
IMMIGRATION Canada

Refugee Sponsorship Application

Request for a Refugee Profile



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This application is made available free of charge by Citizenship and Immigration Canada and is not to be sold to applicants.

This publication is available in alternative formats upon request.

Cette trousse est également disponible en français.

Overview

Application package

This application package consists of:

- an instruction guide, and
- the required form(s).

The **instruction guide** is a tool that provides

- the information you must know about this application before sending it to Citizenship and Immigration Canada (CIC), and
- assistance with how to fill out the forms and the required supporting documents.

Read the instruction guide thoroughly and then fill out each of the applicable form(s).

The **form(s)** are specifically designed with questions that will assist the processing of your application.




Why you need to read this guide

This guide provides all of the instructions necessary to complete this application. As a result of reading the guide, you should be able to

- complete the application form, and
- determine what supporting documents need to be included.

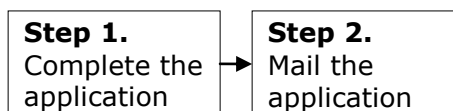
Symbols used in this guide

This guide uses the following symbols to indicate information of particular importance.

This symbol...	Tells you...
	What you must do to have your application processed.
	Important information that you need to be aware of in order to avoid delays or other problems.
	Where to get more information.
Note:	Tips that will assist you with this application.

The application process

The instructions provided in this guide follow the basic steps you will need to know to complete your application.



Before You Apply

Who can use this application?

This application kit contains forms and information to complete a Request for a Refugee Profile. These groups can use this application :

- *Sponsorship Agreement Holders (SAH)*
- *Constituent Groups of SAHs (CG)*
- *Groups of Five (G5) and*
- *Community Sponsors*

This application package does not provide general information about private sponsorship of refugees. For more details, including definitions, roles and responsibilities, refer to the [Guide to the Private Sponsorship of Refugees Program](#).

This guide may be obtained by visiting the Media and Publications section of our [website](#).

Quebec residents

This application kit does not apply to the province of Quebec. Sponsors living in the province of Quebec should contact the [Ministère de l'Immigration et des Communautés culturelles \(MICC\)](#). (<http://www.immigration-quebec.gouv.qc.ca/en/index.asp>)

What is a Request for Refugee Profile?

The information that a group can expect to receive on a refugee profile includes:

- family size and description
- community affiliation
- language ability
- work experience or special skills
- connections to Canada and location
- case type (e.g. JAS, Visa office-referred, Blended, Urgent Protection)
- if the case is ready to travel to Canada or not
- special medical requirements (if applicable)

Note: Refugees who are referred by the visa office have already been interviewed by an officer and have been determined to be eligible for resettlement in Canada.

What is an SAH and a Constituent Group?

A **Sponsorship Agreement Holder** is an incorporated organization that has signed a Sponsorship Agreement with the Minister of Citizenship and Immigration. A SAH can authorize **Constituent Groups** to sponsor under its agreement and provide support to the refugee(s).

The SAH or Constituent Group may also choose to formally partner with an individual (for example, a family member of the sponsored refugee living in Canada) and/or another organization in carrying out settlement duties. The partner is herein termed the **"cosponsor"**.

Each SAH sets its own criteria for recognizing Constituent Groups and cosponsors (who collectively will be referred to as the *sponsoring group* in

the remainder of this application kit). The sponsoring group or its representatives must be located in the community where the refugees are destined.

Note: Under the *Charter of Rights and Freedoms* a refugee has the right to live and move anywhere in Canada. Sometimes the refugee(s) may choose to leave the community where the sponsor resides. In rare cases, the refugee(s) may not arrive in the community to which they were destined.

What is a Group of Five (G5)?

A **Group of Five (G5)** is any group of five or more Canadian citizens or permanent residents who are 18 years of age or older **and** who live in the community where the refugee is expected to settle.

Group members act as guarantors that the necessary support will be provided for the full duration of the sponsorship, which is generally 12 months. The group is expected to show that they have the necessary financial resources, expertise and commitment required to fulfill the terms of the sponsorship undertaking.

Note: Under the *Charter of Rights and Freedoms* a refugee has the right to live and move anywhere in Canada. Sometimes the refugee(s) may choose to leave the community where the sponsor resides. In rare cases, the refugee(s) may not arrive in the community to which they were destined.

