

**COUNTRY
CHAPTER**

CAN

CANADA

BY THE GOVERNMENT OF CANADA



1. Resettlement Policy

Canada's resettlement program is administered by the Department of Citizenship and Immigration Canada (CIC). Canada has a long history of providing humanitarian assistance to people fleeing persecution in their homeland or displaced by conflicts. Since World War II Canada has resettled over 700,000 Convention refugees and persons in refugee-like situations. Canada has chosen to protect persons for humanitarian reasons, to meet its international commitments, and to respond to international crises. Canada's resettlement program places emphasis on the protection of refugees and people in refugee-like situations by providing a durable solution to persons in need of resettlement.

With the implementation of the Immigration and Refugee Protection Act in 2002, Canada has placed emphasis upon the following principles for refugees:

- A shift toward protection rather than ability to successfully establish
- Long term, multi-year planning
- Group processing where possible to increase efficiencies and where common group resettlement needs are present
- Rapid family reunification
- Accelerated processing of urgent and vulnerable protection cases
- Balancing inclusiveness with effective management through closer relationship with partners.

Within its overall immigration plan, Canada resettles both Convention refugees and members of Humanitarian-protected Persons Abroad Classes (HPC) - persons who are not Convention refugees but who are in refugee-like situations and require protection through resettlement. Canada allocates a target each year for the resettlement of refugees through its government-assisted program who are eligible to receive financial assistance from the government of Canada. In addition, Canada has the private sponsorship of refugees program, which enables organizations and private individuals to submit undertakings for refugees and persons in refugee-like situations (members of the HPC) for consideration for resettlement. Upon approval, the sponsor is responsible for providing financial assistance for a limited period of time and assisting the refugee with integrating in Canada. All refugees selected by Canada must meet Canadian immigration admissibility requirements. Canada is committed to providing resettlement for cases which UNHCR identifies as being in need of a durable solution. The UNHCR should refer resettlement cases directly to Canadian visa offices.

2. Criteria for Resettlement

2.1 Eligibility

Canada will only consider an applicant for resettlement if s/he is referred by:

- UNHCR
- Another (designated) "Referral Organization"
- A Private Sponsor (i.e. already has an approved private sponsorship)

Only in certain geographic areas are applicants able to apply directly to the Canadian visa office without a referral. For more information, please refer to www.cic.gc.ca.

An applicant must meet the criteria of the 1951 UN Convention or meet the criteria for one of the two Humanitarian-protected Persons Abroad Classes - the Country of Asylum Class and the Source Country Class.

The Country of Asylum Class deals with persons who have fled their countries and who are the victims of war or massive violations of human rights. The Source Country Class deals with persons who remain in their country of citizenship and who are the victims of war or violations of fundamental civil rights or who would meet the Convention definition had they fled their country. The application of the Source Country Class is limited to those countries appearing on a regulated schedule. A Canadian visa officer makes the decision as to whether an applicant falls into one of the above categories.

Canada has specific guidelines for assessing gender-based persecution which are taken into account when an eligibility decision is made.

Normally, applicants must show potential to become self-sufficient and successfully establish in Canada within a 3 to 5 year time frame. Factors such as education, presence of a support network (family or sponsor) in Canada, work experience and qualifications, ability to learn to speak English or French and other personal suitability factors such as resourcefulness will be taken into account by visa officers. However, this criteria does not apply to refugees determined by a visa officer who fall within the categories: 'urgent need of protection' or 'vulnerable'. ... (see section 6).

2.2 Admissibility

For a refugee to be accepted by Canada he/she must pass:

- a medical examination - Successful applicants must not be suffering from a medical condition which is likely to be a danger to public health or safety;
- criminal screening - Refugees are not required to submit police certificates from their country of origin;
- security screening - Canada will not accept combatants who have participated in war crimes or crimes against humanity. Senior officials, including former or serving senior military officials, from certain regimes and individuals who belong to organizations that espouse violence are inadmissible under the Immigration and Refugee Protection Act. For more information, please contact a Canadian visa office.

3. Resettlement Allocations / Processing Priorities

An annual resettlement target is established by the Minister of Citizenship and Immigration for government-assisted refugees following consultations within CIC, and with provincial governments, Canadian non-governmental organizations (NGOs) and the UNHCR. For 2007 the target is 7,300 - 7,500 persons. The annual target is then allocated among visa offices on the basis of estimated resettlement need.

