



BVOR NEWS

Refugee
Sponsorship
Training
Program

ISSUE 30. March 2021.

Responses from IRCC on questions related to the travel restrictions and the entry requirements during COVID-19

Q. How will BVOR and JAS newcomers be connected to their sponsors, and at which point?

Sponsors are matched to BVOR and JAS cases when a case is ready to travel. Once a sponsor is matched up with a BVOR or JAS, they will be provided with the applicants email address and / or phone number. If there was no email address or phone number provided, sponsors should follow up with ROC-O at IRCC.INROCO-CORORI.IRCC@cic.gc.ca. It may be that IRCC does not have the applicant's contact information available. If this is the case, ROC-O will work with the mission for their assistance in reaching out to the applicant via IOM or the UNHCR.

Q. Will it be the newcomers that must connect with their sponsors, or will the SPO contact the sponsors with information about which hotel the newcomers are staying in and the phone number?

Arrangements for the 3-day hotel stay will be made by IOM and by the Port of Entry Service Provider and communicated to the refugee/family. You will not be able to visit the refugee newcomers during the 3-day period or while they are in a quarantine facility, if needed. The hotel rooms will have WiFi and phones, so you will be able to contact the refugee newcomers via phone, email or video chat. Sponsors should share their contact information with refugees before they travel. If the refugee is already in the community where they will stay, sponsors will pick the refugees up from the hotel. In these instances the service provider who organized the hotel stay will contact the sponsor to arrange the time to pick up the refugee once they have received a negative COVID test and they are cleared to leave the hotel.

The Blended Visa Office-Referred (BVOR) Program

The BVOR Program helps resettle refugees identified by United Nations Refugee Agency (UNHCR) as the most vulnerable in need of resettlement. It is called blended because it is a cost sharing arrangement. Immigration Refugees and Citizenship Canada (IRCC) provides up to six months of income support for the newcomers, while private sponsors provide another six months of financial support, start-up costs and up to one year of social and emotional support.

Q. How will sponsors provide support with daily ArriveCAN check-in requirements if they do not speak the same language as the newcomer (in cases where there is no family-link)? Should the sponsors arrange for an interpreter to join a 3-way phone call?

Yes, if the sponsor does not speak the language of the refugee they should coordinate for an interpreter to assist with the daily ArriveCAN check-in requirements.

Q. Will interpreters and SPO staff be available 24 hours a day in case they are required?

Yes, resettlement service providers will be reachable to ensure that refugees receive the services they need during the three days they are at the hotel and to ensure compliance with quarantine requirements. Each refugee will be provided with the contact information for the service provider and a means to contact them so they can reach out for immediate assistance if required, without leaving the hotel room.

Q. For newcomers that have to continue on to their final destination after the 3 day quarantine in the hotel, will they then need to quarantine for another 14 days since they maybe exposed to COVID-19 on their domestic flight?

After leaving the hotel, newcomers will be required to complete the quarantine period that is in effect at their final destination. In most locations the quarantine period is a total of 14 days, but please verify with your local public health authorities.

Information on IRCC Survey for Sponsored Refugees

As part of IRCC's monitoring activities, refugees sponsored by Groups of Five and Community Sponsors that are still within their sponsorship period may be randomly selected and invited to complete an online questionnaire. The online questionnaire will be available in English, French, Arabic, Amharic, Dari, Somali and Tigrinya. Further information about the questionnaire, including on how sponsored refugees can ensure the email invite is genuine, can be found at the links below:

- English: [Survey for refugees in the Private Sponsorship of Refugees Program - Canada.ca](#)
- French: [Sondage de prise de contact visant les réfugiés dans le cadre du Programme de parrainage privé de réfugiés - Canada.ca](#)

Further information about IRCC's monitoring activities can be found at:

[PSR-Post-Arrival-Assurance-Activities-Jan-2020.pdf](#) (rstp.ca)

RSTP services to sponsors continue virtually:

RSTP continues to provide a full range of virtual services to Canada's refugee sponsorship community during the COVID-19 pandemic.

Please check our website, www.rstp.ca, for dates and times of upcoming online workshops and courses.

RSTP trainers across Canada are available for virtual consultation from 9 to 5 each day, by appointment. Among the services they provide by telephone, email and virtual platforms are:

- Support with refugee sponsorship applications
- Guidance for sponsors with post-arrival issues

Please refer to our website's contact list for the name, phone number and email address of the RSTP trainer in your region: <http://www.rstp.ca/en/contact-us/>

Subscribe to RSTP's Email List

Subscribe to the RSTP email list by [clicking here](#) to receive the latest updates on how COVID-19 is affecting refugee sponsorship/resettlement to Canada, as well as to get the details of all of our upcoming Online trainings, workshops and webinars as soon as they are posted.



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BLENDED VISA OFFICE-REFERRED (BVOR) PROGRAM

For more information, visit www.rstp.ca or email bvor@rstp.ca

Refugee Sponsorship Training Program

 **CCS**
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 Immigration, Refugees and Citizenship Canada

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