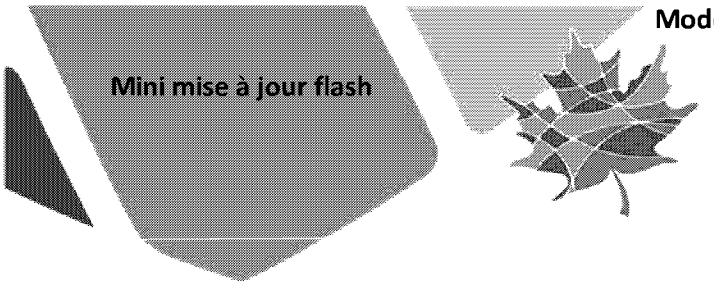
Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Mode de Service Réservé (MSR)

Réseau national

Immigration Économique

Promotion
Soutien aux employeurs
Accélération

FAITS SAILLANTS

- Le 20 décembre 2022, un agent de promotion a rencontré le superviseur de Développement économique Canada pour la région du QC (DEC-Qc) qui gère l'équipe responsable de couvrir le territoire de la région métropolitaine de Montréal et ses environs, afin de discuter des possibilités d'accroître la collaboration entre les deux ministères.
- Le superviseur de DEC-Qc semblait très intéressé à ce que des agents de promotion d'IRCC participent aux rencontres qu'ils ont avec des entreprises à l'extérieur du Canada afin de promouvoir les avantages de l'immigration canadienne et la Stratégie en matière de compétences mondiales et entreprises établies au Canada qui recherchent à fois du financement et du support pour naviguer à travers les programmes d'immigration économique.
- DEC-Qc font aussi affaire avec des organismes à but non-lucratifs (OBNL) importants établis dans la région de Montréal et ils se demandent si IRCC pourraient les supporter concernant leurs questions liées à l'immigration.

PROCHAINES ÉTAPES

- Les canaux de communications entre DEC-Qc et le MSR sont ouverts, et nous pouvons nous attendre à recevoir des invitations pour rencontrer des entreprises avec eux prochainement.
- Certaines OBNL telle que l'Agence Mondiale Antidopage (AMA), qui fait affaire avec DEC-Qc, bénéficie déjà des services d'un gestionnaire de compte du MSR. Étant un partenaire de recommandation pour le MSR, nous pouvons nous attendre à ce que DEC-Qc nous réfère d'autres OBNL importants dans le futur.

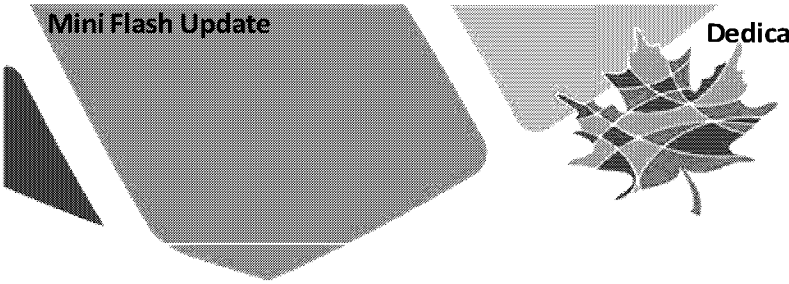
Audience:

☐ADMO ☐IPG
☒DN-DGO ☐STM
☒DN-Directors ☐PEI
☐COMMS

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Author : Jonathan Savage (Outreach)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- Designated Learning Institutions (DLIs) have raised concerns with the increased number of Post Graduation Work Permit (PGWP) applications being refused more than 180 days after an international student completes a study program; this creates barriers because the graduate can neither apply for restoration nor submit a new PGWP application.
- According to DLIs, many graduates who are refused a PGWP 180 days after they complete their study program and have not received a response for their reconsideration request or have been refused their reconsideration request are now applying for Temporary Resident Permits (TRP) so that they can then apply for a work permit. This will increase IRCC's TRP inventory, delaying other applications.
- In some instances, the processing office has overturned the PGWP refusal after reviewing the applicant's reconsideration request. Notwithstanding these eventual approvals, this adds to the web form inventory and causes further delays for clients awaiting a response from IRCC.
- Moreover, this issue is also limiting the number of potentially eligible individuals who would otherwise be able to start working and help address the current labour shortage across Canada.

NEXT STEPS

- The Dedicated Service Channel (DSC) has contacted CPC-E to raise this issue and provided example application numbers. The DSC has also requested clarification on the documents required for a PGWP application so that this information can be distributed to DLIs, in hopes that it will reduce the number of refusals and reconsideration requests for future PGWP applications.

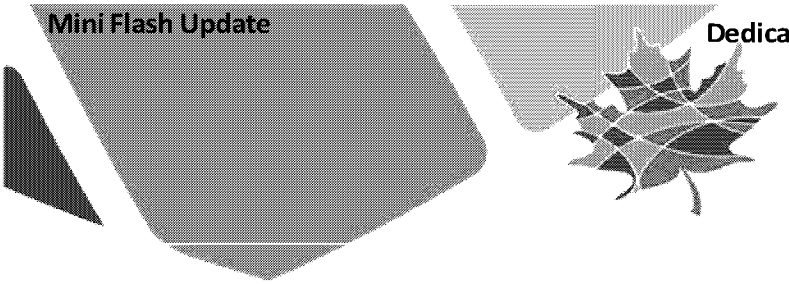
Audience:

☐ADMO	☒IPG
☐DN-DGO	☒STM
☐DN-Directors	☒CN
	☐COMMS

Author: Angelo Raimondo (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- Due to known glitches caused by the transition to the 2021 National Occupational Classification (NOC) system, IRCC has not initiated an Express Entry (EE) round of invitations since November 23, 2022.
- Many concerns were conveyed on news articles as well as various media platforms such as Twitter using #ExpressEntry.
- Client representatives and stakeholders have expressed their concerns with this and other EE rounds of invitations pauses highlighting that these pauses have the following consequences:
    - It impacts certain clients' eligibility for Bridging Open Work Permits (BOWP), which is an easier process that allows them to keep working while they wait for the results of their permanent residence application.
    - Clients lose comprehensive ranking system (CRS) points due to their age as pauses continue; and
    - The work experience of some clients may no longer be eligible for programs under EE because it falls outside the required period. For example, in the case of the Canadian Experience Class (CEC), an applicant must have acquired work experience within three years immediately preceding their application. Pauses in invitation rounds can push valid work experience outside of this timeframe, thereby impacting an applicant's eligibility.
- These impacts related to client eligibility in particular may lead to a higher than anticipated EE ineligible candidates and refusals. In turn, this would not only limit the Department's ability to meet Levels commitments, but also Canada's ability to address labour shortages through permanent residence.

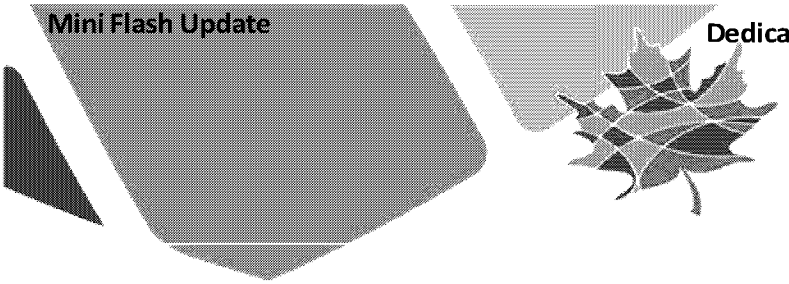
Audience:

☐ADMO	☒IPG
☒DN-DGO	☒OPPB
☐DN-Directors	☒PEI
	☒COMMS

Author: Angelo Raimondo (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- Destination Canada Mobility Forum is an annual event that allows skilled French-speaking and bilingual candidates to learn about Canada's pathways for Francophone candidates.
- Economic Development Winnipeg (EDW) participated at Destination Canada for the first time in 2022, representing their Manitoba based employers. Leading up to the event, EDW invited the Dedicated Service Channel (DSC) Outreach Officer and the Government of Manitoba to provide 3 employer information sessions on Francophone Immigration and Destination Canada. Employers were encouraged to register and post their job vacancies via EDW's online job matching platform.
- Economic Development Winnipeg (EDW) has reported an increase in job seeker profiles on their job matching platform following their participation at the 2022 Destination Canada in Paris and Rabat. During the 5 day in-person event, EDW encouraged job seekers interested in working in Manitoba to create a profile and upload their resume on their platform in order to be matched with potential employers. Between the months of November and December, EDW reported approximately 5000 new job seekers registered on their platform and attributes this increase to their participation with Destination Canada.
- Employers can continue to benefit from this recruitment effort by posting job vacancies and having access to a pool of Francophone and bilingual candidates.

NEXT STEPS

- The DSC will continue to offer information sessions on economic immigration programs and promote Francophone Immigration to employers in partnership with EDW.
- EDW is looking to capture outcomes from participating in Destination Canada. They will share with the DSC the results from employers who report successful hiring of candidates that participated at Destination Canada.

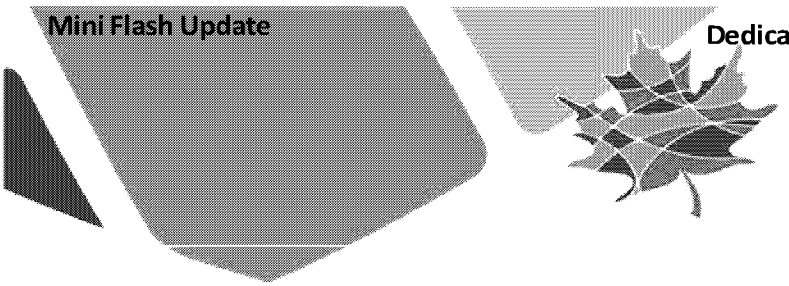
Audience:

☐ADMO	☐IPG
☒DN-DGO	☒IN
☒DN-Directors	☒DIFLO
	☒COMMS

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

s.20(1)(c)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- is a privately held multinational company based in Seattle, Washington, with offices worldwide valued at The company is recognized as a leader in sales technology platform and expanded into Canada with significant Foreign Direct Investment in February 2021 earning a revenue of The company was referred to the Dedicated Service Channel (DSC) on by the British Columbia Ministry of Municipal Affairs.
- Upon receipt of the referral, the company identified that they had already submitted a GSS work permit application with a request for urgent processing. The company identified an urgent need surrounding a high-level manager (intra-company transferee) whose role was to expand and build the company's Professional Development Service Organization in Canada, which is a large portion of their significant investment. The company shared that they encountered a number of issues with the online application process and expressed frustration with the process and ongoing processing delays.
- The DSC escalated the pending application and highlighted the challenges and urgency faced by the company. The processing office agreed to reopen the application and requested additional information on the entity.
- Following the request for additional information, the company's representative informed the DSC that they will withdraw the pending GSS work permit application as they have decided to delay the expansion of their Professional Services department into Canada. At this time, the company is re-visiting its investment in Canada and they cited immigration as one of the main reasons (e.g. processing delays, issues with the Employer Portal and challenged with uploading documents). The company is thankful and has acknowledged that the DSC has gone above and beyond to support them with this matter.
- Due to the nature of this investment and the concerns raised by the company regarding the immigration process, the DSC is sharing with Senior Management and internal partners should they bring forward a formal complaint or raise the issue through other avenues.

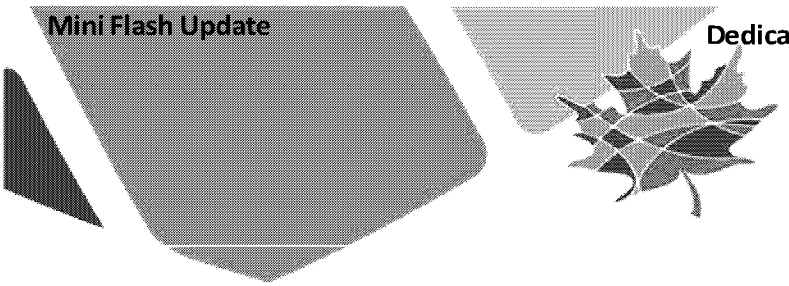
Audience:

☐ADMO	☐IPG
☒DN-DGO	☐IN
☐DN-Directors	☒CN
	☒COMMS

Author: Jodie Creaser (RSU)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- The recent temporary public policy, which lifted the 20 hour limit that eligible study permit holders can work off-campus has created much confusion on requirements.
- Multiple Designated Learning Institutions in Alberta have indicated that many eligible international students were issued study permits without the work condition printed on them at the Port of Entry (POE). Border Service Officers (BSOs) from various POEs have advised these students that the work condition is not required as the temporary public policy allows them to work unlimited hours, provided that there are no restrictions on their study permit. Some students who contacted IRCC's Client Support Centre (CSC) have received similar guidance.
- International student advisors have directed these students to apply for an amendment of their study permits; however, some of these students are reluctant to follow the directions after receiving contradictory advice from BSOs and the CSC. The incorrect advice is concerning as it may lead to students' non-compliance for working without authorization. Additionally, students are unable to obtain a Social Insurance Number (SIN) without the work condition on their study permit, which further impacts students who are receiving financial awards such as bursaries or scholarships as a SIN is often required for payment(s) to be made. Furthermore, the misinterpretation of the temporary public policy is causing an increase in the number of applications submitted for an amendment and thereby increasing processing times for other applications.

NEXT STEPS

- Flagging this issue to the CSC to emphasize the necessity of printing the work condition on study permits, where applicable. The DN is also highlighting the matter to the Social and Temporary Migration Branch to be brought forward to the attention of the Canada Border Services Agency.

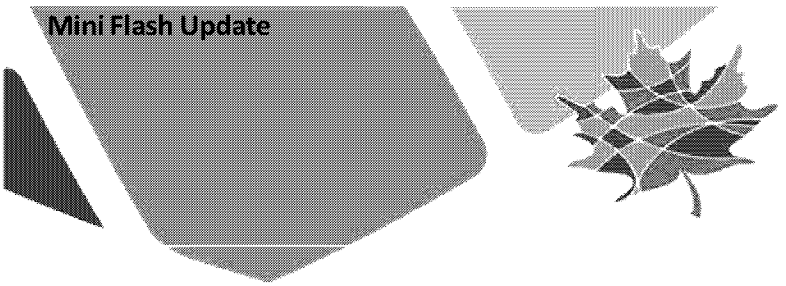
Audience:

☐ADMO	☒IPG
☒DN-DGO	☒STM
☒DN-Directors	☐PEI
☒CSC	☐COMMS

Author: Bibiana Au (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS:

- Based in , is a market leading innovative business that specializes in the development and production of Serving over 30 countries world-wide, with Canada being a main market, they produce to 100+ brands and supply to well-known companies such as and
- The Domestic Network provided a well-received presentation to about the Canadian Immigration Advantage, highlighting the IMP and the GSS benefits.
- is working on expanding their operations by opening a new facility in London, Ontario and creating 30 new positions – a

NEXT STEPS:

- The Domestic Network will work closely with the Province of Ontario, a GSS referral partner, and with to ensure that the company receives the support needed throughout the process of their business and job creation expansion.

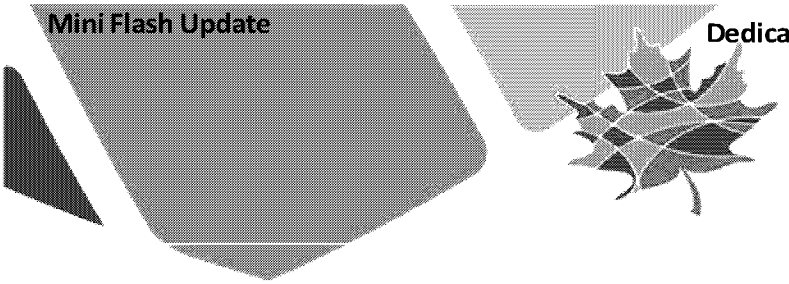
Audience:

☐ADMO	☐IPG
☒DN-DGO	☐STM
☒DN-Directors	☒IN
	☒COMMS

Author:
Mellisa Grant

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- In 2020, British Columbia introduced the requirement for employers intending to hire under the temporary foreign worker program to be registered with the provincial government (*Temporary Foreign Worker Protection Act*). It currently takes 7 weeks for employers to receive registration.