Visa offices that have met their target and offices which do not have a target, and which identify refugees in need of resettlement can make a request to CIC, NHQ for additional places. Resettlement needs and visa office targets are monitored and adjustments are made to visa office targets on a quarterly basis as required.

The target number refers to individuals, not cases, and operates on the calendar year. Refugees must actually be granted permanent residence in Canada to be counted as part of the annual target, although processing can be carried over into the next calendar year. In addition to establishing the number of government-assisted refugees to take in a calendar year, a range is established for the number of persons expected to be resettled under the Private Sponsorship of Refugees program (refer to section 7.6). For 2007 the range established for privately sponsored refugees is 3,000 – 4,500 individuals.

4. Submission and Processing via Dossier Selection

Interviews are required in most cases. In cases where an urgent protection need has been identified or in other cases that are fully documented, the visa officer may waive the interview.

5. Submissions and Processing via In Country Selection

5.1 Case Documentation

The following documents should be included with a submission to Canada:

- completed UNHCR Resettlement Registration Form (RRF), ensuring all sections are completed (to be sent electronically where possible);
- other relevant documentation (e.g. medical certificates, birth certificates etc.);
- covering letter explaining why the refugee requires resettlement and whether he or she is at risk or falls into a vulnerable category.

For urgent protection cases, reasons for requesting urgent processing should be clearly stated. (See section 6.)

In order to begin processing an application for immigration to Canada an application for permanent residence (IMM0008) must be completed by the applicant. This form is available online (www.cic.gc.ca) or may be provided to an applicant by a Canadian visa office. It is very important that this form be completed completely and accurately. In locations where UNHCR RRF applications are submitted to Canada electronically, this step will not be necessary. This form will be automatically converted into an IMM0008.

5.2 Routing of Submissions

Canada has a decentralized system in which cases are submitted, decisions made and applications processed in the field. Submissions should be made directly to the responsible Canadian visa office.

For more information on Canadian visa offices and their area of responsibility please consult the following website: www.cic.gc.ca. For information about Canada's refugee resettlement program consult: www.cic.gc.ca/refugees.

5.3 Decision-Making Process

Applicants will normally be interviewed by a visa officer who will determine whether the applicant meets Canadian eligibility and admissibility criteria (see sections 2.1 and 2.2). Medical examinations are requested if a refugee has been accepted and must be carried out prior to issuance of an immigrant visa. The criminality and security screening also takes place at this time.

The final decision as to whether to accept or reject an applicant will be made by the visa office based on the results of the interview, medical examination, and criminality and security checks. If an applicant is refused he/she will be informed of the negative decision and a letter outlining the reasons for the refusal will be sent to the applicant.

5.4 Recourse Processing

In the case of a refusal where the UNHCR requests reconsideration, the Immigration Program Manager at the responsible visa office should be contacted. There is no formal appeal system at the visa office and there is no formal appeal system in Canada for resettlement cases refused by visa officers. Refused cases may, however, be brought before the Federal Court of Canada. In addition, if there are compelling reasons to believe that Canadian resettlement policy has not been interpreted properly, further advice can be requested from UNHCR BO Ottawa.

5.5 Processing Times

Processing times for applications vary greatly among visa offices depending on such factors as circumstances in a particular world area, caseload at the visa office, location of refugee populations, incidence of medical problems and resources available with which to process cases. In the event of an urgent case, the Canadian visa office should be clearly advised at the time of submission in order that processing may be expedited.

5.6 Immigrant loans and Contributions

In the case of refugees, an immigrant loan may be authorized to cover the cost of transportation to Canada, immigration medical examinations (see Section 9), and where necessary transportation to the interview with the visa officer.

A refugee must demonstrate the need for and the potential to repay the loan. Refugees are required to begin repaying the loan (in monthly installments) shortly following arrival in Canada. Under certain circumstances loan repayment may be deferred for up to two years. Special needs refugees may be granted financial assistance in the form of a contribution which does not have to be repaid.

6. Emergency Cases

Canada's Urgent Protection Program (UPP) is intended to respond to requests from the UNHCR (emergency submissions) to provide urgent protection to persons who qualify for resettlement and who are in need of urgent protection because of immediate threats to their life, liberty or physical safety. Such cases are to be submitted directly to the appropriate visa office. The visa office will then inform the relevant UNHCR within 24 hours as to whether the visa office can respond to the emergency request.

