RSTP Bulletin

The latest news and updates on Canada's Refugee Sponsorship and Resettlement Programs

ArriveCAN and Sponsored Refugees

As of November 21, 2020, all persons entering Canada by air, including sponsored refugees, need to submit the following information via ArriveCAN before they board their flight:

- Their contact and travel information;
- Details of their quarantine plan; and,
- A COVID-19 symptom self-assessment.

After arrival in Canada, they must use ArriveCAN or call the 1-833-641-0343 toll-free line to:

- Confirm they have arrived at their place of quarantine within 48 hours of entering Canada; and,
- Complete a daily COVID-19 symptom self-assessment during their quarantine period.

IRCC is aware of the challenges sponsored refugees may have using ArriveCAN pre and post-arrival, including not having access to a mobile device or a computer and/or a internet or data connection, as well as the possibility of not having the language or digital literacy skills to provide the requested information.

IRCC is currently working with the Public Health Agency of Canada (PHAC) and their resettlement partners to identify solutions to these challenges.

Question

What option do sponsored refugees select for the "*Document Type*" field when providing their information via ArriveCAN?

Answer

The Single Journey Travel Document (SJTD) is currently being added to the list of selectable documents in ArriveCAN.

In the interim, sponsored refugees should select the "*Passport*" option for this field, their country of birth or nationality in the "*Country of Issue*" field and enter the number for the SJTD in the "*Document Number*" field (the number starts with the letter "T").

Question

Can sponsors assist sponsored refugees with submitting their information pre-arrival?

Answer

Yes, where possible, sponsors can assist sponsored refugees with submitting their information via ArriveCAN.

Question

Will sponsored refugees be denied boarding if they have not submitted their information via ArriveCAN?

Answer

No, sponsored refugees will still be permitted to board their flight if they are not able to submit the required information via ArriveCAN before boarding.

If the information is not submitted before boarding, the airline may provide the refugees with a paper form to complete or a paper form will need to be completed on arrival in Canada.

Question

Where can I get more information?

Answer

Further detailed information about ArriveCAN is available here.

A video walkthrough of ArriveCAN is available here,

Handouts on the pre and post-arrival ArriveCAN requirements are available in several languages here and here (additional languages will be made available shortly).

Sponsors are also strongly encouraged to register and attend a Q&A webinar with the PHAC on Monday December 14, 2020 at 2 PM EST.

UPCOMING RSTP ONLINE WORKSHOPS AND WEBINARS

December 2020 Monthly Webinars

Preparing a Settlement Plan: The Financial and Settlement Responsibilities of Sponsors under the PSR Program

Date: Tuesday December 08, 2020
Time: 3:00 PM - 5:00 PM EST
Registration: Registration (gotowebinar.com)

How to Prepare a Successful Application Package under the Private Sponsorship of Refugees (PSR) Program

Date: Thursday December 10, 2020
Time: 2:00 PM - 4:00 PM EST
Registration: Registration (gotowebinar.com)

How to Submit a Refugee Sponsorship Application to ROC-O Via Email and Updating Applications After Submission

Date: Tuesday December 15, 2020
Time: 3:00 PM - 5:00 PM EST
Registration: Registration (gotowebinar.com)

Preparing for Arrival and Providing Post-Arrival Support: Handling Unrealistic Expectations and Practicing Ethical Consideration

Date: Thursday December 17, 2020
Time: 3:00 PM - 5:00 PM EST
Registration: Registration (gotowebinar.com)

Preparing and Transitioning to Month 13

Date: Tuesday December 22, 2020
Time: 3:00 PM - 4:00 PM EST
Registration: Registration (gotowebinar.com)

Online Workshop for CGs and Co-Sponsors of SAHs

Date: Saturday December 12, 2020
Time: 12:00 PM – 3:00 PM EST
Registration: Meeting Registration - Zoom

Webinars on the Availability of Settlement Services During the COVID-19 Pandemic

Calgary and Southern Alberta

Date: Monday December 07, 2020
Time: 2:00 PM – 3:30 PM MST
Registration: Registration (gotowebinar.com)

Prince Edward Island

Date: Wednesday December 09, 2020
Time: 11:00 AM - 12:30 PM AST
Registration: Registration (gotowebinar.com)

Manitoba

Date: Thursday December 10, 2020
Time: 11:00 AM - 12:30 PM CST
Registration: Registration (gotowebinar.com)

Metro Vancouver

Date: Thursday December 10, 2020
Time: 2:00 PM - 3:30 PM PST
Registration: Registration (gotowebinar.com)

Webinars in French

Le rôle des travailleurs en établissement dans le parrainage privé des réfugiés

Date: Mardi 8 décembre 2020
Heure: 13 h à 15 h (HNE)
Lieu: Zoom
Informations et inscription: Meeting Registration - Zoom

Deux façons d'augmenter les chances de succès de votre demande de parrainage de réfugiés

Date: Jeudi 10 décembre 2020
Heure: 19 h à 21 h (HNE)
Lieu: Zoom
Informations et inscription: Meeting Registration - Zoom