- Service Canada has recently started to enforce this requirement and will not consider Labour Market Impact Assessment (LMIA) applications from BC employers unless they include a certificate of registration with their application.

- The Domestic Network has heard from industry associations that employers are struggling with this additional requirement, as many were unaware and perceive it as an additional immigration barrier to hiring urgently needed talent.

NEXT STEPS

- As Manitoba has instituted a similar requirement, Outreach Officers will continue to advise employers of this requirement in all outreach sessions and invite representatives from the Provinces to present to employers.

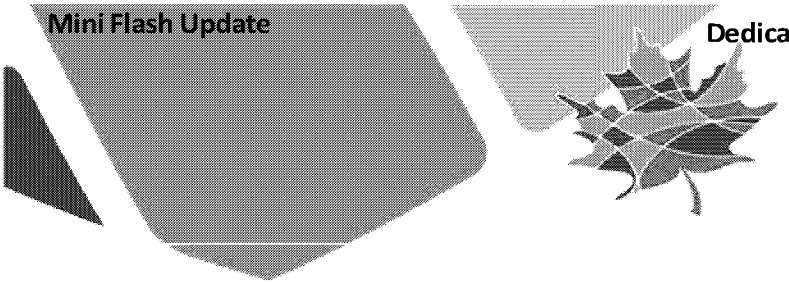
Audience:

☐ADMO	☒IPG
☐DN-DGO	☐STM
☒DN-Director (West)	☒PEI
	☒COMMS

Author: Darcy Bromley (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- The DN recently met with Agriculture & Agri-Food Canada and Alberta Beekeepers Commission (ABC) in Edmonton. Feedback from employers in their network is that the agriculture sector is experiencing significant labour shortages and many employers are hiring temporary foreign workers through the Seasonal Agricultural Worker Program (SAWP) to address labour needs.
- ABC shared that temporary foreign workers who work for employers in the honey sector are the same ones who have returned for years under the SAWP. It has been a pain point for employers to have to go through the Labour Market Impact Assessment (LMIA) and work permit process each year in order to have the same workers return to work for them, especially with IRCC's processing delays.
- Employers are interested in a trusted employer program or automated work permit/LMIA processing to help streamline and speed up the application process for returning seasonal workers so they can address their labour shortages more efficiently.

NEXT STEPS

- The DN would like to share this suggestion with the Social and Temporary Migration Branch to consider in policy development.

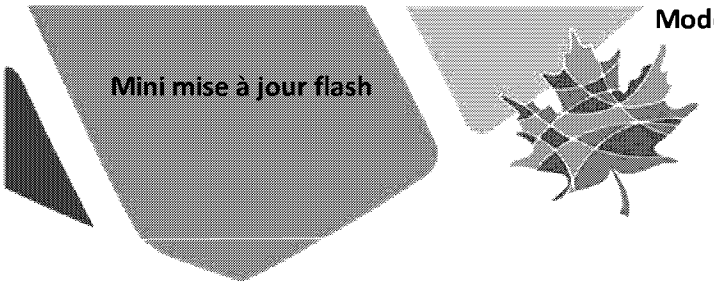
Audience:

☐ADMO	☐IPG
☒DN-DGO	☒STM
☒DN-Directors	☐PEI
	☐COMMS

Author: Bibiana Au (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Mode de Service Réservé (MSR)

Réseau national

Immigration Économique

Promotion
Soutien aux employeurs
Accélération

FAITS MARQUANTS

Les entreprises francophones en situation minoritaire expriment leurs inquiétudes à l'effet de ne pas pouvoir offrir leurs services dans les communautés francophones hors-Québec.

- Le réseau national a rencontré des entreprises francophones qui soutiennent que les délais des dossiers de permis de travail sont trop longs et remettent en question la capacité des entreprises à offrir leurs services. Malgré que les entreprises profitent de l'exemption d'EIMT sous le programme Mobilité francophone, sans la main d'œuvre pour répondre à la demande, les entreprises francophones risquent de fermer leurs portes.

- Les familles et communautés francophones cherchent à maintenir la langue et la culture à travers les services essentiels. Les délais de traitement des dossiers de permis de travail nuisent à la capacité des entreprises de répondre aux demandes de services essentiels dans leurs communautés qui utilisent la langue française dans leurs milieux de travail.

- Lors d'une rencontre récente, le gouvernement du Manitoba a affirmé que la pénurie de main-d'œuvre dans les secteurs de l'éducations, de la santé, des médias et des services de garde pour la communauté francophone sont une priorité, tant dans les milieux urbains que ruraux de la province.

PROCHAINES ÉTAPES

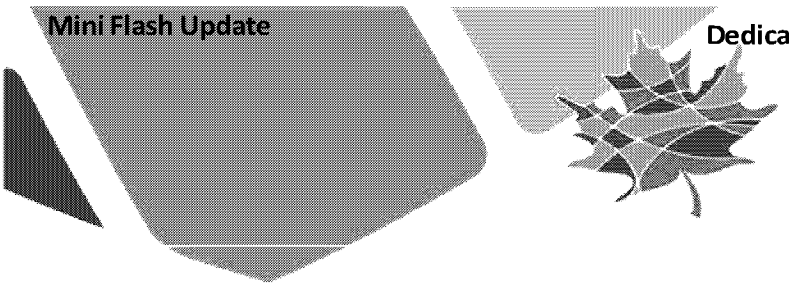
- Les entreprises francophones demandent qu'IRCC considère de prioriser les dossiers de permis de travail sous le programme Mobilité francophone afin d'assurer que les services essentiels en français puissent continuer.

Auditoire

☐BSM	☒OPI
☒RN- BDG	☐IEP
☒RN-Directeurs	☐MST
☒DIFLO	☐COMMS

l' auteur: Brigitte Dorge

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- In a direct response to the feedback from the Fall learning series employer survey, Outreach Officers in Western Canada set up a series of sector-specific (Hospitality/Tourism, Transportation, Manufacturing, Health Care and Trades) virtual office hours to provide additional support to employers as they address labour shortages. The virtual hours provided employers with the opportunity to ask questions, learn of best practices and hear from others in the industry regarding successes and challenges of hiring foreign talent.

- Many of the employers have experience hiring foreign talent and may be familiar with the immigration process but were looking for specifics, such as: how to hire foreign-trained individuals into industry regulated professions that requires a local license/registration with local experience. They have also asked questions about LMIA application processing and requirements; and where to find talent.

- Employers appreciated this new industry specific approach, including the information provided with web links/resources and the opportunity to ask questions in an open forum, and they look forward to future virtual sessions and next learning series.

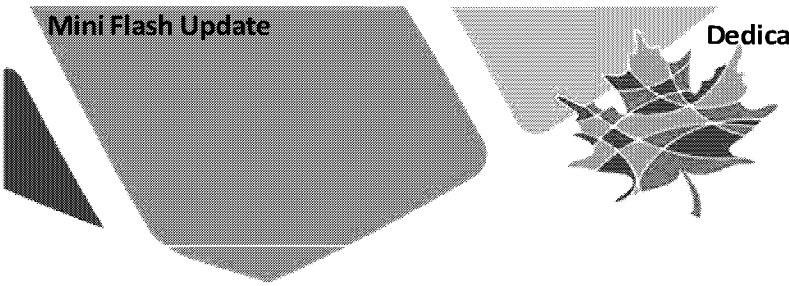
Audience:

☐ADMO	☐IPG
☐DN-DGO	☐STM
☒DN-Directors	☐PEI
	☐COMMS

Author: Janet Fan (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- The International Mobility Program (IMP) and Employer Portal (EP) were created and promoted as the faster and simpler application process in comparison to Canada's Temporary Foreign Worker Program, which is labour market dependent and requires an application to ESDC. The EP allows companies and organizations to submit an offer of employment and pay their fees to hire temporary workers through the IMP in an expedited manner, with technical support offered exclusively via email with a 5-day response target.
- Outreach Officers across the country have been receiving negative feedback from employers as well as requests to escalate technical support enquiries:
    - With no telephone support it has been reported by employers that it can take 3-4 weeks of back and forth communication to resolve an issue (5-day response target is reset with additional email, further delaying response time to the initial email). With ongoing troubleshooting employers are faced with longer wait times than the LMIA route.
    - Select technical issues (e.g. a change of users) take about 10 weeks to be completed and often require GCMS change requests, creating stress under time constraints for employers.

NEXT STEPS

- The DN Outreach team will work on proactively encouraging employers to create their accounts in advance of the need to use the EP.
- Outreach Officers will forward concerns from employers to CEB, who can take the measures they deem necessary based on the situation.
- IRCC could evaluate the need to provide a toll-free number or callback service for the EP.

For more information on EP: Mini-Flash Update:
https://gcdocs2.ci.gc.ca/otcs/cs.exe/open/487753708

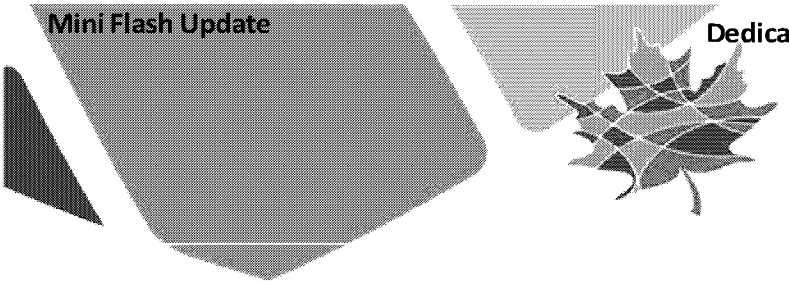
Audience:

☐ADMO ☐IPG
☒DN-DGO ☐STM
☒CEB ☐PEI
☒DN-Directors
☐COMMS

Author: Cindy-Lynn Frenette (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- The Employer Portal (EP) allows companies and organizations to submit an offer of employment and pay their fees to hire temporary workers through the International Mobility Program (IMP), with technical support offered exclusively via email with a 5-day response target.
- With respect to the available technical assistance, Outreach Officers across the country have been receiving negative feedback from employers as well as requests to escalate technical support enquiries:
    - With no telephone support it has been reported by employers that it can take 3-4 weeks of back and forth communication to resolve an issue (5-day response target is reset with additional email, further delaying response time to the initial email). With ongoing troubleshooting employers are faced with longer wait times than the LMIA route.
    - Select technical issues (e.g. a change of users) take about 10 weeks to be completed and often require GCMS change requests, creating stress under time constraints for employers.

NEXT STEPS

- The DN Outreach Team will work on proactively encouraging employers to create their accounts in advance of the need to use the EP.
- Outreach Officers will forward concerns from employers to CEB, who can take the measures they deem necessary based on the situation.
- IRCC could evaluate the need to provide a toll-free number or callback service for the EP.

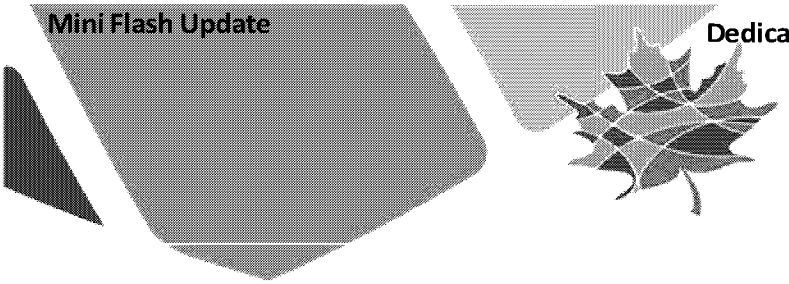
For more report on the EP: Mini-Flash Update:
https://gcdocs2.ci.gc.ca/otcs/cs.exe/open/487753708

Audience:

☐ADMO	☐IPG
☒DN-DGO	☐STM
☒CEB	☐PEI
☒DN-Directors	
	☐COMMS

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- British Columbia is home to hundreds of film and television projects each year, bringing in $2.4B GDP to BC. The film and TV local (IATSE local 891) is an active community and the largest IATSE local in Canada, representing motion picture workers in British Columbia and the Yukon.
- The film and TV industry is very active in BC and have recently expressed concerns over issues and delays with the employer portal. In response, the DN collaborated with Creative BC to tailor a session for the industry. There were 140 people who attended the webinar, including representatives from

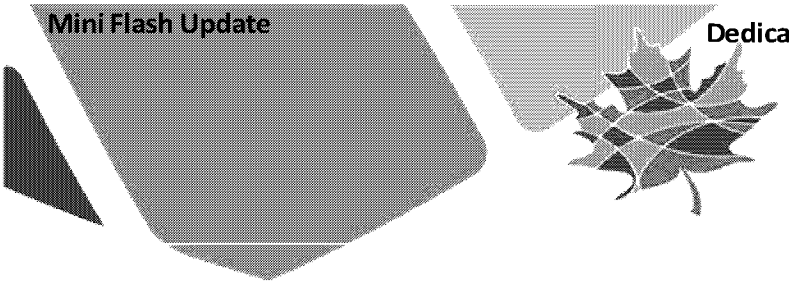
- The DN brought together colleagues from Employment and Social Development Canada (ESDC), Canada Border Service Agency (CBSA) and the Ministry of Labour of BC to provide updates and guidance on how to bring foreign talent to BC including tips for using the employer portal, new employer compliance requirements, the requirement to register with the province of BC and tips on how to cross the border smoothly.

Audience:

☐ADMO	☒IPG
☒DN-DGO	☐STM
☒DN-Directors	☐PEI
☒CEB	☐COMMS

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- With the implementation of the online application requirement for IRCC applicants, concerns have arisen from various stakeholders across Canada regarding the impact of IT outages on applicants.
- While routine updates to IRCC technical platforms are expected, frequent unscheduled outages are causing frustration among applicants and stakeholders. As a result, stakeholders are requesting the implementation of a leniency mechanism to accommodate applicants who are unable to submit their application within a specific deadline due to IRCC technical outages.
- Currently, applications are refused if submitted even a few hours past the deadline, leading to consequences such as loss of status, ability to work and study in Canada, and increased strain on the system through the submission of more applications for restoration of status and Temporary Resident Permits (TRPs). Furthermore, these outages also affect applicants who miss invitations to apply (ITA) deadlines through Express Entry, resulting in the need for them to re-enter the Express Entry pool, further inflating the pool of candidates.

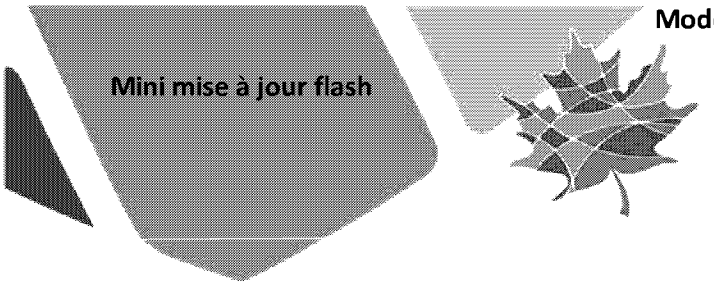
Audience:

☐ADMO	☒IPG
☐DN-DGO	☐STM
☐DN-Directors	☐PEI
	☐COMMS

Author: Angelo Raimondo (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Mode de Service Réservé (MSR)

Réseau national

Immigration Économique

Promotion
Soutien aux employeurs
Accélération

FAITS MARQUANTS

- Le réseau national a animé un événement avec 5 chambres de commerce de la région du sud-est du Nouveau-Brunswick visant à promouvoir l'immigration francophone, à faire connaître les services offerts par le Mode de service réservé (MSR) et en apprendre davantage sur les réalités régionales par le biais d'une table ronde informelle.
- Les collectivités rurales sont à la recherche active d'entrepreneur pour revitaliser la région ainsi que sauver des entreprises essentielles qui sont à vendre depuis des années.
- Les représentants des chambres de commerce sont d'avis que les fournisseurs de services sont sous-financés et sous-effectif dans les collectivités rurales qui affectent négativement les service d'établissement disponible ayant un effet négatif sur la rétention des ressortissants étrangers.
- Il y a un besoin saillant pour des travailleurs dans les professions nécessitant qu'un diplôme d'études secondaires ou une formation en cours d'emploi et non seulement des positions hautement qualifiées.

