



CITIZENSHIP PROGRAM MANUAL FOR SERVICE DELIVERY ABROAD

July 2020

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Introduction to the Citizenship Program

A key objective of the Citizenship Program is to encourage and facilitate naturalization and enhance the meaning of citizenship for newcomers and all Canadians. The Program is based on the following pillars:

Awareness	Eligibility	Acquisition	Loss
<ul style="list-style-type: none">• Enhance the meaning of Canadian citizenship for both newcomers and existing citizens, increasing a sense of belonging to Canada.	<ul style="list-style-type: none">• Citizenship applicants must meet the requirements set out in the Citizenship Act to be eligible for a grant of citizenship, including: demonstrating knowledge of Canada, language ability and physical presence, filing income tax returns are required, etc.	<ul style="list-style-type: none">• Citizenship may be acquired through birth on soil, by descent or by naturalization (by grant)• The citizenship ceremony is the formal entry into the Canadian family, where grant candidates take the Oath of Citizenship	<ul style="list-style-type: none">• Canadian citizens may renounce their citizenship. IRCC may also recall citizenship certificates where the holder is not entitled to it. Citizenship may be revoked from naturalized Canadians if it was obtained fraudulently.

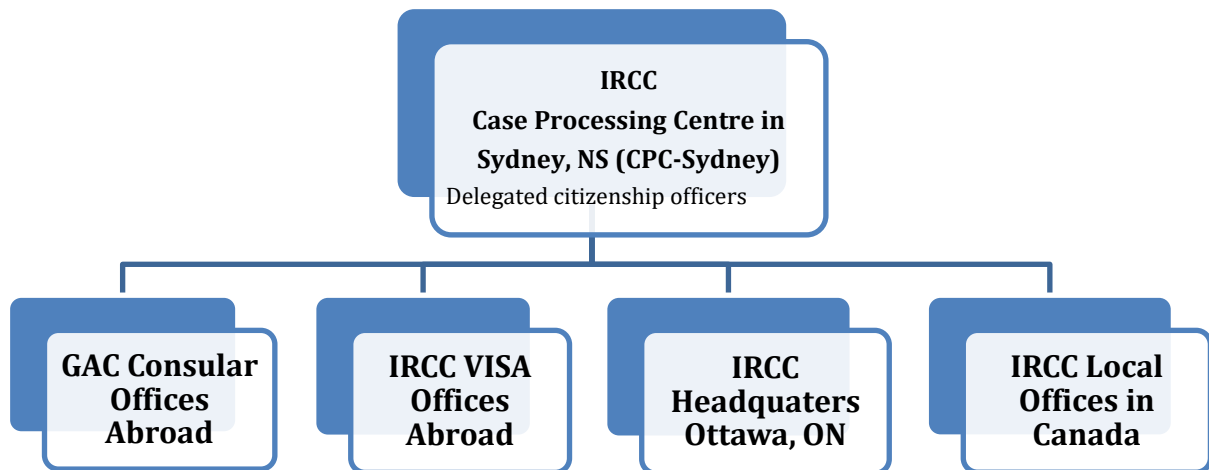
There are three pathways to Canadian citizenship

1. **Birth on soil in Canada (with some limited exceptions)**
2. **Birth abroad to Canadian parent (descent) (with some limited exceptions)**
3. **Naturalization (grant of citizenship)**

IRCC's Citizenship Program

- Administers the acquisition of Canadian citizenship, whether by automatic process of law or by granting citizenship to eligible applicants
- Provides Canadian citizens with a proof of their status
- Promotes the rights and responsibilities of Canadian citizenship

Who is involved in the Citizenship program?



- | | | | |
|---|--|---|---|
| <ul style="list-style-type: none"> • Proofs * • Searches * • Renunciations * • Administration of the Oath <p>* Except in the U.S.</p> | <ul style="list-style-type: none"> • Intercountry Adoption Cases (Part 2) * • Facilitation visas • DNA test witnessing * (Part 1 is processed at CPC-Sydney) | <ul style="list-style-type: none"> • Case Management Branch • Citizenship Program Delivery • Centralized Network | <ul style="list-style-type: none"> • Test sessions • Interviews • Hearings • Ceremonies |
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Lines of business in the Citizenship Program

