Objective
To provide a high-level overview of Immigration, Refugees & Citizenship Canada programs and operations.

1. Overview
2. Departmental Results
3. Core Responsibilities and Programs
4. Partners and Stakeholders
5. Operational Model
6. Communications Snapshot
7. Financial Snapshot
8. Annexes
1. Overview

Immigration, Refugees & Citizenship Canada’s programs have national and international impacts

**Economy**
- Immigrants made up 21.9% of Canada’s population in 2016 (Census 2016), and 23.8% of the labour force (Census 2016).
- International students contributed about $21.5 billion to the Canadian economy in 2018 (Global Affairs Canada, 2018).
- Monetary contribution of foreign visitors to Canada’s economy was $16.8 billion in 2016.

**Family and Society**
- Canada is home to over 250 ethnic communities (Census 2016).
- In 2036, projections suggest immigrants could reach between 24.5% and 30% of Canada’s population (Statistics Canada, 2017).
- Canada reunited 85,179 family members in 2018 (spouses, dependants, parents and grandparents).

**Security**
- 66% of Canadians have a passport and approximately 3.6 million passports were issued in 2018 (many were 10-year passports).
- Immigration, Refugees & Citizenship Canada balances travel facilitation against health, safety, and national security risks.
- Measures are in place to combat fraud and strengthen the integrity of Immigration, Refugees & Citizenship Canada’s programs.

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Most Canadians will interact with Immigration, Refugees & Citizenship Canada at some point in their lives, through the immigration system or the Passport Program. As a result, Immigration, Refugees & Citizenship Canada has a stewardship responsibility for the personal information of approximately 80% of Canadians.
1. Overview

Immigration, Refugees & Citizenship Canada’s programs need to respond to national and global trends

Global migration patterns and demographics are changing

- The size of the global middle class is growing, while the cost of travel is falling.
- Ongoing circular migration and increasing south-to-south migration.
- Immigration is an important source of labour for Canadians. Canadian school leavers account for 80% of new labour market entrants but the labour force would shrink without immigration.

Safety and security threats are growing in significance and complexity

- Technological innovation has led to better information sharing and risk analytics, but also more sophisticated fraud.
- Violent extremists are using social media to extend their reach.
- Foreign fighters (Canadians who join terrorist groups fighting abroad) travel abroad and return home.
- Infectious diseases evolve and emerge.

The nature of work, the work place, and the labour market are being transformed

- Technology is becoming smarter, cheaper, and easier to use; this could lead to a period of jobless economic growth and more employment at lower wages.
- In Canada, temporary work is growing at a faster pace than permanent positions.

Global forced displacement has reached historically high levels

- An unprecedented 70.8 million people around the world have been forcibly removed.
- Armed conflict remains a major driver of human insecurity.
- Forced displacement due to natural hazards (floods, storms, earthquakes) and the changing environment and climate is increasingly observed.
- Current global migration governance regime may no longer be adequate.
1. Overview

**Canada is a world leader in managed immigration**

- **A measured and managed approach to facilitating migration.** There are legal pathways to study, work and live in Canada:
  - Permanent residents - Foreign nationals who settle in Canada and may be eligible for citizenship.
  - Temporary residents - Foreign nationals who visit, study, or work in Canada for a limited time.
- **Immigration Levels Plan** is approved by Cabinet and tabled in Parliament every year, within the Multi-Year Levels Plan.
- **Economic immigrants** selected based on high human capital (education, language, experience), or pre-arranged employment.
- Targeted funding to support **economic and social integration**.
- **Pathways to citizenship** with one of the highest global rates of acquisition (approximately 85%).
- **Managing risk** and **program integrity**; using enforcement effectively.
- Strong **public support** for immigration.

The Organization for Economic Co-operation and Development (OECD) identifies Canada as a **global leader** in immigrant integration and second generation outcomes.

### By the Numbers

<table>
<thead>
<tr>
<th>1 in 5</th>
<th>Canadians born outside Canada.</th>
</tr>
</thead>
<tbody>
<tr>
<td>45,758</td>
<td>Refugees and protected persons admitted in 2018.</td>
</tr>
<tr>
<td>321,035</td>
<td>Permanent residents (family, economic, and humanitarian) admitted in 2018.</td>
</tr>
<tr>
<td>2,517,017</td>
<td>Temporary resident visas, permits, and extensions (workers, visitors, students) issued in 2018.</td>
</tr>
<tr>
<td>4 million</td>
<td>New permanent residents (economic, family, and humanitarian) in the last 15 years (2004-2018).</td>
</tr>
<tr>
<td>$1,231 million</td>
<td>Spending on resettlement assistance program and settlement program for 2017-2018 (including transfer to Quebec and Operation Syria Refugee).</td>
</tr>
<tr>
<td>55,144</td>
<td>Number of asylum claims in 2018, compared to 50,883 in 2017.</td>
</tr>
<tr>
<td>$40.8 million</td>
<td>Over 5 years to support official languages via the Action Plan for Official Languages 2018-2023</td>
</tr>
<tr>
<td>19 million</td>
<td>Immigrants since Confederation.</td>
</tr>
<tr>
<td>24.8 million</td>
<td>Travel documents (e.g. passports) in circulation.</td>
</tr>
</tbody>
</table>
# Key Enabling Authorities

## Immigration, Refugees & Citizenship Canada

*Department of Citizenship and Immigration Act*

<table>
<thead>
<tr>
<th>Immigration and Refugee Protection Act</th>
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</thead>
<tbody>
<tr>
<td>Immigration to Canada</td>
</tr>
<tr>
<td>Refugee protection Enforcement</td>
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<tr>
<td>Immigration and Refugee Board</td>
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<tr>
<td>Co-administered with the Minister of Public Safety and Emergency Preparedness</td>
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<table>
<thead>
<tr>
<th>Citizenship Act</th>
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</thead>
<tbody>
<tr>
<td>Acquisition of citizenship</td>
</tr>
<tr>
<td>Resumption of citizenship</td>
</tr>
<tr>
<td>Loss of citizenship</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Canadian Passport Order</th>
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<tbody>
<tr>
<td>Diplomatic and Special Passport Order</td>
</tr>
<tr>
<td>Administration</td>
</tr>
<tr>
<td>Interpretation</td>
</tr>
<tr>
<td>Issuance of passports</td>
</tr>
<tr>
<td>Cancellation, refusal, and revocation</td>
</tr>
<tr>
<td>Co-administered with the Minister of Public Safety and Emergency Preparedness</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>College of Immigration and Citizenship Consultants Act (Royal Assent June 2019; not yet in force)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statutory framework governing regulation of immigration and citizenship consultants</td>
</tr>
</tbody>
</table>

### Ministerial Tools

- **Ministerial Instructions**
  - Special instructions to support immigration goals.
  - They have been used to:
    - limit intake of applications;
    - establish rules associated with Express Entry;
    - pause visa processing, and create small-scale pilot programs (up to 2,750 applications and in effect for up to five years).

