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Access to Information and Privacy (ATIP) for MPs

- General information on ATIP for MCMPS
- Letters
- GCMS notes
- Disclosing the identity of a public servant
- Decisions

General information on ATIP for MCMPS

- Generally, MPs can be provided with the same information that a representative would be provided with;
  - see Consent Forms: IMM 5744 vs IMM 5475/IMM 5476 vs IMM 5713 and IP 9 Use of representatives - Guidelines for other stakeholders - MPs and MP constituency assistants.
- It is the MP's responsibility to ensure that they have received consent from the constituent prior to contacting the MCMPS.

Letters

- MCMPS cannot share letters that contain Protected B information/documents by email to the MP office. Any emails that are not protected B can be shared (e.g., notice to appear and batch emails).
- If the file indicates that a procedural fairness letter regarding a possible medical inadmissibility will be sent to the applicant:
  - inform the MP that a letter will be sent to the applicant without specifying the nature of the correspondence (e.g., a medical decision is still pending and the applicant will receive a letter from the officer assessing the application to provide an update).

GCMS notes

Whether it is a telephone or an email interaction, MCMPS agents **should not** copy-paste information found in GCMS*. When a MP requests an email with a copy of the notes found in a file, agents may use the following disclaimer:

Please note that we cannot copy and paste notes from our system, nor reveal protected or Access to Information and Privacy (ATIP) information. Should the applicant want to obtain a copy of the assessment notes, they may submit an ATIP request.

Exception: *For email replies, agents may copy-paste the reply from the office.*

Disclosing the identity of a public servant

MCMPS can share the officer's information found in a file. The identity of a public servant is considered public information. Only details available in the file (e.g., names, employee number, initials, etc.) may be divulged to the public.

Decisions

- For decisions made on a PRRA (including H&C **with** PRRA):
  - do not divulge **any** information to the assistant; and
  - inform the assistant that a letter will be hand delivered to the client by the CBSA (unless otherwise indicated) when a decision is made on their file.
- For decisions (first stage and final) made on PR applications (including H&C):
  - negative decision:
    - inform the assistant of the outcome; and
    - that a letter was/will be sent to inform the applicant of the decision.
  - positive decision:
    - inform the assistant of the outcome; and
    - that a letter was/ will be sent to inform the applicant of the decision.
    - (for a final decision) a notice for the PR appointment was/will be sent to the applicant.
- For decisions made on TR applications:
  - negative or positive decision:
    - inform the assistant of the outcome (please consult this job aid); and
    - if applicable:
      - that a letter was/will be sent to inform the applicant of the decision; or
      - that the document was issued.
- For decisions made by the IRB:
  - inform to contact the IRB.

International/National Crises
Air disasters - Ethiopian Airlines and Ukraine International Airlines

- Description
- Before Proceeding
- Procedure(s)
    - Pathway to PR - Flights ET302 and PS752
- Referrals
- Info-Client
- Further Info

DESCRIPTION

Client wants general information on the pathway to permanent residence (PR) for families of victims of the Ethiopian Airlines Flight ET302 or the Ukraine International Airlines Flight PS752.

BEFORE PROCEEDING

Not applicable

PROCEDURE(S)

Pathway to PR - Flights ET302 and PS752	**If the client contacts us to obtain general information on the public policy (in effect until May 11, 2022), how to apply, etc.:** - Send them the text *Pathway to PR for families of the victims of flights ET302 and PS752* via Info-Client. **If the client has questions that requires specialized knowledge on the victims of air disasters situation, including on their temporary status in Canada:** - Advise them to send an email to VAD-operations-VCA@cic.gc.ca.

REFERRALS

Not applicable

INFO-CLIENT

- **Pathway to PR for families of the victims of flights ET302 and PS752**
  - Emergency Situations

FURTHER INFO

(For PS752 only) Clients who need emotional/physiological support should be referred to Global Affairs Canada for consular assistance.

Useful links:

Questions & Answers

Self-care resources and strategies (for CSC agents)

- Abuse: Self-care resources and strategies for people dealing with victims of trauma
  - Employee assistance program: Trauma responsive services

SCRIPT(S):

"Please accept our deepest condolences for the loss of your loved one(s)."

Entering a payment receipt

MP assistant is providing an IPRMS payment receipt number to add to a file that was not already included with the application.

BEFORE PROCEEDING

- If the constituent/applicant received the BELA *Biometrics fee reminder* letter and the MP is providing the payment receipt that was already included with the application:
    - do not add it to the file and advise the MP assistant accordingly;

Note: If the *App/Case Status* field is *Prospective*, the responsible office will add the receipt on file once the application status is *Open*.

- Verify that the application is an IMM or CIT (rebuild only) file;
- If the payment receipt is already in the *Correspondence > Incoming* or *Fees* view:
    - advise the MP assistant accordingly;
- If the receipt provided includes fees for multiple applications:
    - for family members who applied together and are providing a $170 payment receipt for biometrics (family rate):
        - for an online application: Follow the instructions below to enter the receipt in the family member **representative's file only**;
            - their name will be indicated in the *Text* column in the *Notes* view, as per this Job Aid;
        - for a paper application: Follow the instructions below to enter the receipt in the **requester's file only**;
    - If the application is at a visa office:
        - for a fee that was requested by an office in Canada; **or**
        - for the Right of Permanent Residence Fee (RPRF) part of a Family Class sponsorship application:
            - follow the instructions below to add the receipt.

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▪ Underpayment ▪ Overpayment ▪ Receipt not found ▪ Receipt attached in error	● Further Info

PROCEDURE(S)

Entering a payment receipt

For...	Then...
Entering a valid payment receipt number The MP assistant provides **only** a receipt	• Follow this Job Aid to enter the payment receipt number in the *Fees* view; • Add an incoming correspondence and upload (attach) the document by following these instructions; and • Reply to the MP assistant using the text *Payment attached.*
Entering a valid payment receipt number and other documents The MP assistant provides a receipt **and** other documents that you need to attach to the file	• Follow this Job Aid to enter the payment receipt number in the *Fees* view; • (If applicable) Add another incoming correspondence and upload (attach) the other documents by following these instructions; and • Reply to the MP assistant using the text *Payment and other documents attached.*
Entering a valid payment receipt number and taking another action An action is required	• Follow this Job Aid to enter the payment receipt number in the *Fees* view; • (If applicable) Add another incoming correspondence for the action taken by following these instructions; and • Reply to the MP assistant using the text *Payment attached and action taken.*
Underpayment (e.g., the office requested $155, but applicant provided a receipt for $100)	• Reply to the MP assistant using the text *Underpayment.*

Overpayment	**If only one receipt was submitted:** • If fee is not required: • reply to the MP assistant using the text *Overpayment - Not required.* **If more than one receipt was submitted:** • Follow this <u>Job Aid</u> to enter **only** the required payment receipt number in the *Fees* view; • Add an <u>incoming correspondence</u> and upload (attach) the document by following <u>these instructions</u>; and • Reply to the MP assistant using the text *Overpayment - Multiple receipts.*
Receipt not found As per step 3 of the following <u>Job Aid</u>.	• Reply to the MP assistant using the text *Invalid payment number.*
Receipt added in error	• Follow this <u>Job Aid</u>; and Add a note in the system: Received a request via MP (telephone OR voicemail OR email). Spoke to OR Contacted (name of MP assistant) from the office of (name of MP) via (email OR phone). Receipt (enter receipt number) was added on (YYYY/MM/DD) in error. Status changed to "Unreserved". Please disregard.

REFERRALS

Not applicable

INCOMING CORRESPONDENCE

Incoming correspondence fields	Incoming correspondence details

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Item	Enter the MP's last name* and press *Enter* to complete the search.
	*If the MP is not in the list, enter Other MP: MP *and write the MP's name in the* Comment(s).
Comment(s)	**FOR MCMPS-*M* only**
	For: Call Centre - Tier 3 Entered payment receipt
	(if applicable) Attach the payment receipt.
	FOR MCMPS-*O* only
	For: Call Centre - Tier 3 Entered payment receipt MCMPS-O
	(if applicable) Attach the payment receipt.
Status	*Provided*
Due Date	**Leave today's date**
Via	*E-mail*
	or
	Telephone

INFO-CLIENT

- **Invalid payment number;**
- **Overpayment - Multiple receipts;**
- **Overpayment - Not required;**
- **Payment and other documents attached;**
- **Payment attached and action taken;**
- **Payment attached;**
- **Underpayment:**
  - MCMPS > General > payment refund/entering a payment receipt

FURTHER INFO

Not applicable

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Handling a MP request after an election

After the election, please follow these guidelines to handle a request from a Member of Parliament:

If the caller is ...	Then ...
Non-elected MP or an assistant of the Non-elected MP	No information should be disclosed. Refer them to the CSC*, if they have a *Use of a Representative (IMM5476)* form or *Authority to Release Personal Information to a Designated Individual (IMM5475)* form, or a Power of Attorney. *Use the script below.*
Re-elected MP or an assistant of a re-elected MP	Disclosures can continue in the same manner.
New elected MP or an assistant of a new elected MP	No information should be disclosed until the new MP: • is sworn in

INFO-CLIENT

Designated line for Members of Parliament and Senators:

General > Contact Information

Non-elected MP Authorization (IMM5476, IMM5475 or Power of Attorney):

MCMPS > General > Authorization/Intros/Conclusions/Signatures/Disclaimers

FURTHER INFO

SCRIPT:

If a MP has not been re-elected and contacts the MCMPS:

"The Ministerial Centre for Members of Parliament and Senators is a dedicated resource for elected Members of Parliament and Senators. If there is a Use of a Representative (IMM5476) form or an Authority to Release Personal Information to a Designated Individual (IMM5475) form or a Power of

Attorney on file, we can refer you to our Client Support Centre line. They will be pleased to assist you.

