



# Front-end processes

Front-end processes for refugee claimants are rapidly changing as applications are digitized and government seeks new efficiencies. This infographic has been designed to assist service providers in keeping up with these changes.

## Basic process overview for all refugee claims:

Application made either at Port of Entry (to CBSA) or Inland (to IRCC)\* → Eligibility determination is made by CBSA or IRCC → Eligible claims referred to the Immigration and Refugee Board (IRB) for determination

### \*Providing information to IRCC and CBSA

Claimants must provide detailed biographical information as part of their refugee application.

There are two existing mechanisms that may be available to claimants to send their information to CBSA or IRCC.

CBSA previously used an older portal called the Canadian Refugee Protection Portal (CRPP). They have transitioned to only using the IRCC Portal/eApp. Any incomplete applications on the old CRPP were deleted on June 8, 2023 for privacy reasons.



#### 1. IRCC Portal/eApp

What is the portal?

- Online refugee claim application
- Launched September 2022 for all new claims initiated with IRCC (inland claims)
- Used for all new claims initiated with CBSA as of March 11, 2023

Additional information about the portal:

- Port of Entry (POE) claimants will receive portal instructions from CBSA
- Completing the portal will lead to earlier scheduling of deferred examinations. It is also necessary for the receipt of work permits for those with deferred examinations



#### 2. Paper forms

What are the paper forms?

- Set of forms to collect information, include: [Generic Application](#), [Schedule A](#), [Schedule 12](#)
- Prior to the introduction of the online portals, these forms were used by CBSA and IRCC for all claims

Who can use the paper forms?

- CBSA fills these forms with claimants whose claims are fully processed for eligibility at the POE
- Any claimant who is directed to use the portal can request an exemption to send in paper forms for either an inland or POE claim. Note that processing times will be longer as the data is entered manually

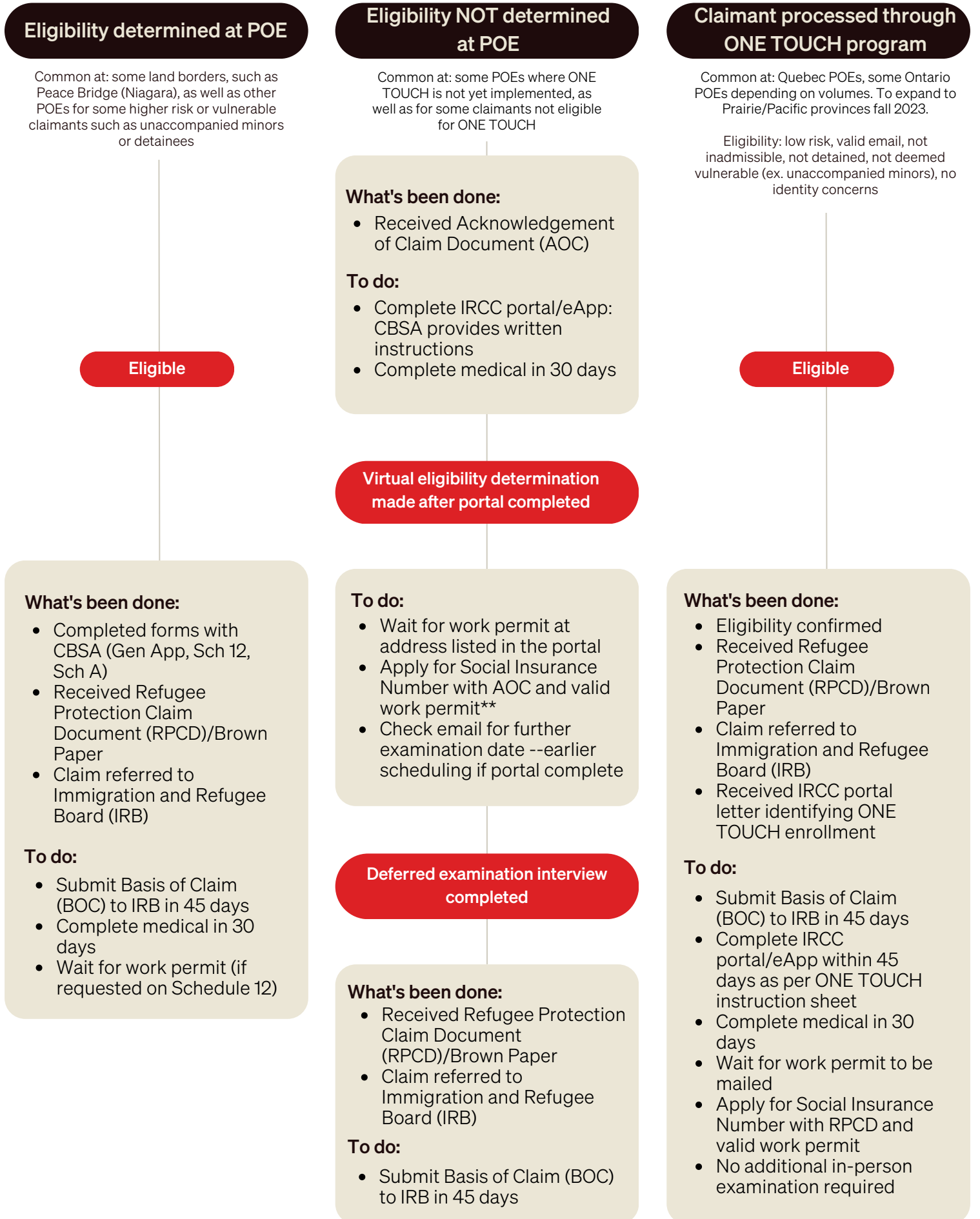
### IMPORTANT!

