



# Modernizing Canada's immigration system to support economic recovery and improve client experience

We are aiming to improve our processes for permanent residence, temporary residence and citizenship, and how we deliver client service.

## PERMANENT RESIDENCE



Move away from paper file inventory for permanent residence programs, and phase out remaining paper intake

**Process** new Family Class and Canadian Experience Class **applications** within our **service standard**



Eliminate existing permanent resident card inventories and enable clients to **renew** their **permanent resident card online**

Expand the **online permanent residence application portal** to include more clients

## CITIZENSHIP

- Reduce inventory of **60,000** clients awaiting their **Oath of Citizenship ceremony**
- Work toward scheduling the Oath of Citizenship ceremonies within **4 months** of a final decision
- **Reduce existing inventories** for citizenship grants and proof of citizenship



## TEMPORARY RESIDENCE

Reduce existing inventories and meet service standards for

- **work permits** (prioritizing essential workers)
- **study permits**

Reduce the inventory for **visitor visas**



## CLIENT SERVICE

Provide greater transparency with clients by

- **updating the processing times tool** with up-to-date information
- giving clients more information on the **status of their application**



## WE WILL MAKE THIS HAPPEN WITH



### PEOPLE

We have hired **500 new processing staff** and continue to hire more.



### TECHNOLOGY

We are investing in and expanding the use of **technology and online options**.



### POLICIES AND PROCESSES

We are addressing **systemic barriers** to ensure our programs and policies are **fair, equitable, and culturally sensitive**.