The telephone number to reach them is: 1-888-242-2100."

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International/National Crises
Coronavirus

MP informs you that the constituent/applicant is affected by service disruptions and/or travel restrictions related to COVID-19 and/or would like information on that topic.

BEFORE PROCEEDING

Important:

- IRCC is beginning to offer some in-person services at a few offices;
    - applicants will be contacted to book appointments as services resume;
- Appointments (including biometrics collection at Service Canada) may be cancelled to adhere to new restrictions put in place by local and regional health authorities. When it happens:
    - clients are informed of the cancellation via telephone/email; and
    - another appointment will be automatically rescheduled later on/instructions will be sent to the clients;
- VACs are beginning to offer some services;
- The VAC Contact Centre is open;
- IRCC is **no longer automatically extending deadlines for submitting the required supporting documentation** (as many applicants can now provide the supporting documents needed for IRCC to process their application);
    - over the coming months, IRCC officers will be contacting citizenship, temporary and some PR applicants, on a case-by-case basis, to request they provide the supporting documents **or** reasonable explanation of how a COVID-19 related disruption prevents them from complying with our request.

- Determine the constituent's/applicant's enquiry and identify their needs; and
- Ensure to complete the MCMPS tracking tool for processed cases.

Drafters: Add the text *Coronavirus - Disclaimer* to your email responses related to Coronavirus.

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- o Travel restrictions to Canada
- o Urgent case
- o Collection of immigration loans
- o Pre-removal Risk Assessment
- o Any other type of enquiry

- Info-Client
- Further Info

PROCEDURE(S)

Travel authorization request - No response

Constituent/Applicant requested a written authorization from IRCC (immediate family member travelling from a country other than the US to unite with TR or extended family member of Canadian citizen, person registered under Canada's Indian Act or PR:

- Consult this job aid to see if the written travel authorization was issued and, if applicable, which email address it was sent to; and

If...	Then...
• It was issued and sent; and	• Send the referral, MCMPS - Coronavirus - Urgent case, to IRCC.INWorkspaceEpsilon-

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• Constituent/Applicant confirms it was **not received in their inbox or junk mail**	EspacedetravailEpsilonRI.IRCC@cic.gc.ca and Cc Francoeur.Sebastien; ○ they should respond within 5 business days; • Add a note in the *Clients* or *IMM* screen (i.e., the one where you can visualize the letter); and • Send the text *Clarification request* to the MP.
• It was not issued; and • Constituent/Applicant says they **haven't received the auto-reply**	Send the text *Coronavirus - MCMPS - No auto-reply from travel exemptions inbox* to the MP.
• It was not issued; and • **Less than 30 business days** have passed since constituent/applicant submitted their request	Send the text *Coronavirus - MCMPS - No response from travel exemptions inbox* to the MP.
• It was not issued; and • **30 business days or more** have passed since constituent/applicant submitted their request	• Send the referral, MCMPS - Coronavirus - Urgent case, to IRCC.INWorkspaceEpsilon-EspacedetravailEpsilonRI.IRCC@cic.gc.ca and Cc Francoeur.Sebastien; ○ they should respond within 5 business days; • Add a note in the *Clients* or *IMM* screen (i.e., depending on where you can visualize the information about the travel authorization request); and • Send the text *Clarification request* to the MP.
Constituent/Applicant has an **urgency** (i.e., there is an error on their authorization letter **or** the authorization letter was sent to the wrong email address)	• Send the referral, MCMPS - Coronavirus - Urgent case, to IRCC.INWorkspaceEpsilon-EspacedetravailEpsilonRI.IRCC@cic.gc.ca and Cc Francoeur.Sebastien; • Add a note in the *Clients* or *IMM* screen (i.e., the one where you can visualize the letter); and • Send the text *Clarification request* to the MP;

	o if the urgency is not listed to the left, contact PSU for verification:
	  ▪ if approved, proceed as per previous steps;
	  ▪ if not, send the text *Coronavirus - MCMPS - No response from travel exemptions inbox* to the MP.

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Constituent/Applicant requested compassionate entry and/or limited release from quarantine to the Public Health Agency of Canada (PHAC):

- Reply to the MP using the text *Coronavirus - MCMPS - No response from PHAC inbox* text.

Processing times passed/Status inquiry

- **Due to the impacts of COVID-19, processing times have passed (website, WebCart, etc.) as per the applicable CHD procedure;**
- **(For some LOBs only) The date on the Check your application status page (updated weekly) has passed; and/or**
- **Client inquires about the status of their application:**

If client submitted a **TR e-application** (from North America only) or **in-Canada TRV application**, they already sent their original passport to CPC-O and the TRV has not been issued:	• Follow this procedure.
If an **urgent case** is identified (i.e., client provides a service or function that is essential in the context of COVID-19):	• Follow this procedure; o in case of doubt, please contact PSU before proceeding.
For any other case:	• No action is required; and • For processing times passed: o reply to the MP using the text *Coronavirus - MCMPS -*

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	Application status during the pandemic. • For a case status: o reply to the MP using the applicable *Case status* text.

Canadian citizenship applicant

Constituent/Applicant had a ceremony scheduled on or before March 15, 2020, and did not receive an invitation for a video oath ceremony:

- Follow these instructions.

Appointment at a local office

Important: Some in-person appointments are being scheduled (e.g., interviews, PRC distribution, etc.).

Constituent/Applicant wants to know if their appointment will be rescheduled:

- Send the text *Coronavirus - MCMPS - Appointment at a local IRCC office* to the MP.

Constituent/Applicant needs more time to provide documents

For IMM applications*:

Constituent/Applicant applied for TR or PR and needs more time to provide the supporting documents required to process their application:

If they...	Then...
Applied **online**	Send the text *Supporting documents* to the MP.
Applied on **paper**, and the MP provided reasonable explanation of how the constituent/applicant is affected by a COVID-19 related disruption	Add an incoming correspondence as per Initial action instructions.

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Applied on **paper**, and the MP did not provide reasonable explanation of how the constituent/applicant is affected by a COVID-19 related disruption	Send the text *Coronavirus - MCMPS - IMM - Applicant needs more time to provide documents* to the MP.

*If constituent/applicant **is about to apply for PR**, follow this procedure.*

For CTZ applications:

Constituent/Applicant needs more time to provide the supporting documents required to process their application:

If they...	Then...
Applied on **paper**, and the MP provided reasonable explanation of how the constituent/applicant is affected by a COVID-19 related disruption	Add an incoming correspondence as per Initial action instructions.
Applied on **paper**, and they did not provide reasonable explanation of how the constituent/applicant is affected by a COVID-19 related disruption	Send the text *Coronavirus - CTZ - Client needs more time to provide documents* to the MP.
Applied **online**	Send the text *Supporting documents* to the MP.

Original passport in a closed VAC

Constituent/Applicant wants to retrieve their original passport from a VAC that is closed:

- Send the text *Coronavirus - MCMPS - Original passport in a closed VAC* to the MP.

Biometrics

Constituent/Applicant is inside Canada

- **Barcode/IRCC# on Biometric Instruction Letter (BIL) is cut off:**
  - if only the barcode is missing OR only the IRCC# is missing OR if **both** the barcode and IRCC# are missing:

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- send the text *Coronavirus - MCMPS - Incomplete BIL to the MP.*

- **Public policy for TR applicants:**
  - send the text *Coronavirus - MCMPS - Changes to biometrics requirement - In-Canada TR applicants to the MP.*

- **Public policy for PR applicants who have given biometrics for a previous TR or PR application within the last 10 years:**
  - send the text *Coronavirus - MCMPS - Changes to biometrics requirement - PR applicants to the MP.*

- **Biometrics collection services at Service Canada for PR applicants with a BIL who haven't given biometrics within the last 10 years;** and/or
- **They are enquiring on restrictions by local and regional health authorities** (e.g., the public policy allowing partial biometric collection due to Service Canada locations temporarily not collecting photographs because clients must keep their mask on):
  - send the text *Coronavirus - MCMPS - Service Canada offices - Biometrics collection services to the MP.*

Constituent/Applicant is outside Canada

- **Public policy for PR applicants who have given biometrics for a previous TR or PR application within the last 10 years:**
  - send the text *Coronavirus - MCMPS - Changes to biometrics requirement - PR applicants to the MP.*

- **Collection sites closed:**
  - send the text *Coronavirus - MCMPS - IMM - Client needs more time to provide documents to the MP.*

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TR in Canada

If...	Then...

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Constituent/Applicant has a TR extension application in process and they cannot travel due to the travel restrictions	• Send the applicable text(s) to the MP:
	   ○ *Maintained status - Temporary resident;*
	   ○ *Coronavirus - MCMPS - Application status during the pandemic;*
	   ○ etc.