PROCHAINES ÉTAPES

L'équipe de promotion du MSR va collaborer avec les Chambres de commerce afin d'offrir du support et des séances d'information à leurs membres afin de promouvoir l'immigration francophone davantage dans la région du Sud-Est.

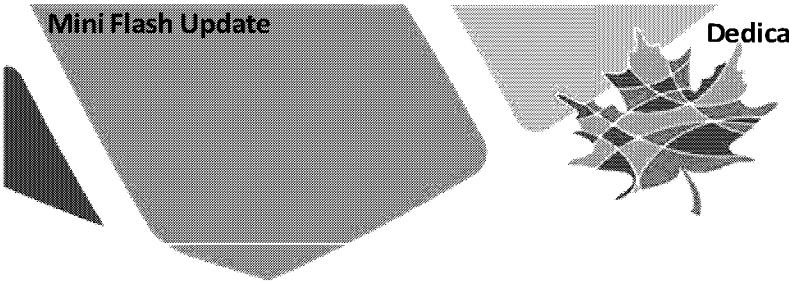
Auditoire

☐BSM	☒OPI
☒RN- BDG	☒Settlement
☒RN-Directeurs	☐MST
	☐COMMS

l' auteur: Cindy-Lynn Frenette

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- The current processing time for work permit extension applications is 158 days. DN-DSC has received feedback from various stakeholders across Canada that temporary foreign workers are intentionally utilizing this lengthy processing time to submit work permit extension applications for which they are not eligible, such as open work permits. They do so to prolong their stay in Canada on maintained status and work pending decision on their application.
- These applications are commonly known as 'dummy applications' and are not flagged or returned at intake since they often do not require a Labour Market Impact Assessment (LMIA) or Offer of Employment Number.
- Some common scenarios where this tactic is employed include foreign workers who are waiting for a Provincial or Territorial nomination or those in the Express Entry pool awaiting an invitation to apply (ITA). Others who have been issued a Post-Graduation Work Permit (PGWP) valid for less than one year also use this strategy to gain additional Canadian work experience, which would help them meet the required 1-year work experience for the Canadian Experience Class (CEC) or Federal Skilled Worker (FSW) programs. This approach is inflating the current inventory of applications and could lead to further delays in processing times.

NEXT STEPS

- To address this issue, one suggestion is to create an intake system that triages these applications so that they can be returned or refused quickly. This would not only minimize the impact of these 'dummy applications' on the current processing inventory, but it would also discourage future foreign workers from submitting them for this purpose.

Audience:

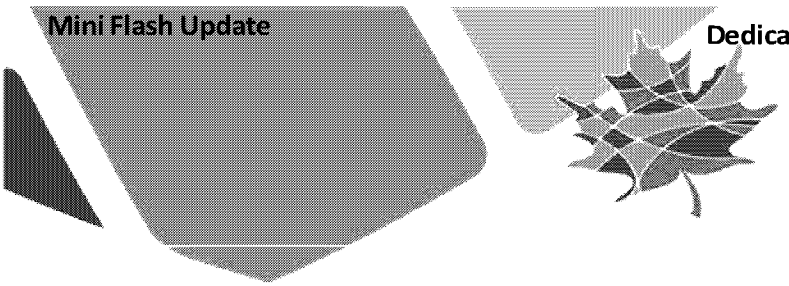
☐ADMO	☒IPG
☒DN-DGO	☒STM
☐DN-Directors	☐PEI
	☒CN

Author: Angelo Raimondo (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- This update serves as information only. Information related to investment value and anticipated job creation should not be distributed outside the department, as these particulars have not yet been made public.
-

- DN-DSC played a role in providing with the confidence to select Ontario as their preferred location for this investment by attending multiple pitch tables and discussions with and our Federal and Provincial counterparts, and offering comprehensive guidance on the economic immigration supports and services available to employers in Canada.
- The Ontario Ministry of Economic Development, Job Creation and Trade (MEDJCT) will refer to the Dedicated Service Channel (DSC) for access to specialized services from an IRCC Account Manager.

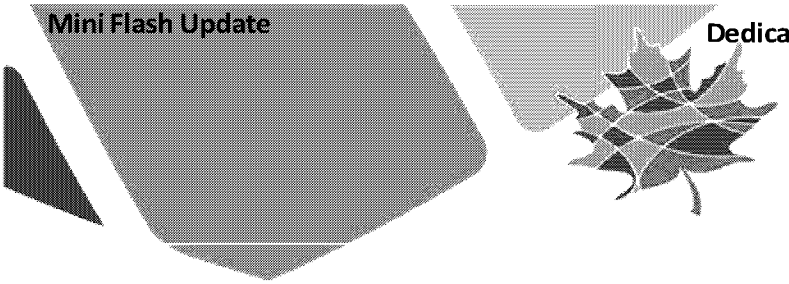
Audience:

☐ADMO	☐IPG
☒DN-DGO	☐STM
☒DN-Directors	☐PEI
	☐COMMS

Author: Angelo Raimondo (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- DN-DSC participated in an event hosted by Information and Communications Technology Council (ICTC), which focused on Ontario's post-pandemic recovery. Representatives from hospitality, manufacturing, retail, and construction were present and led a discussion on how the pandemic, coupled with rising digitization, has opened a new era of work that prioritizes continual skill development and workforce evolution.
- The labour market shortages in Ontario are specific to these sectors: hospitality industry is in dire need of food and beverage staff, cooks and kitchen helpers; retail is facing tech shortages, specifically cyber security experts and customer service representatives; construction industry is facing overall labour shortages including project managers, and manufacturing is lacking tech subject matter experts.
- ICTC surveyed 500 employers from these sectors and 43% of medium/large companies are focused on automation via artificial intelligence. ICTC will publish a detailed report in early spring 2023.

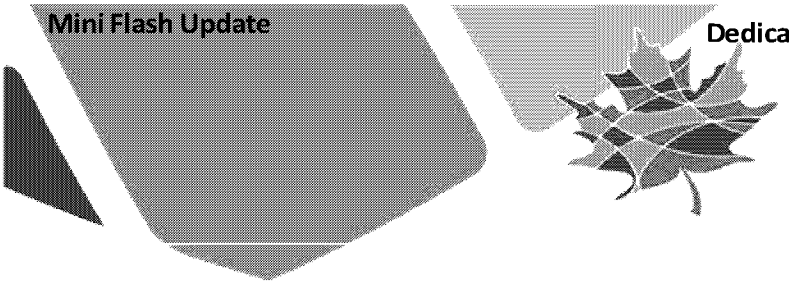
NEXT STEPS

- DN-DSC will conduct employer sessions, create awareness on hiring global talent from abroad, and continue participating in such events to gather intelligence.

Author: Prachi Sharma (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- is an I company with multinational presence looking to expand their production of high-quality Magnetic Cores for a wide range of transformers and reactors into the North American market. Invest in Canada (IiC) and the Ontario Ministry of Economic Development, Job Creation and Trade (MEDJCT) have been working with this company since December to convince them to choose Ontario as the location for their expansion project. The exact amount of investment and projected job creation is yet to be determined, but it is expected to be a multi-million dollar investment, resulting in hundreds of jobs within the first two years of production.
- IiC and MEDJCT invited the DN-DSC to attend a FDI pitch table meeting with to showcase IRCC's various economic immigration options highlighting the supports and services available to employers in Canada.
- representatives were impressed with the information shared about Canada's immigration advantage and mentioned that IRCC's progressive immigration system will play a role in their overall decision to move operations to Canada. However, they raised a concern about the reported housing shortage.
- Further discussions with MEDJCT and other stakeholders revealed that other companies looking to expand operations to Canada have also expressed this same concern with Canada's housing shortage and increased home and rental costs. The concern is that these challenges with finding suitable and cost effective housing may impact their retention of globally acquired talent or discourage some from transferring to Canada. Stakeholders are working collaboratively at all levels of government to resolve and address this issue.

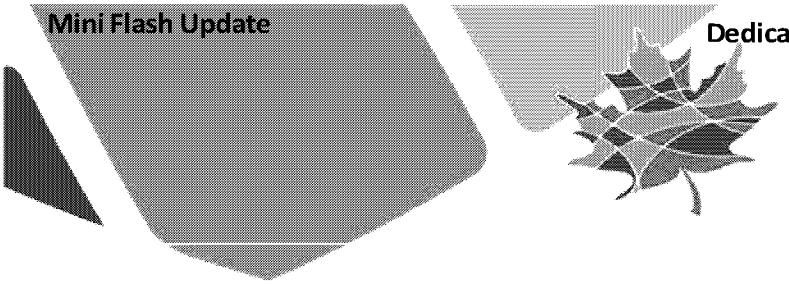
Audience:

☐ADMO	☒IPG
☒DN-DGO	☒STM
☒DN-Directors	☒PEI
	☐COMMS

Author: Angelo Raimondo (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- Federal and provincial/territorial governments work collaboratively to leverage immigration as a means to grow the economy and address regional labour market needs. In BC, the PNP has targeted the care economy as a priority sector due to the critical need for more health care workers and early childhood educators.
- DN-DSC Outreach Officers have been contacted by Provincial representatives when applications in these priority sectors are delayed or refused. Officers flag to the processing office when there are concerns or significant impacts to the community.
- Recently, a refusal of a health care professional in a rural, hard to staff area caused both the Province and the CEO of Health Match BC to reach out to DN-DSC and voice their concern over the impact of these decisions, indicating that in one case 600 Canadians would no longer have access to medical services. DN-DSC was able to bring the case to the attention of the Centralized Network who reconsidered the application resulting in a positive decision.

NEXT STEPS

- Recommend that when processing PNP applications, officers should consider wider impacts of their decisions on FPT relations or small communities when a quick follow up may allow for a different decision.

Audience:

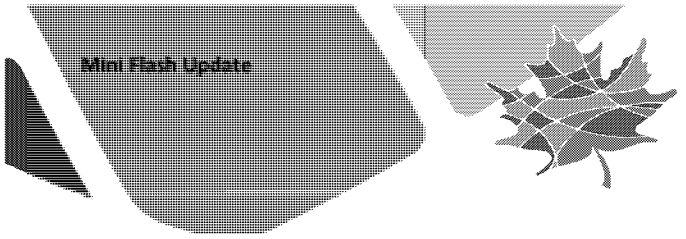
☐ADMO	☒IPG
☒DN-DGO	☐STM
☒DN-Directors	☐PEI
	☐COMMS

Author: Darcy Bromley (Outreach West)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)

Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- DN-DSC met with serial entrepreneur who has been tasked by Minister Ng (Minister of International Trade, Export Promotion, Small Business and Economic Development) to spearhead an initiative to address critical restaurant labour needs throughout the province of Nova Scotia. The project would leverage Nova Scotia's Provincial Nominee Program as the pathway for the targets of bringing 2500 candidates to the province in year 1 of the project and 5000 in year two. This *Pilot Project for Nova Scotia (PPNS)* is aimed at addressing an array of occupations in the sector (TEER 0-4) by way of the recruitment of Filipino workers.
- PPNS intends on having a dedicated office and representatives in both Nova Scotia and the Philippines and they will designate five third party recruiters for employers to use. The use of having dedicated recruiters is being used in effort to counter a massive influx of NS employers being approached by fraudulent representatives.
- If successful, the project is seeking to replicate this model to help address other industries' labour needs.

NEXT STEPS

- IRCC's PEIB division will be working with and his team to further discuss this ambitious initiative.

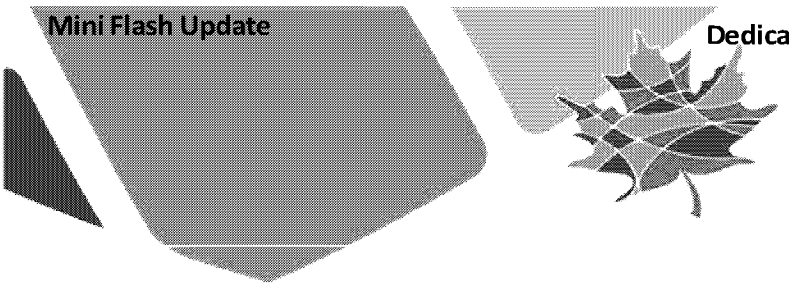
Audience:

☐ADMO ☐IPG
☒DN-DGO ☐STM
☒DN-Directors ☒IN
☒COMMS

Author: Hariana Brooks

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- Following the announcement to increase the number of applicants who can apply under International Experience Canada (IEC) program by 20%, employers in Manitoba and Saskatchewan expressed an increased interest in the program and have brought forward ideas to expand existing options under the program.

- Francophone communities outside of Quebec have greatly benefited from the International Experience Canada agreement with France. Over the past years, Canada has seen a shift in the top primary countries for Francophone immigration from citizens of African and Middle Eastern countries. Francophone communities in Saskatchewan and Manitoba have inquired if the Government of Canada would consider an expansion to the IEC program, targeting Francophone youth, as it would contribute to our partnerships with African and Middle Eastern countries, while strengthening the vitality of Francophone communities outside Quebec.

- Stakeholders in the tourism sector have also greatly benefited from the IEC programs. During a recent engagement with Tourism Saskatchewan, who is working with First Nations partners, they shared the idea of creating a pathway for Indigenous youths from partnering countries, that would provide Indigenous youths with the opportunity to exchange and learn from each others' culture and experience. In collaboration with First Nations partners, this could create a pathway with work opportunity for Indigenous youths as well as community exchange and knowledge sharing across Indigenous communities worldwide.

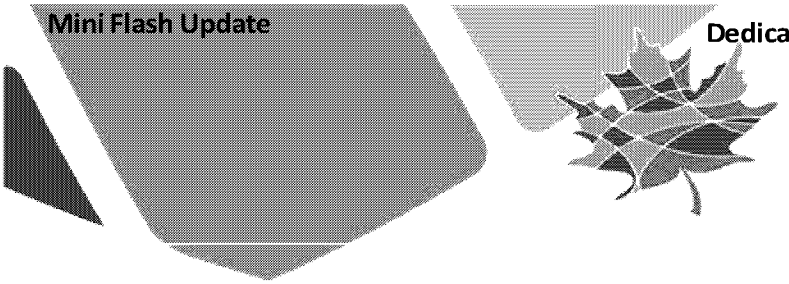
Audience:

☐ADMO	☐IPG
☐DN-DGO	☒STM
☒DN-Directors	☒IN-Engagement
☒IEC	☒DIFLO

Author: Brigitte Dorge (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- DN-DSC met with an Eastern Ontario furniture manufacturer in dire need of spot welders. The manufacturer reported that the Temporary Foreign Worker Program creates an unintended barrier to hiring foreign workers due to a miscategorising of spot welders in the National Occupation Classification (NOC).
- The spot welder job has been grouped under *NOC 72106 – Welders and related machine operators*. Though the job title includes the word 'welder,' spot welding does not require any level of certification, yet has been grouped under the same NOC as welders requiring certificates of qualification in the skilled trades.
- Due to this miscategorising, the median wage of a spot welder has been inflated far above industry standards. Hiring costs have therefore become prohibitive and out of line with the hourly wage of local, Canadian employees who perform the same work. The furniture manufacturer suggests regrouping spot welders under *NOC 94105 – Metalworking and forging machine operators*, which they believe is more in line with the occupations listed under this NOC, and the degree of experience and education required for the position.