### Public Policy Provision

- Discretionary ministerial tool to overcome any requirements of legislation, based on criteria and conditions set by the Minister.
- Used to address a variety of situations such as crises, natural disasters (e.g. response to earthquake in Haiti), humanitarian issues (e.g. vulnerable minorities and persons in refugee-like situations), or others.

- Jurisdiction over immigration is shared between the federal, provincial, and territorial governments under section 95 of the *Constitution Act, 1867*, while citizenship is the responsibility of the federal government.

- Immigration, Refugees & Citizenship Canada is also bound by international law, such as *United Nations’ Convention Relating to the Status of Refugees* (1951).
1. Overview

*Under review – further changes may be forthcoming*

Organizational Structure

**Immigration, Refugees and Citizenship Canada**
- Deputy Minister: Catrina Tapley

**Border Security and Organized Crime Reduction**
- Minister: Bill Blair

**Immigration and Refugee Board**
- Chairperson: Richard Wex

**Corporate Management**
- ADM and CFO: Daniel Mills

**Transformation and Digital Solutions**
- ADM and CIO: Zaina Sovani

**Operations Sector**
- ADM: Harpreet S Kochhar / Associate ADM: Mike MacDonald

**Strategic and Program Policy Sector**
- ADM (TBD) / Associate ADM: Natasha Kim

**Settlement and Integration Sector**
- ADM Fraser Valentine

**Conflict Resolution**
- Robyn Hollard-Ayoub

**Senior General Counsel**
- Caroline Fobes

**Communications**
- David Hickey

**Internal Audit**
- Mieke Bos

Portfolio Organization
The Departmental Results Framework and Program Inventory represent the cornerstone of IRCC’s results and delivery regime and is a new way to manage our programs.
### Departmental Results Define What IRCC Aims to Achieve

<table>
<thead>
<tr>
<th></th>
<th>Visitors, International Students, and Temporary Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Entry to Canada of eligible visitors, international students, and temporary workers is facilitated.</td>
</tr>
<tr>
<td>2</td>
<td>Facilitation of temporary entry helps to generate economic benefits.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Immigrant and Refugee Selection and Integration</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Potential permanent residents are selected for immigration to Canada.</td>
</tr>
<tr>
<td>4</td>
<td>Permanent residents are welcomed and benefit from settlement supports.</td>
</tr>
<tr>
<td>5</td>
<td>Immigrants and refugees achieve economic independence and contribute to labour force growth.</td>
</tr>
<tr>
<td>6</td>
<td>Immigrants and refugees feel part of and participate in Canadian society.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Citizenship and Passport</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Eligible permanent residents become Canadian citizens.</td>
</tr>
<tr>
<td>8</td>
<td>Canadians’ international travel is facilitated.</td>
</tr>
</tbody>
</table>
### Visitors, International Students, and Temporary Workers

<table>
<thead>
<tr>
<th>Visitors</th>
<th>International Students</th>
<th>Temporary Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>People travelling for business or leisure. Some are required to obtain a temporary resident visa (visitor visa) to travel to Canada or an Electronic Travel Authorization, which is in place for visa-exempt air travellers.</td>
<td>Foreign nationals are required to obtain a study permit before engaging in education or training that is more than six months in duration.</td>
<td><strong>Temporary Foreign Worker stream:</strong> Employers can hire foreign workers to fill shortages when qualified Canadians are not available. This must be verified through a Labour Market Impact Assessment from Employment and Social Development Canada.</td>
</tr>
<tr>
<td><strong>Parent and Grandparent Supervisa:</strong> A temporary resident permit for stays in Canada for up to 2 years at a time, allowing multiple entries, for a period up to 10 years.</td>
<td></td>
<td><strong>International Mobility stream:</strong> Temporary work permits that do not require a Labour Market Impact Assessment, issued when there are benefits for Canada, including through the North American Free Trade Agreement. Includes International Experience Canada, facilitating youth mobility, and asylum claimants who apply for open work permits.</td>
</tr>
</tbody>
</table>

| 2018 Temporary Resident visas approved: 1,676,645 | 2018 Study permits: 356,876* | 2018 Temporary Foreign Worker Program: 84,229* | 2018 International Mobility Program: 255,034* |

*Data is based on the date on which an issued work permit becomes effective.*
### Federal Economic Immigration

#### Federal High Skilled*

1. **Federal Skilled Workers:** Selected on the basis of having skilled work experience and high human capital. Applicants awarded points based on criteria such as age, language, and education.

2. **Federal Skilled Tradespersons:** People with a job offer or Canadian qualifications in certain skilled trades may be eligible for permanent residence if they have sufficient language proficiency, training, and work experience in a trade.

3. **Canadian Experience Class:** For applicants who have at least one year’s work experience in a skilled occupation in Canada and who have the official language proficiency to remain in Canada permanently.

#### Federal Business Immigration

This category includes two immigration programs:

1. **Start-Up Visa:** The Start-up Visa Program, made permanent in April 2018, provides permanent residence to innovative entrepreneurs with the potential to build high-growth start-ups in Canada that can compete on a global scale.

2. **Self-Employed Program:** Targets self-employed persons with the experience and ability to contribute significantly to the cultural and athletic life of Canada.

#### Caregivers

In June 2019, two new 5-year pilot programs – the *Home Child Care Provider* and *Home Support Worker* classes – will replace the expiring 2014 pilots.

From March 4-June 4, 2019, the Interim Pathway for Caregivers will provide a short-term exceptional pathway for caregivers in Canada who do not qualify for permanent residence through other programs.

### 2018 Admissions

<table>
<thead>
<tr>
<th>Federal High Skilled*</th>
<th>Federal Business Immigration</th>
<th>Caregivers</th>
</tr>
</thead>
<tbody>
<tr>
<td>75,606</td>
<td>757</td>
<td>17,821</td>
</tr>
</tbody>
</table>

#### 2019, 2020, 2021 Planned Admissions

- **Federal High Skilled:**
  - 2019: 81,400
  - 2020: 85,800
  - 2021: 88,800

- **Federal Business Immigration:**
  - 2019: 700
  - 2020: 700
  - 2021: 700

- **Caregivers:**
  - 2019: 14,000
  - 2020: 5,000
  - 2021: TBD

*Express Entry: An electronic system used to manage applications for permanent residence in some federal economic streams and a portion of the Provincial Nominee Program. Those with the highest scores are invited to apply for permanent residence.