Constituent/Applicant has a visitor status and applied/will apply for an employer-specific WP as per the <u>public policy</u> **and, if applicable, wants to benefit from the interim work authorization**	• Send the text *Coronavirus - MCMPS - Allowing visitors to apply for a WP without having to leave Canada* to the MP.
Constituent/Applicant has a visitor status and is ineligible to apply for a <u>WP</u>* **or** <u>SP</u> **from inside Canada** *If the constituent/applicant wants to apply for an employer-specific WP, follow the instructions above.*	• Send the text *Coronavirus - MCMPS - WP/SP - Application outside Canada - Visitor in Canada* to the MP.
Constituent's/Applicant's TR status will expire soon and they cannot travel due to the travel restrictions	• Send the text *Coronavirus - MCMPS - Temporary resident status will expire soon* to the MP.
Constituent's/Applicant's POE letter of introduction for a SP or WP (including International Experience Canada (IEC)) has been issued and they would like to validate their document from inside Canada after November 22, 2021	• Follow <u>this procedure</u>.
Constituent's/Applicant's POE letter of introduction for a SP or WP (including IEC) has been issued and they requested for their permit to be issued inside Canada on or before November 22, 2021	If less that 8 weeks have passed since they requested for their permit to be issued from inside Canada: • Reply to the MP using the text *Coronavirus - MCMPS - Application status during the pandemic.*

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(i.e., facilitation measure that were in place for applicants to obtain their permit without having to leave Canada by submitting a Web form)	**If more than 8 weeks have passed since they requested for their permit to be issued from inside Canada:** • Follow this procedure; o **IMPORTANT:** No follow-up can be sent.
Constituent/Applicant wants to apply for a PGWP, but their in-person classes are being moved to an online-only format	• Send the text *Coronavirus - MCMPS - PGWP eligibility with online classes* to the MP.
Constituent/Applicant is inside Canada and applied/will apply for an employer specific WP and wants to benefit from the temporary foreign worker changing job or employer temporary policy	• Send the text *Coronavirus - MCMPS - Public policy - Workers in Canada changing job/employer* to the MP.

Constituent/Applicant applied for a WP extension (except PGWP) online and is requesting a new WP-EXT only except PGWP letter because the 120 days have passed and no decision has been made yet on their application	• Verify if the letter was sent:
	  o if yes:
	    ▪ send the text *Coronavirus - MCMPS - Maintained status and authorization to work without a permit* to the MP.
	  o if not:
	    ▪ send the applicable text to the MP:
	      ▪ *Maintained status - Temporary resident*; or
	      ▪ *Maintained status - IEC.*

Constituent/Applicant applied for a TRV from inside Canada and was issued a counterfoil indicating V-1 instead of W-1 (worker) or S-1 (student)	• Send the text *Coronavirus - MCMPS - Interim measure for processing inside-Canada TRV applications* to the MP.

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TR/TR applicant outside Canada

If...	Then...
Constituent/Applicant wants to submit an application outside Canada	• Send the text *Coronavirus - MCMPS - Find out if you can enter Canada* to the MP.

POE letter of introduction for a SP or WP (including International Experience Canada (IEC)) has been issued	If constituent/applicant:
	
	• Wants to know if they can travel to Canada:
	    ○ send the text *Coronavirus - MCMPS - Find out if you can enter Canada* to the MP.
	• Is unable to travel to Canada before their POE letter of introduction expires:
	    ○ for a CN office or a local office:
	        • add an incoming correspondence by following these instructions;
	    ○ for a visa office:
	        ▪ send the referral, MCMPS - External Contact MP;
	        ▪ add a note in the system; and
	    ○ send the text *Clarification request* to the MP.

Constituent/Applicant wants to apply for a Post-Graduation Work Permit (PGWP), but their in-person classes are being moved an online	• Send the text *Coronavirus - MCMPS - PGWP eligibility with online classes* to the MP.
Constituent/Applicant holds a TRV that was issued inside Canada with counterfoil indicating V-1 instead of W-1 (worker) or S-1 (student)	• Send the text *Coronavirus - MCMPS - Interim measure for processing inside-Canada TRV applications* to the MP.

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PR applicant

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Client's PR application is not in the system OR is still in process:

If...	Then...
Constituent/Applicant will apply for PR and is missing required documents	• Send the text *Coronavirus - MCMPS - Client will apply for PR - Missing documents* to the MP.

Constituent/Applicant applied for PR as a caregiver and the AOR has not been sent yet	• **Application submitted in 2019:**
	  ○ follow this procedure for processing times passed for CPC-E.
	• **Application submitted in 2020 or 2021:**
	  ○ send the text *Coronavirus - MCMPS - PR for Caregiver - AOR not sent yet* to the MP.

Constituent/Applicant applied under the TR to PR Pathway and wants to obtain general program related information*
 	
*The program closed on November 5, 2021
	• Send the appropriate text to the MP:
	  ○ *MCMPS - TR to PR Pathway - Applicant applied for PR under a different program*; or
	  ○ *MCMPS - TR to PR Pathway - NOC not included in the public policy.*

Constituent/Applicant applied under the TR to PR Pathway and enquires about the status of their application	• **If application is NOT in the system:**
	  ○ send the text *MCMPS - TR to PR Pathway - No application in system* to the MP.
	• **If application is in the system:**
	  ○ follow this procedure.

Constituent/Applicant applied under the TR to PR Pathway and is providing information regarding a change in personal circumstances OR updated information that can modify the outcome of the application
 	
e.g.,:
change in family composition; marital status update; employment update; updated identity document; renewed
	• **If the application is NOT in the system:**
	  ○ send the text *MCMPS - TR to PR Pathway - Applicant has a change in personal circumstances (no application in system)* to the MP; and
	  ○ add a note in the *Clients* screen:
	
	  Received a request for case specific information via MP (telephone/email). Replied to (name of MP assistant and their email address) from the office of

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passport; client incorrectly answered a question that can lead to misrepresentation/accidental refusal; etc.	(name of MP) via (email OR phone). Request for update XX of the TR to PR Pathway application not yet in the system. MP was informed to wait for office to contact the client. Please see below for copy of e-mail. INIT-ID
	
	AND
	
	(Regardless if there are attachments included or not) Copy/paste the content of the email
	
	• **If the application is in the system:**
	    ○ add an <u>incoming correspondence</u> for Whitehorse IRCC by following <u>these instructions - local offices</u>; and
	    ○ send the text *Documents uploaded or forwarded* to the MP.

Constituent/Applicant applied under the TR to PR Pathway and is submitting an add-on request
 	
e.g.,:
newly added family member; newborn; etc.
	• **If the application is NOT in the system:**
	    ○ send the text *MCMPS - TR to PR Pathway - Add-on (no application in system)* to the MP; and
	    ○ add a note in the *Clients* screen:
	
	Received a request for case specific information via MP (telephone/email). Replied to (name of MP assistant and their email address) from the office of (name of MP) via (email OR phone). MP contacted CSC to add XX to the TR to PR Pathway application not yet in the system. MP was informed to wait for office to contact the client. Please see below for copy of e-mail. INIT-ID
	
	AND

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	(Regardless if there are attachments included or not) Copy/paste the content of the email • **If the application is in the system:** • follow this <u>procedure</u>.

Constituent/Applicant applied under the TR to PR Pathway and is providing additional supporting documents
 	
e.g.,: document not initially part of application checklist; etc.
	• **If the application is NOT in the system:**
	   ○ reply to client using the text *MCMPS - TR to PR Pathway - Supporting documents.*
	• **If the application is in the system:**
	   ○ add an <u>incoming correspondence</u> for Whitehorse IRCC by following <u>these instructions - local offices</u>; and
	   ○ send the text *Documents uploaded or forwarded* to the MP.

Constituent/Applicant wants to withdraw their PR application (except TR to PR pathway)	• Follow <u>this procedure</u>.

Constituent/Applicant wants to withdraw their TR to PR pathway application	• **If the application is NOT in the system:**
	   ○ send the text *Coronavirus - MCMPS - Withdrawal of Application - TR to PR application not in the system yet* to the MP; and
	   ○ if client exists in the system, add a note:
	
	     Received a request for case specific information via MP (telephone/email). Replied to (name of MP assistant and their email address) from the office of (name of MP) via (email OR phone). Please do not process TR to PR pathway application submitted on DD/MM/YY.

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	Advised them to request a refund. INIT-ID • **If the application is in the system:** ○ follow <u>this procedure</u>.
Constituent/Applicant is enquiring about the <u>temporary public policy</u> exempting some foreign nationals in Canada from requiring a medical exam	• Send the text *Coronavirus - MCMPS - Public Policy - Medical exam for in-Canada foreign nationals* to the MP.

<u>Français</u> || <u>Back to top</u>

Applicant's permanent residence application has been approved:

If constituent/applicant is...	Then...
In Canada and wants to validate their CoPR	• Send the text *Coronavirus - MCMPS - PR approved - In Canada* to the MP.
Outside Canada, is able to travel, and their CoPR/PR visa are valid	• Send the text *Coronavirus - MCMPS - PR approved - Outside Canada* to the MP.

Outside Canada, is able to travel, and their CoPR/PR visa are expired	• Determine which office approved the application:
	     • go to the *History* view > *Application* tab and verify the following columns:
	        ▪ *Field Name* - look for the **Final** status; and
	        ▪ *New Value* - **Approved**;
	 • If the office that approved* the application is:
	     • a CN office or a local office:
	        ▪ add an <u>incoming correspondence</u> by following <u>these instructions - CN offices</u> OR <u>these</u>

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	instructions - local offices; - a visa office: - send the referral, MCMPS - External Contact - MP; - add a note in the system; and - Send the text *Clarification request* to the MP. *For overseas family members whose application was approved by a different office than the principal applicant, contact the office that approved the principal applicant's application.*
Outside Canada, is unable to travel, and their CoPR/PR visa are expired or will expire	Send the text *Coronavirus - MCMPS - PR approved - CoPR/PR visa expired* to the MP.

PR in Canada

The constituent/applicant became a PR (virtual landing) and is asking:

- **About the letter/document they received when they became PR;** and/or
- **When they can expect to receive their CoPR:**
    - send the text *Coronavirus - MCMPS - Virtual landing - Letter confirming PR status* to the MP.

PR outside Canada

If...	Then...
Constituent/Applicant was landed using an alternative process (e.g., virtual landing) while outside Canada and they are in possession of a validated CoPR	- Add an incoming correspondence for the responsible local office by following these instructions; and - Send the text *Clarification request* to the MP.