NEXT STEPS

- Flagging this issue to STM. The DN will also bring the issue forward to the attention of ESDC.

Audience:

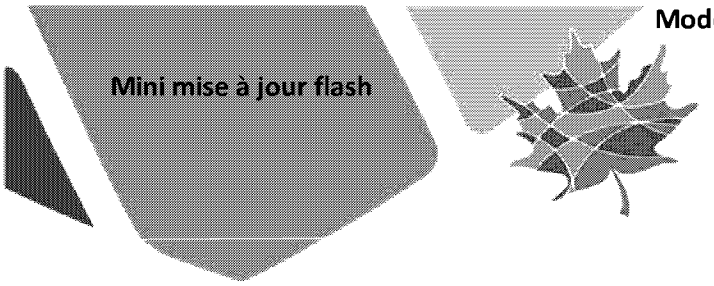
☐ADMO	☐IPG
☐DN-DGO	☒STM
☐DN-Directors	☐PEI

Author: Nadia Faggiani (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

s.20(1)(c)
s.15(1)(i)(i)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Mode de Service Réservé (MSR)

Réseau national

Immigration Économique

Promotion
Soutien aux employeurs
Accélération

FAITS MARQUANTS

Le 27 janvier 2023, le Réseau national a rencontré le directeur des ressources humaines de
et qui souhaite ouvrir un bureau de production à Montréal. La rencontre incluait une représentante d'Investir au Canada (IaC) et un représentant de Montréal International.

- Dans leur plan d'expansion évalué à souhaite lancer leur bureau dans l'une des trois villes sélectionnées (et Montréal)
  Ces travailleurs sont tous d'origine ou et l'entreprise désirait connaître les délais de traitement afin d'obtenir leurs permis de travail et leurs visas.

-

- Puisque Montréal constituait le premier choix de l'entreprise pour démarrer leur nouveau bureau, les participants à la rencontre ont pu expliquer que d'autres étapes du déménagement pouvaient être complétées en parallèle au dépôt des demandes de permis de travail.

PROCHAINES ÉTAPES

- Le 20 mars 2023, Investir au Canada, a avisé le Réseau national qu'ils n'allaient **pas** recommander la compagnie au mode de service réservé, compte tenu de la situation politique internationale actuelle et les défis que comporteraient le traitement des demandes de permis de travail.

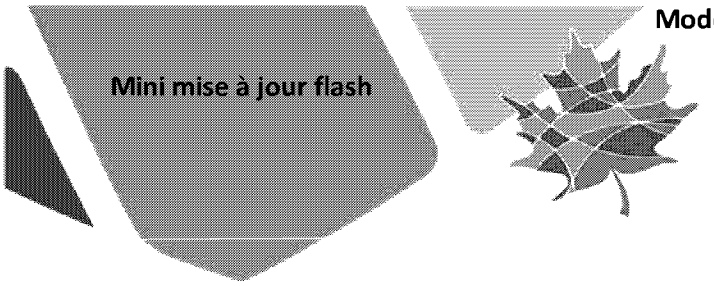
Auditoire

☐BSM	☒OPI
☒RN- BDG	☐IEP
☒RN-Directeurs	☐MST
	☒RI

l' auteur: Antoine Hamel (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Mode de Service Réservé (MSR)

Réseau national

Immigration Économique

Promotion
Soutien aux employeurs
Accélération

FAITS MARQUANTS

Le 15 février 2023, lors du Sommet de l'immigration organisé par l'Université McGill, le Réseau national a rencontré les conseillers en immigration de plusieurs universités du Québec afin de présenter les services qui leur sont offerts en tant qu'employeurs dans un secteur qui recrutent massivement à l'étranger.

- Les conseillers ont soulevé les nombreux irritants des programmes d'immigration d'IRCC, notamment les trop longs délais de traitement des demandes de permis de travail de leurs professeurs et chercheurs recrutés à l'international, l'impossibilité pour eux de contacter les gestionnaires de programmes dans les bureaux d'IRCC à l'étranger, l'inefficacité des formulaires web et le service insatisfaisant reçu lors de différents contacts avec IRCC. Ils soutiennent également que les canaux de communication actuels avec IRCC ne répondent pas à leurs besoins et que les programmes ne tiennent pas suffisamment compte des réalités opérationnelles de la recherche scientifique.

- L'une de ces réalités est que les professionnels de recherche prennent plus de temps à embaucher que les professeurs. De ce fait, puisque les équipes de recherche ne sont pas composées uniquement de professeurs, mais bien aussi de chercheurs à temps plein qui proviennent de différentes universités à travers le monde, plusieurs projets de recherche sont abandonnés, ce qui nuit à la productivité des établissements d'enseignement et à la compétitivité générale du Québec et du Canada. Un autre irritant majeur concerne la durée de l'exemption d'un permis de travail pour les chercheurs, conformément au deuxième pilier de la stratégie en matière de compétences mondiales (SCM), qui devrait permettre à un professionnel de recherche de venir travailler au Canada sans permis de travail pendant six mois plutôt que quatre mois pas année, alors que la plupart des projets de recherches dans les universités fonctionnent avec des échéanciers de six mois.

- Les conseillers suggèrent à IRCC de créer un poste d'intervenant dédié aux établissements d'enseignement qui pourrait les assister régulièrement dans leurs démarches auprès d'IRCC et qui pourrait tendre l'oreille aux problématiques créées par les programmes.

Auditoire

☐BSM	☒OPI
☒RN- BDG	☐IEP
☒RN-Directeurs	☐MST
	☐COMMS

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Pour obtenir plus d'information, veuillez transmettre un message à l'équipe du Mode de service réservé à l'adresse suivante :

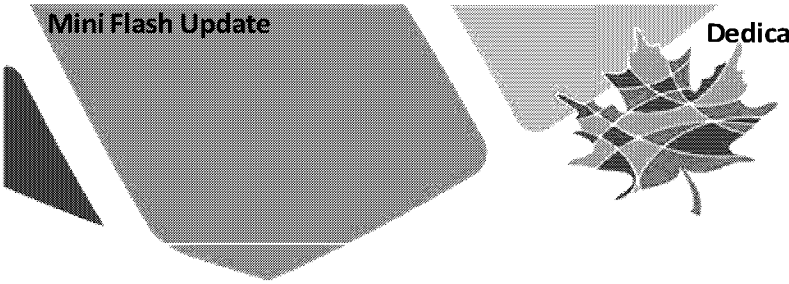
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca

Pour avoir accès à d'autres produits du MSR, consultez notre répertoire de rapports:

Répertoire du MSR

l' **auteur: Antoine Hamel (Outreach)**

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- The province of Newfoundland and Labrador and employers in the region have raised concerns with provincial nominee program applicants (non-Express Entry) receiving their permanent residence in as short as 3 months. IRCC's Centralized Network advised that these expedited processing times are likely the result of a memorandum signed in July 2022 which authorized the prioritized processing of PNP and AIP applications for applicants destined for NL. This memorandum was prompted by the NL premier frequently sending letters requesting for increased processing of these applications.
- Retention is an ongoing challenge in Atlantic Canada and employers often report that candidates leave the region immediately after receiving permanent residency. In effort to encourage retention, employers opt to support their employees to apply for permanent residence pathways that have longer processing times as they feel the additional time that candidates have while employed on a work permit will support their long-term settlement and integration in the community.
- The current processing time for PNP applications is 20 months and our website advertises that PNP processing times are longer than Express Entry applications. Employers reference these posted processing times in order for them to forecast their labour needs.

NEXT STEPS

- The DN-DSC recommends that any future potential memorandums that seek accelerated processing times consider that inconsistent processing times can have impacts on retention rates and confidence in IRCC's public messaging.

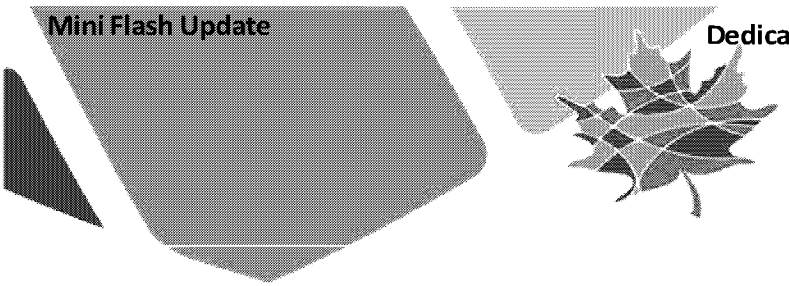
Audience:

☐ADMO	☒IPG
☐DN-DGO	☒STM
☒DN-Directors	☒PEI
	☐COMMS

Author: Hariana Brooks (Outreach East)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- DN-DSC, in collaboration with the Prince Edward Island (PEI) Office of Immigration, met with officials from the PEI Health Sector on March 21st.
- PEI Health Sector officials recently travelled with the PEI Office of Immigration on a recruitment mission to Dubai which was successful in offering 16 candidates with job offer letters as Resident Care Workers with the support from IN in the planning and during the event. They will be participating in the Destination Acadie organized by the maritime Provinces in Europe next month hoping to provide 30+ job offers in various NOC's. Officials are interested in travelling to Sydney for a physician recruitment mission. They expressed that Australia is the country with the closest medical credentials profiles as Canada thus making easier and relatively quicker to become a practising physician in Canada.
-

NEXT STEPS

- Atlantic Outreach Officer will reach out to International Network colleagues for Intel on physician recruitment in Australia and request a connection between the PEI Office of Immigration and the Sydney Mission.

Audience:

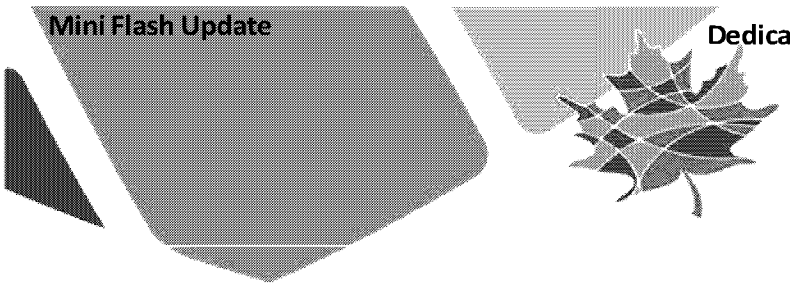
☐ADMO	☐IPG
☒DN-DGO	☐STM
☒DN-Directors	☐PEI

Author: Cindy-Lynn Frenette (Outreach East)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- is an employer supported by the Domestic Network's Dedicated Service Channel (DN-DSC) and relies heavily on the Global Skills Strategy (GSS) to bring foreign talent to Canada. They hire employees from the same region on a regular basis and are very knowledgeable regarding the application process and general processing times for applicants coming from this region. Currently, they have multiple GSS work permit applications that have been in process for several months with both the Centralized Network (CN) and International Network (IN) where the only outstanding requirement is completion of background verification checks.
- This is causing a significant negative impact on their Canadian operations, with one of their operations teams completely unstaffed as all employee candidates are still pending receipt of their work permits. As a result of these delays, the company has indicated that their legal representatives are commencing mandamus litigation for these outstanding cases.
- DN-DSC has reached out to Integrity Risk Management (IRM) for assistance with the outstanding background verifications.
- A few employers and their representatives have signaled to the DN-DSC that they may proceed with mandamus litigation. Additional case information and details are available and can be requested by reaching out to the DN-DSC at IRCC.DSC-MSR.IRCC@cic.gc.ca.

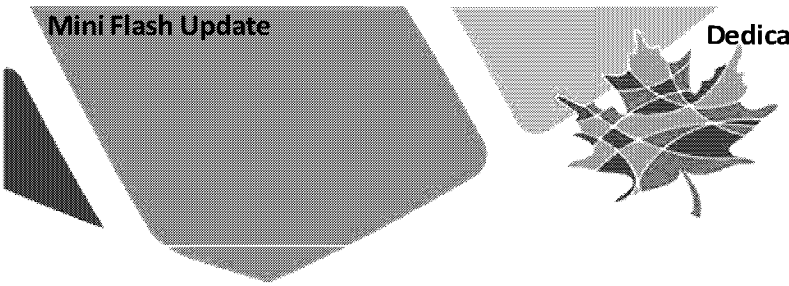
Audience:

☐ADMO	☒LMD
☒DN-DGO	☒IN
☐DN-Directors	☒CN
☒IRM	☒RAU
	☐COMMS

Author: Jodie Creaser (ESU)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- Rural communities in Manitoba are pleased with the announcement of extending the eligibility of open work permits to dependents of foreign nationals. This will positively benefit the employers with their labour shortage in remote and rural areas, and further support community efforts for retaining families.

- In Manitoba, dependants who reach the age of 18 lose their Manitoba Health coverage as they no longer qualify as a dependant of a temporary foreign worker (TFW) under provincial jurisdiction. For dependant children who are not pursuing post secondary education, a work permit is required to be eligible for coverage under Manitoba Health. The loss of health coverage is a concern, which may lead families to consider leaving the rural community.

- Rural regions expressed that families would either leave for urban centers, in order for their dependents to pursue post secondary education and have access to health benefits, or they would consider returning to their home country. Both cases are a loss to the community who benefited from the skills of the TFW and the family that had integrated in the community.

- Employers in rural communities who are experiencing labor shortages are also benefiting from access to additional labor in the communities. The public policy assists the employer by reducing the process of applying for an LMIA and also supporting smaller companies who were unable to hire additional TFW due to ESDC's current 20% cap limit on proportion of TFW that can be hired at a specific work location.

NEXT STEPS

- The DN-DSC will continue to promote the public policy as a way to support employers and communities in their retention efforts.

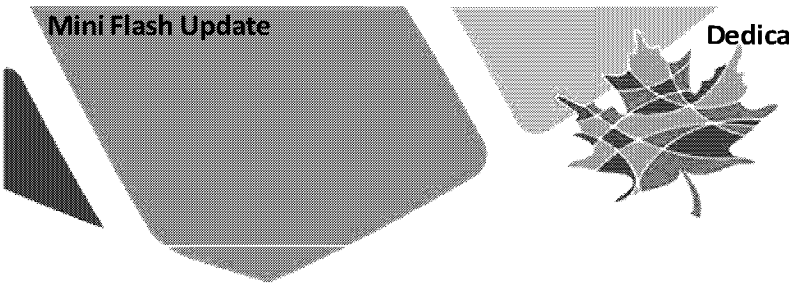
Audience:

☐ADMO	☒IPG
☐DN-DGO	☒STM
☒DN-Directors	☐PEI
	☐COMMS

Author: Brigitte Dorge (Outreach West)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- The shortage of Early Childhood Educators (ECE) in British Columbia has an impact on talent availability in other sectors.
- Due to the shortage of childcare workers in BC, the province introduced an Early Childhood Educator Wage Enhancement program as part of a recruitment and retention strategy. This means that in addition to what the employers pay individuals; ECEs working in licensed childcare facilities are eligible to receive a $4 per hour wage enhancement.
- Significant processing times for work permit applications in IRCC offices abroad is delaying when the worker can begin work but also how soon other Canadian employees are able to return to the workplace following parental leave. For example, in Powell River, BC delays in processing work visas for early childhood educators (ECE) is preventing at least 7 nurses from returning to work following parental leave as the childcare facility is waiting for the issuance of work permits for staff.
- DN-DSC reached out to IN for the case in question who then approved the application. Applicant is now waiting for their spouse's application to be processed prior to travelling to Canada.