Includes applications received under the former Live-in Caregiver program, which was closed to new application in November 2014.
# Immigrant and Refugee Selection and Integration

## Regional Economic Immigration

<table>
<thead>
<tr>
<th>Provinces and territories can nominate individuals for permanent residence based on regional needs, including those of employers, and on an individual’s ability to economically establish themselves.</th>
<th>Under the Canada-Quebec Accord, Quebec has full responsibility for the selection of immigrants (except Family Class and in-Canada refugee claimants), as well as the sole responsibility for delivering integration services, supported by an annual grant from the federal government.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Express Entry manages a portion of Provincial Nominee Program applications.</td>
<td></td>
</tr>
<tr>
<td><strong>2018 Admissions:</strong> 62,427</td>
<td><strong>2018 Admissions:</strong> 28,332</td>
</tr>
<tr>
<td><strong>2019, 2020, 2021 Planned Admissions:</strong> 61,000, 67,800, 71,300</td>
<td><strong>2019, 2020, 2021 Planned Admissions:</strong> TBD, TBD, TBD</td>
</tr>
</tbody>
</table>

## Economic Pilots

<table>
<thead>
<tr>
<th>Atlantic Immigration</th>
<th>Rural and Northern</th>
<th>Agri-Food</th>
</tr>
</thead>
<tbody>
<tr>
<td>Three-year pilot launched in 2017. In 2019, the Minister announced a two-year extension to provide additional time to assess pilot outcomes and support economic growth and retention in the region.</td>
<td>Five-year pilot announced in 2019 to help rural and northern communities in Canada attract and retain foreign workers to meet the economic development needs of the community.</td>
<td>Announced in Budget 2019, IRCC will launch a three-year pilot to support Canada’s agri-food sector by bringing in full-time, non-seasonal agricultural workers with a pathway to permanent residency.</td>
</tr>
<tr>
<td><strong>2018 Admissions:</strong> 1,409</td>
<td>Admissions targets will be set and detailed beginning in the 2020 levels plan.</td>
<td><strong>2,750 principal applicants per year (plus family members). Over the course of the pilot, up to 16,500 admissions possible.</strong></td>
</tr>
<tr>
<td><strong>2019, 2020, 2021 Planned Admissions:</strong> 2,000, 4,000, TBD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Immigrant and Refugee Selection and Integration

### Family Reunification

<table>
<thead>
<tr>
<th>Spouses, Partners, and Children</th>
<th>Parents and Grandparents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canadian citizens and permanent residents can sponsor their spouse, common-law or conjugal partner, or dependent children to immigrate to Canada.</td>
<td>Citizens and permanent residents are able to sponsor parents or grandparents to come to Canada as permanent residents, as long as they can provide for their parent or grandparent’s essential needs.</td>
</tr>
<tr>
<td>International adoptions require a legal adoption as well as the immigration or citizenship process to live in Canada.</td>
<td>Parents and grandparents can apply for a multiple-entry visa, which is valid for ten years and allows them to remain in Canada for up to 24 months at a time, without the need to renew their status (not a pathway to permanent residence).</td>
</tr>
</tbody>
</table>

**2018 Admissions:** 67,153  
**2019, 2020, 2021 Planned Admissions:** 68,000, 70,000, 70,000

### Humanitarian/ Compassionate & Discretionary Immigration

Humanitarian and Compassionate (H&C) considerations, and Public Policies, are discretionary tools that provide the Minister with the authority to grant permanent resident status, or an exemption from requirements of the Act or Regulations, to those who would not otherwise qualify in an immigration class.

Allows flexibility in deserving and exceptional cases not anticipated in the legislation.

**2018 Admissions:** 3,746  
**2019, 2020, 2021 Planned Admissions:** 4,250, 4,500, 5,000

*Includes admissions of persons selected on H&C grounds for reasons of public policy and in the permit holder class.*
### Immigrant and Refugee Selection and Integration

#### Refugee Resettlement

<table>
<thead>
<tr>
<th>Government-Assisted Refugees</th>
<th>Blended Visa Office-Referred Refugees</th>
<th>Privately Sponsored Refugees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons outside Canada determined to be Convention refugees and referred by the United Nations Refugee Agency or other referral organizations, who receive immediate support services and income support from the federal government up to one year after arrival in Canada.</td>
<td>Convention refugees who are referred by the United Nations Refugee Agency are matched with private sponsors and receive a blend of government and private financial support. Many refugees sponsored under this program are travel-ready and arrive in Canada within one to four months.</td>
<td>Convention or country of asylum class refugees outside Canada who receive financial and other support from a private sponsor for up to one year after arrival in Canada. Private sponsors include Sponsorship Agreement Holders, Groups of Five individuals, or Community Sponsors</td>
</tr>
<tr>
<td><strong>Resettlement Assistance</strong> provides immediate support services and income support to Government-Assisted Refugees (for up to one year) and Blended Visa Office-Referred refugees (for up to six months) after arrival in Canada.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2018 Admissions: 8,156</td>
<td>2018 Admissions: 1,157</td>
<td>2018 Admissions: 18,763</td>
</tr>
<tr>
<td>2019, 2020, 2021 Planned Admissions: 9,300, 10,700, 10,700</td>
<td>2019, 2020, 2021 Planned Admissions: 1,650, 1,000, 1,000</td>
<td>2019, 2020, 2021 Planned Admissions: 19,000, 20,000, 20,000</td>
</tr>
</tbody>
</table>

#### Protected Persons & Dependents Abroad (Asylum)

Asylum claimants who are determined to be a Convention Refugee or a person in need of protection by the Immigration and Refugee Board; or, in certain cases, the Minister allows an application for protection. Admissions are those successful claimants who have been granted permanent residence.

| 2018 Admissions: 17,682 | 2019, 2020, 2021 Planned Admissions: 16,500, 18,000, 20,000 |

#### Interim Federal Health Program

Provides limited, temporary health care coverage for resettled refugees and asylum claimants until eligibility for provincial health care coverage is in effect.

#### Immigration Loans

Are available to provide financial assistance to foreign nationals, permanent residents, convention refugees, and members of humanitarian-protected persons abroad classes, in order to cover costs primarily associated with travel to Canada. IRCC has the authority to issue up to $110 million.
Immigrant and Refugee Selection and Integration

3. Core Responsibilities/Program Inventory

Settlement

<table>
<thead>
<tr>
<th>Services</th>
<th>Service Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent residents and protected persons are eligible for settlement services pre- and post-arrival:</td>
<td>Settlement services are administered by service-providing organizations, which receive funding through a competitive call for proposals.</td>
</tr>
<tr>
<td>• Information and orientation sessions;</td>
<td>In 2019-2020, more than $779 million of settlement funding was allocated to more than 500 service providers across Canada (excluding Quebec), representing nearly 45% of the departmental budget (excluding Budget 2019).</td>
</tr>
<tr>
<td>• Needs assessments and referrals to social, economic, education, and health services;</td>
<td>Under the terms of the Canada-Quebec Accord, Immigration, Refugees &amp; Citizenship Canada provides a grant to Quebec ($559.4 million in 2018-19) for reception services, and linguistic, cultural, and economic integration services.</td>
</tr>
<tr>
<td>• Language training;</td>
<td>The National Call for Proposals 2019 for Settlement Program and Resettlement Assistance Program opened February 2019. After a thorough review of the proposals received, 824 projects have been selected to deliver services that are client-centred, outcomes-driven and responsive to needs and that use resources effectively. Funding for approved projects is expected to begin on April 1, 2020, and end by March 31, 2025.</td>
</tr>
<tr>
<td>• Employment-related services, including work placements and counselling;</td>
<td></td>
</tr>
<tr>
<td>• Community engagement and community partnerships.</td>
<td></td>
</tr>
</tbody>
</table>

In 2018-19, settlement services were provided to nearly 520,000 clients in Canada and abroad.