Constituent/Applicant needs a PRTD to return to Canada	• Send the text *Coronavirus - MCMPS - PR abroad - PRTD* to the MP.
Constituent/Applicant was issued a PRTD letter and their itinerary has since changed	**If MP provided the new itinerary**: • Send the referral, CMDS - Coronavirus - Urgent case, to IRCC.COVIDPRTD-TVRPCOVID.IRCC@cic.gc.ca; o ensure to include the new itinerary; and • Send the text *Coronavirus - Transfer to office* to the MP. **If MP did NOT provide the new itinerary**: • Send them the text *Coronavirus - MCMPS - PR abroad - PRTD - Itinerary change*.

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Family sponsorship and government's financial benefits

Constituent/Applicant is sponsoring or will sponsor their spouse/partner/parent/grand-parent and wants to know if the government's financial benefits (e.g., Canada Emergency Response Benefit (CERB) payment, Employment Insurance) **that they receive during the pandemic will affect their application/undertaking:**

• Send the text *Coronavirus - MCMPS - Family sponsorship and government's financial benefits* to the MP.

Refugee claimant inside Canada

Constituent/Applicant will make a refugee claim inside Canada:

• Follow this procedure.

Constituent/Applicant needs to renew their RPCD:

• Send the text *Coronavirus - MCMPS - RPCD renewal* to the MP.

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Constituent/Applicant needs to replace their lost or stolen RPCD:

- Send the text *Coronavirus - MCMPS - RPCD lost or stolen* to the MP.

COI or RTD applicant

Constituent/Applicant wants to apply for COI or RTD services:

- Send the text *Coronavirus – MCMPS - COI and RTD services in Canada* to the MP.

Constituent/Applicant needs a COI or RTD to leave Canada or return to Canada urgently:

If...	Then...
Constituent/Applicant **did not provide** travel date **and** reason for urgent services **OR** They are outside Canada	• Send the text *Coronavirus - MCMPS - Urgent COI or RTD* to the MP.

Constituent/Applicant **provided both** travel date **and** reason for urgent services
 	
AND
 	
They are in Canada
	• If there is an application in the system:
	  ○ add an *Urgent and express service incoming correspondence* by following these instructions; and
	  ○ advise the MP that:
	    • you have contacted the responsible office; and
	    • they will be notified as soon as the case is analyzed or if additional information is required.
	• If there is no application in the system:
	  ○ send the referral, COI-RTD - Urgent and express service, to Gatineau;
	  ○ advise the MP that:
	    ▪ you contacted the responsible office; and
	    ▪ they will be notified as soon as the case is analyzed or if

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	additional information is required.
Constituent/Applicant is enquiring on the urgent COI or RTD fee waiver or refund	• Send the text *MCMPS - Coronavirus - Urgent COI and RTD in Canada - Fees* to the MP.

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Canadian citizen outside Canada

- Send the text *Canadian Citizen Overseas* to the MP.

Enquiry regarding the Emergency Care and Emergency Support benefits

- Send the text *Emergency Care and Emergency Support Benefit* to the MP.

Travel restrictions to Canada

Constituent/Applicant already applied for a TRV and is exempt from the travel restrictions:

- Send the text *Coronavirus - MCMPS - TRV applicant is exempt from travel restrictions* to the MP.

MP is providing the required information (and proof) that their constituent/the applicant applied for a TRV and is exempt from the travel restrictions OR has a valid TRV or eTA and needs an authorization to travel (immediate family member of TR or extended family member of Canadian citizen, person registered under Canada's Indian Act or PR):

- Send the referral, External Contact - MP, to COVID-Travel Exemptions / Exemptions de voyage-COVID (IRCC); and
- Send the text *Documents uploaded or forwarded* to the MP.

Any other situation:

- Send the text *Coronavirus - MCMPS - Find out if you can enter Canada* to the MP.

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Urgent case

Constituent/Applicant has an urgent situation (i.e., they provide a service or function that is essential in the context of COVID-19, such as agriculture, agri-food and health-care related occupations)*:

- For CPC-M/CPC-O/CPC-E/CIO/OSC/PRC-S/local office/CPC-S (for a Rebuild file)/Gatineau:
  - add an incoming correspondence by following these instructions;
- For any other office **or** for CPC-S (for a Legacy file) **or** if the application is **not in the system**:
  - send the referral, MCMPS - Coronavirus - Urgent case, to the appropriate office;
  - add a note in the system; and
- Send the text *Clarification request* to the MP.

Important: CPC-O is processing CPC-E's **CEC applications** until further notice. If CPC-E is the primary office, add an incoming correspondence for CPC-O by following these instructions.

*In case of doubt, contact PSU before proceeding.

Collection of immigration loans

- Send the text *Coronavirus - MCMPS - Collection of immigration loans* to the MP.

Pre-removal Risk Assessment

Constituent/Applicant has received a *Notification Regarding a Pre-Removal Risk Assessment* and wants to apply for PRRA:

- Send the text *Coronavirus - MCMPS - PRRA* to the MP.

Any other type of enquiry

- Send the text *Coronavirus - MCMPS - General information* to the MP.

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REFERRALS

Important: Before sending the referral, ensure that:

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- CE CSC MP Question / Question Député CSC EC (IRCC) is indicated in the *From* field; and
- The MP assistant's email address is included in the referral.

E MCMPS - Coronavirus - Urgent case

F CMDS - Coronavirus - Cas urgent

INCOMING CORRESPONDENCE

TR applicant

Incoming correspondence fields	Incoming correspondence details
Item	Enter the MP's last name* and press *Enter* to complete the search. *If the MP is not in the list, enter* Other MP: MP *and write the MP's name in the* Comment(s).
Comment(s)	**FOR MCMPS-*M* only** *MP enquiry* ***Provide MP's name, unless already mentioned in the *item* field*** *For:****Office*** *Client is unable to travel before POE letter expires.* *Name of assistant:* *Assistant's email:* **@*parl.gc.ca*** *Phone #:* *Ticket/folder #: (no webcims folder #, leave blank)* *Lang.: Eng* **or** *Fre* **and** ***(if applicable) Attach any pertinent information (e.g., MP email, ID documents, explanation letter, urgent request, etc.).*** **FOR MCMPS-*O* only**

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	MP enquiry ***Provide MP's name, unless already mentioned in the *item* field*** *For:****Office*** *Client is unable to travel before POE letter expires.* *Name of assistant:* *Assistant's email:* **@*parl.gc.ca*** *Phone #:* *Ticket/folder #: (no webcims folder #, leave blank)* *Lang.: Eng* **or** *Fre* *MCMPS-O* **and** ***(if applicable) Attach any pertinent information (e.g., MP email, ID documents, explanation letter, urgent request, etc.).***
Status	*Provided*
Due Date	**FOR MCMPS-*M* only** **(Internal time frame until further notice do not divulge)** 10 business days **FOR MCMPS-*O* only** **(Internal time frame until further notice do not divulge)** 5 business days
Via	*E-mail* **or** *Telephone*

CoPR validated outside Canada

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Incoming correspondence fields	Incoming correspondence details
Item	Enter the MP's last name* and press *Enter* to complete the search. *If the MP is not in the list, enter* Other MP: MP *and write the MP's name in the* Comment(s).
Comment(s)	**FOR MCMPS-*M* only** *MP enquiry* ***Provide MP's name, unless already mentioned in the *item* field*** *URGENT VL client outside Canada* *For:* ***Local office*** *Client was landed using an alternative process while outside Canada and they are in possession of a validated CoPR. Please contact them to provide guidance.* *Name of assistant:* *Assistant's email:* **@*parl.gc.ca*** *Phone #:* *Ticket/folder #: (no webcims folder #, leave blank)* *Lang.: Eng* **or** *Fre* **and** ***(if applicable) Attach any pertinent information (e.g., MP email, ID documents, explanation letter, urgent request, etc.).*** **FOR MCMPS-*O* only** *MP enquiry* ***Provide MP's name, unless already mentioned in the *item* field*** *URGENT VL client outside Canada* *For:* ***Local office*** *Client was landed using an alternative process while outside Canada and they are in possession of a validated CoPR. Please contact them to provide guidance.* *Name of assistant:* *Assistant's email:* **@*parl.gc.ca***

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	Phone #: *Ticket/folder #: (no webcims folder #, leave blank)* *Lang.: Eng* **or** *Fre* *MCMPS-O* **and** ***(if applicable)* <u>Attach</u> **any pertinent information (e.g., MP email, ID documents, explanation letter, urgent request, etc.).***
Status	*Provided*
Due Date	**(Internal time frame until further notice do not divulge)** 2 business days
Via	*E-mail* **or** *Telephone*

Urgent case

Incoming correspondence fields	Incoming correspondence details
Item	*Urgent Request*
Comment(s)	**FOR <u>MCMPS</u>-*M* only** *MP enquiry* ***Provide MP's name, unless already mentioned in the *item* field*** *For:* ***<u>Office</u>*** *Client has an urgent situation.* ***Provide a brief description of the urgency*** *Name of assistant:* *Assistant's email:* **@*parl.gc.ca***

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Phone #:

Ticket/folder #: (no webcims folder #, leave blank)

Lang.: Eng **or** *Fre*

and

(if applicable)** <u>Attach</u> **any pertinent information (e.g., MP email, ID documents, explanation letter, urgent request, etc.).

FOR MCMPS-*O* only

MP enquiry ***Provide MP's name, unless already mentioned in the *item* field***

For: ***<u>Office</u>***

Client has an urgent situation. ***Provide a brief description of the urgency***

Name of assistant:

Assistant's email: **@*parl.gc.ca***

Phone #:

Ticket/folder #: (no webcims folder #, leave blank)

Lang.: Eng **or** *Fre*

MCMPS-O

and

(if applicable)** <u>Attach</u> **any pertinent information (e.g., MP email, ID documents, explanation letter, urgent request, etc.).