What is a Community Sponsor?

A Community Sponsor is an organization, association or corporation that undertakes to sponsor refugee(s). The Community Sponsor must be located in the expected community of resettlement and undergoes an assessment of its finances and settlement arrangements for each sponsorship submitted.

Matching a Sponsoring Group with a Refugee(s)

The Matching Centre in Ottawa assembles and co-ordinates **an inventory of refugees who require a Joint Assistance Sponsorship**. These refugees have already been interviewed by a visa officer and are determined to be eligible for resettlement in Canada.

The Matching Centre posts the refugees' profiles on a secure Web site accessible only to Sponsorship Agreement Holders (SAHs) and local CIC offices in order to facilitate the matching process.

Using the secure Web site

SAHs may check the secure Web site for a suitable profile and may provide the downloaded profile(s) to their sponsoring groups for consideration (where applicable).

If after reviewing the profile, the group is interested in sponsoring a particular case, the next step is for the sponsoring group to request a more detailed profile from the local CIC.

The sponsoring group will make its final decision based on a review of the detailed profile. They must inform their local CIC as soon as possible whether they are committed to sponsoring the particular case so that

other groups may have the opportunity to review the unmatched case.

The final step is to complete the sponsorship undertaking, attach the detailed refugee profile to the application and submit all necessary documents to their local CIC.

Using the Matching Centre

If no suitable profile is found on the Web site or if a sponsoring group does not access the Web site, the completed *Request for a Joint Assistance Refugee Profile* (IMM 5504) should be submitted to the local CIC who will forward the request to the Matching Centre to keep in their inventory until a match can be made. The *Request for a Joint Assistance Refugee Profile* contains information on the sponsoring group's community and on the type of refugee case the group wishes to sponsor.