Recent key accomplishments in the Settlement Program:
• Launched a comprehensive settlement / resettlement Call for Proposals covering programming over the next 5 years ($4 billion – 2020-21 through 2025-26)
• Shared national vision incorporated in the National Call for Proposals
• Enhanced federal-provincial-territorial cooperation and co-planning to better support client needs
• Streamlining of pre-arrival services
• Visible Minority Newcomer Women Pilot to address barriers to their employment and career advancement
• Announced Francophone Immigration Strategy
• Obtained Treasury Board authority to use grants
• Reduced priority clients waiting for language training
• Working to reduce administrative burden on SPOs and internally to IRCC through the Program Management ‘reset’
• Launched the first annual Settlement Client Outcomes Survey and Newcomer Outcomes Survey
## Citizenship and Passport

### Citizenship

<table>
<thead>
<tr>
<th>Awareness</th>
<th>Eligibility</th>
<th>Acquisition</th>
<th>Loss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance the meaning of Canadian citizenship for both newcomers and existing citizens, increasing a sense of belonging to Canada. Departmental officials, as well as citizenship judges, who are appointed on the recommendation of the Minister, promote citizenship awareness.</td>
<td>Citizenship applicants must meet requirements set out in the <em>Citizenship Act</em> to be eligible for citizenship, including: demonstrated knowledge of Canada, language ability, residence requirement, filing income tax returns as required, etc.</td>
<td>Citizenship may be acquired through birth on soil, by descent, or by naturalization (by grant). In 2018, <strong>176,444 persons</strong> became new Canadian citizens (naturalization).</td>
<td>Canadian citizens may renounce their citizenship. Citizenship may be revoked from naturalized Canadians if obtained as a result of fraud, false representation, or knowingly concealing material circumstances. Citizenship certificates may be recalled where the holder is not entitled to them.</td>
</tr>
</tbody>
</table>
## Citizenship and Passport

### Issuance
Issuance of secure travel documents to Canadians, which facilitates their travel and contributes to international and domestic security.

In 2018-2019, IRCC issued approximately **3 million passports**.

### Service Delivery
Collaboration with Service Canada (in Canada) and Global Affairs Canada (abroad) for the delivery of routine citizenship and passport services.

IRCC also handles:
- Special and diplomatic passports to those travelling for official or diplomatic purposes;
- Travel documents to non-Canadians;
- Complex passport applications.

### Security
Maintain Canadian passport security and integrity through the authentication of identity and entitlement.

Cancel, refuse, revoke, and impose a period of refusal of passport services (e.g. in cases of detected fraud, misuse, or misrepresentation).

### Service Standards in Canada*:
- In-person/Pick-up: 10 days
- By mail: 20 days
- Via receiving agent: 20 days
- Urgent service: next day
- Express Service: 2-9 days

### Service Standards Outside of Canada:
- Regular application: 20 days
- Temporary passport: <20 days
- Emergency travel document: <20 days

*Service standards do not include mailing time

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The Minister of Immigration, Refugees & Citizenship has sole authority for decisions on passport cancellation, refusal, and revocation; the Minister of Public Safety and Emergency Preparedness has sole authority for cases related to terrorism and national security.
4. Partners and Stakeholders

Key Federal Partners

**Employment and Social Development Canada**  
*Key domestic policy partner*  
- Conducts Labour Market Impact Assessments  
- Leads federal foreign credential recognition efforts  
- Administers the Job Bank  
- Through **Service Canada** - Delivers passport services on behalf of IRCC.

**Global Affairs Canada**  
*Key foreign policy partner*  
- Operates missions and supports Immigration, Refugees & Citizenship Canada’s international presence  
- Delivers citizenship and passport services abroad on behalf of IRCC

**Service Canada**  
- Delivers passport services on behalf of Immigration, Refugees & Citizenship Canada

**Public Health Agency of Canada**  
- Administers the Quarantine Act  
- Health screening and monitoring

**Border Security and Organized Crime Reduction**  
- Leads on irregular migration and the Safe Third Country Agreement.

**Canadian Heritage**  
- Official Languages, Plan d’action pour les langues officielles, multiculturalism policy

**Canada Border Services Agency**  
- Main co-delivery partner for the Immigration and Refugee Protection Act  
- Manages the flow of travelers at Canadian ports of entry  
- Provides intelligence  
- Prevents irregular migration  
- Provides immigration enforcement  
- Removes persons who are in Canada and are found to be inadmissible

**Public Safety Canada**  
- Renders cancellation, refusal, and revocation decisions for passport cases related to terrorism and national security

**Canadian Security and Intelligence Service**  
- Conducts security screening  
- Shares information to combat terrorism

**Royal Canadian Mounted Police**  
- Shares information to combat terrorism and organized crime  
- Attends citizenship ceremonies  
- Combats human trafficking

**Rural Economic Development**  
- Supports pilot programming to encourage more new Canadians to settle in rural Canada.
Provinces and Territories

• Immigration is a shared federal, provincial, and territorial (FPT) responsibility under the *Constitution*, with federal paramountcy in case of disputes. This is reflected in the *Immigration and Refugee Protection Act* and bilateral immigration agreements.

• Federal, Provincial, and Territorial Ministers meet annually via the Forum of Ministers Responsible for Immigration (FMRI) to discuss strategic priorities for FPT collaboration on all matters relating to immigration. Significant work has been undertaken multilaterally to develop a 2020-23 FMRI Strategic Plan for Immigration with key deliverables and metrics.

• IRCC works closely with provincial and territorial governments on matters such as levels setting, immigrant selection, and settlement and integration.

• [REDACTED]
  ▪ A number of provinces (ON, QC, BC and MB) have sought financial support for costs from increased asylum claims (housing, social assistance, education, legal aid). The Federal government committed up to $474 million for sharing extraordinary interim housing costs incurred in 2017, 2018 and 2019.
  ▪ The Interim Housing Assistance Program was established to provide financial support to affected provinces and, if necessary, to municipal governments. To date, deals have been reached with Manitoba ($5M in June 2019, in addition to $3M provided in June 2018) and British Columbia ($6M in May 2019) to address costs associated with temporary housing for asylum claimants. Funding has also been provided to key Ontario municipalities.