- **Grants of Citizenship by section of the *Citizenship Act*:**
 - 5(1) – Adults
 - 5(1) – Minors as adults
 - 5(2) – Minors
 - 5(4) – Discretionary (rare)
 - 5(5) – Statelessness
 - 5.1 – Adopted persons
 - 11 – Resumptions
- **Proof of Citizenship under Section 3 of the *Citizenship Act***
 - New and Replacement certificates
- **Renunciation of Citizenship**
- **Search of Citizenship Records**
- **Revocation of Citizenship and Recall of Certificates**

Proof of Citizenship

[Citizenship Act Section 3](#)

Section 3 defines who is a Canadian citizen. Children born abroad in the first generation to a Canadian citizen parent who was born in Canada or naturalized before the child's birth, are Canadian citizens by operation of law under paragraph 3(1)(b) of the *Act*.

Citizenship by descent	Citizenship by descent is limited to the first generation born abroad; however, section 3(5) of the <i>Citizenship Act</i> provides for an exception to the first generation limit for the children and grandchildren of Canadian crown servants. However, a parent's ability to pass on citizenship may be complicated by matters that are not always obvious, or disclosed to consular staff. The only way to make a complete assessment of a child's claim to citizenship through a Canadian parent is by submitting a proof of citizenship application to the Case Processing Centre-Sydney (CPC-S), after the birth of the child.
Providing Assistance	To provide assistance to a client who wishes to be informed about their potential ability to pass on citizenship, consular staff should recommend that clients refer to Immigration, Refugees and Citizenship Canada on-line resources such as the " Am I a Canadian Citizen " web tool, see if you may be a citizen webpage , and/or encourage clients to submit a search of records application to CPC-S.

Intake of Proof of Citizenship Applications Received at a Mission

Intake Process	The applicant may submit the application in person, or via mail to the mission. It is the mission's discretion to accept mailed in applications or not.
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Urgent Confirmation of Citizenship

Purpose	Verifying Canadian citizenship of applicants who are applying for an urgent passport services but have not submitted proof of citizenship and their proof of citizenship is a Canadian citizenship certificate.
Applicability	<ul style="list-style-type: none"> ● Where a passport applicant is unable to provide a citizenship certificate and an acceptable reason for urgency has been identified; ● Where a client is believed to be subject to or has been subject to loss of citizenship under Section 8 of the Citizenship Act; ● Confirmation of a claim to citizenship for newborn children (under the age of two) born outside of Canada to a Canadian citizen parent; and/or ● based on answers provided on the proof of citizenship application suggests that the applicant may be subject to the first generation limit on Canadian citizenship but indicates that they are the child or grandchild of a person in, or who was in, service abroad and they have provided supporting documentation. Subsection 3(5) of the Act states:

	<p>(5) Subsection (3) does not apply to a person</p> <p>(a) born to a parent who, at the time of the person's birth, was employed outside Canada in or with the Canadian Armed Forces, the federal public administration or the public service of a province, otherwise than as a locally engaged person;</p> <p>(b) born to a parent one or both of whose parents, at the time of that parent's birth, were employed outside Canada in or with the Canadian Armed Forces, the federal public administration or the public service of a province, otherwise than as a locally engaged person; or</p> <p>(c) born to a parent one or both of whose adoptive parents, at the time of that parent's adoption, were employed outside Canada in or with the Canadian Armed Forces, the federal public administration or the public service of a province, otherwise than as a locally engaged person.</p>
<p>Urgent proof of citizenship applications (no request for passport services)</p>	<p>Persons can apply for proof of Canadian citizenship urgently in special cases, either through the online application or by submitting a paper application through a mission. Supporting documentation must be submitted to support the request for urgency. Urgent processing may be provided if:</p> <ul style="list-style-type: none"> ● there is a need to access benefits (i. e. a pension, health care, a Social Insurance Number) ● there is a need to prove that they are a Canadian citizen for employment reasons ● there is a need to travel urgently to or from Canada due to the person's own serious illness or because of a death or serious illness in their family ● any situation in which not expediting the application harms the applicant

Status Update Requests to CPC-Sydney

Processing times

IRCC's website provides processing times for proof of citizenship applications. Missions abroad receive requests from individuals who have applied through a mission for updates to the status of their application.