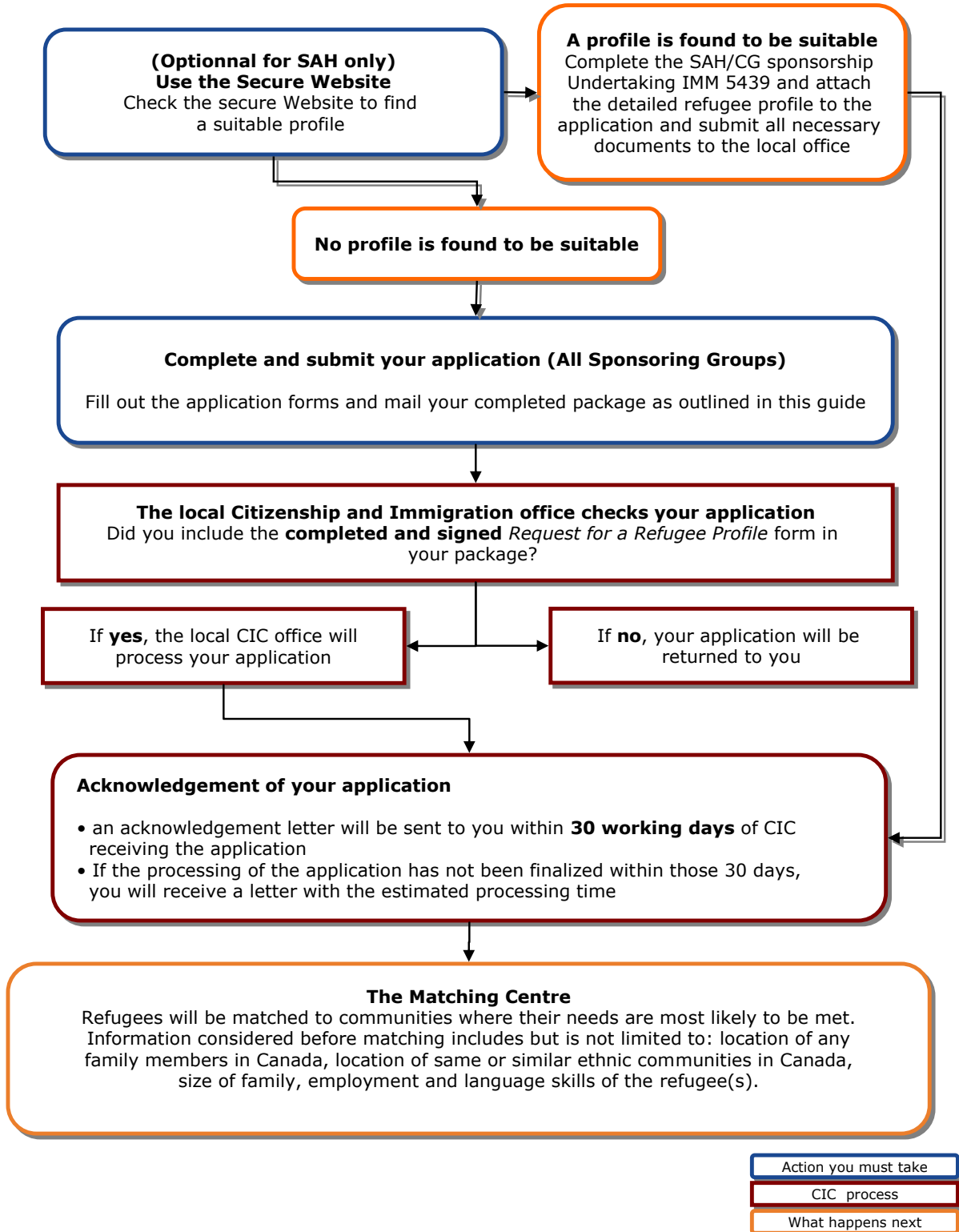
- The Matching Centre assembles and co-ordinates an **inventory of sponsoring groups** requesting a refugee profile and attempts to match the sponsoring groups with a refugee(s).
 - Refugees will be matched to communities where their needs are most likely to be met.
 - Information considered before matching includes but is not limited to: location of any family members in Canada, location of same or similar ethnic communities in Canada, size of family, employment and language skills of the refugee(s).
 - When the Matching Centre **is able to make a successful match**, they will refer the detailed profile to the local CIC who will refer the profile to the SAH for discussion with the sponsoring group (where applicable).
 - The sponsoring group should review the detailed profile and notify their local CIC as soon as possible whether they are committed to sponsoring the particular case. Prior to confirming their commitment, the sponsoring group must confirm with the local CIC that the case is still available.
 - The final stage is for the sponsoring group to complete the sponsorship undertaking, attach the detailed refugee profile to the application and submit all necessary documents to their local CIC.
-

Matching Process - General

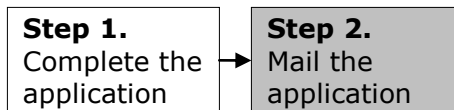
Sponsoring groups are encouraged to arrive at a decision as soon as possible. More than one sponsoring group may review a particular detailed profile at a time. However, before confirming a commitment to accept the case, sponsoring groups must confirm with their local CIC office that the case is still available.

- Profiles must be matched with a sponsoring group within **six months** or they will be referred back to the visa office for referral to another country for resettlement.
- Delays in obtaining medical or security results or difficulties making travel arrangements can delay the arrival of the refugee(s).

The Application Process – Request for a refugee Profile



Step 1. Complete the Application



Request for a Refugee Profile (IMM 5438)

Who must fill out this application form? **This form can be completed by:**

- the sponsor

Filling out the application

Follow the step-by-step instructions below to complete the application forms.

This is the form that must be filled out and submitted:

- *Request for a Refugee Profile (IMM 5438)*

Optional:

- *Use of a representative (IMM 5476)*



It is a serious offence to give false or misleading information on this form. The information you provide on your application may be subject to verification.



Be complete and accurate

Complete all sections. If any section is not applicable to you, write "N/A" ("Not applicable"). **If your application is incomplete it may be returned to you and processing may be delayed.**

Note: If you need more space for any section, use an extra sheet of paper and indicate the number and/or letter of the section you are completing and submit it along with your application.

Section A- Visa Office-Referred Cases

There are various types of visa-office referred cases. Indicate which type of case your group is interested in, according to the descriptions given below. You may select more than one case type.

