# The Refugee Claim Process in Canada

Under Canada's immigration laws, a person in Canada can claim status as a Convention Refugee or a Person in Need of Protection.

**Convention Refugees** are people who are outside of their country who have a well-founded fear of persecution due to their race, religion, political opinion, nationality, or membership in a particular social group. **Persons in Need of Protection** are people who face torture, risk to life, or risk to cruel and unusual treatment or punishment, if they return to their country of nationality or residence

## **Designated Countries of Origin**

A Claimant may be categorized as an individual from a Designated Country of Origin (DCO). Refugee Claimants from DCO countries should be aware that timelines differ for claimants from DCO countries.

It is important for you to know if your country is on the Designated Country of Origins list. To find out if your country is listed, visit http://www.cic.gc.ca/english/refugees/reform-safe.asp

If you require assistance with this, please call the First Contact program and a volunteer will be able to assist you.

## **Important Government Agencies**

These 3 Government agencies are directly involved during your claim process. If you change your address or phone number, you must contact each of the agencies separately with your new information.

#### Immigration and Refugee Board —Refugee Protection Division (IRB-RPD)

- Reviews your Basis of Claim
  (BOC) Form
- Conducts your refugee
  hearing
- Decides whether your refugee claim is accepted or rejected

#### Contact:

Library Square, 16th Floor 300 West Georgia Street Vancouver BC V6B 6C9

Phone: 604-666-5946 or 1-866-787-7472 Fax: 604-666-3043 Website: www.irb-cisr.gc.ca

#### Canada Border Services Agency (CBSA)

- Decides if you're eligible to make a claim at a Port of Entry
- Controls the Canadian borders
- Arranges removal from Canada if you receive a negative decision on your refugee claim
- Has the right to detain if they cannot confirm your identity, if they believe you may be a danger, or if they believe you may not comply with Canada immigration laws

#### Contact:

Library Square, 7th Floor 300 West Georgia Street Vancouver BC V6B 6C9

Phone: 1-800-461-9999 Website: www.cbsa.asfc.gc.ca

### Immigration, Refugees and Citizenship Canada (IRCC)

- Decides if you're eligible to make a refugee claim from within Canada
- Processes work permits and Interim Federal Health Insurance (IFH)

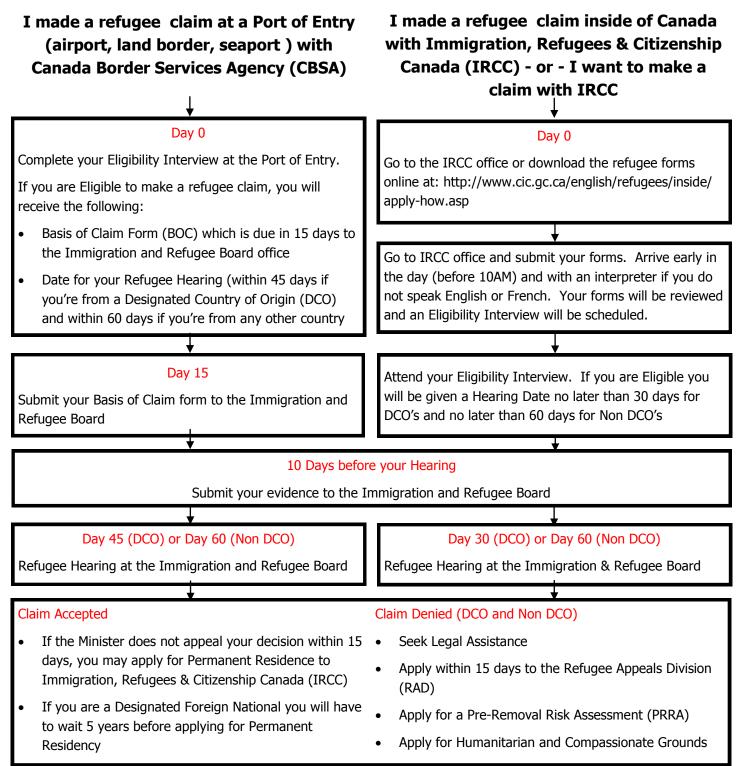
**Contact:** 1148 Hornby Street Vancouver, BC V6Z 2C3

Phone: 1-888-242-2100 Website: www.cic.gc.ca

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Find Legal representation to help you fill out the refugee forms and for all steps in the refugee process. If you need help with this, call the First Contact phone line and a volunteer will help you

There are 2 timelines for refugee claimants in Canada. Choose which timeline you fall under:



## *Call the Red Cross if you have questions: 604-787-8858 or 1-866-771-8858*