Wherever possible, Canada's policy is to try to have the person en route to Canada within three to five days of the referral from the UNHCR. Canadian visa officers may also determine a refugee to be vulnerable - the person has a greater need of protection than other applicants because of the person's particular circumstances that give rise to a heightened risk to his/her physical safety or well being. The vulnerability may result from circumstances such as lack of protection normally provided by a family or a medical condition. Canadian visa offices process vulnerable cases before regular refugee cases.

In urgent protection cases, Canada's policy is to try to complete the immigrant processing so that refugees may become permanent residents on arrival in Canada. When this is not possible, a visa office may issue a Temporary Resident Permit instead of an immigrant visa. The Temporary Resident Permit document allows a refugee to travel to Canada before all the background (medical, security, criminality) checks have been completed. The refugee will subsequently apply for landing (permanent residence) in Canada and undergo or complete medical and background checks.

All urgent protection cases should be submitted directly to the Immigration Program Manager at the Canadian visa office, with supporting documentation as described in Section 5. An explanation as to why UNHCR believes the case to be an emergency or urgent one should be included with the submission. Both refugees admitted under the UPP program and those determined by a visa officer as vulnerable are not required to demonstrate an ability to successfully establish in Canada.

7. Refugees with Special Needs

7.1 Refugees with Medical Needs

Refugee cases involving special medical needs should, where possible, be flagged for the responsible Canadian visa office. If the medical condition presents a danger to public health or safety an applicant may fail Canada's medical examination.

In Canada, provincial governments are responsible for health care and social services. Some health conditions may require frequent or costly medical treatment. As part of the annual target setting exercise, these types of cases are discussed during the consultations with the provinces to ensure adequate care is available.

Depending on the circumstances of the case, refugees with medical conditions may need to be destined to particular areas where the required medical services are available.

As a result, processing times for such cases may be lengthy. Other medical conditions may require substantial support from other persons. Thus, when recommending refugee cases with medical conditions it is worth considering the presence of accompanying or other family in Canada able to assist the refugee. It is recommended that UNHCR consult with the responsible Canadian visa office if there are questions regarding referral of a specific case.

7.2 Survivors of Violence and Torture

Persons who are survivors of violence and torture and who may need additional assistance establishing in Canada may be processed under the Joint Assistance Sponsorship Program (please refer to section 7.7 for details). Treatment for such cases is available in a number of Canadian cities. Cases should be submitted directly to the visa office with any need for follow-up treatment noted in the submission.

7.3 Women at Risk

The aim of the Canadian Women-at-Risk program is to provide protection and assistance to refugee women who are in critical situations or in need of special attention. The program recognizes that women in these circumstances require additional assistance to establish successfully in Canada.

Canada defines women-at-risk as women without the normal protection of a family who find themselves in precarious situations and whose safety is in jeopardy in countries of first asylum. Urgent need of protection and vulnerable cases are given priority (see section 6). However, women-at-risk may also be women who are not in immediate danger, but who are living in unstable conditions and for whom resettlement in a third country offers the only solution. To be eligible for this program, women-at-risk must be Convention refugees or members of one of the Humanitarian-protected Persons Abroad Classes.

The ability to successfully establish will be assessed by Canadian visa officers on a 'sliding scale'; that is, the greater the need for protection or the more immediate the danger the less weight will be placed on establishment considerations. In cases of refugees in urgent need of protection or vulnerable, ability to establish criteria will not be applied. In other words, women-at-risk may be accepted despite having limited settlement prospects.

Routing of Submissions

All women-at-risk cases should be submitted directly to the responsible Canadian visa office. Please complete the UNHCR RRF and Social Assessment forms. Emergency or urgent cases should be clearly marked and accompanied with an outline of the reasons for urgency.

7.4 Children

Depending on the circumstances of the case, if an unaccompanied minor is to be reunited with immediate family in Canada, he or she could be eligible for consideration under: the one year window of opportunity (see section 8.2), submitted as a refugee in his or her own right, be privately sponsored or be sponsored under Canada's Family Class program. Canada currently does not accept for resettlement, minors who have no immediate family in Canada.

7.5 Elderly

Elderly refugees with close family ties to Canada can be considered for resettlement in order to reunite families that have been separated. Canada's policy is to keep families together. Therefore, if an elderly refugee is dependent on another refugee being referred to Canada for resettlement, he or she may be considered under the resettlement program.

Elderly refugees without close family ties in Canada and who are not accompanied by family members can be considered for resettlement when there are compelling protection needs. Such cases would likely require additional settlement assistance and may be eligible for a Joint Assistance Sponsorship (JAS – see section 7.7).