Visa office-referred	An officer determines if a refugee(s) meets the eligibility and admissibility criteria and then sends a request to the Matching Centre to find a sponsor. The sponsorship is normally signed for a 12-month period and requires the sponsor to provide financial and settlement assistance. Visa office-referred cases have been interviewed and are ready to travel to Canada once a sponsor is found.
Blended Sponsorship	This type of sponsorship can only be done by SAHs and their CGs. The Government can introduce programs for the provision of shared sponsorships under special circumstances. These programs are referred to as "blended" programs because they involve cost sharing arrangements with the private sector. If you are interested in a sponsorship under a blended program, contact our Call Centre to find out if there are currently any blended programs available. Do not request a blended sponsorship unless you are aware that a blended program currently exists.
Urgent Protection case	Refugee cases that are identified by the UNHCR as being in need of urgent protection receive expedited processing under the Urgent Protection program. Most Urgent Protection cases arrive in Canada within 3-5 days of being referred by the UNHCR. If you are a group that may be able to respond to a case quickly, indicate if you are interested in this type of profile.

Section B- Type of Family/Individual You Wish to Sponsor

In this section, your group can indicate preferences and limitations you have regarding family size, composition, and country of origin of the refugee(s) you can settle. Indicate the reasons for your limitations or preferences (e.g. Spanish-speaking because your group has a number of people who can act as interpreters).

The Matching Centre will do its best to match refugees using the information provided by your group. Be aware that the more flexible your group is regarding the refugee(s) you can settle, the more quickly a potential profile can be sent to you.

Section C- Information on Sponsoring Group

Share relevant background information (personal and professional) about your group that will facilitate the matching process. Helpful information would include any experience or skills group members have with special needs.

Section D- Information on Your Community

Provide information about the receiving community. This information is essential in finding refugee applicant(s) who will adapt quickly and successfully to life in the community.

Use of a Representative (IMM 5476)

Who may use this form?

Complete this form **only** if you are appointing a representative.

If you have dependent children aged 18 years or older, they are required to complete their own copy of this form if a representative is also conducting business on their behalf.

What is a representative?

A **representative** is someone who has your permission to conduct business on your behalf with Citizenship and Immigration Canada.

When you appoint a representative:

- you authorize CIC to share information from your case file with this person;
- your application will not be given special attention nor can you expect faster processing or a more favourable outcome;
- the representative is authorized to represent you only on matters related to the application you submit with this form; and
- only **one** representative can be appointed for each application you submit.
- You are not obliged to hire a representative. CIC treats everyone equally, whether or not they use the service of a representative.



You must notify us if your representative's contact information changes or if you cancel the appointment of a representative.

Types of representatives

There are two types of representatives:

Unpaid representatives can be:

- friends and family members who do not charge a fee for their advice and services;
- organizations that do not charge a fee for providing immigration advice or assistance (such as a non-governmental or religious organization);
- consultants, lawyers and Quebec notaries who do not, and will not, charge a fee to represent you.

Paid representatives:

If you want us to conduct business with a representative who is, or will be, charging a fee to represent you, the representative must be authorized. Authorized representatives are:

- immigration consultants who are members in good standing of the Canadian Society of Immigration Consultants (CSIC);
- lawyers who are members in good standing of a Canadian provincial or territorial law society and students-at-law under their supervision;
- notaries who are members in good standing of the *Chambre des notaires du Québec* and students-at-law under their supervision.

If you appoint a paid representative who is not a member of one of these designated bodies, your application will be returned. **For more information** on using a representative, visit our Web site: www.cic.gc.ca.