NEXT STEPS

- Across Canada there are challenges staffing health care positions in rural communities. IRCC may wish to explore options for including ECE positions for priority processing.

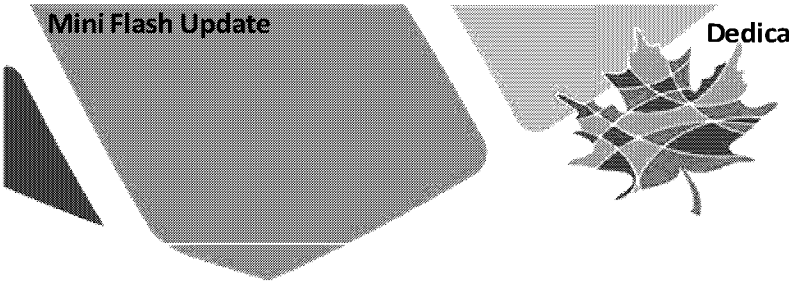
Audience:

☐ADMO	☒IPG
☒DN-DGO	☒STM
☐DN-Directors	☐PEI
☒ IN	☐COMMS

Author: Darcy Bromley (Outreach West)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- DN-DSC met with a series of employers in Happy Valley Goose Bay, NL who outlined multiple ways that the Temporary Foreign Worker Program (TFWP) could be improved to better assist their labour needs:
    - Reduce the cost of the LMIA application fee for small and medium enterprises (SME's). The current fixed fee for all enterprises has disproportionately negative impacts on SME's business profitability, ability to address labour needs, and overall viability.
    - Employers propose that seasonal workers be provided the opportunity to stay in Canada if they are able to secure new employment (without the requirement of an LMIA) until the original employers seasonal work recommences.
    - Many employers expressed that the current LMIA process is not conducive for known labour needs seen across the country. The solution proposed is to expand the International Mobility Program to allow employers to leverage LMIA exemptions for occupations deemed as in-demand. Examples of in-demand occupations provided included nurse aides (NOC 33102) and construction labourers (75110).

NEXT STEPS

- The DN-DSC will also share this information with ESDC for consideration.

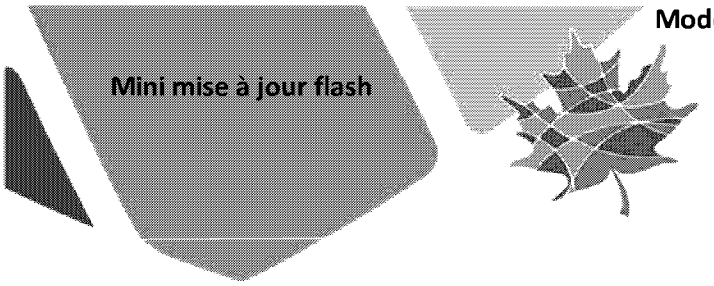
Audience:

☐ADMO ☒IPG
☐DN-DGO ☒STM
☐DN-Directors ☐COMMS

Author: Hariana Brooks (Outreach East)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Mode de Service Réservé (MSR)

Réseau national

Immigration Économique

Promotion
Soutien aux employeurs
Accélération

FAITS MARQUANTS

Le Réseau national est d'avis que sa participation à des événements et rencontres ponctuelles organisées par les chambres de commerce du Québec auxquelles contribue le Ministère de l'immigration, de la francisation et de l'intégration du Québec (MIFI) serait bénéfique pour les employeurs et les entreprises québécoises, et conséquemment l'économie canadienne.

- Le Réseau national a présenté les services offerts aux entreprises à plusieurs chambres de commerce dans la province de Québec au cours de l'hiver 2023. Lors de ces séances de formation et de collecte d'information, IRCC a appris l'existence de nombreuses tables de concertation en immigration organisées par les chambres de commerces et auxquelles participent certains partenaires gouvernementaux tels que des élus fédéraux, provinciaux et municipaux, des responsables d'associations d'entreprises, Service Canada et également certains conseillers régionaux du MIFI.

- L'impression générale au sein de ces chambres de commerce est que les agents de promotion d'IRCC devraient participer à ces tables de concertation et qu'il y a un énorme manque à gagner en terme de connaissance des programmes d'immigration et des services offerts aux entreprises. Les participants entendus ont manifesté leur intérêt pour la stratégie en matière de compétences mondiales, notamment pour le service de gestionnaire de compte du mode de service réservé, à plusieurs reprises.

- Après des rencontres avec différents conseillers régionaux du MIFI, nous avons pu découvrir que chaque conseiller régional est responsable pour sa région et relève d'un directeur différent, en fonction de la région qu'ils couvrent. Afin de pouvoir mieux desservir les entreprises du Québec, le Réseau national a proposé d'organiser un groupe de travail avec des conseillers régionaux du MIFI pour discuter des enjeux communs et créer une plateforme axée sur la résolution de problèmes. La proposition a été bien accueillie par les conseillers régionaux rencontrés et le groupe de travail va s'organiser au cours des prochaines semaines.

PROCHAINES ÉTAPES

- Entretemps, le Réseau national collaborera étroitement avec le MIFI dans le cadre de présentations conjointe offertes aux entreprises dans différentes régions du Québec au printemps 2023, notamment en Estrie, en Mauricie et en Gaspésie.

Auditoire

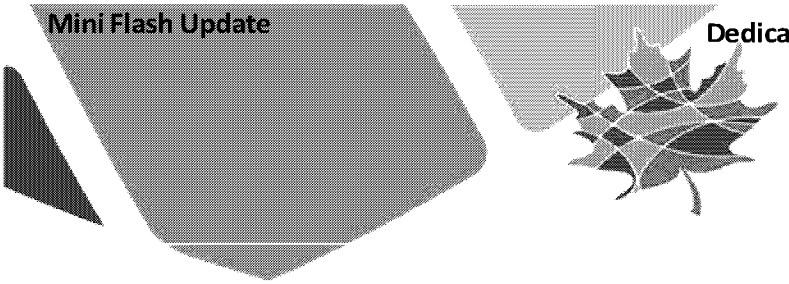
☐BSM	☒OPI
☒RN- BDG	☐IEP
☒RN-Directeurs	☐MST
	☒RII

l' auteur: Antoine Hamel (Outreach)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca

To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- Designated Learning Institutions (DLIs) across Canada have indicated to the DN that there is conflicting information provided regarding the eligibility to apply for the Post Graduate Work Permit (PGWP). On the IRCC website, it states, *You can apply for a PGWP if – you submitted an application to extend your study permit before it expired and no decision has been made on your application.*
- However, DLIs across Canada have confirmed that PGWP applicants who applied while on maintained status had their PGWP application refused, as they were not eligible. Furthermore, DLIs have received responses from the Immigration Representative mailbox indicating that students on maintained status do not meet the eligibility requirements to apply for a PGWP, as they are not listed in the IRPR 199 as a person eligible to apply for a work permit after entry to Canada. Many international graduates have applied for their study permit extension (SP-Ext) prior to the expiry of their study permit and are completing their studies while on maintained status.
- A student does lose the authorization to work without a work permit once they receive their letter of completion of their program. The ineligibility to apply for a PGWP while on maintained status limits the number of potentially eligible individuals who would otherwise be able to start working and help address current labour shortages across Canada.
- Furthermore, this also affects the ability of their family members to transition from having an open work permit as a spouse of an international student to an open work permit as a spouse of a PGWP holder. While IRCC's website indicates that students can apply for a regular work permit or a visitor record to have valid status to apply for the PGWP – this would increase application volume in order for them to apply for the PGWP while they already have a SP-Ext in progress.

NEXT STEPS

- DN has been in contact with CN about the delays of the SP-Ext applications. CN has indicated that they are fully staffed and are keeping up with the intake of SP-Ext applications; however, volumes remain high. CN has indicated that individuals who applied for their SP-Ext as part of a family group will see their applications delayed as the group's principal applicant's application (who may be in a different line of business) need to be finalized before CN can review the SP-Ext application.

Audience:

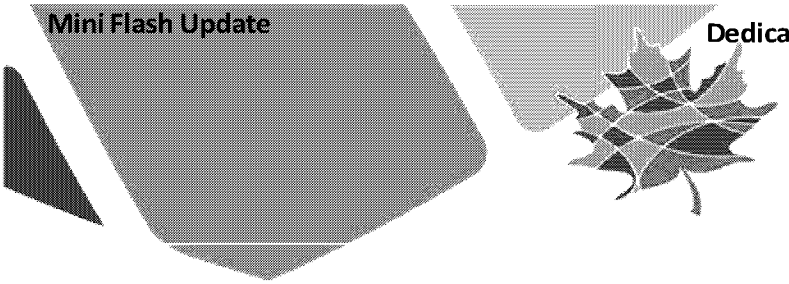
☐ADMO	☒IPG
☐DN-DGO	☒STM
☐DN-Directors	☐PEI
☒CN	☐COMMS

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Author: Janet Fan (Outreach West)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- provides workforce accommodation and catering services anywhere in remote areas of British Columbia or Alberta in support of other industries such as mining, logging and construction.
- were pleased to received 498 qualified candidates following their participation in Destination Canada's virtual hiring fair for the hospitality and tourism sector. However, they explained the challenge in hiring TEER 4 and 5 workers who are not eligible for Francophone Mobility. Many candidates in positions such as food counter attendant, kitchen helper and housekeeping were introduced to the employer through the Destination Canada but were not able to be hired through this Labour Market Impact Assessment (LMIA) exemption.
- Workers in TEER 4 and 5 level occupations currently need to go through the regular Temporary Foreign Worker Program and LMIA process. DN has provided other immigration options/programs to support the employer's hiring needs – such as connecting with Ukrainian workers and newcomers via job bank.

NEXT STEPS

- DN is supportive to the expansion of Francophone Mobility to TEER 4 and 5 occupations to encourage the increase of Francophone immigration outside of Québec.

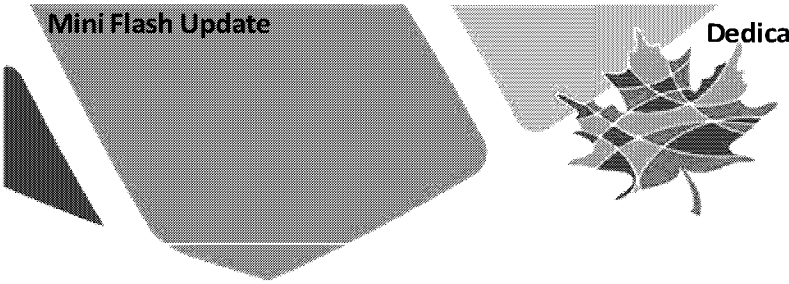
Audience:

☐ADMO	☒IPG
☐DN-DGO	☒STM
☒DN-Directors	☐PEI
	☐COMMS

Author: Janet Fan (Outreach West)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- DN-DSC participated in a BC Tech Talent C-Council meeting with tech employers to discuss challenges with hiring foreign nationals.
- Tech employers indicated that companies and executives need to be aware of the tax implications of working short-term in Canada. They mentioned that several international executives who came through the Global Skills Strategy were fined by CRA and it might affect foreign executives' desire to work in Canada.
- Tech employers identified a perceived inequity when selecting staff for promotion. Foreign workers are not being promoted as quickly as their local counterparts due to the work conditions on their work permit. While there is the public policy for authorizing the individuals to work during the processing of the change in work condition application, there is an additional monetary investment from the company for the Labour Market Impact Assessment (LMIA) and time for processing the LMIA and the work authorization to promote the foreign worker into a new position.
- Tech employers are uncertain about policies and program surrounding Canadian labour laws and tax laws for employees working remotely for a Canadian company from outside of Canada.

NEXT STEPS

- DN-DSC will share findings with ESDC and CRA, as they are responsible for LMIA and taxes in Canada, for awareness, promotion and policy consideration.

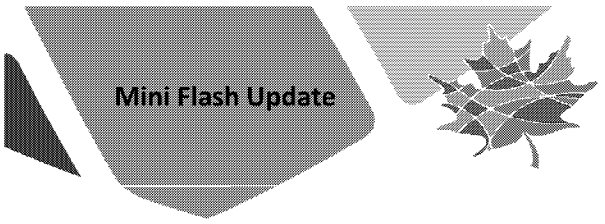
Audience:

☐ADMO ☒IPG
☐DN-DGO ☒STM
☒DN-Directors ☐PEI
☐COMMS
External: CRA; ESDC

Author: Janet Fan (Outreach West)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)

Domestic Network

Economic Immigration

Outreach

HIGHLIGHTS

- The trade sector is currently facing significant labour shortages in Canada. According to a recent news release by the Government of Canada, around 700,000 skilled trades workers are expected to retire between 2019 and 2028, which will create a growing need to recruit and train more workers. While working closely with technical institutes to identify emerging talent, many employers have reached their limit on apprentices to ensure safe practices. As they continue to struggle to find qualified talent within Canada, many employers have turned to the Temporary Foreign Worker (TFW) Program to hire skilled tradespersons who possess recognized trade certificates from outside the country.
- Under the TFW Program, Employment and Social Development Canada conducts Labour Market Impact Assessments (LMIAs) to ensure that hiring foreign workers will not negatively impact the Canadian labour market. However, given the known scarcity of skilled tradespersons in Canada, employers are questioning the need to undergo the costly and time-consuming process of obtaining LMIAs to fulfill labour demands in the country. They are interested in exploring options under International Mobility Program that would allow them to hire skilled tradespersons without having to go through the LMIA process.

NEXT STEPS

- DN-DSC would like to share this suggestion with the Social and Temporary Migration Branch to consider in policy development.

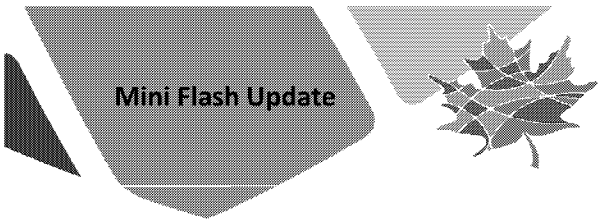
Audience:

☐ADMO	☐IPG
☒DN-DGO	☒STM
☒DN-Directors	☐PEI
	☐COMMS

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Author : Bibiana Au (Outreach West)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)

Domestic Network

Economic Immigration

Outreach

HIGHLIGHTS

- Workforce retention in rural areas is a significant challenge for employers as workers struggle to settle in their communities. While the province of Alberta has implemented nomination programs to attract and recruit workers to rural areas, these programs alone do not offer a sustainable long-term solution to address labour shortages.
- Under the Rural Renewal Stream of the Alberta Advantage Immigration Program, designated communities are responsible for working with employers to retain workers by sharing information on settlement support; however, a number of these communities do not have any IRCC settlement support services available. For instance, some of the affected communities include but are not limited to the City of Cold Lake, Town of Taber, Town of Innisfail, Town of Barrhead, Town of Hinton, Town of Fairview and Town of Slake Lake.
- Many workers who are on track to become Permanent Residents end up leaving their employment due to difficulties settling in their communities, causing frustration for employers who have gone through the process of hiring them but are unable to retain them in the long run.

NEXT STEPS

- DN-DSC would like to flag this retention issue to the Settlement Branch and propose the possibility of providing virtual delivery services in these rural areas.