7.6 Private Sponsorship

Through the provisions of the Immigration and Refugee Protection Act and Regulations, the Government of Canada encourages Canadian public involvement in the resettlement from abroad of Convention refugees and members of the HPC. In some cases, these persons would not otherwise meet the eligibility requirements without the added support a private sponsor provides.

Under this category, NGOs, churches, communities, organizations and individuals agree to sponsor refugees by entering into an agreement with the Department of Citizenship and Immigration.

In 2006, over 3300 privately sponsored refugees were landed in Canada.

The sponsorship of refugees by Canadian citizens and permanent residents allows for the admission of refugees in addition to the number whose admission is financially assisted by the federal government. Sponsoring groups commit to providing the sponsored refugee with basic assistance in the form of accommodation, clothing, food and settlement assistance normally for one year from the refugee's date of arrival in Canada. The sponsorship period may be up to thirty-six months in exceptional circumstances. The sponsoring group also assists the refugee to find employment and become self supporting within the period of the sponsorship agreement. Private sponsors may identify a refugee they wish to assist or may ask that a Canadian visa office refer an appropriate case to them. Private sponsorship may assist with UNHCR-identified cases which have been referred to a Canadian visa office but which appear to require greater levels of support in establishing in Canada.

Criteria

Eligibility and admissibility criteria as described in Section 2 apply to privately sponsored cases.

7.7 Joint Assistance Sponsorship (JAS)

A Joint Assistance Sponsorship provides for the Government and a private sponsorship group to share the responsibilities of sponsorship for refugees who are in need of assistance over and above that which is provided through either Government assistance or private sponsorship alone. The Canadian Government assumes financial responsibility while the group is committed to ensure the refugee's integration. The period of sponsorship may be extended for up to two years, during which time the refugee is expected to become self-sufficient.

The numbers for this type of sponsorship have increased over the last several years but are considered on a case by case basis. This program is intended for refugees with special needs, meaning that the person has greater need of settlement assistance than other resettled refugees. Those selected for the joint assistance include refugees whose personal circumstances may include, a large number of family members, trauma from violence or torture, medical disabilities or the effects of systemic discrimination.

Eligibility and admissibility criteria are applicable. There is, however, some flexibility on ability to successfully establish criteria because of the additional support available to the refugees. In some situations, transportation and medical costs may be covered by a contribution as opposed to a loan.

8. Family Reunification of Refugees

8.1 Policy concerning Family Reunification

The concept of family unit for refugee resettlement purposes includes individuals who meet the definition of family members. Family members are spouses, common-law partners (including same sex partnerships) and dependent children. In addition, administrative guidelines exist to include individuals who do not meet the legal definition of family member, but who are emotionally or economically dependent on the family unit. These individuals, who are dependent on the family unit, are de facto dependants.

An example of the de facto dependant would be an elderly relative who has always lived with the family. By the use of flexibility and appropriate discretion in determining who is part of the family unit, Canadian visa officers are asked to make every effort to ensure that refugee families are not separated at the time of selection.

8.2 The One Year Window of Opportunity

The rationale for this policy initiative is based on the need to implement facilitative measures that help reduce separation periods during the processing of refugee families.

One of the objectives of the *Immigration and Refugee Protection Act*, with respect to immigration, is to see that families are kept together and, where that is not possible, that they are reunited in Canada as quickly as possible. In order to facilitate the rapid reunification of families, the Refugee and Humanitarian Resettlement Program allows for the concurrent processing of refugee families. In some situations, however, family members' whereabouts are unknown. In others, the conditions in the country of origin prohibit them from being processed with the principal applicant. To facilitate family reunification in these cases, the "one-year window" (OYW) regulations were introduced in 2002. Separated family members are referred to as non-accompanying family members. The regulatory provisions allow non-accompanying family members to derive the principal applicant's (PA) refugee status and to apply without the need for a family class sponsorship.

To qualify the principal applicant must have identified immediate family members prior to departure for Canada.

The immediate family members (spouse, common-law partners and dependant children) must submit an application at a visa office within one year from the date the principal applicant arrives in Canada.

It is therefore very important that all immediate family members be identified on the principal applicant's (IMM0008) application even if their present location is unknown. Dependants of refugees who do not qualify under the "One Year Window of Opportunity" may qualify as refugees in their own right, may be sponsored under the Private Sponsorship of Refugees Program or be sponsored under the Family Class depending on the circumstances. Please contact the Canadian visa office if you have additional questions on other immigrant categories.