When to request a status update	<p>CPC-Sydney will provide a status update only if the following three conditions are met:</p> <ul style="list-style-type: none"> • The client has requested the update, via the mission; • The current processing times for routine applications have expired (note the processing time starts when the file arrives at CPC-S); and, • The client’s 8 digit Unique Client Identifier (UCI) is provided. <p>Given the high volume of status update requests it is imperative that the UCI number be provided.</p>
Providing a status update to clients	<p>When a case is referred to CPC-Sydney’s Program Support Unit, this means that the case is not routine, that it will require an in-depth review, and that additional delays should be expected.</p> <p>Applicants will receive a Delay Letter from CPC-Sydney to advise that their file is being reviewed by Program Support and there may be delays in processing. (Please see: Delay Letters for Proof of Citizenship Applicants for more information)</p> <p>Due to the complex nature of the cases referred to the CPC-Sydney Program Support Unit, CPC-Sydney is not in a position to provide processing times or details on the application to missions or clients.</p>

Delay Letters for Proof of Citizenship Applicants

Purpose	<p>The purpose of the Delay Letter (Annex 1) is to advise proof of citizenship applicants that their application (adult or child) has been referred to the Program Support Unit (PSU) for an in-depth review in CPC-Sydney.</p>
Procedure	<p>Applicants abroad who submit a paper application through a Canadian mission and provide an email address on their application will receive a Delay Letter (if applicable) directly from CPC-Sydney by email (see Annex 1).</p> <p>Please note that the Delay Letter (if applicable) will only be sent to those who have provided an email address on their application form. If family members have applied together only those who provided an email address will receive a Delay Letter.</p>

Applicants who submit an application for a citizenship certificate online will receive the Delay Letter (if applicable) directly from CPC-Sydney through their online account.

Sending Citizenship Certificates to Applicants

A citizenship certificate may be:

- Picked up by client or parent at mission
- Released to a third party if you have the authority from the applicant and proof of identity of the person picking it up
- Missions may send by courier upon client's request, however it will be at the discretion of missions whether or not the client will be charged the courier fee or whether the mission will absorb the cost

NOTE: The Canadian parent is not required to pick up the certificate

Gender Identifier Change

Policy

IRCC launched its permanent measures for gender on all its forms and documents on June 4th 2019. This allows clients to select "X-Another gender" to appear on their citizenship certificate. Applicants must submit the request form for a [Change of Sex or Gender Identifier \(PDF, 1.52 MB\)](#) if the applicant is applying for:

- their first citizenship certificate and their gender is different from what is on their birth certificate, or
- a replacement citizenship certificate and their gender is different from what's on their current certificate

Oath of Citizenship Abroad

Purpose

On rare occasions, Foreign Service Officers at Canadian missions abroad will be requested by the Minister of Immigration, Refugees and Citizenship, or any person authorized by the Minister, such as the Registrar of Citizenship, to administer the Oath of Citizenship to certain persons.

The purpose of this is to provide guidance and instructions on when and how the Oath of Canadian citizenship may be sworn at a Canadian mission abroad.

The Oath of Citizenship

Taking the Oath of Citizenship is the final legal requirement that grant of citizenship applicants, 14 years of age or older, must meet in order to become a Canadian citizen.

A person who has been granted citizenship must take the Oath of Citizenship, in either English or French, or in both languages if they so choose, by swearing or solemnly affirming before a citizenship judge or a person delegated by the Minister.

	<p>Pursuant to the Citizenship Regulations, subsection 20(1)(b), Foreign Service Officers are delegated to administer the Oath to the following persons (if the persons are outside Canada) only:</p> <ul style="list-style-type: none"> ● A person 14 years of age or older on the day which the person was granted citizenship under subsection 5(2); ● A person who was granted citizenship under the resumption provision under subsection 11(1); ● A person who was granted citizenship under the discretionary provision under subsection 5(4). <p>When an applicant takes the Oath abroad it is to be treated as a private citizenship ceremony.</p>
<p>Who can request to take the Oath Abroad</p>	<p>These requests may occur due to extenuating circumstances, for example an applicant for citizenship, who has been granted citizenship under subsection 5(4) or an applicant who is granted under subsection 5(2) or 11(1) of the Act and is , for example, terminally ill and unable to travel.</p> <p>Requests made by applicants to swear the Oath abroad that are not to be considered acceptable could include (list is not exhaustive):</p> <ul style="list-style-type: none"> ● applicants (minors) who are attending school abroad but will be returning to Canada where they normally reside ● applicants traveling on extended vacations <p>Citizenship applicants who are not eligible to take the Oath abroad should contact the local IRCC office in Canada or CPC-Sydney, whichever is holding their file.</p>
<p>Media during a private citizenship ceremony abroad</p>	<p>Swearing the Oath of citizenship in a mission is a private ceremony and is only authorized in exceptional circumstances. Missions should not take official photographs or videos of a private ceremony and should not post information about them on any of the following:</p> <ul style="list-style-type: none"> ● mission websites ● mission social media pages ● GAC's intranet <p>A citizenship applicant at a private ceremony may take their own photographs or video of the ceremony for their private records.</p>

