries:

Who undertakes these activities?

- ✓ The Resettlement Operations Centre in Ottawa (ROC-O)

How do I contact this team?

- ✓ Email Address: IRCC.INROCO-CORORI.IRCC@cic.gc.ca

What does the ROC-O do?

1. Receives and assesses all PSR sponsorship applications.
2. Responds to inquiries on case-specific follow up requests on approved sponsorship applications.
3. Assesses and processes sponsorship withdrawals, adds dependents and deals with one year window cases.
4. Issues the pre-Notification of Arrival Transmission (NAT) and the official NAT.
5. Processes re-destination/secondary migration of privately sponsored refugees.
6. Prepares Blended Visa Office Referred (BVOR) profiles and assesses BVOR sponsorship applications.

Note that if the case is still overseas, for inquiries on the Primary Applicant’s application you should communicate with the Migration Office, and copy the ROC-O.

PSR Program guidance and support:

Who undertakes these activities?

- ✓ The Resettlement Services PSR Team

How do I contact this team?

- ✓ Email Address: IRCC.INPSR-PPPRRI.IRCC@cic.gc.ca

What does the Resettlement Services PSR Team do?

1. Deals with sponsorship agreement holder (SAH) agreement inquiries, and actions, such as change of status.
2. Manages the SAH global cap and allocations.
3. Works with, and assesses, new organizations applying to become a SAH.

4. Deals with changes in SAH contact information, or organizational changes.

Post-arrival assurance activities:

Who undertakes these activities?

- ✓ The Resettlement Services Assurance Team (RSAT)

How do I contact this team?

- ✓ Email Address: IRCC.PSRCaseReview-RevuedecasPSR.IRCC@cic.gc.ca

What does the RSAT do?

1. **Reported cases:** Addresses individual cases with reported potential issues of inadequate financial or non-financial support for groups of five, community sponsors and SAHs. These specific cases are reported to IRCC from various partners.
2. **Proactive monitoring:** Conducts outreach to a random sample of refugees to confirm that adequate supports are being provided, and to address any issues that are identified. This work is initially only conducted with the refugees, but sponsors will be informed if potential concerns are identified so that they have an opportunity to resolve the issue.
3. **Reactive monitoring:** Assesses sponsor groups with reported concerns to ensure that organizations are meeting their sponsorship commitments. These arise following consistent problematic trends in many case-specific issues, or if more serious allegations are reported, to obtain a more in-depth look into potential concerns.
4. Provides guidance and support to sponsoring groups on post-arrival issues.
5. Declares sponsorship breakdowns and defaults on cases.

See “PSR Post-arrival Assurance Activities” document for more detailed information on RSAT’s actions.