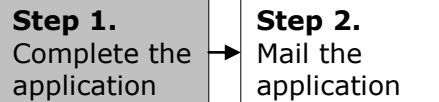
Question	Action
General Application Information	
	Check one box to indicate if you are appointing or cancelling the appointment of a representative.
Section A- Applicant Information	
1	Write your last name (surname) and given name(s).
2	Write your date of birth.
3	If you have already submitted your application write: <ul style="list-style-type: none"> • the name of office where the application was submitted; • the location of the office where the application was submitted; and • type of application that you submitted.
4	Write your Citizenship and Immigration Canada Identification number (if known).
Section B- Appointment of Representative	
5	Write your representative's full name. If your representative is a member of CSIC, a law society or the <i>Chambre des notaires du Québec</i> , print his or her name as it appears on the organization's membership list.
6	If your representative is unpaid, check the applicable box, or If your representative is paid, check the applicable box and write the applicable membership ID number.
7	Write your representative's contact information.
8	Your representative must sign and date the declaration in order to accept responsibility for conducting business on your behalf.
Section C- Cancel the Appointment of a Representative	
9	Fill in this section if you wish to cancel the appointment of a representative. Write the representative's full name.
Section D- Your Declaration	
10	By signing, you authorize CIC to conduct business with your appointed representative on behalf of yourself and your dependent children under 18 years of age. If your spouse or common-law partner wishes to be represented by the same appointed representative, he or she must sign in the box provided.

Release of information to other individuals

To authorize CIC to release information from your case file to someone other than a representative, you will need to complete the form *Authority to Release Personal Information to a Designated Individual* (IMM 5475) which is available on our website at: www.cic.gc.ca/english/information/applications/release-info.asp.

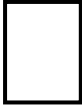
The person you designate will be able to obtain information on your case file, such as the status of your application. However, they will **not** be able to conduct business on your behalf with CIC.

Step 2. Mail Application



Where to mail the application

Mail your completed application in a stamped envelope to the address as shown below:

(Your Name) (Your Address) (Your Postal Code)	Affix sufficient postage 
Your local CIC office The address of your CIC local office can be found in Appendix A	

Send the document checklist

Make sure you use the document checklist and include it with your application.



Sign the form

The forms must be signed and dated before they are mailed. If they are not signed and dated, your application will be returned to you.

Submitting Your Application

Mail your application to the Citizenship and Immigration Centre closest to you (listed in [Appendix A - Citizenship and Immigration Centres](#))
Send a copy of your application to your SAH (where applicable).

If there are changes to the information provided after you have mailed the application, advise your local Citizenship and Immigration Centre and your SAH (where applicable).

What Happens Next

Application Process

Upon receipt of a completed and signed form, your group will:

- Receive an acknowledgement of receipt of your request for a refugee profile which will include a file number from the Matching Centre
- Depending on the inventory of Visa office-referred cases, you can expect a profile within 30 days.

Note: The Matching Centre does not maintain an inventory of Urgent Protection cases. If you requested an Urgent Protection case, you will be contacted shortly after the case is referred to the visa office and will be asked to receive the case within three to five days.



Updating your contact information

During the application process, you must advise us of any change of address or telephone number by:

- going to www.cic.gc.ca, click on *Change My Address* in the *I Need To ...* section on the right-hand side of the page;
or
 - see How to Contact CIC at the end of this Guide
-

Checking Application status on-line

You can check the status of your application on-line by doing the following:

1. Log on to our website at www.cic.gc.ca.
2. Go to *Check My Application Status* in the *I need to...* section on the right-hand side of the page.
3. Then click on *Client Application Status* and follow the instructions provided.

Note: Your application status will only appear on-line once the initial review is completed.

To obtain details on how to remove your application status information from the Internet, visit the "[Frequently Asked Questions](#)" (FAQ) section.

Protecting your information

Your personal information is:

- only available to CIC employees who need to see it in order to provide the services to you, **and**
- not disclosed to anyone else except as permitted under the provisions of the *Privacy Act*.



You can obtain additional information on the protection of your data by visiting the "[Frequently Asked Questions](#)" (FAQ) on our website.

Quality assurance program

Our quality assurance program randomly selects applications for a special review. If selected you will be asked to attend an interview with a Citizenship and Immigration official so that we can:

- verify the documentation you submitted is accurate,
- that your application has been completed properly.

Note: You will be notified in writing should your application be selected.

How to Contact CIC

The table below shows you how to contact CIC.

Web site	www.cic.gc.ca
Within Canada	<p>CIC Call Centre: 1-888-242-2100 (toll-free)</p> <p>Hours of operation: Monday to Friday 8 a.m. to 4 p.m., your local time</p> <p>If you are deaf, deafened or hard of hearing, or you have a speech impediment and use a text telephone, you can access the TTY service from 8 a.m. to 4 p.m. your local time by calling: 1-888-576-8502 (in Canada only).</p>



This is not a legal document. For legal information, refer to the *Immigration and Refugee Protection Act* and Regulations or the *Citizenship Act* and Regulations, as applicable.

