

# 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 inquiries:

### Who undertakes these activities?

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

### How do I contact this team?

- ✓ Email Address: [IRCC.INROCO-CORORI.IRCC@cic.gc.ca](mailto: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 BVOR profiles and assesses BVOR sponsorship applications.

For inquiries 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 Resettlement Services PSR Team

### How do I contact this team?

- ✓ Email Address: [IRCC.INPSR-PPPRRI.IRCC@cic.gc.ca](mailto:IRCC.INPSR-PPPRRI.IRCC@cic.gc.ca)

### What does the Resettlement Services PSR Team do?

1. Deals with sponsorship agreement holder (SAH) agreement inquiries, and actions, such as change of status.
2. Manages the SAH global cap and allocations.
3. Works with, and assesses, new organizations applying to become a SAH.
4. Deals with changes in SAH contact information, or organizational changes.

## Post-arrival assurance activities:

### Who undertakes these activities?

- ✓ The Resettlement Services Assurance Team (RSAT)

### How do I contact this team?

- ✓ Email Address: [IRCC.PSRCaseReview-RevuedecasPSR.IRCC@cic.gc.ca](mailto:IRCC.PSRCaseReview-RevuedecasPSR.IRCC@cic.gc.ca)

### What does the RSAT do?

1. **Assesses reported cases:** Conducts follow up on cases reported to IRCC's attention with potential issues of inadequate financial or non-financial support. If potential concerns are noted, a case review will be initiated.
2. **Conducts reactive monitoring:** Assesses sponsor groups with trends of reported concerns, or more serious allegations of non-compliance with program requirements, to ensure that organizations are meeting their sponsorship commitments. If potential concerns are noted, a case review will be initiated.
3. **Conducts routine monitoring:** Undertakes outreach to a random sample of newcomers to confirm that adequate supports are being provided. 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.