Search for Citizenship Record Letters

<p>Citizenship Record Letter</p>	<p>The Search for Citizenship Record Letters application can be used to request a search of Canadian citizenship records to verify naturalization or citizenship information. In response to the application, the client will receive a:</p> <ul style="list-style-type: none"> ● No Record Letter, if no record of the person is found; or
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	<ul style="list-style-type: none"> ● Record Letter detailing how and when the person became a Canadian citizen, or if a pending Canadian Citizenship application is in process. <p>The fee for a Search of Citizenship Records is \$75.</p>
Submitting and Application	Applicants living outside Canada and the United States should submit their completed application form (CIT 0058) and the required documents to the Canadian embassy, high commission or consulate responsible for their area.
Processing	<p>Once the application has been received at the CPC-S, officials will search the Citizenship Registration System for the requested record. If the record is located, a letter will be sent to the mailing address provided by the applicant. The letter will indicate when the person became a citizen, or if there is a Canadian citizenship application in process.</p> <p>If there is no record, or if no record can be located based on the information provided, a letter indicating that there is no record will be sent to the mailing address provided by the applicant.</p> <p>Important! A Search of Record is not proof of citizenship. The applicant will still have to apply for a citizenship certificate.</p>

Citizenship Renunciation (Giving Up Canadian Citizenship)

Definition	A person who renounces their citizenship ceases to have the legal status of a citizen as described in the <i>Citizenship Act</i> .
Types of Renunciation	<ul style="list-style-type: none"> ● renunciation for Canadian citizens under subsection 9(1) of the <i>Citizenship Act</i>; and <ul style="list-style-type: none"> ○ They must use application CIT 0302 ● renunciation under section 7.1 of the <i>Citizenship Regulations</i> that came into force as a result of the legislative changes to the <i>Citizenship Act</i> on April 17, 2009, and June 11, 2015 for certain individuals <ul style="list-style-type: none"> ○ They must use application CIT 0496

Eligibility	<p>To be eligible to apply to renounce your Canadian citizenship, you must:</p> <ul style="list-style-type: none"> ● be a citizen of a country other than Canada or become a citizen of a country other than Canada if your application to renounce is approved ● not live in Canada ● be at least 18 years old ● not be a threat to Canada’s security or part of a pattern of criminal activity ● not be prevented from understanding the significance of renouncing your Canadian citizenship by reason of having a mental disability and ● not be subject to revocation of citizenship proceedings
Who cannot apply for renunciation?	<p>Pursuant to subsection 9(2.1), a person cannot make an application for renunciation if the Minister has provided the applicant with a notice of intent to revoke citizenship referred to in subsection 10(3) or has commenced an action in Federal Court pursuant to subsection 10.1(1) or (2) for a declaration in respect of the applicant until the Minister provides the applicant with their decision under subsection 10(5) or a final judgment has been rendered in that action, as the case may be.</p>
Submitting the application	<p>Applicants living outside Canada and the United States should submit their completed application form and required documents to the Canadian embassy, high commission or consulate responsible for their area.</p> <p>Applicants living in the United States must send their completed form and the required documents directly to the case processing centre in Sydney, Nova Scotia. Check the instruction guide of the applicable application for the correct address:</p> <ul style="list-style-type: none"> ● renounce under subsection 9(1) of the <i>Citizenship Act</i> – where to send the completed application ● renounce under section 7.1 of the <i>Citizenship Regulations</i> – where to send the completed application <p>IRCC can process applications urgently in some situations and review the application to see if it qualifies. Even if the application qualifies, IRCC cannot guarantee that the application will be processed urgently. Apply to give up (renounce) Canadian citizenship urgently.</p>