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<td>**Status**</td>
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(Internal time frame until further notice do not divulge)

2 business days

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INFO-CLIENT

- Canadian Citizen Overseas;
- Coronavirus - Disclaimer;
- Coronavirus - MCMPS - Allowing visitors to apply for a WP without having to leave Canada;
- Coronavirus - MCMPS - Application status during the pandemic;
- Coronavirus - MCMPS - Appointment at a local IRCC office;
- Coronavirus - MCMPS - Changes to biometrics requirement - In-Canada TR applicants;
- Coronavirus - MCMPS - Changes to biometrics requirement - PR applicants;
- Coronavirus - MCMPS - CIT - Applicant needs more time to provide documents;
- Coronavirus - MCMPS - Client will apply for PR - Missing documents;
- Coronavirus - MCMPS - COI and RTD services in Canada;
- Coronavirus - MCMPS - Collection of immigration loans;
- Coronavirus - MCMPS - Family sponsorship and government's financial benefits;
- Coronavirus - MCMPS - Find out if you can enter Canada;
- Coronavirus - MCMPS - General information;
- Coronavirus - MCMPS - IMM - Applicant needs more time to provide documents;
- Coronavirus - MCMPS - Interim measure for processing inside-Canada TRV applications;
- Coronavirus - MCMPS - Incomplete BIL;
- Coronavirus - MCMPS - Maintained status and authorization to work without a permit;
- Coronavirus - MCMPS - No auto-reply from travel exemptions inbox;
- Coronavirus - MCMPS - No response from PHAC inbox;
- Coronavirus - MCMPS - No response from travel exemptions inbox;
- Coronavirus - MCMPS - Original passport in a closed VAC;
- Coronavirus - MCMPS - PGWP eligibility with online classes;
- Coronavirus - MCMPS - PR abroad - PRTD;
- Coronavirus - MCMPS - PR abroad - PRTD - Itinerary change;
- Coronavirus - MCMPS - PR approved - CoPR/PR visa expired;
- Coronavirus - MCMPS - PR approved - In Canada;
- Coronavirus - MCMPS - PR approved - Outside Canada;
- Coronavirus - MCMPS - PR for Caregiver - AOR not sent yet;

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- **Coronavirus - MCMPS - PRRA;**
- **Coronavirus - MCMPS - Public Policy - Medical exam for in-Canada foreign nationals;**
- **Coronavirus - MCMPS - Public policy - Workers in Canada changing job/employer;**
- **Coronavirus - MCMPS - RPCD lost or stolen;**
- **Coronavirus - MCMPS - RPCD renewal;**
- **Coronavirus - MCMPS - Service Canada offices - Biometrics collection services;**
- **Coronavirus - MCMPS - TR status will expire soon;**
- **Coronavirus - MCMPS - TRV applicant is exempt from travel restrictions;**
- **Coronavirus - MCMPS - Urgent COI or RTD;**
- **Coronavirus - MCMPS - Urgent COI or RTD in Canada - Fees;**
- **Coronavirus - MCMPS - Virtual landing - Letter confirming PR status;**
- **Coronavirus - MCMPS - Withdrawal of Application - TR to PR application not in the system yet;**
- **Coronavirus - MCMPS - WP/SP - Application outside Canada - Visitor in Canada;** and
- **Emergency Care and Emergency Support Benefit:**
  - MCMPS > General > Coronavirus

- **MCMPS - TR to PR Pathway - Add-on (no application in system);**
- **MCMPS - TR to PR Pathway - Applicant applied for PR under a different program;**
- **MCMPS - TR to PR Pathway - Applicant has a change in personal circumstances (no application in system);**
- **MCMPS - TR to PR Pathway - No application in system;**
- **MCMPS - TR to PR Pathway - NOC not included in the public policy;** and
- **MCMPS - TR to PR Pathway - Supporting documents:**
  - MCMPS > General > Coronavirus > Pathway to PR for essential workers and graduates

- **Clarification request;**
- **Documents uploaded or forwarded;** and
- **Supporting documents:**
  - MCMPS > General > Updates

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- **Maintained status - IEC;**
- **Maintained Status - Temporary resident:**
  - MCMPS > Immigration > Temporary Residence

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FURTHER INFO

Novel coronavirus (COVID-19) - Program delivery instructions

How the coronavirus disease (COVID-19) is affecting immigration, refugees, citizenship and passport services

International/National Crises
Hong Kong - Priority Processing

MP enquires about a constituent's/an applicant's application that was submitted as part of the priority processing measures for Hong Kong residents (permanent resident travel document (PRTD), visitor visa, electronic travel authorization (eTA), work permit, study permit or family sponsorship).

BEFORE PROCEEDING

- Try all possible search options to find a client;
    - if the client's *Appl/Case #* starts with the letter X (i.e. a prospective file), or if the UCI starts with the letter T (i.e., a temporary UCI), their application is considered in the system;
    - for a sponsorship application of a spouse, partner or child, search for both the sponsor and the applicant, when necessary. A note/prospective file may appear in the applicant's file.
- Verify:
    - which type of application was sent;
    - (for a paper application) to which office the application was sent, including the complete address used by client.

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PROCEDURE(S)

Application not sent

- Send the text *MCMPS - Priority processing for Hong Kong residents.*

Application sent

If...	Then...
Paper application is NOT in the system	• MP is providing detailed shipping information: 　○ regardless of processing times/mailing delays, send the referral, MCMPS - Hong Kong - Priority Processing - No application in the system, to the appropriate office; 　○ to reply via telephone: 　　▪ advise MP that you (or the office) will contact them within 10 business days; 　○ to reply via email: 　　▪ send the text *Clarification request*; 　○ add a note in the system; • MP is NOT providing detailed shipping information: 　○ send them the text *No application in the system*.
Application is in the system (paper or online)	• Send the text *MCMPS - Priority processing for Hong Kong residents* and any other applicable text; and • (If applicable) For processing times passed/status enquiry, follow this procedure.

REFERRALS

Important: Before sending the referral, ensure that:

- CE CSC MP Question / Question Député CSC EC (IRCC) is indicated in the *From* field; and
- The MP assistant's email address is included in the referral.

E	MCMPS - Hong Kong - Priority Processing - No application in system
F	CMDS - Hong Kong - Traitement prioritaire - Aucune demande au système

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INCOMING CORRESPONDENCE

Not applicable

INFO-CLIENT

- **Clarification request;** and
- **No application in the system:**
    - o MCMPS > General > Updates

- **MCMPS – Priority processing for Hong Kong residents:**
    - o MCMPS > General

FURTHER INFO

Not applicable

MINISTERIAL CENTRE FOR MEMBERS OF PARLIAMENT AND SENATORS (MCMPS)

MP offices enquiries
Guidelines

MCMPS-M will receive 100% of Parliamentarians enquiries and will continue to process:

- General information (complex or non-complex)
- Routine cases (processing times passed or not)
- Referrals or IC when necessary
- Follow up on responses received or actions taken by MCMPS-M
- IRCC error (first level when it is possible to have the processing office correct the error
- Submitting or adding documents **for applications in process**
- Technical issues (including the employer portal)
- Urgent processing request **when the urgent criteria is met** (as per the CHD procedure)

BEFORE PROCEEDING

- Identify the caller/contact person as per the Authorization section. Under no circumstances are you to proactively provide missing information.
- Verify or ask the MP assistant for a call back number at the beginning of the call in case the call is disconnected unintentionally.
- You can provide information and take action for cases being processed at the:
  o CPR offices;
  o local offices; and
  o visa offices;
    § details on what type of information can be shared with MPs can be found in ATIP for MPs.
- Should the MP follow up regarding an enquiry about the public policy:
  o assess the information on file;
  o (if applicable) advise them that their constituent's request was forwarded to the processing office;
  o a request to the office may only be sent if there are exceptional circumstances.

Important: Refer the MP to **MED** for queries listed in this section of the *Taking action* page.

Note: Do not automatically refer requests related to refugee claims to the IRB. If the file is with IRCC, please assist the MP.

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PROCEDURE(S)

Designated MP line/Call

- If:
  - an action needs to be taken in the file or a similar request was previously received via another channel:
    - follow this procedure.
  - no action needs to be taken in the file and client exists in the system:
    - add a note:

      Received a request for (general OR case specific) information via MP line. Spoke to (Name of MP assistant) from (Name of MP) office. (Enter a brief description). INIT-ID

- Confirm the following to the MP:
  - information which must be given to the constituent; and/or
  - any action which must be taken by the constituent;
- If you would like to send them information in writing:
  - go to the *MCMPS* folder in Info-Client;
  - select the appropriate text;
  - or (if applicable) copy-paste the content of the selected text in the *Free text* box;
    - and remove/modify and/or add the appropriate sentences;
    - delete the pre-formatted text by clicking on the *X*;
  - send the Info-Client;
- Update the MCMPS tracking tool.

Disclosure of GCMS notes

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After having read these instructions, if the MP assistant enquires about GCMS notes, you **must** provide the information. To do so gather the GCMS information pertaining to what they obtained consent for.

You must not divulge any:

- Protected B information;
- Information about other family members for which the MP is not authorized; and
- Information about any investigations.

Make sure you put the assistant on hold* to gather the information. When returning on the line, use the following script:

"Very well (MP Assistant), I will read you the notes as entered on file, and for which you have received consent for..."

NB: If the MP requests an email with a copy of the notes found in a file, follow these instructions.

*Important: When a MP assistant is on hold for 15 consecutive minutes the system assumes they were forgotten. The call is disconnected from the agent and the MP assistant hears a short menu. This is a default menu that lives outside the IVR and we have no control over it. The MP assistant is then prompted with different options and depending on what they choose, they are either disconnected or the system may attempt to connect them to the same agent.