• Under the *Canada-Quebec Accord* (1991), Quebec is responsible for establishing economic immigration programs and for selecting immigrants under those programs as well as resettled refugees. Quebec advises on the number of immigrants it wishes to receive.
Canada’s Leadership in Global Migration

Key partnerships include:

**Canada-U.S. Relationship:** Canada engages on issues relating to border management, information sharing and joint activities to deter irregular migration into the North American perimeter. In recent years, the relationship has been shaped by significant flows of irregular migration coming into Canada through the Canada-U.S. border.

**Canada-Mexico Relationship:** Canada’s key engagement with Mexico is through the Canada-Mexico High Level Dialogue on Mobility. [REDACTED]

**Migration 5:** Canada engages in the Migration 5 (M5) forum as the key space in which to collaborate with the U.S, the United Kingdom, Australia and New Zealand, on joint priorities such as asylum system issues, information sharing and client experience.

**International Organization on Migration (IOM):** The IOM is a key delivery agent for IRCC migration-related programs, including conducting health examinations, supporting the transportation of refugees and other protected persons to Canada, delivering the Canadian Orientation Abroad Program, and providing care to those intercepted abroad as irregular migrants as part of the Global Assistance for Irregular Migration Program.

**United Nations Refugee Agency (UNHCR):** IRCC relies on the UNHCR to identify the most vulnerable refugees around the world and provide referrals under our Government Assisted Refugee and Blended Visa-Officer Referred refugee streams.

**UN Global Compacts:** In December 2018, Canada joined consensus with the majority of UN members, adopting the Global Compacts for Migration and on Refugees, two non-legally binding global frameworks that seek to advance cooperation on managing migration and refugee flows.

**Canada’s Chairmanships in 2019-2020:** Canada is assuming leadership as chair of the following forums: Migration 5 (M5), Annual Tripartite Consultations on Resettlement (ATCR), Intergovernmental Consultations on Migration, Asylum and Refugees (IGC). In addition, Canada is on the Bureau for the Organisation for Economic Co-operation and Development (OECD) Working Party on Migration.

**Canada’s Capacity Building Investment:**

- **Canada’s International Migration Capacity Building Program** allows Canada to engage with key partners to strengthen migration management systems internationally, and influence the global discourse on international migration.

- **Canada’s Global Refugee Sponsorship Initiative (GRSI):** In collaboration with the UNHCR, the Open Society Foundation, the University of Ottawa, and the Giustra Foundation, GRSI shares Canada’s experience in private sponsorship of refugees (PSR) with other countries and encourages adoption of the model around the world. The UK, Argentina, New Zealand, Ireland, Spain, and Germany have launched sponsorship programs with GRSI assistance. [REDACTED]
# Health, Safety and Security

**Objective**: Manage the movement of people, while protecting the health, safety, and security of all Canadians.

<table>
<thead>
<tr>
<th>Health and Security</th>
<th>Program Integrity</th>
</tr>
</thead>
</table>
| Immigration, Refugees & Citizenship Canada balances travel facilitation and risk management and works closely with partners to secure Canada’s borders and protect Canadians from harm. Security, criminality, and crimes against humanity screening is performed with support of public safety government partners. Health screening and monitoring is done in collaboration with the Public Health Agency of Canada, and provincial and territorial public health authorities. Support for the Global Assistance for Irregular Migrants Program helps combat human trafficking. | Program integrity is ensured through identifying applicants who fail to meet eligibility and/or admissibility requirements and refusing status accordingly. **Identity Management:**  
- Client identity is managed based on personal identifiers, identity documents, and biometric identifiers.  
**Document management:**  
- Temporary Resident Visas are issued to individuals from medium and high risk countries to facilitate access to Canada.  
- As of March 2016, all foreign nationals from countries exempt from a Temporary Resident Visa need to get an Electronic Travel Authorization before travelling to Canada (excluding United States nationals). |

### Inadmissibility

Foreign nationals screened for a range of inadmissibilities:  
- Security (inc. terrorism, espionage);  
- Human/International Rights violations (inc. war crimes);  
- Involvement in organized crime;  
- Criminality inside and outside Canada;  
- Health (e.g. danger to public health or public safety, excessive demand on health/social services);  
- Financial Reasons;  
- Inadmissible family member;  
- Misrepresentation;  
- Non-compliance with Act.
Immigration, Refugees & Citizenship Canada’s Operational Network

Immigration, Refugees & Citizenship Canada operations are guided by four *Service Excellence in Action* principles: **Innovation, Risk, Client Service, and Confidence**. Work is shared across its four operational networks: International, Central, Domestic, and Settlement, with front-office support provided through alternative service delivery arrangements.

### In-Canada

**Domestic and Settlement Offices:**
- The 24 offices handle decision-making on complex in-Canada cases, as well as routine cases (e.g. citizenship, Humanitarian & Compassionate), manage contracts with settlement service providers, and provide domestic place-based services (e.g. citizenship tests and ceremonies, landings, client interviews, and refugee intake).

**Passport:**
- On behalf of IRCC, Service Canada operates 34 in-person passport offices and 2 mail processing centres, and also offers passport intake services at 315 Service Canada centres.
- IRCC operates one additional office that issues diplomatic and special passports, and travel documents to eligible non-Canadians.

**Case Processing Centres:**
- Sydney, Ottawa, Mississauga, and Edmonton: Centralized intake and processing for high volume business activities and low-risk applications.

**Operations Support Centre (Gatineau):**
- 24/7 operation which ensures data integrity in the Global Case Management System by updating and correcting applications and client records.
- Processes select Temporary Resident applications.
- Responsible for integrity operations for the passport program, including facial recognition, as well as a passport delivery office that issues diplomatic and special passports, and travel documents to eligible non-Canadians.

**Client Support Centre (Montreal):**
- Answers client inquires and responds to representations from Members of Parliaments and their constituency offices.

**Resettlement Operations Centre (Ottawa):**
- Assesses sponsorship applications for privately-sponsored refugees, determines final destinations for government-assisted refugees, issues notifications of arrival transmissions for all resettlement streams, and supports blended visa office-referred processing.