The information entered in either of the above formats is considered by the IRB in deciding a refugee claim. It is highly recommended that claimants be assisted by qualified legal counsel.



The below flow charts outline the current front-end processing for refugee claimants depending on where they make their claim, when their eligibility is determined, and whether or not they are part of the ONE TOUCH pilot:

## • Port of Entry (POE) Claims





## • Inland claims

### Claim submitted via IRCC portal/e-App

#### What will happen via the portal:

- Basis of Claim (BOC) is submitted
- Confirmation of submission
- Acknowledgement of Claim Document (AOC)
- Medical instructions
- Instructions re: biometrics and eligibility interview

#### To do:

- Complete medical in 30 days
- Wait for work permit to be mailed to updated address in completed portal
- Apply for Social Insurance Number with AOC and valid work permit\*\*
- Attend in-person biometrics appointment and eligibility interview with IRCC

Eligible

#### What's been done:

- Received Refugee Protection Claim Document (RPCD)/Brown Paper

## CBSA + IRCC email addresses

To request to send in paper forms in lieu of the portal:

[IRCC.RefugeePortalExemption-ExemptionPortailRefugies.IRCC@cic.gc.ca](mailto:IRCC.RefugeePortalExemption-ExemptionPortailRefugies.IRCC@cic.gc.ca)

To request technical assistance with the portal (for counsel and representatives):

[IRCC.AsylumTechSupport-SupportTechAsile.IRCC@cic.gc.ca](mailto:IRCC.AsylumTechSupport-SupportTechAsile.IRCC@cic.gc.ca)

To request a change of venue for deferred examination if moved from Quebec (unless new address entered into portal):

[CTU-PUBLIC@cbsa-asfc.gc.ca](mailto:CTU-PUBLIC@cbsa-asfc.gc.ca)

Generic email for CBSA assistance:

[CBSA.Asylum-Asile.ASFC@CBSA-ASFC.gc.ca](mailto:CBSA.Asylum-Asile.ASFC@CBSA-ASFC.gc.ca)

## • Ineligible claims

### Claimant found ineligible (POE or inland)

#### What's been done:

- Received RCPD/Brown Paper stating ineligibility
- Removal order issued

#### To do:

- Wait for CBSA to serve a Pre-Removal Risk Assessment (PRRA)
- Apply for a work permit if don't have already (fees apply)

#### Moratorium countries:

- Won't receive PRRA because removal order not enforceable
- Can apply for work permit (fees apply)

## Keeping addresses updated

#### With IRCC:

- Can be updated via eApp/portal once the application has been completed
- Can be updated via [IRCC webform](#) if portal application is not complete or if another method of submitting the application was used

#### With IRB:

- Must be updated directly with IRB once claim has been referred. ONE TOUCH claimants should take particular note
- Can be updated using form in claimants package via fax, mail, email or in-person

## \*\*Work permits without RPCD

- A [temporary public policy](#) was put in place November 2022 to allow the receipt of a work permit before a claim is referred to the IRB

#### Conditions:

- Work permit has been requested
- Portal application complete
- Biometrics taken
- Medical exam complete
- Eligibility determined -- this can be done virtually once the above conditions are met
- A claimant does not need to submit a work permit application IF they have requested a work permit through the portal or the Schedule 12
- Work permit will be sent to the most recent address provided to IRCC
- SIN can be applied for at Service Canada with a valid work permit and one of: AOC or RPCD