Therefore we must be mindful to return to the MP assistant in a timely manner.

Disclosure of BF dates

After having read these instructions, if the MP enquires about a BF Date, you **must** provide the information and use the following script:

"The BF date on file is **Date Month, Year**. However, please keep in mind that it is often subject to change, and that it is not a reliable indicator nor an accurate way to monitor the progression of a file; as it does not reflect the actual processing time."

Provide the MP with the approximate completion date.

Online technical problem

MP is enquiring on e-tool/technical issue (e.g., linking application to their online account, restoring e-cas access, LOI letter not received, etc.) on behalf of constituent.

- **If you have the tools to answer the MP:**

- o   send them the appropriate text via Info-Client or draft an email;
- o   (if applicable) for a MP email:
    - update the Follow Up flag as per this Job Aid;
    - (if applicable) click on *Other Actions* and *Edit Message* and attach your reply to the original email received from the MP;
    - (if applicable) drag and drop your reply from your *Sent items* folder to the *Sent items* folder under the *IRCC-Question-MP* box;
- o   drag and drop the email into the *Processed Items* of the *IRCC-Question-MP* box;
- o   if client exists in the system, add a note:

> Received a request for e-tool/technical issue via MP (phone/voicemail/email). (Info-Client OR email) sent to (Name of MP assistant) from (Name of MP) office. (Enter a brief description). INIT-ID

- o   update the MCMPS tracking tool.

- **If you do not have the tools to answer the MP:**
    - o   send them the text *Online technical problem - MP* via Info-Client;
    - o   (if applicable) for a MP email:
        - update the Follow Up flag as per this Job Aid;
        - (if applicable) click on *Other Actions* and *Edit Message* and attach your reply to the original email received from the MP;
        - (if applicable) drag and drop your reply from your *Sent items* folder to the *Sent items* folder under the *IRCC-Question-MP* box;
    - o   drag and drop the email into the *Processed Items* of the *IRCC-Question-MP* box;
    - o   if client exists in the system, add a note:

    Received request for e-tool/technical issue via MP (telephone/voicemail/email). Sent text Online technical problem - MP via Info-Client to (Name of MP assistant) from the office of (Name of MP). Once info received, IRCC-Question-MP will assist. INIT-ID

    - o   update the MCMPS tracking tool.

Email

Important: If a MP requests a call-back in their email, please respond using the Info-Client text *Request for call-back received by email.*

- Reply to MP enquiries within 10 business days **AND** via email (unless otherwise specified in the enquiry).

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- Verify the following information regarding the email address used:

The email received must...	If not...	Then...
End with *@parl.gc.ca*	Verify if the email appears on one of the following pages: • Members of Parliament • Senators • Whips and speakers • the MP or senator's website	Send the Info-Client text: *Email not from parl.gc.ca*
Contain the name of the MP	Not applicable	Send the Info-Client text: *Email not with the MP name*

- Drag and drop the email from the *IRCC-Question-MP* mailbox into your *Drafters* folder in the *IRCC-Question-MP* box;
- If an action needs to be taken in the file (including adding an attachment in *Incoming correspondence*):
  - follow this procedure.
- If no action needs to be taken in the file and client exists in the system:
  - send a text via Info-Client or draft an email to provide the required information;
  - add a note:

    Received a request for (general OR case specific) information by email. (Info-Client OR email) sent to (Name of MP assistant) from the office of (Name of MP). (Enter a brief description). INIT-ID

- Once you have replied:
  - update the Follow Up flag as per this Job Aid and (if applicable) add the name of the PSU agent who provided you with the information and if you have replied to the email with a phone call, add the interaction ID number in the flag;
  - (if applicable) attach your reply to the original email received from MP as per this Job Aid;
  - drag and drop the email with attachment into the *Processed Items* folder of the *IRCC-Question-MP* box;
- (If applicable) Drag and drop your reply from your *Sent items* folder to the *Sent items* folder of the *IRCC -Question-MP* box;
- Update the MCMPS tracking tool.

Voicemail

- Access MP voicemail through VCC as per this Job Aid;
- If voicemail is blank, caller hung up or the message is hold music:
  - o update the MCMPS tracking tool.
- If an action needs to be taken in the file:
  - o follow this procedure.
- Contact the MP office:
  - o if contact person is available:
    - ▪ clearly identify yourself and the purpose of your call:

      Hello, my name is (your name). I am calling from Immigration, Refugees and Citizenship Canada in regards to a voicemail left by (Name of MP assistant).

    - ▪ provide the required information;
    - ▪ if client exists in the system, add a note:

      Received a request for (general OR case specific) information by voicemail. Contacted (Name MP assistant) from the office of (Name of MP). (Enter a brief description). INIT-ID

  - o if contact person is **not** available:
    - ▪ leave a message:

      Hello, my name is (your name). I am calling from Immigration, Refugees and Citizenship Canada in regards to an information request received by voicemail submitted by (Name of contact person) (If available: regarding File #). You may contact us through the MP and Senators line. The phone number is 1-844-804-4371 and service hours are Monday to Friday from 8 a.m. to 4 p.m. your local time.

    - if client exists in the system, add a note:

      Received a request for (general OR case specific) information by voicemail. Contacted (Name of MP) office. Left message for (Name of MP assistant) OR Could not leave a message at (time). If MP calls back, please advise (enter information). INIT-ID

    - Update the MCMPS tracking tool.

Replies

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A response to a referral sent is received from an office. To provide the answer to the MP, it is better to **contact the MP by email** in order to avoid leaving a message that may end up being unclear, listened to or erased by someone else.

If you **reply by email**:

- Copy-paste the information received in a new email by using the Info-Client text *Answer Received*, but **do not include**:
  - cases that need to be referred to MED;
  - protected B information/documents;
  - name of the officer who provided the answer;
  - any sensitive information which could compromise an investigation; and
  - information not pertinent to the client's situation (e.g., office left a note stating that an officer is on leave or that they are currently short staffed, etc.).
- If you create a **new email**:
  - change the *From* field to *IRCC-Question-MP*; and
  - update the *Subject* field to: Reply from the IRCC Information Centre for Members of Parliament and Senators for - (LAST NAME, Name – File/UCI)
- Update the Follow Up flag as per this Job Aid;
- Attach your response to the email reply from the office;
- Drag and drop the email reply from the office with attachment into the *Processed Items* folder of the *IRCC-Question-MP* box;
- Add a note to the file by copy-pasting the relevant details from the reply (please do not include the person's name, instead include their initials (e.g., JS)):

  Received reply from (office name): (paste office's reply). Contacted (Name of MP assistant) from the office of (Name of MP) by email to provide response. INIT-ID

- (If applicable) Drag and drop your reply to the MP from your *Sent items* folder to the *Sent items* folder of the *IRCC-Question-MP box*;
- Update the MCMPS tracking tool.

(Only when requested by the MP) If you **reply by phone**:

- Provide the information received to the MP;
  - if you realize that the MP has someone in their office and/or they are in the middle of handling another file, offer to call them back;
- If there is no answer, leave a voicemail with the **file number** and **the information received**.

REFERRALS

Not applicable

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INFO-CLIENT

- **Email not from parl.gc.ca;**
- **Email not with the MP name:**
  - o   MCMPS > General > Authorization/Intros/Conclusions/Signatures/Disclaimers
- **Answer received;**
- **Request for call-back received by email:**
  - o   MCMPS > General > Updates

FURTHER INFO

If an external partner provides a new contact name in their reply:

- Forward the email to the MCMPS team leaders and add IRCC-Telecentre-Procedures in Cc.

The Client Service section of the *Quality Assurance Material* contains useful information on call management.

MP offices enquiries
Taking action

An action needs to be taken following a MP enquiry.

OR

A referral was sent to the responsible office (or an incoming correspondence added) **more than 10 business days** (or **2 business days** for Gatineau (COI-RTD)) ago and no response has been received.

Note: If an agent from regular operations already sent a referral/incoming correspondence for that file, you should still take action.

E.g.: A client has called the CSC and a regular operations agent took action. When the MP calls for that constituent, you must **also** take action on their request and inform your team leader by sending them an email.

BEFORE PROCEEDING

- Please ensure to consult instructions regarding COVID-19 provided in the index.
- If the MP is requesting to process an outside Canada FC1 application on an urgent basis, use this script:
    - after having used the script, if the MP still asks for the case to be forwarded to the visa office, send a referral as per this procedure.

INDEX

- PP not available in client's area - Complaint - Reporting a fraud on Social media - MP request for participation at a citizenship ceremony - Request for the Reference Document - Inquiries for Ministerial Enquiries Division (MED) - MP wishes to withdraw support letter	

PROCEDURE(S)

Authorization

- Identify the caller/contact person by using these guidelines.
- Ensure the name of the MP appears on the House of commons website (or the senator's on the Senate website):
  - if not, verify if they appear:
    - on the Whips list; or
    - (in the case of an independent member) on the Speakers list;
      - if they are on neither lists and there is no authorization on file (IMM 5475, IMM 5476, or Power of Attorney):
        - advise them to send the signed authorization:
          - with the application, if it was not yet submitted; or
          - via the IRCC Web form;
        - send them the appropriate text via Info-Client and advise them to follow the instructions; and
        - inform them that the authorization will be added to the constituent's file within 5 to 10 business days following reception of the form.

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Unintentional disconnection

- In case you unintentionally hang up before the call is completed or the line disconnects, call back the MP assistant using the:
  - telephone number available in IC as per this job aid;
  - telephone number the assistant provided at the beginning of the call; or
  - office telephone number in the Members of Parliament or Senators list.
- If you are unable to reach them; or
- Your call goes to voicemail:
  - leave a voicemail; and
  - if you were in a client's file with the assistant at the time of disconnection, add your note accordingly.