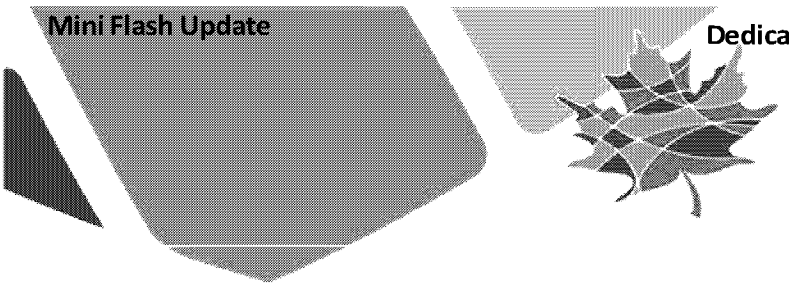
Audience:

☐ADMO	☐IPG
☐DN-DGO	☐STM
☒DN-Directors	☐PEI
☒Settlement	☒Settlement and Integration Policy (SIP)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Author: Bibiana Au (Outreach West)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- Processing delays on C-15 work permits are negatively affecting the Rural and Northern Immigration Pilot (RNIP).
- Economic Development Organizations (EDOs) have expressed that they would like to see C-15 work permits expedited given that the current delays are preventing the intended purpose of the work permit from taking effect.

BACKGROUND

- The intention of the C-15 work permit is to allow recommended candidates the authorization to work for the employer who supported them with a job offer before their permanent residence (PR) applications are finalized. This is particularly important for applicants applying from abroad. The applicants can arrive in Canada as temporary workers and begin establishing relationships not only with their employer but with community members writ large.
- A key component of the pilot from the very beginning has been the concept of a "community hug". If newcomers and their family members are welcomed and embraced by the community, the greater the chance in their retention. When candidates arrive in Canada as a PR, they feel less connected to the rural community and the likelihood of them leaving is increased. Many may never even step foot into the community given that their PR status gives them the right to live and work wherever they like.
- The processing times of C-15 work permits submitted after November 1, 2022 has grown to over 4 months. Prior to that it was common for these work permits to be processed within 3-6 weeks. The quick processing allowed employers to fill desperately needed labour shortages in a timely manner and allowed time for the "community hug" to take hold prior to the candidates PR landings.
- To further add to an already problematic situation, an applicant will soon need to wait for an Acknowledgement of Receipt (AoR) letter before they can even apply for this type of work permit. A COVID-19 facilitation measure that has allowed applicants to bypass this requirement will soon be removed which will further add to the time it will take for a recommended candidate to receive a work permit.

KEY TAKEAWAYS

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

- EDOs have stated that the Labour Market Impact Assessment (LMIA) exempt work permit has played a major role in the pilot's success. As work permit processing times increase, the value of the work permit decreases and EDOs have been hearing from displeased employers frequently since the processing times have reached in excess of 140 days.
- Although processing times are in line with other work permit processing times, EDOs have expressed that RNIP is unique and requires faster work permit processing to be effective.

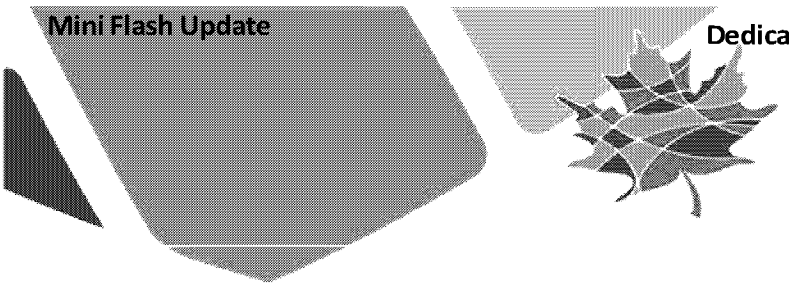
Audience:

☐ADMO	☒IPG
☒DN-DGO	☐STM
☐DN-Directors	☒PEI
	☐COMMS

Authors: Scott Felman (RNIP)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- DN-DSC and the Ontario Ministry of Labour, Immigration, Training and Skills Development (MLITSD) held a joint information session in the Niagara Region for Canadian employers and stakeholders.
- DN-DSC also facilitated a networking event during which regional employers were introduced to local Service Provider Organizations. This was done to address the needs of the Service Providers who were seeking job opportunities for irregular migration claimants, while the local employers were seeking employees for the service industry.
- Employers operating in the Niagara region shared their difficulties with retaining temporary foreign workers in low-skilled, service-sector jobs due to a developing trend of secondary migration to Saskatchewan, Manitoba and the Atlantic provinces. Employers informed DN-DSC that this migration is mainly due to the prospect of receiving a Provincial Nomination for permanent residency in those provinces. However, many are not able to secure a nomination and return to the Niagara region to continue working when their open authorization to work will soon expire, causing additional challenges.

NEXT STEPS

- DN-DSC will connect with IPG's Federal, Provincial and Territorial Economic Working Group (FPT EWG) to alert them of the developing trend of foreign nationals migrating to other provinces in hopes of an easier pathway to permanent residence. The objective will be to initiate discussion and collaboration between provinces and territories on this issue.

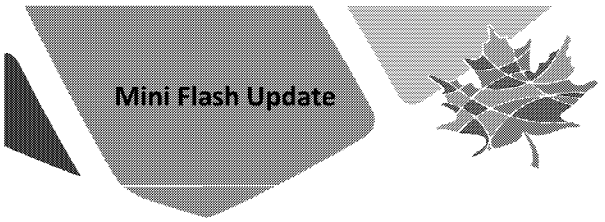
Audience:

☐ADMO	☒IPG
☐DN-DGO	☒STM
☐DN-Directors	☐PEI
	☐COMMS

Authors: Nadia Faggiani, Angelo Raimondo (Outreach Ontario)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)

Domestic Network

Economic Immigration

Outreach

HIGHLIGHTS

- On March 23, 2023, the DN-DSC met with Innovation PEI, lead economic development agency in the province governed as a crown corporation of the Government of PEI.
- Innovation PEI is no longer able to fulfill IT labor needs on the island with residents and international students. This is largely attributed to remote work opportunities in other provinces and a significant growth in the IT sector.
- They have completed several recruitment missions with employers in the past few months with the assistance of PEI's Office of Immigration. The agency said businesses are showing interest in certain countries where foreign talent is being sought although they have limited knowledge on the process for employers to receive local knowledge, contacts and best practices.
- DN-DSC provided context on the IN team being the eyes, ears and voice of IRCC abroad via its missions and provided examples of the support offered to both employers and provinces.

NEXT STEPS

- DN-DSC will share its highlights of this meeting with the PEI Office of Immigration, who have experience dealing with missions, to connect with Innovation PEI on upcoming planned recruitment missions overseas.

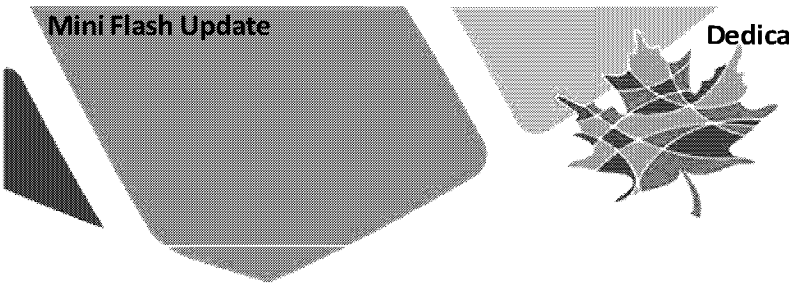
Audience:

☐ADMO	☐IPG
☐DN-DGO	☒ PEIB
☒DN-Directors	☒IN-Directors
	☐COMMS

Author: Cindy-Lynn Frenette

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)
Domestic Network

Economic Immigration

Outreach
Employer Support
Acceleration

HIGHLIGHTS

- The Domestic Network's Dedicated Service Channel has received a referral from Invest in Canada for This project will see the creation of a full service year round resort in (which will include redevelopment and expansion of The total value of this investment is with the company already investing in funding received from the Atlantic Canada Opportunities Agency (ACOA).
- Once completed, the aims to employ as many as in various positions and anticipates a need to use foreign talent where there is a gap in the labour market. The company anticipates as it shifts from development to operations that they will have a need for long term staff and, when appropriate, will be seeking to become a designated employer with the Atlantic Immigration Program.
- We are flagging this referral due to the scale and potential high profile nature of the investment. Please note that this report is for internal awareness only and not for public release as confidential and delicate negotiations regarding this investment are ongoing.

NEXT STEPS

- has held an introductory call with the company and will remain in regular contact with the company to provide support.

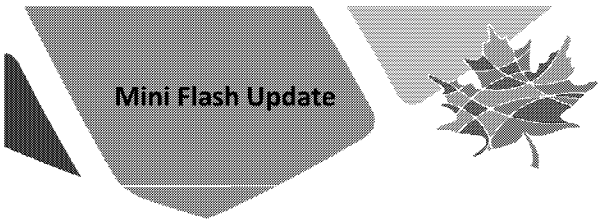
Audience:

☐ADMO ☐IPG
☒DN-DGO ☐STM
☐DN-Directors ☐PEI
☐COMMS

Author: Fran Watt / Jodie Creaser (ESU)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Dedicated Service Channel (DSC)

Domestic Network

Economic Immigration

Outreach

HIGHLIGHTS

- Make a Future is a recruitment initiative created by the BC Public School Employers' Association as a joint venture among British Columbia's 60 public boards of education, the First Nations Education Steering Committee and the Ministry of Education. They are trying to fill 1,000 positions for employers including teachers, educational leaders, support staff and speciality positions.
- Make a Future is the facilitator between talent and employers. They provide advice to both the school district and the individual with a special focus on two key areas: recruiting of French teachers and a special recruitment initiative for northern BC. They have found the pools of talent in Canada to be limited for Francophone positions and have been recruiting through the Tournée de Liaison in Paris and Morocco to fill Francophone positions.
- Recruitment from Morocco is posing a challenge as the universities are not providing official transcripts that are needed for certification. The reasons why are still unclear.
- Another challenge is that job offers are often for the school year (10 months) as teachers are provided full time employment in a Teacher-on-call (TOC) role and therefore could be perceived as seasonal workers.

NEXT STEPS

- DN-DSC Outreach Officers will schedule a presentation on accessing global talent for BC employers represented by Make a Future.
- DN-DSC Outreach Officers to recommend that IN liaise with post secondary institutions in Morocco to find a resolution to documentation challenges.

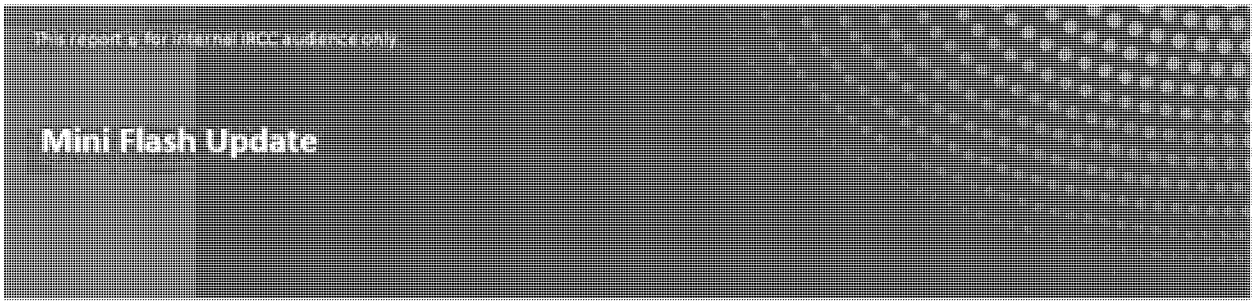
Audience:

☐ADMO ☐IPG
☐DN-DGO ☐STM
☒DN-Directors ☐PEI
☒ IN
☒DIFLO

Author: Darcy Bromley (Outreach West)

For more information, please contact the Dedicated Service Channel at:
IRCC.DSCSTRAT-STRATMSR.IRCC@cic.gc.ca
To access other DSC products, visit our report repository:
DSC Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- There is concern amongst some of the Global Skills Strategy (GSS) referral partners (RP's), and referred employers, of an increase in business visitor refusals and extended processing delays for the same, from overseas missions. Applicant's are foreign direct investors, CEO's, and high skilled workers of companies that are wanting to explore Canada to invest and/or grow their businesses.

- RP's have reported that it is becoming progressively more difficult to promote Canada's immigration advantage when businesses are finding it challenging and time consuming to obtain visas for business visitors to enter Canada. As such, this is discouraging investors, and company heads from choosing and /or remaining in Canada to expand their businesses; and is increasing their desire to look elsewhere.

Examples:

- Processing Delay - Referred Company - are a multinational tech organization, who provide services to Canadian companies. A business visa application for their

- Refusal - Referred Company - reported a high rate of business visitor refusals from India.

NEXT STEPS

- The DN-DSC is working with the RP's and employers for more case specific examples; and, will continue to raise awareness about the requirements and documentation for business visitors during information sessions and meetings with stakeholders and employers.

- DN-DSC will explore the idea of starting a working group with the International Network, where these types of issues, and, other related topics can be discussed.

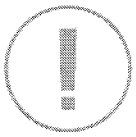
AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☐ IPG	☐ GAC	☑ OTHER: Internal DSC
☐ Strategic Immigration Review		

Author: Melissa Grant (Outreach Central)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

CATEGORY



☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

For more information, please contact the Dedicated Service Channel at: IRCC.DSCSTRAT-STRATMSR@cic.gc.ca
To access all other DN Business Intelligence products, visit our Report Repository

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Protected B for internal IRCC audience only

Mini Flash Update

HIGHLIGHTS

- The Domestic Network's Dedicated Service Channel has received a referral from for The company is making a significant investment in Canada through its which is aimed at generating significant growth and improving the online shopping experience for customers. This project will see the creation of and is expected to create hundreds of construction jobs that will benefit the local economy. The facilities are scheduled to open in 2024 and the total value of the investment is There has been a media announcement on this project.
- Once the facility is open, is set to employ as many as and anticipates a need to use foreign talent where there is a gap in the labour market. The company expects that they will have a need for long term staff as it shifts from development to operations.
- Due to the size and probable high visibility of the investment, we are flagging this referral.

NEXT STEPS

- The DN-DSC has conducted an introductory call with the company and will remain in regular contact to provide support.

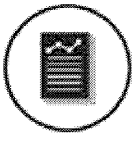
AUDIENCE

☑ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ STM	☐ ESDC
☑ DN-DGO	☑ COMMS	☐ IiC
☐ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

Author: Christine Michael (Employer Services Unit)

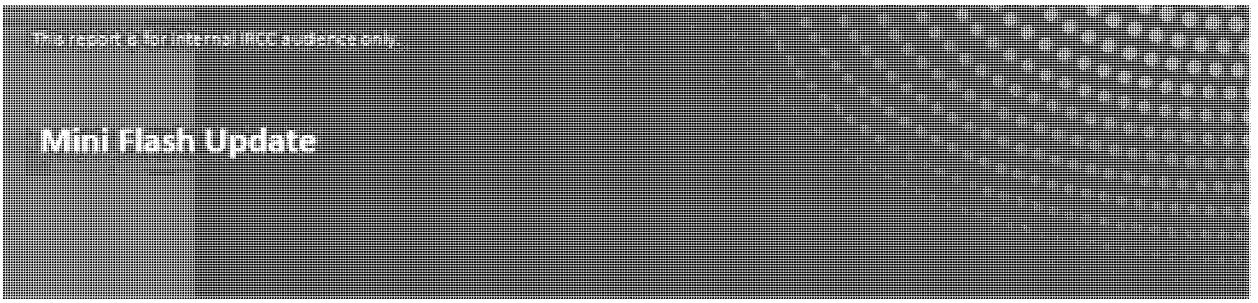
CATEGORY

☑ High-profile ☐ Challenges ☐ Successes ☐ In-depth



For more information, please contact the Dedicated Service Channel at: IRCC.DSCSTRAT-STRATMSR@cic.gc.ca
To access all other DN Business Intelligence products, visit our Report Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- Collision Conference 2023, an annual international tech event for key stakeholders and employers, is scheduled for June 26-29, 2023 in Toronto. The Minister will be attending this year's event and is expected to make a major announcement. It recently came to the attention of the DN's Dedicated Service Channel (DSC) that there is no Special Event code in GCMS for this event. As Business Visitor visa applications are not a priority line of business in many processing offices, there is a risk that applications for registered participants to this event may be missed.
- The DSC reached out to the Immigration Program Guidance (IPG) Special Event team that coordinates events of this nature for the Department. The team confirmed that while the event has been registered with the department and a code was issued for participants to use when applying for a temporary resident visa,
  They also advised that the organizer has not yet provided a list of the participants who registered for this event.
- As a result, facilitative measures have been implemented to minimize impacts on participants and key stakeholders. IPG has reached out to event organizers for a list of registered participants,

The DSC is also proactively reaching out to key employers and stakeholders who are regular participants at Collision to obtain their lists of registered participants in an effort to minimize the risk of applications for event participants being missed by processing networks.