Appendix A - Citizenship and Immigration Centres

ATLANTIC

<p>Charlottetown Jean Canfield Government of Canada Building 191 University Avenue Charlottetown, PE C1A 4L2 Fax: (902) 566-8355</p>	<p>Fredericton 495 Prospect Street Fredericton, NB E3B 9M4 Fax: (506) 452-3392</p>	<p>Halifax 1741 Brunswick Street, Suite B110 Halifax, N.S. B3J 3X8 Fax: (902) 426-4241</p>
<p>Moncton 860 Main Street, 6th Floor Suite 602 Moncton, N.B. E1C 1G2 Fax: (506) 851-2240</p>	<p>St. John's North Atlantic Building, 2nd floor 31 Pippy Place P.O. Box 13667, Station "A" St. John's, NL A1B 4G1 Fax: (709) 722-2929</p>	<p>Saint John 189 Prince William Street 3rd Floor Saint John, N.B. E2L 2B9 Fax: (506) 636-5073</p>

ONTARIO

<p>Hamilton 55 Bay Street North - Ground Floor (Market St. entrance) Hamilton, Ontario L8R 3P7 Fax: (905) 572-2626</p>	<p>Kingston 86 Clarence Street Kingston, Ontario K7L 1X3 Fax: (613) 545-8574</p>	<p>London 417 Exeter Road London, Ontario N6E 2Z3 Fax: (519) 691-8175</p>
<p>Niagara Falls 6080 McLeod Rd. Unit 12 Niagara Falls, Ontario L2G 7T4 Fax: (905) 354-4497</p>	<p>Oshawa 78 Richmond Street W., 2nd Floor Oshawa, Ontario L1G 1E1 Fax: (905) 721-5025</p>	<p>Ottawa 200 Catherine Street, 5th Floor Suite 101 Ottawa, Ontario K2P 2K9 Fax: (613) 995-1304</p>
<p>Sudbury 19 Lisgar St., Suite 305 Federal Building Sudbury, Ontario P3E 3L4 Fax: (705) 671-0749</p>	<p>Thunder Bay Suite 108-221 Archibald St. North Thunder Bay, Ontario P7C 3Y3 Fax: (807) 624-2151</p>	<p>Toronto Central 25 St. Clair Ave. E., Suite 200 Toronto, Ontario M4T 1M2 Fax: (416) 954-6579</p>
<p>Kitchener 29 Duke St. East 1st Floor Kitchener, Ontario N2H 1A2 Fax: (519) 571-6819</p>	<p>Windsor 1250 Walker Road Windsor, Ontario N8Y 4T4 Fax: (519) 985-4761</p>	

PRAIRIES/NORTHERN TERRITORIES

Calgary 210 - 220 4th Avenue S.E. Calgary, AB T2G 4X3 Fax: (403) 292-4172	Edmonton Canada Place 9700 Jasper Avenue Suite 240 Edmonton, AB T5J 4C3 Fax: (780)495-6739	Lethbridge 706 - 4th Ave. S., Room 403 P.O. Box 2050 Lethbridge, AB T1J 4K6 Fax: (403) 382-3163
Regina 1783 Hamilton Street, Room 220 Regina, SK S4P 2B6 Fax: (306) 780-8745	Saskatoon 660 - 410 22nd Street E Saskatoon, SK S7K 5T6 Fax: (306) 975-4525	Winnipeg 400 - 25 Forks Market Road Winnipeg, Manitoba R3C 4S9 Fax: (204) 983-3176

BRITISH COLUMBIA/YUKON

Kelowna 202- 1635 Abbott Street Kelowna, BC V1Y 1A9 Fax: (250) 470-4877	Prince George 250 - 177 Victoria Street Prince George, BC V2L 5R8 Fax: (250) 561-5502	Vancouver 1148 Hornby Street Vancouver, BC V6Z 2C3 Fax: (604) 666-6582
Victoria 816 Government Street Room 377 Victoria, BC V8W 1W9 Fax: (250) 363-3669		