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 three existing mechanisms that may be available to claimants to send their information to CBSA or IRCC.

Close attention should be given to instructions provided to the claimant, as CBSA is in a period of transition from an older portal to a newer one

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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

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3. 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

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2. Canadian Refugee Protection Portal (CRPP)

What is the CRPP?
- Online refugee claim application for claims initiated with CBSA
- No longer available for new claims initiated with CBSA as of March 11, 2023. CBSA is now directing people to use the IRCC portal/eApp

What happens to existing applications made on the CRPP?
- Incomplete CRPP application must be completed by June 8, 2023. Then all information in all incomplete applications will be deleted for privacy reasons

IMPORTANT!
The information entered in any 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 Quebec based ONE TOUCH pilot:

• Port of Entry (POE) Claims

Eligibility determined at POE	Eligibility NOT determined at POE	Claimant processed through ONE TOUCH program

Common at: some land borders with Safe Third Country exceptions, such as Peace Bridge (Niagara), for some higher risk or vulnerable claimants such as unaccompanied minors or detainees

Common at: Roxham Road/Lacolle, Toronto Pearson Airport

Common at: Pierre Elliott Trudeau Airport, Lacolle. Currently a Quebec pilot. Likely to expand to Greater Toronto Area

Eligibility: low risk, valid email, not inadmissible, not detained, not deemed vulnerable (ex. unaccompanied minors), no identity concerns

What's been done:
- Received Acknowledgement of Claim Document (AOC)

To do:
- Complete IRCC portal/eApp: CBSA provides written instructions
- Complete medical in 30 days

Eligible

Eligible

Virtual eligibility determination made after portal completed

What's been done:
- Completed forms with CBSA (Gen App, Sch 12, Sch A)
- Received Refugee Protection Claim Document (RPCD)/Brown Paper
- Claim referred to Immigration and Refugee Board (IRB)

To do:
- Submit Basis of Claim (BOC) to IRB in 45 days
- Complete medical in 30 days
- Wait for work permit (if requested on Schedule 12)

To do:
- Wait for work permit at address listed in the portal
- Apply for Social Insurance Number with AOC and valid work permit**
- Check email for further examination date --earlier scheduling if portal complete

What's been done:
- Eligibility confirmed
- Received Refugee Protection Claim Document (RPCD)/Brown Paper
- Claim referred to Immigration and Refugee Board (IRB)

To do:
- Submit Basis of Claim (BOC) to IRB in 45 days
- Complete IRCC portal/eApp within 45 days as per ONE TOUCH instruction sheet
- Complete medical in 30 days
- Wait for work permit to be mailed
- Apply for Social Insurance Number with RPCD and valid work permit
- No additional in-person examination required

Deferred examination interview completed

What's been done:
- Received Refugee Protection Claim Document (RPCD)/Brown Paper
- Claim referred to Immigration and Refugee Board (IRB)

To do:
- Submit Basis of Claim (BOC) to IRB in 45 days

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• Inland claims

Claim submitted via IRCC portal/e-App

What will happen via the portal:

- 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

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

Generic email for CBSA assistance:
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