

## **COVID-19 – Update from IRCC on submission of refugee sponsorship applications**

Due to the COVID-19 outbreak, IRCC offices have scaled down their services to the public as of March 17, 2020.

Following the directive of Canada's Chief Public Health Officer and local health authorities, all ROC-O employees are teleworking in an effort to limit the spread of COVID-19.

Due to the current disruption to normal operations, ROC-O continues to process **e-mailed** sponsorship applications. In order to avoid duplication, sponsorship applications already submitted by mail should NOT be resubmitted by email. The mailed applications will be processed when IRCC resumes normal operations.

IRCC therefore strongly encourages sponsors to **only** submit sponsorship applications to ROC-O via **e-mail**. We are currently unable to provide specific information on processing times due to the quickly evolving nature of the COVID-19 situation.

Moreover, some Canadian embassies and consulates have either reduced their operations or closed their offices until further notice. Due to the evolving situation, there may be delays in the processing of applications, regardless of type/category.

We will contact you when further information is available.

These instructions are in effect until further notice.