Suspension of the processing of the renunciation application made under subsection 9(1) and end of the suspension	Pursuant to subsection 9(2.2), if an application for renunciation is made and the Minister subsequently provides the applicant with a notice of intent to revoke citizenship referred to in subsection 10(3) or commences an action in Federal Court pursuant to subsection 10.1(1) or (2) for a declaration in respect to the applicant, the processing of that application is suspended until the Minister provides the applicant with their decision under subsection 10(5) or a final judgment has been rendered in that action, as the case may be.
Minister may waive one of the renunciation requirements under subsection 7.1(2)	Subsection 7.1(2) of the <i>Citizenship Regulations</i> gives the Minister the discretion to waive on compassionate grounds the requirement of understanding the significance of renouncing citizenship by reason of the person having a mental disability.
A citizenship officer may need to interview applicant	<p>If so, IRCC will notify the applicant by mail of the time and place of the interview.</p> <ul style="list-style-type: none"> • If applicant lives outside Canada, the Canadian embassy, high commission or consulate responsible for applicant's area will contact applicant to let them know how the interview will be conducted

Citizenship Program Delivery in the US

Overview	<p>All applicants who live in the US, mail applications directly to CPC-Sydney. Missions no longer deliver citizenship services. However, applicants who do not have access to the internet or possess credit cards may still pay their fees at a mission in the US. Mission will provide a receipt to the client, and the client will be informed that they must include the receipt with their application to CPC-S.</p> <p>US missions will continue to administer the Oath of Citizenship. This function is in rare cases when a mission is asked to do so as part of the Grant of Citizenship process.</p>
Help for Citizenship applicants in the US	Applicants should first be directed to see instruction guides and document checklists for the relevant line of business. If this does not answer the question, citizenship applicants living in the US can get help with citizenship questions by filling out the Web form .

Intercountry Adoptions

<p>Background</p>	<p>Section 5.1 of the <i>Citizenship Act</i> allows for grants of citizenship for people adopted outside of Canada.</p> <p>Decisions on grants of citizenship for adopted persons under Section 5.1 of the Act, can be made by citizenship officers in Case Processing Centre-Sydney, the local office in Montreal or by a visa officer abroad.</p>
<p>The Intercountry Adoption Services (IAS)</p>	<p>The IAS is a unit within IRCC that provides liaison and coordination functions primarily to provincial and territorial jurisdiction and secondarily to international jurisdictions. In its designated role, IAS works closely with provincial and territorial Central Authorities to provide them with the information necessary to make informed decisions such as the imposition of a suspension of adoption activity with a particular State of Origin.</p> <p>IAS' role also includes advising on the development of legislation, regulations, policy, procedures, standards and guidelines. IAS provides functional guidance pertaining to national interests in intercountry adoption. IAS works with partner federal departments (Department of Justice and Global Affairs Canada) responsible for aspects of the intercountry adoption process.</p>
<p>There are two processing streams available for adoptive parents in order to obtain legal status in Canada for their adopted child</p>	<p>Canadian parents may apply for either of the following streams for their adopted child:</p> <ul style="list-style-type: none"> • Immigration (sponsorship) process: <ul style="list-style-type: none"> ○ Adoption completed outside Canada (FC 9); ○ Adoption to be completed in Canada (FC 6); • Citizenship process: <ul style="list-style-type: none"> ○ Grant of Canadian citizenship under section 5.1 of the <i>Citizenship Act</i>.

	Immigration	Citizenship 5.1
<p>Who can apply?</p>	<p>An adoptive parent who is a Canadian Citizen or Permanent Resident</p>	<p>An adoptive parent who is a Canadian Citizen (and not subject to first generation limit) at the time of the adoption</p>

Requirements	Meet requirements under <i>Immigration, Refugee Protection Act</i> for sponsorship	<i>Citizenship Act</i>, Citizenship Regulations, Hague if applicable
Foreign citizenship	The adopted person will not lose their foreign citizenship once they become a PR of Canada	The adopted person could lose their foreign citizenship once they become a Canadian Citizen, depending on the laws of the other country
Child's status at the end of the process	Permanent Resident	Canadian Citizen under section 5.1

**Part 1 –
Confirmation of
Canadian
Citizenship of
the Adoptive
Parent(s)**

Part 1 of the application is submitted to the Case Processing Centre in Sydney, Nova Scotia

Part 1 is to confirm that at least one adoptive parent is or was a Canadian citizen at the time of the adoption or, for adoptions that took place prior to January 1, 1947, at least one adoptive parent became a Canadian citizen on January 1, 1947 (or April 1, 1949, in the case of Newfoundland and Labrador for adoptions that took place prior to April 1, 1949) and is able to pass on Canadian citizenship to the adopted person.