Change of email address

A request to change the email address must be initiated by the applicant. If MCMPS receives such request from an assistant by email, it should include the thread **with** the initial request made by the applicant.

If the assistant is unable to provide MCMPS with such information, then the applicant should be redirected to the IRCC Webform. To ensure that the update is done within 5 business days the applicant must select *"Change of contact information"* in the type of application/enquiry section of the Webform.

Quarantined email

A message is quarantined when it contains media and/or executable attachment that violates IRCC's email policies.

If the email is from an MP or a senator:

- Send a request to release it to the IT Security Unit by forwarding the message to: ircc.itsec-secti.ircc@cic.gc.ca

The IT Security Unit will scan and release the message within minutes.

If the email **cannot** be released:

- Send the text *Quarantined email* via Info-Client.
  - The MP will have to resend his request.

Duplicate

Before taking action, verify with the MP if their request was previously sent by email and/or if they mention that they have already sent an email about what they are now calling about.

- **If no,** proceed to Initial action.
- **If yes,** it means it is considered a **duplicate**; therefore, there is no need to send the *Duplicate* text and to add a note in GCMS. Instead, retrieve the email(s) and verify if an action was taken;

    - **if an action** was taken, meaning a referral or incoming correspondence was already sent, verify if you need to follow the follow-up (escalation) procedure.

    - **if no action** was taken:
        - attach the referral to the email;
        - update the email flag to *resolved - phone*, add your initials and the call interaction ID number;
        - drag and drop the email to the *Processed Items* folder;
        - advise the MP that they will not receive a reply by email as the case has now been handled over the phone;
        - add a note:

            (Name of MP assistant) from (Name of MP) office, contacted MCMPS by phone. (Enter a brief description). Advised MP they will not receive a reply to their email inquiry as it has been addressed during the call. INIT-ID

    - update the MCMPS tracking tool.
        - **if there is a ticket #:**
            - get the ticket # from the email follow-up flag;
            - update that **same ticket #** in the MCMPS tracking tool; and
            - add the event "*duplicate*".
        - **if there is no ticket #:**
            - create a new ticket in the MCMPS tracking tool as "phone" type; and
            - add the event "*duplicate*".

Note:

- If the request is for **urgent permanent resident card (PRC)** processing, drag and drop the email in the **Urgent PRC** folder.

Initial action

For...	Then...
- CPC-M - CPC-E * - CPC-O - CIO - OSC - Gatineau (COI-RTD) - PRC-S - CPC-S (for a Rebuild file) - Local offices (including CIT Rebuild file)	- No application in the system? See instructions for corresponding office in below sections. - If the office is not the *Primary* or *Secondary Office*, add it in the *Secondary Office* tab list; and - Add an incoming correspondence by following these instructions - CN offices OR these instructions - Gatineau OR these instructions - local offices; - attach any pertinent information (e.g., MP email, ID documents, explanation letter, urgent request, etc.): - attach it separately if it is larger than 4 MB; or - send a referral by following the procedure for any other office below; - To reply via telephone: - advise MP that you (or the office) will contact them within 10 business days (or 2 business days for Gatineau (COI-RTD)); - To reply via email: - send the text *Clarification request* via Info-Client; - Add a note in the system: Received a request for case specific information via MP (telephone/voicemail/email). Replied to (name of MP assistant and their email address) from the office of (name of MP) via (email OR phone). (Enter a brief description). INIT-ID - For an enquiry received via email, once you have replied: - update the Follow Up flag; - attach your reply and/or referral to the original email received from MP as per this Job Aid;

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* For CEC applications at CPC-E, create an incoming for <u>CPC-O</u>.	- o drag and drop the email with attachments into the *Processed Items* folder of the *IRCC-Question-MP* box; - o drag and drop your reply from your *Sent items* folder to the *Sent items* folder of the *IRCC-Question-MP* box; - Update the MCMPS tracking tool.
For any other office (including local office - CIT <u>Legacy</u> file) **OR** No application in the system for: - CPC-M - Online application at CPC-E - CPC-O - CIO - OSC - Gatineau (COI-RTD) - PRC-S - CPC-S (for a <u>Rebuild</u> file) - Local offices (including CIT <u>Rebuild</u> file)	- Send a <u>referral</u> to the appropriate office; - o <u>attach</u> any pertinent information to the referral (e.g., Ticket #, MP email, ID documents, explanation letter, urgent request, etc.); ■ attachments should not exceed 4 MB in size; - o update the Follow Up flag; - o drag and drop the referral with attachments from your *Sent items* folder to the *Processed* folder of the *IRCC-Question-MP* box; - To reply via telephone: - o advise MP that you (or the office) will contact them within 10 business days (or 2 business days for Gatineau (COI-RTD)); - To reply via email: - o send the text *Clarification request* via <u>Info-Client</u>; - Add a note in the system; - For an enquiry received via email, once you have replied: - o update the Follow Up flag; - o attach your reply and/or referral to the original email received from MP as per <u>this Job Aid</u>; - o drag and drop the email with attachments into the *Processed Items* folder of the *IRCC-Question-MP* box; - o drag and drop your reply from your *Sent items* folder to the *Sent items* folder of the *IRCC-Question-MP* box; - Update the MCMPS tracking tool.
No application in the system for paper application at CPC-E	(If applicable) advise MP you will send them instructions via email;

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	• Reply to MP via Info-Client using the appropriate text:
	   ○ *No application in the system - More information required;*
	   ○ *No application in the system - New application must be sent;* or
	   ○ *No application in the system - New application must be sent to TL-CSU;*
	• If client exists in the system, add a note:
	
	Received a request for case specific information via MP (telephone/voicemail/email). Replied to (name of MP assistant) from the office of (name of MP) via (email OR phone). Sent script No application in the system (More information required/New application must be sent/New application must be sent to *TL-CSU* via Info-Client. INIT-ID
	
	• For an enquiry received via email, once you have replied:
	   ○ update the Follow Up flag;
	   ○ attach your reply and/or referral to the original email received from MP as per this Job Aid;
	   ○ drag and drop the email with attachments into the *Processed Items* folder of the *IRCC - Question-MP* box;
	   ○ drag and drop your reply from your *Sent items* folder to the *Sent items* folder of the *IRCC-Question-MP* box;
	• Update the MCMPS tracking tool.

Ottawa IR	• If they appear as the Primary office send a referral to beijing-immigration@international.gc.ca; • Follow the instructions *For any other office (including local office - CIT Legacy file)* in this table.

Follow-up (escalation)

A referral was sent/An incoming correspondence was added **more than 10 business days ago** (or **more than 2 business days ago** for Gatineau (COI-RTD) **and** for urgent requests) and no response has been received from the office:

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If the original message is...	Then...
In the **MP REFERRALS** or the **Sent items** folder (in the CE CSC MP Question mailbox) *If the referral cannot be found in GCDOCS or in the MP Referrals, create a new referral.*	• Select the referral; • Drag and drop it in your drafter's folder; • Modify (edit) the referral by adding: **Escalation - [Concerned office] Your complete name and the date (today's date) - DATE OF THE ORIGINAL IC** in bold, in the body of the email; • Save the referral; and • Drag and drop it in the *Escalation to be sent* folder.
An **incoming correspondence** added	• Create a new referral and add: **Escalation - [Concerned office] Your complete name and the date (today's date) - DATE OF THE ORIGINAL IC** in bold, in the body of the email; • Include the date of the original IC in the detailed explanation; • Save the referral on your desktop; and • From your desktop, drag and drop the referral to the *Escalation to be sent* folder.
In **GCDOCS**	• **Right-click** on the referral and drag and drop it (holding the right-click) in your drafter's folder; ○ click on *copy* in the mailbox; • Open the referral in your drafter's folder; • Modify (edit) the original referral by adding: **Escalation - [Concerned office] Your complete name and the date (today's date) - DATE OF THE ORIGINAL IC** in bold, in the body of the email; • Save the referral; and • Drag and drop it in the *Escalation to be sent* folder.
An **International Experience Canada (IEC)** enquiry (ICP, WHP, YPP)	• Indicate OSC-IEC as the concerned office.

Inform the assistant that a second request was sent and there is no specific timeframe. We will contact them as soon as we receive an answer.

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Add a note in the system:

Received a follow-up request via MP (telephone/voicemail/email). Replied to (name of MP assistant) from the office of (name of MP) via (email OR phone). Referred for escalation. If applicable: The original IC was added on XX. INIT-ID

NB: The manager will retrieve the referral and send it to the responsible office. The message will then be placed in the *Escalations sent* folder. When a reply is received, the message including the answer will be placed in the *Escalation replies* folder. The *outbounder* agent will retrieve the message from the *Escalation replies* and reply to the MP accordingly.

For an enquiry received via email, once you have replied...

- Update the follow up flag;
- Attach your reply and/or referral to the original email received from the MP;
- Drag and drop the email, with attachments, in the *Processed Items* folder of the *CE CSC MP Question* mailbox;
- Drag and drop your reply from your *Sent items* folder to the *Sent items* folder of the *CE CSC MP Question* mailbox;
- Update the MCMPS tracking tool.

Request for urgent processing (Immigration)

MP is requesting urgent processing of an immigration application.

If...	Then...
MP requests urgent processing of an application and is providing supporting documents for the urgency	Reply to the MP using the Info-Client text *Request for urgent processing WITH documents*
MP requests urgent processing of an application and is **not** providing supporting documents for the urgency	Reply to the MP using the Info-Client text *Request for urgent processing NO documents</EM< td>*
MP has a general question about urgent processing **and** is not providing supporting documents for the urgency (E.g.: can this situation be expedited?)	Reply to the MP using the Info-Client text *General request for urgent processing*

Medical examination

Panel physician - Not available in client's area

If the applicant lives more than 250 km (4 hours, one way) from the nearest Panel Physician (PP); **or** the PP cannot provide service in their preferred official language (French or English) within **250 km (4 hours, one way)** of their residence.