### Overseas

**Ops network: Overseas / Missions abroad:**
- Deliver Canada’s immigration program abroad at 60 overseas offices. Migration officers process applications across all IRCC business lines, delivering approximately 43% of the PR target and 70% of all TR processing. Migration officers make decisions on complex cases requiring local knowledge and provide international place-based services including client interviews, liaison and reporting, promotion and recruitment, quality assurance, and Migration Diplomacy, advancing Canada's objectives with respect to international migration.
- Deliver Canada’s Citizenship program abroad.
- Deliver Canadian passport services at 212 locations abroad in 148 countries

**Ops network: Overseas / Visa Application Centres (VACs):**
- Third party service providers that provide assistance and accept applications for a fee for temporary resident applications, and travel documents for permanent residents. VACs also provide biometrics collection services. There are currently 153 VACs located in 104 countries, which will increase to at least 158 VACs in 106 countries by November 2019, as well as a network of 133 Application Support Centres (ASC) in the USA which only provide biometric collection services.

There are also private sector partners who provide services to clients for application purposes, including:
- Panel physicians;
- Language assessment agencies;
- Educational credential assessment agencies.

22
Improving the Way IRCC Delivers Services and Supports Clients

IRCC processes and manages millions of applications and interactions with clients every year. In recent years, the Department has increased its focus on the quality of client’s service experience, and reducing processing times, in order to be more responsive to client needs and expectations.

**Objective:** Enhance client experience through building a welcoming service and support culture, developing client-centric and digitally-enabled services, and improving Canadians’ and clients’ confidence in IRCC service delivery.

<table>
<thead>
<tr>
<th>Client Experience</th>
<th>Client Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>In 2017, IRCC created a Client Experience Branch to bring together departmental capacity on developing insights into our clients’ service experiences.</td>
<td>The Department’s Client Support Centre provides support for IRCC applicants residing in Canada across three support channels: by telephone, by email and through the Information Centre for Members of Parliament and Senators (ICMPS).</td>
</tr>
<tr>
<td>As well as overseeing the Client Support Centre in Montreal and the departmental service strategy, Client Experience Branch includes experts in human-centered design, behavioural insights (e.g. nudge trials) and service experimentation.</td>
<td>Budget 2019 provided IRCC with $42.9 million over two years, beginning in 2019–20 to increase the number of agents at the Client Support Centre and expand hours of operation at the Client Support Centre (starting in 2020) and some IRCC offices in Canada.</td>
</tr>
</tbody>
</table>
| IRCC sources of insight into the client experience include:  
  • Annual client satisfaction surveys  
  • Client Support Centre data e.g. on reasons for calls  
  • Direct feedback from clients received through the online client feedback webform  
  • Results of program-specific human-centered design projects and nudge trials | Other improvements to client support currently underway or planned include [REDACTED]. |
| IRCC also has a 2019-2022 Service Strategy, and associated action plan to oversee departmental efforts to address top client ‘pain points’. | IRCC also responds to social media enquiries and is currently piloting a chat bot (Quaid) to help clients with requests for general information. |
Transforming and improving the way IRCC does business

IRCC’s current systems were built for the past (mainly paper-based interactions with clients) but not for the future. Transformative changes are required to ensure IRCC can successfully manage increasingly larger application and asylum volumes outpacing capacity; new and evolving security threats to Canada; and IRCC clients demanding a better client experience.

Objective: Become a world leader in migration in order to maximize the benefits of our programs for our clients and for Canadians by focusing on transforming areas of Client Service, Operational Excellence, and Program Integrity.

Service Transformation and IM/IT Strategy

Vision

✓ We deliver modern, reliable and innovative digital services that enable IRCC to build a stronger Canada.
✓ We are a trusted business partner that operates with flexibility, openness, and discipline.
✓ We provide the technology and the advanced thinking that assures IRCC’s future.

Service Transformation and IM/IT Strategy

IRCC Service Transformation

Key focus areas for transformation of service delivery:

1. Optimizing current processes by leveraging Lean methods
2. Transforming client interactions through Agile Digital client journeys which fundamentally redesign how a client interacts with IRCC
3. Establishing enterprise agility through the implementation of modern technologies, reskilling our workforce and changing how we behave

IM/IT Strategy & Roadmap Project

Four Strategic Pillars to achieve the IM/IT future state:

1. People: a skilled, adaptable, strategic workforce empowered to problem solve and committed to continuous improvement
2. Client Centric Operating Model: a redefined service delivery enabled through meaningful relationships
3. Flexible Technology: a focus on integrated IM/IT architecture design and innovative solution delivery options
4. Operational Excellence: A commitment to best practices, performance monitoring and measurement, and continuous improvement
Communications

Public Opinion... Support for immigration remains broadly stable at 54%, but in the context of increased levels allocations, we note that a full quarter of Canadians think levels are already too high.

Broad agreement with benefits of immigration:
• positive impact on Canada (67%)
• positive economic impact (77%)
• makes Canadian culture stronger (65%)

About refugees... Views on levels of refugees generally mirror views on asylum seekers. Support for Government Assisted Refugees is higher. When Canadians think about refugees, they tend to think of asylum seekers. In focus groups, they question whether Canada has the resources (social/public services & infrastructure) to support the number of refugees that we do.

Campaign launched in November 2018 and targets Canadians neither strongly in favour nor strongly opposed to immigration.

Goal is to maintain confidence in the immigration system, show benefits of immigration locally, dispel myths about immigration and promote positive engagement between immigrants and Canadians.

Storytelling complemented by facts: website with videos, articles & facts about economic, health, IT, science, cultural benefits 200K visits to site; videos viewed 38,000+ times; 32,000+ engagements across all social media platforms

Collaborations to amplify content: partners who tell their stories and help us reach the general public: Canadian Football League; National Hockey League; Restaurants Canada; Canadian airports

Community conversations: 20+ city profiles to show economic impact of immigration locally; working with municipalities and local stakeholders (Local Immigration Partnerships, Service Provider Organizations, Chambers, etc.) to lead and support community conversation townhalls and encourage discussions.
Financial Snapshot: 2019-20 Reference Levels
(Authorities to date include 2019-20 Main Estimates and approved B2019 Items (Asylum/Border Integrity, Client Service, TRs, IFH and Canada's New International Education Strategy)

2019-20 Budget by Vote (Total $2,978.1M)

- 60% Vote 1 - Operating Expenditures
- 36% Vote 5 Capital Expenditures
- 3% Vote 10 - Grants and Contributions
- 1% Statutory

Grants and Contributions – Vote 10
(Total $1,788.1 M)
in millions

**Grants**
- Canada Quebec Grant: $559.4
- Interim Housing Assistance Program: $324.0
- Migration Policy Development: $4.0
- Grant for the Settlement Program: $1.0

**Contributions**
- Settlement Program: $787.8
- Resettlement Assistance Program: $106.7
- Global Assistance to Irregular Migrants: $3.0
- International Organization for Migration: $2.2

Revenue re-spending authorities

International Experience Canada (Total $9.9M) Net Vote Revenue

- Personnel: 39%
- Operating: 61%

Passport Revolving Fund Planned Gross Expenditures: $449.8M

Planned revenues are $270.9M resulting in draw from the accumulated surpluses estimated at $178.9M for 2019-20. [REDACTED]
ANNEXES
In fall 2017, for the first time in more than 15 years, the Government of Canada adopted a multi-year levels plan. A longer planning horizon helps all partners better prepare for future admissions and reflects a commitment to a well-managed system.

