

NEWCOMER SUPPORT SERVICES

Important IRB Information:

IRB measures related to COVID-19

Postponements of in-person hearings

- Effective March 17th, hearings are postponed until Sunday April 5th.
- Postponed hearings will be rescheduled as soon as possible when the IRB is back up and running

Increased Flexibility at the Refugee Protection Division and Refugee Appeal Division

- If you need to submit your BOC to apply for refugee status, the IRB is granting an extension on the 14-day requirement
- If you need to submit your appeal request, the IRB is granting an extension on the 14-day requirement
- Exact extension time has not been determined, as the IRB is monitoring COVID-19 and making decisions as time goes on

For updates on the IRB, please visit the following website:

<https://irb-cisr.gc.ca/en/news/2020/Pages/covid-19-march-15.aspx>

For General Information:

Immigrants, Refugees, and Citizenship Canada Client Support Centre Services

24/7 | 1-888-242-2100 | TTY: 1-888-576-8502 (8:00am-4:00pm your local time)

You can listen to pre-recorded information about our programs and check the status of your application. Client Support Centre agents are available Monday to Friday, 8 a.m. to 4 p.m., your local time, except for statutory holidays. Services are available in French and English.

YMCA Newcomer Information Centre

Hotline 416-968-9622 | Email: immigrantservices@ymcagta.org

Online Resources:

Government of Ontario

Services for Newcomers and Refugees in Ontario

<https://www.ontario.ca/page/services-newcomers-and-refugees#section-0>

Settlement.Org

Newcomer Services List in Toronto

<https://settlement.org/findhelp/ontario/toronto/settlement-services/>

Settlement.Org

City of Toronto Resources

<https://settlement.org/findhelp/ontario/toronto/>