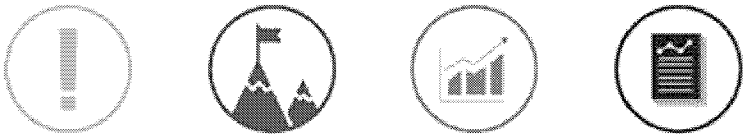
NEXT STEPS

- Processing offices are able to identify applications
  in the travel itinerary & travel of purpose – other field).

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☐ STM	☐ ESDC
☑ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER: **IN, CN**
☐ Strategic Immigration Review		

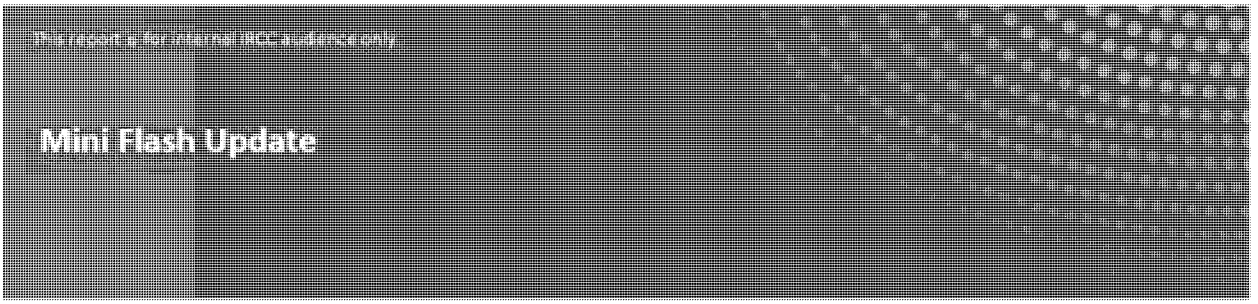
CATEGORY



☑ High-profile ☑ Challenges ☐ Successes ☐ In-depth

For more information, please contact the Dedicated Service Channel at: IRCC.DSCSTRAT-STRATMSR@cic.gc.ca
To access all other DN Business Intelligence products, visit our Report Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel – Employer Service Unit

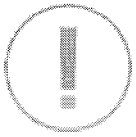
HIGHLIGHTS

- Collision Conference 2023, an annual international tech event for key stakeholders and employers, is scheduled for June 26-29, 2023 in Toronto. The Minister will be attending this year's event and is expected to make a major announcement.
- It recently came to the attention of the DN's Dedicated Service Channel (DSC) that and as a result there is a risk that applications for registered participants may encounter delays or be missed by the processing offices.
- Immigration Program Guidance (IPG) Special Event team has implemented facilitative measures to minimize impacts on participants and stakeholders, as well as provide guidance on Given the very short timeframe, the DSC is also proactively reaching out to key employers and stakeholders who are regular participants at Collision to further minimize the impacts and mitigate potential issues.

AUDIENCE

☑ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ STM	☐ ESDC
☑ DN-DGO	☐ COMMS	☐ IiC
☐ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY


☑ High-profile

☐ Challenges

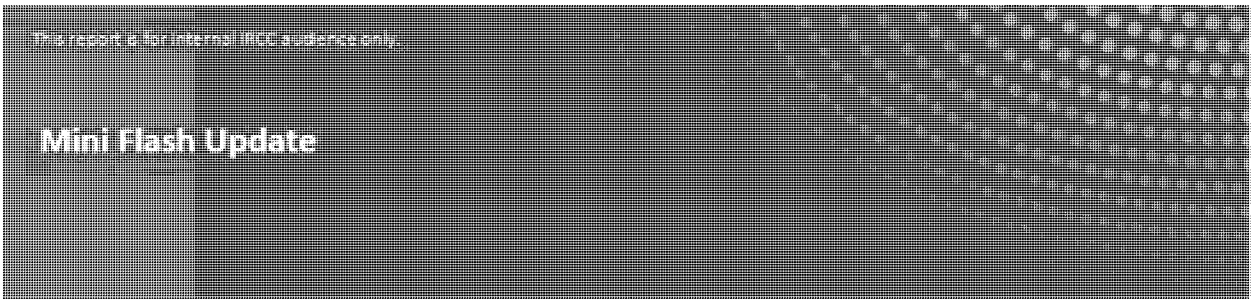
☐ Successes

☐ In-depth

For more information, please contact the Dedicated Service Channel at: IRCC.DSCSTRAT-STRATMSR@cic.gc.ca
To access all other DN Business Intelligence products, visit our Report Repository

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel – Outreach

HIGHLIGHTS

- Sun Peaks is Canada's second largest ski area. This resort community, located about 45 minutes from Kamloops, includes 9 hotels, conference facilities and 40 locally owned shops and restaurants that operate on a year round basis.
- is in the process of hiring DN-Outreach Officer met with the resort to explain work permits under both the Temporary Foreign Worker and International Mobility programs.
- indicates that of the positions they are trying to fill, they have identified to bring under Mobilité Francophone (C16). The employer states that they are seeing a better quality of candidate through this process than the LMIA recruitment process. This is due to using the services of a who focuses on the use of Mobilité Francophone.
- The use of Mobilité Francophone will significantly diversify this community and create a French linguistic minority community in this area.

NEXT STEPS

- It is anticipated that these foreign workers would benefit from information about pathways to permanent residence once they arrive in Canada. The DSC's newly created Francophone Immigration Team will be in a position to proactively reach out to this cohort and provide supports.

AUDIENCE

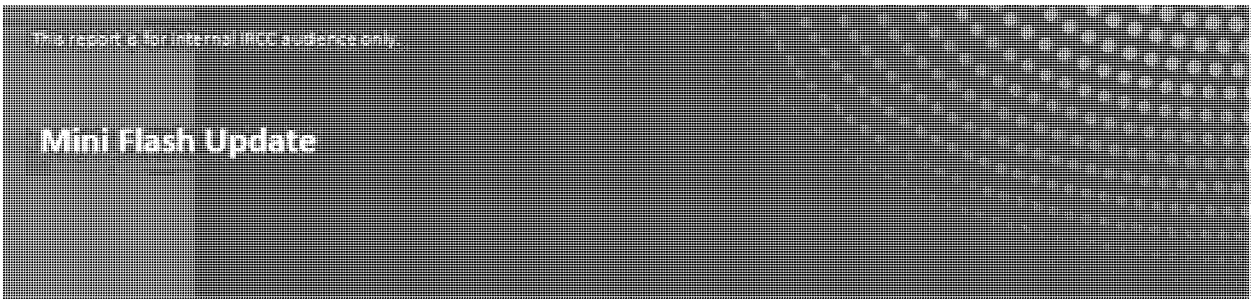
☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☐ STM	☐ ESDC
☑ DN-DGO	☑ COMMS	☐ IiC
☐ IPG	☐ GAC	☑ OTHER: **DIFLO**
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☐ Challenges ☑ Successes ☐ In-depth

For more information, please contact the Dedicated Service Channel at: IRCC.DSCSTRAT-STRATMSR@cic.gc.ca
To access all other DN Business Intelligence products, visit our Report Repository

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel – Employer Support Unit

HIGHLIGHTS

- is known for carving out a significant place in the international entertainment market and its ability to accelerate their growth. 2023 will be a big year for the
- The Domestic Network's Dedicated Service Channel (DN-DSC) has been supporting the company with bringing their essential and highly trained staff members to Canada. The DN-DSC, in close collaboration with the International Network, has been able to ensure that the staff and performers will be in Canada in time for the show.
- Of particular note, the DN-DSC worked with IN (Warsaw office) to ensure the timely processing of the work permit for

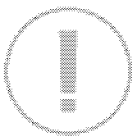
NEXT STEPS

The DSC will continue to work with their many partners to offer the best service possible to this referred company.

AUDIENCE

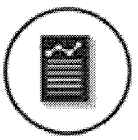
☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☐ STM	☐ ESDC
☑ DN-DGO	☑ COMMS	☐ IiC
☐ IPG	☐ GAC	☑ OTHER: **IN**
☐ Strategic Immigration Review		

CATEGORY


☐ High-profile

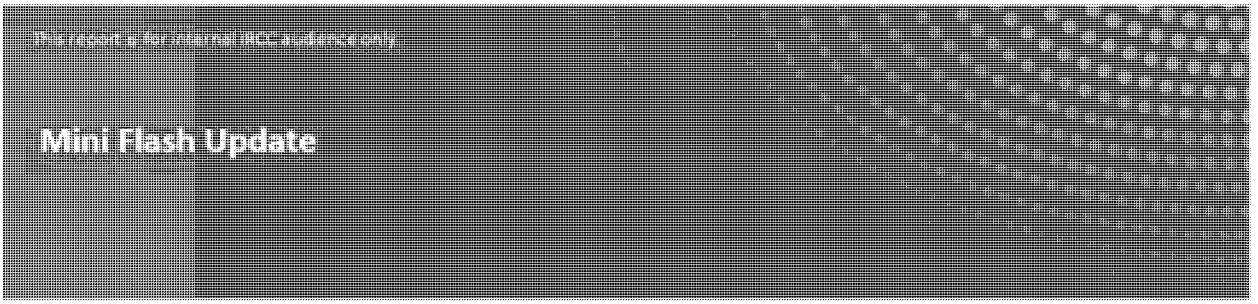
☐ Challenges

☑ Successes


☐ In-depth

For more information, please contact the Dedicated Service Channel at: IRCC.DSCSTRAT-STRATMSR@cic.gc.ca
To access all other DN Business Intelligence products, visit our Report Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- The Domestic Network's Dedicated Service Channel (DN-DSC) has proactively reached out to Designated Entities (DE) under the Start-up visa (SUV) program who actively access their services to inform them of the updated program delivery instructions on the work permit offered to essential applicants.
- The guidance had been updated to provide both processing officers and applicants with more clarity with respect to the work permit component. DN-DSC messaging highlighted the most significant changes that would impact their candidates, such as clarifying eligibility requirements and that applicants cannot apply at the port of entry.
- The information was well received by the DEs and some have provided some insightful feedback for future improvements to the program. **The feedback has been shared with internal partners.**

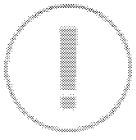
NEXT STEPS

- The DN-DSC will continue to support DEs with navigating the SUV program, as well as the updated guidance. As more feedback is received from external partners, the business intelligence will be shared with internal partners for their consideration.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☑ DN-Directors	☑ STM	☐ ESDC
☑ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY


☑ High-profile

☐ Challenges

☑ Successes

☐ In-depth

For more information, please contact the Dedicated Service Channel at: IRCC.DSCSTRAT-STRATMSR@cic.gc.ca
To access all other DN Business Intelligence products, visit our Report Repository

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Ce rapport est uniquement destiné au public interne d'IRCC

Mini mise à jour flash

Réseau national | Mode de service réservé – Promotion – Région de l'Est

FAITS MARQUANTS

- Le Réseau national a participé à la conférence internationale annuelle BIOKET 2023 tenue à Trois-Rivières, portant sur les processus et les technologies innovantes appliquées aux biomasses. L'événement, qui se tient habituellement en France et qui avait lieu en Amérique du nord pour la première fois, a attiré environ 150 organismes d'à travers le monde, issus du milieu des biotechnologies pour la plupart.
- M. Jean Boulet, ministre québécois du travail et député de Trois-Rivières, était présent ainsi que le Dr. David Suzuki qui a présidé la plénière d'ouverture.
- Le sujet de la pénurie de main d'œuvre et les difficultés reliées au recrutement de travailleurs hautement qualifiés et spécialisés a été abordé par de nombreux organismes lors des ateliers. Plusieurs entreprises rencontrées par les agents de promotion du Réseau national ont manifesté un vif intérêt envers la SCM, notamment les dispenses permis de travail aux chercheurs et l'accès aux services des gestionnaires de compte.

PROCHAINES ÉTAPES

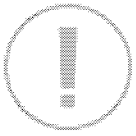
- Les nouveaux contacts établis lors de la conférence permettront au Réseau national d'organiser de nouvelles activités de promotion auprès d'entreprises canadiennes et étrangères ainsi que d'agences de développement économique qui ne connaissaient pas les services offerts aux entreprises.

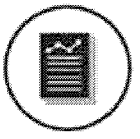
AUDITOIRE

☐ BSMA	☐ IE	☐ ISDE
☑ RN-Directeurs	☐ IST	☐ EDSC
☑ RN-BDG	☐ COMMS	☐ IaC
☐ OPI	☐ AMC	☐ AUTRE: **RII**
☑ Revue stratégique d'immigration		

CATÉGORIE

☐ Cas très médiatisés ☐ Défis ☑ Réussites ☐ Rapports détaillés





les auteurs: Caroline Henry & Antoine Hamel

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act

Ce rapport est uniquement destiné au public interne d'IRCC

Mini mise à jour flash

Réseau national | Mode de service réservé – Équipe de promotion

FAITS MARQUANTS

Le 11 mai 2023, le Réseau national a offert une séance de formation à la direction des Stratégies et solutions main d'œuvre d'Investissement Québec (IQ). IQ est un partenaire de recommandation-clé pour la stratégie en matière de compétences mondiales au Québec, ayant fourni 25% des entreprises établies en sol québécois référées au mode de service réservé entre le 1er mai 2022 et le 30 avril 2023*.

- L'équipe d'IQ affirme avoir identifié parmi leurs clients environ 500 entreprises québécoises qui font des investissements majeurs et qui pourraient se qualifier afin d'obtenir les conseils d'un gestionnaire de compte du MSR, dans l'éventualité où ils embaucheraient des talents étrangers.

- Suite à la séance de formation offerte par le Réseau national sur le processus de recommandation, IQ a confirmé que la stratégie en matière de compétences mondiales et le MSR feront partie intégrante des services qu'ils offrent à leurs clients. Conséquemment, il est probable que le volume de recommandations au MSR en provenance d'IQ augmente dans les prochains mois.

**chiffres obtenus dans la base de données M2, consultée le 17 mai 2023.*

PROCHAINES ÉTAPES

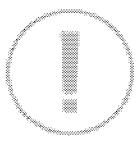
- La restructuration récente de l'organigramme d'IQ a fait en sorte que la lettre d'entente entre IQ et le MIDI (maintenant le MIFI) n'est pas à jour et la direction responsable du processus de recommandation des entreprises au MSR telle que décrite dans la lettre d'entente a été abolie au profit de la direction des Stratégies et solutions main d'œuvre, qui consistait le public présent lors de la formation. IQ en a informé officiellement le MIFI, qui mettra à jour la lettre d'entente rapidement.

