



IMMIGRATION Canada

Request for a Refugee Profile



Table of Contents

Contact Information 2
 Overview 3
 Request for a Refugee Profile 3
 Matching a Sponsoring Group with
 a Refugee(s) 4
 How to Complete the Forms. 6
 Submitting Your Application 8
 What Happens Next? 8

Appendix:

A - Citizenship and Immigration Centres

Form:

Request for a Refugee Profile (IMM 5438)
 Use of a Representative (IMM 5476)

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

Également disponible en français

Contact Information

Web site

For more information on the programs offered by Citizenship and Immigration Canada, visit our Web site at www.cic.gc.ca. For some types of applications you can inform us of a change of address and find out what is happening with your application through [on-line services](#) on the Web site.

Within Canada

If you are in Canada, you can also phone our **Call Centre**. An automated telephone service is available seven days a week, 24 hours a day and is easy to use if you have a touch-tone phone. You can listen to pre-recorded information on many programs, order application forms, and for some types of applications the automated service can even update you on the status of your case.

When you call, have a pen and paper ready to record the information you need. Listen carefully to the instructions and press the number for the selection you want. At any time during your call, you may press * (the star key) to repeat a message, **9** to return to the main menu, **0** to speak to an agent, or **8** to end your call. If you have a rotary phone, wait for an agent to answer you.

If you need to speak to an agent, you must call Monday to Friday between 8 a.m. and 4 p.m. local time.

From anywhere in Canada, call

1-888-242-2100 (toll-free)

Using a text telephone?

Call our TTY service from Monday to Friday between 8 a.m. and 4 p.m. local time at: **1-888-576-8502** (toll-free).

Outside Canada

If you are outside Canada, you can contact a Canadian embassy, high commission or consulate. Consult our [Web site](#) for addresses, phone numbers and Web site addresses of our visa offices.



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.

This publication is available in alternative formats upon request.

Overview

This application kit contains forms and information necessary for Sponsorship Agreement Holders (SAH), Constituent Groups of SAHs (CG), Groups of Five (G5) and Community Sponsors to complete a *Request for a Refugee Profile* (IMM 5438).

This application kit 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 [Web site](#).

For residents of Quebec: This application kit does not apply to the province of Quebec. Contact our Call Centre to speak to an agent for more information.

Request for a Refugee Profile

Any sponsoring group listed in the [Overview](#) section can submit a request for a refugee profile. The submission of a [Request for a Refugee Profile](#) does not commit any group to submitting a sponsorship undertaking. The form is designed so that groups interested in sponsoring a refugee(s) can receive profiles of refugee(s) that may settle well within their community.

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; and
- special medical requirements (if applicable)

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.

Sponsorship Agreement Holder (SAH) & Constituent Group (CG) and any cosponsor

A Sponsorship Agreement Holder is an incorporated organization that has signed a Sponsorship Agreement with the Minister of Citizenship and Immigration in order to facilitate the private sponsorship of refugees.

A Constituent Group (which will be referred to as the sponsoring group in the remainder of this application kit) is a group authorized by the Sponsorship Agreement Holder to sponsor under its agreement and provide support to the refugee(s).

The sponsoring group must be in the community where the refugee(s) are destined. The SAH or sponsoring group may also choose to formally partner with an individual and/or another organization in carrying out settlement duties. This partner is herein termed “cosponsor”.

Group of Five (G5)

A group of five (G5) is any group of five or more Canadian citizens or permanent residents who are at least 18 years of age and who live in the community of resettlement. 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, knowledge and commitment required to fulfil the terms of the sponsorship undertaking.

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 process noted below is the process that is followed when matching a sponsoring group with a refugee(s).

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

The Matching Centre posts their profiles on a secure Web site accessible **only** to Sponsorship Agreement Holders (SAHs) and local CICs in order to facilitate the matching process. **Groups of Five** and **Community Sponsors** may access refugee profiles by completing and submitting a Request for a Refugee Profile (see [Using the Matching Centre \(all types of sponsoring groups\)](#) below).

Using the Secure Web site (SAHs only)

- 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 SAH/CG sponsorship undertaking (IMM 5439), attach the detailed refugee profile to the application and submit all necessary documents to the local CIC.

Using the Matching Centre (all types of sponsoring groups)

- 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 Refugee Profile* 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 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 forward the profile to the sponsoring group.
- 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 so that other groups may have the opportunity to review the unmatched case.
- The final stage is for the sponsoring group to complete the relevant sponsorship undertaking (whether SAH/CG, Group of Five or Community Sponsors), attach the detailed refugee profile to the application and submit all necessary documents to their local CIC.

Matching Process - General

- Only **one** sponsoring group may review a particular detailed profile at a time, so the group is encouraged to arrive at a decision as soon as possible so that other sponsoring groups may have an opportunity to consider the unmatched case.
- Profiles must be matched with a sponsoring group within **6 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).
- Under the *Charter of Rights and Freedoms* a refugee has the right to live and move anywhere in Canada. Sometimes a refugee(s) may choose to leave the community where the sponsor resides. In rare cases, refugees may not arrive in the community of destination because they choose to remain in the community of transit.