9. Medical Requirements

Canada requires that all applicants must not be suffering from a medical condition which is likely to be a danger to public health or safety. As a result, all immigrants to Canada including refugees must pass a medical examination which is provided by a local physician ("designated medical practitioner" or panel physician) who is authorised by the Canadian Government. A Canadian physician employed by Citizenship and Immigration Canada then assesses the results of the medical examination. Canada does not provide counselling to persons found to have serious medical conditions during the course of the immigrant medical examination although counselling is provided to persons who test positive for HIV.

This program is available to both government-assisted and privately sponsored refugees. In countries where the International Organisation for Migration (IOM) is arranging travel for the refugees, IOM may also arrange and prepay medical examinations. Canada later reimburses IOM for cost incurred on behalf of refugees resettled to Canada. IOM absorbs the examination costs of unsuccessful refugee applicants.

10. Travel

Arrangements for travel to Canada are generally made by the International Organisation for Migration (IOM) in co-ordination with the visa office. Immigrant loans are available to refugees and members of the HPC to cover the cost of travel to Canada. In exceptional circumstances, individuals identified as special needs refugees may be eligible for contributions to cover travel costs. The visa office must request authorisation from the Refugees Branch at CIC Headquarters for a travel contribution.

11. Status on Arrival in Canada

Except for those who are issued a Temporary Resident Permit, all refugees processed overseas are granted permanent residence status upon arrival in Canada. Those who arrive with Temporary Resident Permits may apply for permanent residence once medical and background checks are passed or after a period of five years. Refugees who are permanent residents of Canada may seek employment immediately after arrival in Canada and are eligible to apply for Canadian citizenship after three years of continuous residence in Canada.

Refugees in Canada for two years or less who wish to leave Canada to repatriate to their home country and who do not have the means to do so, may apply to Citizenship and Immigration for assistance.

However, it is only in rare cases that the Canadian Government pays for repatriation. Refugees in Canada for more than two years, who are on social assistance, should apply to UNHCR for repatriation.

12. Settlement and Community Services

12.1 Overview of Integration

Canada's settlement programs for newcomers help immigrants and refugees become participating and contributing members of Canadian society, and promote an acceptance of newcomers by Canadians.

A key element in Canada's strategy for integration of newcomers is a differentiation between the immigration stream and the refugee stream, thus creating two programming areas. Although the objectives of successful integration and permanent settlement are the same for immigrants and refugees, the special needs of refugees are recognized and efforts are made to meet these needs. Canada has the benefit of many years of experience resettling refugees from all parts of the world and offers settlement services to meet the diverse needs of these newcomers to Canada.

12.2 Services to Refugees

Most services are available to both immigrants and refugees. However, the Resettlement Assistance Program (RAP) offers income support and a range of immediate essential services that are available exclusively to government-assisted refugees. Refugees who are resettled under the Private Sponsorship of Refugees program receive financial and integration assistance from their sponsor. The goals of these programs are to support refugees in their efforts to become self-sufficient as quickly as possible.

12.3 Refugee Reception

Upon arrival at a port of entry, refugees in transit are assisted with inland transportation. Arrangements are also made for overnight accommodation and meals, if required. Arrangements are normally made for refugees who need additional reception assistance to be greeted at their final destination. Refugees who arrive in Canada between mid-October and mid-April are provided with any necessary winter clothing.

12.4 Beginning Settlement Housing

Temporary accommodation is provided to government-assisted refugees until permanent housing is secured. In some cases, this accommodation is purchased commercially from hotels and motels. In other cases, accommodation is purchased from organizations that provide reception house services. These reception houses offer a more holistic and communal environment than do hotels and motels, and help alleviate feelings of abandonment and isolation felt by many refugees upon their arrival in Canada.

Basic Needs of Life

Assistance for the basic needs of life (food, clothing, shelter) is available for up to 12 months after arrival, or until the refugee becomes self-supporting, whichever comes first. Assistance may be extended for an additional 12 months for special needs cases processed as a Joint Assistance Sponsorship (JAS). Essential household furnishings and sundries are also provided.

Referral to Settlement Services

Refugees are assisted with applications for medical insurance, social insurance numbers and family allowance and with transfer and translation of employment records. They are also referred to language training and other services provided through the settlement programs.