Part 1 applications should be sent directly by the applicant to the Case Processing Centre in Sydney, and not submitted at the consular office.

Steps in Part 1 processing:

- fees processed
- proof of citizenship and identity documents of the adoptive parent collected
- file created in GCMS
- adoptive parent's Canadian citizenship and eligibility to pass on Canadian citizenship confirmed
- request made to the provincial/territorial central adoption authority for a notification letter
- file forwarded to the visa office

Once Part 1 of the application has been assessed, and if approved, IRCC will communicate with the prospective parents (the clients) by mail to tell them when and where to submit Part 2 of the application.

Prospective parents (the clients) should not send Part 2 of the

application until they have received a decision letter from IRCC indicating that Part 1 has been approved.

If a consular office receives a Part 2 application, they should return it to the applicant and advise them to submit the application to the visa office responsible for the area in which they reside. Where the consular office is able to transmit the application to the visa office (such as in missions where consular and visa staff are co-located), they should do so.

**Part 2 –
Adoptee’s
Application**

Part 2 of the application is submitted to the visa office

Part 2 – Adoptee’s Application is to assess the adopted person’s eligibility for a grant of Canadian citizenship pursuant to section 5.1 of the *Citizenship Act*.

Note that a part 2 decision can be made in Canada at CPC-Sydney or Montreal, or abroad by a visa officer.

- The visa office assesses the adoption against the requirements of the *Citizenship Act* and regulations and ensures that all supporting documentation has been provided, including:
 - identity documents for the adopted person;
 - birth certificate for the adopted person;
 - adoption order;
 - citizenship photograph of the adopted person;
 - letter of no objection (LONO) from the P/T (and/or foreign central authority/authorities).
- Assessment of relationships: legal relationship between the adoptive parent and the adopted person; severance of legal ties between the adopted person and their biological parents.
- Part 2 can only be assessed after the adoption has been finalized.

**After the Grant
of Citizenship
under 5.1 has
been approved**

Once the grant of citizenship under 5.1 has been approved, a citizenship certificate is issued. However a citizenship certificate is not a travel document. Many applicants will want to travel to Canada before the certificate is issued. A Canadian passport or an immigration facilitation visa in the passport of the adopted person’s country of origin may be issued before a citizenship certificate is received by the applicant.

Depending on the country where the adopted person resides, it may not be possible for them to obtain a Canadian passport for travel. Some countries do not allow adopted persons to leave on any travel documents other than their national passport, in which case a facilitation visa will be required.

In situations where it is possible for the adopted person to leave on a Canadian passport, and where consent has been received from the adoptive parents for the adopted person to travel on a Canadian passport, the officer will notify by e-mail the appropriate consular office. The officer will also provide the adoptive parents with a letter advising them that Canadian citizenship has been granted to the adopted person (applicants may present this to consular officials when applying for a Canadian passport).

Withdrawal of Citizenship Application

Background

Withdrawal of Citizenship Application (CIT 0027 - 07-2013) covers all citizenship business lines and replaces both the Withdrawal of Citizenship Application for Adult Grant, Resumption, Retention and Renunciation (CIT 0027 - 11-2007) and the Withdrawal of Citizenship Application for Minor Grant or Proof (CIT 0482 - 11-2007).

Previously, applicants had to send a letter to IRCC to request a withdrawal. Now, the client must download the CIT0027 form directly from the website and submit it to the appropriate office. The correct form as well as instructions are available on the IRCC website. The section of the special notices for re-testing that explains to applicants how to withdraw their application has also been updated.

Naming Policy

IRCC Naming Policy

The naming policy for IRCC can be found at the following link:

<https://www.canada.ca/en/immigration-refugees-citizenship/corporate/publications-manuals/operational-bulletins-manuals/identity-management/naming-procedures/naming-policy-client-identification-purposes.html>

Why have a naming policy?

IRCC is committed to introduce a degree of uniformity and ensure consistency in the identification and recording of names.

