

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 enquiries:

Who undertakes these activities?

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

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 case-specific follow up requests on approved sponsorship applications.
3. Assesses and processes sponsorship withdrawals, add dependents and one year window (OYW) cases.
4. Issues the pre-Notification of Arrival Transmission (NAT) and the official NAT.
5. Processes change of destination requests pre-arrival and at Port of Entry (POE) for PSR and Blended Visa Office Referred (BVOR) cases.
6. Prepares profiles and assesses sponsorship applications for BVOR and JAS.

For enquiries on the Primary Applicant’s application when the case is overseas, you should communicate with the Migration Office, and copy the ROC-O.

PSR Program guidance and support:

Who undertakes these activities?

The Sponsor Engagement Unit (SEU) , Refugee Resettlement Division, Resettlement and Asylum Strategic Operations Branch

How do I contact this team?

Email Address: IRCC.RASOPSR-PPPROSRA.IRCC@cic.gc.ca

What does the Sponsor Engagement Unit do?

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

4. Processes changes in SAH contact information, or organizational changes.
5. Manages the Program Integrity Framework (PIF) and related SAH risk management plans.
6. Funds the Refugee Sponsorship Training Program to provide program updates, training and support to sponsor groups, including Groups of 5 and Community Sponsors, across Canada.

Post-arrival assurance activities:

Who undertakes these activities?

- ✓ The Resettlement Services Assurance Team (RSAT) , Refugee Resettlement Division, Resettlement and Asylum Strategic Operations Branch

How do I contact this team?

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

What does the RSAT do?

1. **Assesses reported cases:** Conducts follow up on individual cases reported to IRCC's attention with potential issues of inadequate financial and/or non-financial support. If potential concerns are noted, a case review will be initiated.
2. **Conducts reactive monitoring:** Reviews active sponsorship cases where there are specific concerns related to the organization and/or individual involved in sponsorship, to ensure that PSR program requirements are being met. If potential concerns are noted, a case review will be initiated.
3. **Conducts routine monitoring:** Reviews a random sample of PSR and BVOR cases, on an ongoing basis, to confirm that adequate supports are being provided to the newcomers. If potential concerns are noted, a case review will be initiated.
4. Provides guidance and support to sponsoring groups on post-arrival program requirements and issues.
5. Declares sponsorship breakdowns and defaults on cases.
6. Processes change of destinations, after arrival, for PSRs and BVORs.

See "*PSR Post-arrival Assurance Activities*" document for more detailed information on RSAT's post-arrival assurance activities.

Permanent Resident (PR) Card Enquiries:

Who undertakes these activities?

- ✓ The Permanent Resident Card Centre of the Case Processing Centre (CPC-PRC) in Sydney, Nova Scotia.

How do I contact this team?

- ✓ Through the IRCC web form: [IRCC web form: Contact us online \(cic.gc.ca\)](#)

- ✓ By mail: [Case Processing Centre: Sydney, Nova Scotia - Canada.ca](#)
- ✓ By telephone: 1-888-242-2100 [Client Support Centre services — Immigration, Refugees and Citizenship Canada - Canada.ca](#)

Interim Federal Health Program (IFHP) Enquiries:

Who undertakes these activities?

- ✓ The Interim Federal Health Program Unit, Migration Health Branch

How do I contact this team?

- ✓ Through the IRCC web form: [IRCC web form: Contact us online \(cic.gc.ca\)](#)
- ✓ By contacting a local IRCC office: [IRCC offices in Canada: By appointment only - Canada.ca](#)
- ✓ By telephone: 1-888-242-2100 [Client Support Centre services — Immigration, Refugees and Citizenship Canada - Canada.ca](#)