The 2018–2020 immigration levels plan established a target of 310,000 permanent residents in 2018, increasing to 330,000 in 2019 and 340,000 in 2020. Preliminary data indicates that IRCC surpassed the 2018 target, but was within range, with 321,121 permanent residents coming to Canada.

The plan balances Canada’s economic needs with the Government’s commitment to reunite families and offer protection to those in need, while maintaining our fiscal responsibilities.

This measured, gradual increase in levels year-over-year will trend towards 1% of the population, one of the highest such proportions in the world.

Preliminary 2018 admissions data indicates that IRCC surpassed the 2018 target, but was within range, with 321,121 permanent residents coming to Canada.
Annex: The 2019 – 2021 Immigration Levels Plan

• The Government of Canada renewed a multi-year levels plan for 2019 to 2021.
• This plan builds on the target of 310,000 in 2018 by increasing the number of new permanent residents welcomed to Canada, beginning with an increase to 330,800 in 2019, 341,000 in 2020, and 350,000 in 2021. These are the most ambitious immigration levels in recent history.

This plan increases admissions over three years:

- Supporting economic growth, help spur innovation, and help employers address labour market needs across the country.
  - Approx. 60% of the increase in levels is in economic programs.

- Planning for the future and help address demographic challenges related to an aging population.

- Creating the space needed to reduce backlogs and decrease processing times, such as for families.

- Demonstrating leadership in a rules-based international migration environment – openness to trade, talent, and protecting those in need.
### Annex: Immigration Levels Plans

Version: May 13, 2019

#### 2019-2021 Multi-Year Levels Plan Compared to 2017 & 2018

<table>
<thead>
<tr>
<th>Immigrant Category</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal High Skilled</td>
<td>73,700 (69,600 - 77,300)</td>
<td>74,900 (72,700 - 78,200)</td>
<td>81,400 (76,000 - 86,000)</td>
<td>85,800 (81,000 - 88,000)</td>
<td>88,800 (84,000 - 91,000)</td>
</tr>
<tr>
<td>Economic Pilots</td>
<td>18,000 (17,000 - 20,000)</td>
<td>19,230 (15,500 - 22,000)</td>
<td>16,000 (9,000 - 20,500)</td>
<td>9,000 (6,000 - 12,000)</td>
<td>9,000 (6,000 - 12,000)</td>
</tr>
<tr>
<td>Caregivers</td>
<td>18,000 (17,000 - 20,000)</td>
<td>22,253 (15,000 - 20,000)</td>
<td>17,000 (8,000 - 15,500)</td>
<td>17,821 (4,000 - 7,000)</td>
<td>TBD</td>
</tr>
<tr>
<td>Atlantic Immigration Pilot Program</td>
<td>82</td>
<td>1,000 (500 - 2,000)</td>
<td>1,409 (1,000 - 2,000)</td>
<td>2,000 (2,000 - 5,000)</td>
<td>TBD</td>
</tr>
<tr>
<td>Federal Business</td>
<td>500 (500 - 1,000)</td>
<td>587 (500 - 1,000)</td>
<td>700 (500 - 1,500)</td>
<td>700 (500 - 1,500)</td>
<td>700 (500 - 1,500)</td>
</tr>
<tr>
<td>Provincial Nominee Program</td>
<td>51,000 (49,000 - 54,000)</td>
<td>49,729 (53,000 - 57,400)</td>
<td>55,000 (62,000 - 68,000)</td>
<td>61,000 (62,000 - 71,000)</td>
<td>67,800 (67,000 - 74,000)</td>
</tr>
<tr>
<td>Quebec Skilled Workers and Business</td>
<td>29,300 (28,000 - 31,200)</td>
<td>29,452 (27,900 - 29,900)</td>
<td>28,900 (28,332)</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Total Economic</td>
<td>172,500 (164,100 - 183,500)</td>
<td>159,273 (169,600 - 188,500)</td>
<td>177,500 (174,200 - 209,500)</td>
<td>186,352 (181,000 - 206,000)</td>
<td>202,300 (189,000 - 212,000)</td>
</tr>
<tr>
<td>Spouses, Partners and Children</td>
<td>64,000 (62,000 - 66,000)</td>
<td>61,971 (64,000 - 68,000)</td>
<td>66,000 (66,000 - 76,000)</td>
<td>67,153 (66,000 - 76,000)</td>
<td>70,000 (66,000 - 78,000)</td>
</tr>
<tr>
<td>Parents and Grandparents</td>
<td>20,000 (18,000 - 20,000)</td>
<td>20,494 (17,000 - 21,000)</td>
<td>20,000 (17,000 - 22,000)</td>
<td>18,026 (18,000 - 24,000)</td>
<td>21,000 (18,000 - 24,000)</td>
</tr>
<tr>
<td>Total Family</td>
<td>84,000 (80,000 - 86,000)</td>
<td>82,465 (81,000 - 89,000)</td>
<td>86,000 (83,000 - 98,000)</td>
<td>85,179 (84,000 - 102,000)</td>
<td>91,000 (84,000 - 102,000)</td>
</tr>
<tr>
<td>Protected Persons and Dependents Abroad</td>
<td>15,000 (13,000 - 16,000)</td>
<td>14,498 (13,500 - 17,000)</td>
<td>16,000 (14,000 - 20,000)</td>
<td>17,682 (16,000 - 20,000)</td>
<td>18,000 (17,000 - 22,000)</td>
</tr>
<tr>
<td>Resettled Refugees</td>
<td>26,981 (23,000 - 31,000)</td>
<td>27,000 (25,500 - 35,500)</td>
<td>27,000 (27,500 - 36,500)</td>
<td>28,076 (27,500 - 36,500)</td>
<td>31,700 (27,500 - 36,500)</td>
</tr>
<tr>
<td>Government-Assisted Refugees</td>
<td>7,500 (5,000 - 8,000)</td>
<td>8,813 (6,000 - 8,000)</td>
<td>7,500 (7,500 - 9,500)</td>
<td>8,156 (9,000 - 11,000)</td>
<td>9,300 (9,000 - 11,000)</td>
</tr>
<tr>
<td>Blended Visa Office Referred Refugees</td>
<td>1,500 (1,000 - 3,000)</td>
<td>1,294 (1,000 - 3,000)</td>
<td>1,500 (1,000 - 3,000)</td>
<td>1,157 (1,000 - 3,000)</td>
<td>1,650 (1,000 - 3,000)</td>
</tr>
<tr>
<td>Privately Sponsored Refugees</td>
<td>16,000 (14,000 - 19,000)</td>
<td>16,874 (16,000 - 20,000)</td>
<td>18,000 (17,000 - 21,000)</td>
<td>18,763 (18,000 - 23,000)</td>
<td>20,000 (18,000 - 23,000)</td>
</tr>
<tr>
<td>Total Protected Persons and Refugees</td>
<td>40,000 (33,000 - 46,000)</td>
<td>41,479 (36,500 - 48,000)</td>
<td>43,000 (39,500 - 53,500)</td>
<td>45,758 (43,500 - 56,500)</td>
<td>51,700 (44,500 - 58,500)</td>
</tr>
<tr>
<td>Humanitarian and Compassionate &amp; Other</td>
<td>3,500 (2,900 - 4,500)</td>
<td>3,272 (2,900 - 4,500)</td>
<td>3,500 (3,500 - 5,000)</td>
<td>3,746 (3,500 - 5,000)</td>
<td>4,250 (4,000 - 6,000)</td>
</tr>
<tr>
<td>All Categories</td>
<td>300,000 (280,000 - 320,000)</td>
<td>286,489 (290,000 - 330,000)</td>
<td>310,000 (310,000 - 350,000)</td>
<td>321,035 (310,000 - 360,000)</td>
<td>350,000 (320,000 - 370,000)</td>
</tr>
</tbody>
</table>