How to Complete the Forms

The following instructions will help you fill in the forms included in this application kit. Most questions are clear; instructions are provided only when necessary. Attach a separate sheet of paper if you need more space and indicate the letter or number of the question you are answering.

Request for a Refugee Profile (IMM 5438)

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.

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.

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.

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)

Complete this form if you are appointing an immigration representative.

An **immigration representative** is someone who is **not** a member of your sponsoring group but who has your group's permission to conduct business on your behalf with Citizenship and Immigration Canada (CIC). When you appoint a representative, you also authorize CIC to share information from your file to this person.

You are not obliged to hire a representative. We treat everyone equally, whether they use the services of a representative or not. If you choose to hire a representative, your application will not be given special attention nor can you expect faster processing or a more favourable outcome.

The representative you appoint is authorized to represent your sponsoring group only on matters related to the application you submit with this form. You can appoint only **one** representative for each application you submit.

There are two types of immigration representatives:

Unpaid representatives

- 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 Québec 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, he or she 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](#).

Section B.

5. Your representative's full name

If your representative is a member of CSIC, a law society or the *Chambre des notaires du Québec*, print his or her name as it appears on the organization's membership list.

8. Your representative's declaration

Your representative must sign to accept responsibility for conducting business on behalf of the sponsoring group.

Release of information to other individuals

To authorize CIC to release information from your case file to someone who is **not** a member of your sponsoring group and is **not** a representative, you will need to complete form *Authority to Release Personal Information to a Designated Individual* (IMM 5475) which is available on our Web site at www.cic.gc.ca/english/applications/release-info.

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

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

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?

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.

Appendix A

Citizenship and Immigration Centres

ATLANTIC

Charlottetown

134 Kent Street, Suite 410
National Bank Tower
Charlottetown, PEI C1A 8R8
Fax: (902) 566-8355

Fredericton

495 Prospect Avenue
Fredericton, NB E3B 9M4
Fax: (506) 452-3392

Halifax

1741 Brunswick Street, Suite B110
Halifax, N.S. B3J 3X8
Fax: (902) 426-4241

Moncton

860 Main Street, 6th Floor
Moncton, N.B. E1C 1G2
Fax: (506) 851-2240

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

Saint John

189 Prince William Street
Saint John, N.B. E2L 2B9
Fax: (506) 636-5073

ONTARIO

Hamilton

55 Bay Street North - First Floor
Hamilton, Ontario L8R 3P7
Fax: (905) 572-2626

Kingston

86 Clarence Street
Kingston, Ontario K7L 1X3
Fax: (613) 545-8574

London

417 Exeter Road
London, Ontario N6E 2Z3
Fax: (519) 691-8175

Niagara Falls

6080 McLeod Rd.
Niagara Falls, Ontario L2G 7G4
Fax: (905) 354-4497

Orillia

78 West Street S.
Orillia, Ontario L3V 5G4
Fax: (705)326-6078

Oshawa

78 Richmond Street W., 2nd Floor
Oshawa, Ontario L1G 1E1
Fax: (905) 721-5025

Ottawa

200 Catherine Street, Ground Floor
Ottawa, Ontario K2P 2K9
Fax: (613) 995-1304

Sudbury

19 Lisgar St., Suite 305
Federal Building
Sudbury, Ontario P3E 3L4
Fax: (705) 671-0749

Thunder Bay

Suite 109-221 Archibald St. North
Thunder Bay, Ontario P7C 3Y3
Fax: (807) 624-2151

Toronto Central

25 St. Clair Ave. E., Suite 200
Toronto, Ontario M4T 1M2
Fax: (416) 954-6579

Waterloo/ Wellington

29 Duke St. East
Kitchener, Ontario N2H 1A2
Fax: (519) 571-6819

Windsor

1250 Walker Road
Windsor, Ontario N8Y 4T4
Fax: (519) 985-4761

PRAIRIE/NORTHERN TERRITORIES

Calgary

170 - 220 4th Avenue S.E.
Calgary, AB T2G 2X3
Fax: (403) 292-4172

Edmonton

Suite 240, Canada Place
9700 Jasper Avenue
Edmonton, AB T5J 4C3
Fax: (780)495-6739

Lethbridge

706 - 4th Ave. S.
P.O. Box 2050
Lethbridge, AB T1J 4K6
Fax: (403) 382-3163

Regina

1871 Hamilton Street
Regina, Sask S4P 2B9
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 0S9
Fax: (204) 983-3176

BRITISH COLUMBIA/YUKON

Kelowna

202- 1635 Abbott Street
Kelowna, BC V1Y 1B2
Fax: (250) 470-4877

Vancouver

1148 Hornby Street
Vancouver, BC V6Z 2C3
Fax: (604) 666-6582

Victoria

Room 377, 816 Government Street
Victoria, BC V8W 1W9
Fax: (250) 363-3669

Prince George

250 – 177 Victoria Street
Prince George, BC V2L 5R8
Fax: (250) 561-5502