If the assistant can provide the proposed doctor's information:

- Send a referral* to Medical Health Branch;
- If applicant exists in the system, add a note;
- Advise assistant that if they:
    - provide an email address for the applicant, Migration Health Branch will respond to them via email;
    - cannot provide an email address, the applicant will need to follow up with the doctor or the assistant will have to contact MCMPS.

If a part of the doctor's information is missing, the medical dispensation request will be refused.

Complaint

You received a complaint from a MP pertaining to medical examinations or services offered by a Panel Physician:

- Send the referral, Panel Physician - Complaint, to Medical Health Branch;
- If applicant exists in the system, add a note;
- Advise assistant that you will contact them within 10 business days.

Reporting a fraud on Social media

A Parliamentarian wishes to report a social media fraud (false information).

For an enquiry received via...	Then...
Telephone Voicemail	Invite the MP to send the following information by email: - The link to the social media posting.

	• A summary of the posting, if it is written in a language other than English or French.
Email	Reply to the MP by using the Info-Client text *Reporting Fraud on social media*

Once a reply is received from a MP

- Send the referral, *Fraud on social media*, to Communications.
- Send the *Fraud on social media information received* Info-Client text to the MP.
- Update the MCMPS tracking tool accordingly by selecting *Social media fraud*.

MP request for participation at a Citizenship ceremony

- Send the referral, MP Request for participation at a Citizenship ceremony, to the appropriate region;
    - if applicable:
        - mark the email as *urgent (high importance)*;
        - add ** *Urgent request* ** at the beginning of the referral template;
- Inform the MP that the office will contact them directly within the next 1et

Request for the Reference Document

Assistant is requesting that you send them the Reference Document for Members of Parliament and Senators **on Immigration, Refugee and Citizenship cases via email.**

For a request received via telephone...	For a request received via email...
• Advise the assistant that you will send them the information by email; and • Send them the text *Request for the Reference Document* via Info-Client.	Reply to the assistant using the text *Request for the Reference Document*.

Inquiries for Ministerial Enquiries Division (MED)

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MED is the point of contact for complex case enquiries, including high profile or sensitive cases, **or** for program, procedure, policy and legislation enquiries, including but not limited to:

- Files where more information is available in National Case Management System (NCMS), such as:
  - enforcement (removal, previous deportation, warrant, criminal charges)
  - litigation (appeals): when an appeal is allowed and the process has not started yet
  - ministerial intervention and relief
- Active Case Management Branch (CMB) files (information available through WebCIMS);
- Discretionary Interim Federal Health Program (IFHP);
- List of new citizens;
- High profile or potential high profile cases;
- Proactive follow up on responses received or actions taken by MCMPS-O;
- Officials and their families (diplomats);
- Reconsiderations when no IRCC errors have been identified (multiple requests from a MP for the same file, to assess grounds for reconsideration);
- Refusal reasons for any application (when a deeper level of discussion is required);
- IRCC error (second level): when it is not possible to have the processing office correct the error because it is in the law's interpretation.

If you determine that the case should be transferred to MED:

- For an enquiry received by phone:
  - send the referral, MED - Call Back;
  - advise the MP that you have referred the case to MED for further review and they will be contacted within 48 hours;
  - if applicant exists in the system, add a note:

    Received a request via MP line. Spoke to (name of MP assistant) from the office of (name of MP). Case requires further assessment (Enter a brief description). Referral sent to MED. Informed them a program officer will callback within 48 hours. INIT-ID

- For an enquiry received by email:
  - reply to the MP using the text *Transferred to MED*;

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- attach the final email, which is located in the *Sent Items* folder of **your personal mailbox**;
- add the flag: *(For MCMPS-O (INIT.))* to the original MP email;
- drag and drop the original MP email into the *MP Enquiries Folder Intake* sub-folder (located under the *MCMPS-O* folder);
- drag and drop your reply from the *Sent Items* folder of **your personal mailbox** into the *Sent Items MP* folder in the **CE CSC MP Question** mailbox;
- if the applicant exists in the system, add a note:

  Received a request via MP email. Replied to (name of MP assistant) from the office of (name of MP). Case requires further assessment (Enter a brief description). Referred to MED. Informed them a program officer will callback within 48 hours. INIT-ID

- Update the MP Ticket Tracker: Out of Mandate > Transferred to MED > Further assessment

MP wishes to withdraw their support letter

- Send a referral to the Info-Alerts mailbox at IRCC.IRGInfoAlerts-AlertesInfoORI.IRCC@cic.gc.ca;
  - attach any pertinent information to the referral (e.g., Ticket #, MP email, ID documents, explanation letter, urgent request, etc.);
  - update the Follow Up flag with either: OK, MOD, MOD OK, UPDATE or INFO;
  - drag and drop the referral with attachments from your *Sent items* folder to the *Processed* folder of the *IRCC-Question-MP* box;
- To reply via telephone:
  - advise the MP that you will forward that information to the Program Integrity Division and that they will take the appropriate action;
- To reply via email:
  - send the text *Withdrawal of support letter* via Info-Client;
- Add a note in the system;
- Update the MCMPS tracking tool.

REFERRALS

Important: Before sending the referral, ensure that:

Immigration, Refugees   Immigration, Réfugiés
and Citizenship Canada   et Citoyenneté Canada
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- CE CSC MP Question / Question Député CSC EC (IRCC) is indicated in the *From* field; and
- The MP assistant's email address is included in the referral.

E MCMPS - External Contact MP

F CMDS - Contact externe député

E MCMPS - External Contact MP - Escalation

F CMDS - Contact externe député - Escalade

E MCMPS - Medical examination

F CMDS - Examen médical

E MCMPS - Panel Physician - Complaint

F CMDS - Médecin désigné - Plainte

E MCMPS - Reporting a fraud on Social media

F CMDS - Signaler une fraude sur les médias sociaux

E MCMPS - MP request for participation at a Citizenship ceremony

F CMDS - Demande d'un député pour participer à une cérémonie de citoyenneté

E MCMPS - MED - Call Back

F CMDS - Rappel - DDRM

INFO-CLIENT

- **Change of email address;**
- **Clarification request (escalation);**
- **Duplicate;**

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- **Fraud on social media received;**
- **General request for urgent processing;**
- **No application in the system;**
- **Quarantined email;**
- **Reporting a fraud on social media;**
- **Request for urgent processing with documents;**
- **Request for urgent processing NO documents;**
- **Transferred to MED;**
    - MCMPS > General > Updates
- **Request for the Reference Document:**
    - MCMPS > General
- **Medical examination (no PP in less than 4 km):**
    - o   MCMPS > Immigration > General
- **Withdrawal of support letter:**
    - o   MCMPS > Immigration > Temporary Residence

FURTHER INFO

If an external partner provides a new contact in their reply:

- Forward the email to CE CSC ICMPS Supervisors / Superviseurs CRDS CSC EC (IRCC) and add CE CSC Procedures / Procédures CSC EC (IRCC) in Cc.

Processing email replies during a call

A MP or senator's assistant calls for an update on a file. A note indicates that an MCMPS agent had previously sent a referral and there is no indication on file that the office has responded.

Make a search in the *Email Replies* folder located in the *MP Question* mailbox, to find out if the responsible office responded to the referral.

- If a response is located in the *Email Replies* folder:
    - provide the answer to the assistant by making sure you do not divulge sensitive information;
    - update the flag of the email;
    - drag and drop the referral in the *Processed items* of the *MP Question* box;
    - locate the original ticket in the MCMPS tracking tool and update it accordingly;
    - advise the MP that they will not receive the reply by email as the reply has been provided by phone;
        - if the MP still requires the reply in writing, advise them that the reply will be sent when processed by the email team;
    - add a note on file detailing the response provided to the assistant.
- If there is no response in the *Email Replies* and:
    - it has been more than 10 business days:
        - if necessary, follow the follow-up (escalation) procedure.
    - it has been less than 10 business:
        - invite the assistant to contact us after this time has passed.

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Scripts

- Urgent request for an FC1 outside Canada
- File under review
- Security screening
- Disclosure of BF dates
- No application in the system **to come**
- Reconsideration **to come**

Urgent request for an FC1 outside Canada

"The nature of spousal sponsorship applications is such that couples suffer unique hardships due to the separation. In a spirit of fairness to all our applicants, applications are processed in the order that they are received.

An applicant whose permanent residence application is in process may choose to submit a Temporary Resident Visa (TRV) application in order to visit Canada while their permanent residence application is in process. The TRV application will be processed in accordance with the Act and Regulations."

File under review

"The application is being processed and further verification are being conducted. At this time, there is nothing required of the applicant to complete the review. If, over the course of processing, additional information is needed, the responsible office will contact the applicant directly. Rest assured that all efforts are being made to ensure that the application is processed in a timely manner."

Security screening

"Under Canada's immigration legislation, all immigrant applications are subject to admissibility, regulatory and program requirements. These include but are not limited to, medical, background checks and other program specification verifications. These requirements must be satisfied before an applicant may be granted permanent resident status.

In this context, certain program specific verifications are being conducted for your constituent's application.   As these verifications are handled by outside departments or agencies, there is no exact time frame in which the examination may be finalized for this case.

For now, there is no action required on your constituent's part. However, rest assured that the responsible office will communicate with them directly, if additional details are needed."

Disclosure of BF dates

"The BF date on file is **Date Month, Year**. However, please keep in mind that it is often subject to change, and that it is not a reliable indicator nor an accurate way to monitor the progression of a file; as it does not reflect the actual processing time."