Targets in 2020 and 2021 are notional and will be validated each year.

**Legend:**
- **Actual Admissions**
  - Within range
  - Below range
  - Above range

**Notes:**
- Historical Levels Plan Targets, Ranges, and Admissions from 2011 to 2016 (notes on other page)
  - Federal High Skilled
    - Within range
    - Below range
    - Above range
  - Economic Pilots
    - With range
    - Below range
    - Above range
  - Caregivers
    - With range
    - Below range
    - Above range
  - Atlantic Immigration Pilot Program
    - With range
    - Below range
    - Above range
  - Federal Business
    - With range
    - Below range
    - Above range
  - Provincial Nominee Program
    - With range
    - Below range
    - Above range
  - Quebec Skilled Workers and Business
    - With range
    - Below range
    - Above range
  - Total Economic
    - With range
    - Below range
    - Above range
  - Spouses, Partners and Children
    - With range
    - Below range
    - Above range
  - Parents and Grandparents
    - With range
    - Below range
    - Above range
  - Total Family
    - With range
    - Below range
    - Above range
  - Protected Persons and Dependents Abroad
    - With range
    - Below range
    - Above range
  - Resettled Refugees
    - With range
    - Below range
    - Above range
  - Government-Assisted Refugees
    - With range
    - Below range
    - Above range
  - Blended Visa Office Referred Refugees
    - With range
    - Below range
    - Above range
  - Privately Sponsored Refugees
    - With range
    - Below range
    - Above range
  - Total Protected Persons and Refugees
    - With range
    - Below range
    - Above range
  - Humanitarian and Compassionate & Other
    - With range
    - Below range
    - Above range
  - All Categories
    - With range
    - Below range
    - Above range

Version: May 13, 2019
## Annex: Top Source Countries 2018

<table>
<thead>
<tr>
<th>Rank</th>
<th>Country</th>
<th>Permanent Residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>India</td>
<td>69,973</td>
</tr>
<tr>
<td>2</td>
<td>Philippines</td>
<td>35,046</td>
</tr>
<tr>
<td>3</td>
<td>People's Republic of China</td>
<td>29,709</td>
</tr>
<tr>
<td>4</td>
<td>Syria</td>
<td>12,046</td>
</tr>
<tr>
<td>5</td>
<td>Nigeria</td>
<td>10,921</td>
</tr>
<tr>
<td>6</td>
<td>United States of America</td>
<td>10,907</td>
</tr>
<tr>
<td>7</td>
<td>Pakistan</td>
<td>9,488</td>
</tr>
<tr>
<td>8</td>
<td>France</td>
<td>6,175</td>
</tr>
<tr>
<td>9</td>
<td>Eritrea</td>
<td>5,689</td>
</tr>
<tr>
<td>10</td>
<td>United Kingdom and Overseas Territories</td>
<td>5,663</td>
</tr>
</tbody>
</table>
Annex: Partners and Stakeholders
Annex: The Immigration and Refugee Board of Canada

The Immigration and Refugee Board of Canada is an independent, arm’s length, administrative tribunal which resolves immigration and refugee cases. The Immigration and Refugee Board of Canada is divided into four divisions: the Immigration Division, the Immigration Appeals Division, the Refugee Protection Division, and the Refugee Appeals Division.

**Refugee Protection Division**
- Decides claims for refugee protection;
- Decides applications for vacation of refugee protection;
- Decides applications for cessation of refugee protection.

**Refugee Appeal Division**
- Decides appeals from some decisions of the Refugee Protection Division allowing or rejecting claims for refugee protection.

**Immigration Division**
- Conducts admissibility hearings for foreign nationals or permanent residents who seek entry into Canada, or who are already in Canada and are alleged to be inadmissible;
- Conducts detention reviews for foreign nationals or permanent residents who are detained for immigration reasons.

**Immigration Appeal Division**
- Decides appeals of family sponsorship applications refused by Immigration, Refugees & Citizenship Canada;
- Decides appeals from certain removal orders made against permanent residents, Convention refugees and other protected persons, and holders of permanent resident visas;
- Decides appeals by permanent residents in which an Immigration, Refugees & Citizenship Canada officer outside Canada has decided that they have not fulfilled their residency obligation;
- Decides appeals by the Minister of Public Safety and Emergency Preparedness of Immigration Division decisions at admissibility hearings.
Annex: In-Canada Immigration and Citizenship Offices

Last update: May 2019
Annex: In-Canada Passport Offices

Passport Points of Service

- Service Canada centres
- Offices

Passport

Greater Toronto Area

Greater Montreal

Scale: 1/27,000,000

Data Source: IRCC ESI
Consular Officers from Global Affairs Canada provide passport services (regular, temporary passports and emergency travel documents) on IRCC’s behalf. The level of passport services provided in our offices abroad varies on the type of office. Embassies, high commissions and most consulates general provide a full range of services. The consulates, consular agencies and honorary consuls provide a varied (usually partial) level of passport services.
Annex: IRCC International Network

**IRCC International Network**

- **70%** of 2018 IRCC Final Decisions for temporary resident caseload
- **43%** of 2018 IRCC Final Decisions for permanent resident caseload
- **59** Overseas Offices
- **9** Area Offices
- **1,696** Promotion and Migration diplomacy activities worldwide
- **153** Visa Application Centres (VACs) in 104 countries
- **1,134** Locally Engaged Staff - ~334 Canada-Based Officers
- **260** HQ staff

**Note:** not to scale; for illustration only; Updated on July 10, 2019

**8. Annexes**