12.5 Settlement Services for Immigrants and Refugees

In Canada, settlement services are not delivered directly by the federal government. Rather, the department of Citizenship and Immigration Canada funds eligible individuals, non-profit organizations, agencies serving immigrants, community groups, businesses, provincial and municipal governments, and educational institutions (called Service Provider Organizations, or SPOs) to provide essential services. Many SPOs have individuals on staff from the refugee's country of origin able to speak the refugee's language and share the refugee's culture.

12.6 Orientation Materials

Orientation materials have been developed to facilitate newcomers' understanding of the Canadian way of life and society.

Both written and audio-visual materials are being used overseas in cultural orientation sessions at Canadian visa offices' waiting rooms, and in local offices and immigrant serving agencies across Canada.

12.7 Referral

Refugees are referred to various resources in the community which provide assistance with aspects of daily life such as: public transportation, banking, day-care and babysitting, school registration, shopping for food and clothing, budgeting, nutrition and food preparation, household management, safety, and housing, especially dealing with landlords and utility companies, etc.

12.8 Community Information/Orientation

Refugees are introduced to the local community to provide them with a sense of belonging to the new community, and to receive information concerning their rights and obligations.

12.9 Interpretation and Translation

Interpreters are available to assist refugees in their day-to-day activities and in accessing services prior to their becoming functional in English or French. Translation services are available for documentation relating to employment, health, education and legal matters.

12.10 Para-Professional Counselling

Non-therapeutic services (identifying needs, determining how to meet those needs and helping the newcomer get help) are available to refugees having difficulties adjusting to life in Canada.

12.11 Employment-Related Services

These services include assistance in obtaining required certification of education and/or trade documents, and job finding clubs which hold sessions on job search techniques, including résumé writing, interview skills and use of the telephone. Canada has also a befriending program to assist refugees overcome the stress of moving to a new country by having a friend familiar with Canadian ways available to guide them. Through the Host Program newcomers are matched with volunteer individuals and groups (the hosts) who help them find out about available services and how to use them, practice English or French, make contacts in their employment fields and participate in community activities. In return, host volunteers acquire new friends, learn about other cultures and strengthen community life.

12.12 Health

Refugees are eligible for provincial health coverage no later than 90 days after arrival in the province in which they intend to reside. The federal government provides essential and emergency health care coverage to refugees in need of assistance as an interim measure pending eligibility for provincial health benefits.

12.13 Language Training

Canada understands that by developing language skills, refugees are assisted in the integration process and are better able to function in and contribute to Canadian society. Therefore, instruction in one of Canada's two official languages is available to adult immigrants and refugees through federal and/or provincially funded programs. Children generally develop their language skills through regular attendance at school, with supplementary instruction as required.

12.14 Education

Elementary and secondary schools fall under provincial jurisdiction. All across Canada, immigrant and refugee children are welcome to attend provincially funded public schools. Post-secondary education is not free in Canada, but neither is it restricted to the affluent. Entrance to colleges and universities is based on a person's educational abilities, as demonstrated through high-school grades, and sometimes through equivalent work and/or voluntary experience.

12.15 Employment and Vocational Training




Employment and training programs are administered by Human Resources and Skills Development Canada (HRSDC). While many of HRSDC's programs are available only to clients who are eligible for Employment Insurance (EI), all residents of Canada, including newly arrived immigrants and refugees, have access to the National Employment Service, which includes labour market information, the Electronic Labour Exchange, and the National Job Bank.

Furthermore, all unemployed Canadians have access to the services offered through community organizations that have been contracted under the Employment Assistance Services (EAS) support measure. Through the local planning process, local Human Resource Centers of Canada will work with provinces, other federal departments, and other partners to identify gaps in service, collaborate on alternative means of serving immigrants and refugees, and encourage the community to share in providing support to those individuals who are not eligible for employment benefits.

13. Reference materials

13.1 Other Useful Reference Material:

The following document may be obtained through Canadian Visa Offices or visiting the CIC website: Overseas

-  Processing Manual Chapter OP 5 Refugees – Protected Persons.
-  Immigration and Refugee Board Guidelines on Women Refugee Claimants
-  Fearing Gender-Related Persecution

13.2 Websites:

- Refugee Resettlement Partners Web Site: <http://www.cic.gc.ca/refugees>
- Citizenship and Immigration Canada: www.cic.gc.ca
- Immigration and Refugee Board: www.irb.gc.ca
- Ministère des Relations avec les citoyens et de l'immigration (Québec) www.immq.gouv.qc.ca