For citizenship purposes, an applicant's birth certificate is used to ensure that the applicant is one and the same individual

What do we do when a country's naming conventions is not in-step with

If the requested name differs from the name on the applicant's birth certificate, IRCC will request additional documentation. Further information can be found in Appendix C of the proof instruction guide:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/guide-0001-application-citizenship-certificate-adults-minors-proof-citizenship-section-3.html#appendixC>

IRCC's naming
policy?

Forms

Proof of Citizenship (Replacements and citizenship by descent)

[Proof application \[CIT 0001\]](#)

[Document checklist for Proof of citizenship](#) (CIT0014)

Application to Renounce Citizenship

[Application to Renounce Canadian Citizenship Under Subsection 9\(1\) \[CIT 0302\]](#)

[Document Checklist \[CIT 0402\]](#)

[Application to Renounce Canadian Citizenship R7.1 \[CIT 0496\]](#)

Search of Records

[Application for a Search of Citizenship Records \[Form CIT 0058\]](#)

Part 1: Confirmation of Canadian citizenship of the adoptive parent(s)

- [Document Checklist \[Form CIT 0484\]](#)
- [Confirmation of Canadian Citizenship of the Adoptive Parent\(s\) \[Form CIT 0010\]](#)

Part 2: Adoptee's application

- [Document Checklist \[Form CIT 0485\]](#)
- [Adoptee's Application \[Form CIT 0012\]](#)

[Request form for a Change of Sex or Gender Identifier \[CIT0404\]](#)

[Use of a Representative \[Form IMM 5476\]](#)

Annex 1

Date: 2019-05-24

CITIZENSHIP CASE PROCESSING CENTRE
P.O. BOX 12000
SYDNEY, N.S. B1P 6V6

Application Number / No de dossier: «Application_Num»

«Address_Header »

<p><u>DELAYED APPLICATION</u></p> <p>Good day «Given_Name» «Family_Name»,</p> <p>This refers to the application(s) for a citizenship certificate that you filed with Immigration, Refugees and Citizenship Canada (IRCC)'s Case Processing Centre in Sydney, Nova Scotia.</p> <p>The purpose of this letter is to advise you that while your application(s) have been reviewed, the file has been referred to our Program Support Unit for additional review. You will be contacted by an officer if additional information or documentation is required.</p> <p>This referral to Program Support means that it may not be possible for us to finalize our assessment of your application(s) within the current processing times posted on the website: https://www.canada.ca/en/immigration-refugees-citizenship/services/application/check-processing-times.html.</p> <p>If required, you may wish to review the information at: https://www.canada.ca/en/immigration-refugees-citizenship/services/canadian-citizenship/proof-citizenship/apply/urgently.html regarding IRCC's urgent criteria, and how to inform us if your case is now urgent.</p> <p>Should you have any questions or concerns, please feel free to contact us: http://www.cic.gc.ca/english/contacts/web-form.asp</p> <p>Thank you for your patience. Manager, Program Support</p>	<p><u>RETARD DE TRAITEMENT DES DEMANDES</u></p> <p>Bonjour «Given_Name» «Family_Name»,</p> <p>La présente fait référence à la demande d'un certificat de citoyenneté que vous avez soumise au Centre de traitement des demandes d'Immigration, Réfugiés et Citoyenneté Canada (IRCC) à Sydney en Nouvelle Écosse.</p> <p>Cette lettre a pour but de vous informer que même si nous avons terminé l'examen préliminaire de votre demande, le dossier a été transmis à notre Unité de soutien du programme pour un examen additionnel. Un officier vous contactera si des renseignements ou documents supplémentaires sont nécessaires.</p> <p>Ce renvoi à l'Unité de soutien du programme veut dire que nous ne pourrions peut-être pas en mesure de prendre une décision dans les délais de traitement affichés sur le site web: https://www.canada.ca/fr/immigration-refugies-citoyennete/services/demande/verifier-delaiss-traitement.html.</p> <p>Si votre demande devient urgente, veuillez consulter les renseignements au: https://www.canada.ca/fr/immigration-refugies-citoyennete/services/citoyennete-canadienne/preuve-citoyennete/presenter-demande/urgente.html concernant les critères de traitement urgent d'IRCC et comment nous informer si votre demande est maintenant urgente.</p> <p>Pour toute question ou inquiétude, n'hésitez pas à communiquer avec nous: http://www.cic.gc.ca/francais/contacts/formulaire-web.asp.</p> <p>Nous vous remercions de votre patience. Gestionnaire, Soutien du programme</p>
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