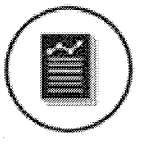
AUDITOIRE

☐ BSMA	☐ IE	☐ ISDE
☑ RN-Directeurs	☐ IST	☐ EDSC
☑ RN-BDG	☐ COMMS	☐ IaC
☑ OPI	☐ AMC	☑ AUTRE: **RII**
☐ Revue stratégique d'immigration		

CATÉGORIE

☐ Cas très médiatisés ☐ Défis ☑ Réussites ☐ Rapports détaillés





l' **auteur: Antoine Hamel**

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
Renseignements communiqués en vertu de la loi sur l'accès à l'information

Ce rapport est uniquement destiné au public interne d'IRCC

Mini mise à jour flash

Réseau national | Mode de service réservé – Équipe de promotion

FAITS MARQUANTS

Le 22 mars 2023, le Réseau national a offert une présentation conjointe avec Service Canada et le Ministère de l'immigration, de la francisation et de l'intégration du Québec (MIFI) à l'occasion de la Conférence annuelle de l'Association du camionnage du Québec (ACQ), tenue à Longueuil, Québec. Plus d'une centaine de représentants de l'industrie du camionnage étaient présents à l'événement et ont pu poser leurs questions directement aux intervenants gouvernementaux fédéraux et provinciaux présents en même temps, ce qui constituait une première selon les organisateurs de l'événement.

- Les représentants de l'industrie du camionnage ont manifesté leur mécontentement face aux nombreux irritants qu'ils rencontrent lors du processus d'embauche de travailleurs étrangers, notamment les erreurs techniques sur la plateforme d'IRCC et le Portail de l'employeur ainsi que les politiques mal adaptées à leur réalité de travail. Le statut conservé peut s'avérer inutile pour un camionneur qui doit se déplacer aux États-Unis pour son travail puisqu'il perd son statut conservé dès qu'il quitte le Canada. L'industrie du camionnage est également lourdement affectée par les délais de traitements des demandes d'équivalence des permis de conduire causés par l'installation du nouveau système de services en ligne de la Société de l'assurance automobile du Québec (SAAQ), qui viennent s'ajouter aux délais de traitement inhabituellement élevés des demandes soumises à IRCC.
- Des participants ont également révélé l'existence de processus illégaux utilisés au sein de l'industrie, comme par exemple le fait que certains employeurs acquiescent aux demandes des travailleurs de falsifier des offres d'emploi afin d'être éligibles aux programmes de résidence permanente sous Entrée Express, non offert aux résidents du Québec. D'autres participants ont affirmé que certains travailleurs entrent au Canada par d'autres provinces que le Québec et s'inscrivent à un cours de camionnage là où ce n'est pas un programme de formation vocationnelle, par exemple l'Ontario, pour ensuite aller travailler au Québec, contournant ainsi les politiques provinciales.

PROCHAINES ÉTAPES

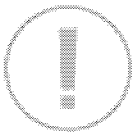
- La collaboration avec Service Canada, le MIFI et IRCC fut fort positive, et les parties prenantes se sont engagées à travailler à nouveau ensemble dans le cadre d'événements similaires.

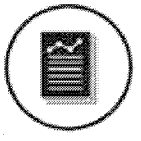
AUDITOIRE

☐ BSMA	☐ IE	☐ ISDE
☑ RN-Directeurs	☐ IST	☐ EDSC
☑ RN-BDG	☐ COMMS	☐ IaC
☑ OPI	☐ AMC	☑ AUTRE: **RII**
☐ Revue stratégique d'immigration		

CATÉGORIE

☐ Cas très médiatisés ☑ Défis ☑ Réussites ☐ Rapports détaillés





l' **auteur: Antoine Hamel**

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only.

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- Atlantic fish plant producers consistently request having a pathway to permanent residence for fish plant workers. Due to the industry being unable to offer year-round employment with consistent hours, these employers are unable to support them through the Atlantic Immigration Program nor any of the provincial programs.
- In Newfoundland and Labrador, fish plants are increasingly reliant on temporary foreign workers as the local working population is aging. As an example, in NL snow crab industry alone, 41% of workers are over the age of 55.
- Additionally, the overwhelming majority of fish plants are located in rural communities throughout the Maritimes. In effort to support the fish plant industry and support rural communities that have aging and shrinking populations, it is proposed that there be a permanent resident pathway created for workers that have supported the fish plant industry for consecutive seasons.

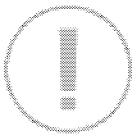
NEXT STEPS

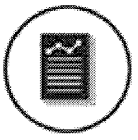
- DN-DSC to recommend that this suggestion be considered for future policy and programing.
- DN-DSC's Employer Services Unit (ESU) team has advised that there are at least two Atlantic companies they are aware of that would be interested in providing their input for this program if a consultation was offered

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☐ DN-Directors	☑ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☑ Strategic Immigration Review		

CATEGORY





☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

For more information, please contact the Dedicated Service Channel at:**IRCC.DSCSTRAT-STRATMSR@cic.gc.ca**
To access all other DN Business Intelligence products, visit our **Report Repository.**

Author: Hariana Brooks (Outreach East)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach Team

HIGHLIGHTS

- Nova Scotia's Agri-food sector welcomed over 1600 foreign workers in 2022, coming primarily from Jamaica and Mexico. Many of whom have worked at the same farms for the past 15 years. In effort to further support these new and returning workers,
  – this will include both local farmers and temporary foreign workers.
- Contrary to the prevailing public narrative of concern for these 'permanently temporary' farm labourers, has indicated that the majority of temporary foreign workers are not interested in being permanent residents. The only exception being for dairy farmers – a year-round occupation that is increasingly reliant on hiring foreign nationals primarily coming from India. This has led to an unforeseen rise of Punjabi learners amongst local farmers to help foster amicable relationships with their workers.
- Conversely, insurance companies are more apprehensive of workers. As of March 2023, the received multiple calls stating that insurance companies are not providing coverage of farm trucks as there is concern that TFW's have inadequate licensure. Despite farmers being diligent in ensuring those that drive have authorization, the has been supporting farmers in batching drivers tests for the local workers. To the knowledge there is no other industry being as scrutinized by insurance companies.

NEXT STEPS

- DN will be facilitating an information session for interested members. DN is also liaising with RASO to see if the asylum seekers being housed in Halifax are interested in employment in the agricultural sector.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☐ DN-Directors	☑ STM	☑ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☑ Strategic Immigration Review		

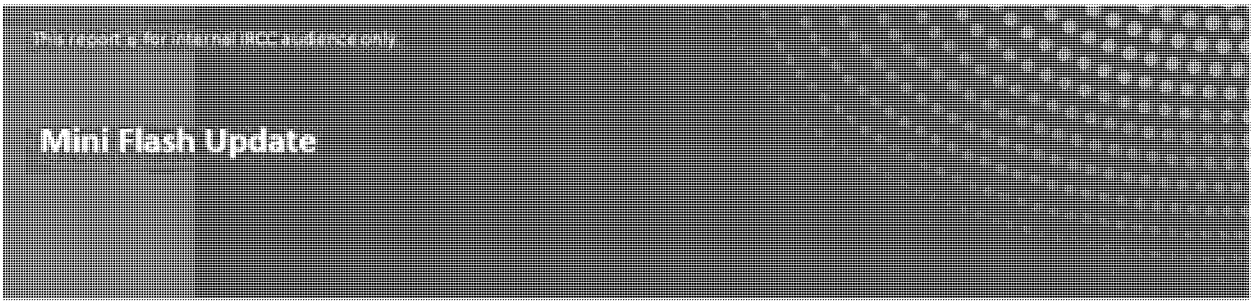
CATEGORY

☐ High-profile ☑ Challenges ☑ Successes ☐ In-depth

For more information, please contact the Dedicated Service Channel at:IRCC.DSCSTRAT-STRATMSR@cic.gc.ca
To access all other DN Business Intelligence products, visit our **Report Repository.**

Author: Hariana Brooks (Outreach East)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- The Domestic Network's Dedicated Service Channel (DN-DSC) has received a referral for
- is honing in on the communities of Saint-Basile-Le-Grand and McMasterville in Quebec (roughly 35 minutes east of Montreal) as preferred sites for a Canadian factory. The investment would reach an amount of $7B and create around 3500 jobs.
- There has been

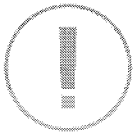
NEXT STEPS

- The DN-DSC has conducted an introductory call with the company and will remain in regular contact to provide support.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☐ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY


☑ High-profile

☐ Challenges

☐ Successes

☐ In-depth

For more information, please contact the Dedicated Service Channel at: IRCC.DSCSTRAT-STRATMSR@cic.gc.ca
To access all other DN Business Intelligence products, visit our Report Repository

Author: Tarek Bouzidi – Employer Services Unit (ESU)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- Canada's healthcare sector is experiencing critical labour shortages, and qualified workers who have the credentials and licenses to practice in Canada are needed to fill these vacancies. Two recent announcements made by IRCC are directed to address labour shortages in certain sectors: Call for proposals to help internationally educated professionals and Category-based selection.
- Concerns have been raised to DN-Outreach Officers regarding the new category-based selection for healthcare occupations. Usually, healthcare workers are nominated through the Provincial Nominee Program and credentials are assessed prior to starting the immigration process since it can be complicated and take a long time.
- Under the new Express Entry selection process, healthcare workers could arrive in Canada without the ability to practice in their profession as they wait for their credentials to be recognized and licensing.

NEXT STEPS

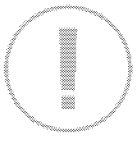
- It is recommended that an additional eligibility criteria is added for health care and other regulated occupations to include evidence of provisional licensing to practice in their field.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Darcy Bromley (Outreach West)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal RCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel – Outreach

HIGHLIGHTS

- DN-DSC attended the Prince Edward Island (PEI) Aquaculture Alliance's 2023 Annual general Meeting and Conference as presenter and exhibitor.
- The Atlantic Provinces is home to several aquaculture, fishing and farming industry sectors facing unprecedented labor shortages where most positions offered are considered seasonal. ESDC defines seasonal work as "*both the industry and the occupation experience significant fluctuations in labour demand between "peak' and "off-peak" periods usually occurring on or around the same dates every year**".
- Alliance members offer different "peak" and "off-peak" employment periods under the low-wage stream of Temporary Foreign Worker Program (TFWP). Permits issued are closed work permits associated to one employer. Alliance members are struggling with developing and implementing effective recruitment strategies for foreign workers in this predominately seasonal sector as foreign workers are often interested in longer opportunities enabling them to acquire experience and bring immediate family members.
- Members have expressed that within this industry sector itself there are opportunities for the foreign worker to come to Canada and work a longer period in similar NOC TEER transitioning from the fishing to transformation positions with different employers. Members would like to see LMIA fees reduced for short term employment or possibly a new LMIA exemption under the International Mobility Program specific to this sector.

NEXT STEPS

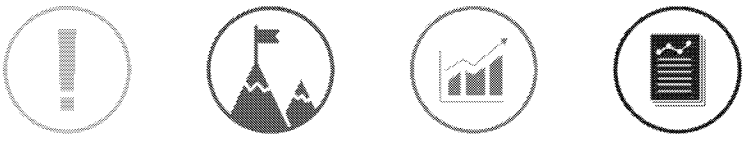
- DN-DSC to recommend that this suggestion be considered for future policy and programing.
- DN-DSC team will work closely with the Alliance and its members to further promote recruitment of foreign workers and offer support.
- DN-DSC has been and will continue to promote International Experience Canada to employers and a facilitative option to address their labour needs for seasonal employment.

* ESDC Seasonal Work

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☐ DN-Directors	☑ STM	☑ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☑ Strategic Immigration Review		

CATEGORY



☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

Author: Cindy-Lynn Frenette (Outreach East)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Ce rapport est uniquement destiné au public interne d'IRCC

Mini mise à jour flash

Réseau national | Promotion

FAITS MARQUANTS

- La province du Nouveau-Brunswick (N.-B.) ont lancé un projet pilote sur les travailleurs critiques en novembre 2022 sous le Programme des candidats des provinces. Ce projet pilote vise à répondre au déclin de la main-d'œuvre et attirer des travailleurs qualifiés dans la province dans des professions ou la voie vers la résidence permanente a été difficile pour des candidats qui ne rencontrent pas les exigences de langues et d'éducation pour la résidence permanente.
- Les 6 employeurs-participant s'engagent à offrir jusqu'à 200 heures de formation linguistique au besoin à leurs employés leurs permettant de soumettre une lettre d'attestation à la province afin que le candidat rencontre la critère de langue officielle s'ils n'ont pas de résultats valide NCLC 4 dans les quatre composantes linguistiques.
- Les ressortissants étrangers sont recrutés avec la promesse de bénéficier de la formation linguistique par l'employeur. Les organismes locaux d'établissement ont informé RN-MSR que leurs clients n'ont pas encore accès à de la formation de langue fournit par l'employeurs (via des contrats avec une tierce partie) nuisant ainsi à l'intégration du ressortissant étrangers dans la communauté qui pourrait avoir des répercussions négatives sur la rétention à long-terme.

PROCHAINES ÉTAPES

- RN-MSR a partagé l'outil de formation linguistique gratuite tel que l'application Mauril (financé par le Gouvernement) et Rosetta Stone (gratuit avec Bibliothèques publiques NB) disponible aux ressortissants étrangers.
- RN-MSR recommande que la Direction générale de l'orientation du programme d'immigration (DGOPI) évalue le pilote au niveau des responsabilités de l'employeurs et la conformité.

AUDITOIRE

☐ BSMA	☐ IE	☐ ISDE
☑ RN-Directeurs	☐ IST	☐ EDSC
☐ RN-BDG	☐ COMMS	☐ IaC
☑ OPI	☐ AMC	☑ AUTRE: ONB SIP
☐ Revue stratégique d'immigration		

CATÉGORIE

☑ Cas très médiatisés ☑ Défis ☐ Réussites ☐ Rapports détaillés

Author : Cindy-Lynn Frenette (Outreach East)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only.

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- The health care system in Nova Scotia is increasingly considering pharmacists as assets in primary care. The province's pharmacy education program has indicated that enrollment is down, and retention in the current retail model for local pharmacists is increasingly a challenge as workers are dissuaded by irregular working hours.
- Currently, the Atlantic Immigration Program (AIP) consists of a measure that permits 'down skilling' for foreign nationals accepting job offers for certain healthcare occupations that are at a lower-skilled TEER level than their work experience. A local employer has expressed interest in having the list of these occupations expanded in order to allow internationally trained pharmacists (NOC 31120) the ability to accept pharmacy assistant job offers (NOC 33103) under the AIP.

NEXT STEPS

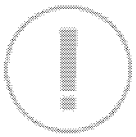
- DN-DSC to recommend that this suggestion considered for future policy and programming to enable foreign nationals to support the local healthcare system while completing their credentialing. This same logic could also apply for other in-demand occupations also subject to credentialing limitations such as engineering and skilled trades.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☐ DN-Directors	☑ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☑ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Hariana Brooks (Outreach East)

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only.

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- DN-DSC has increasingly had conversations with stakeholders in Nova Scotia who are expressing concern for the wellbeing of the international students studying at This DLI has seen an influx of international students as a result of successful overseas recruitment efforts and an understanding that candidates have a longer-term interest in obtaining permanent residence through the Atlantic Immigration Program (AIP).
- The municipality that is located in had reported a vacancy rate of 1.5% in October 2022 and the accommodation that is available is stated to be in extremely poor condition. Stakeholders have heard cases of students living in cars or commuting to from accommodation over 3 hours away.
- International students at most Canadian DLIs make up no more than one third of their student body, whereas however the full extent of this cap has not been shared publically.

NEXT STEPS

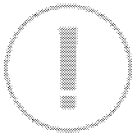
- As Canada's housing crisis persists, DN-DSC recommends that policy revisits IRCC's current approach of authorizing DLIs to issue unlimited Letter of Acceptance (LOAs) in situations where the regional vacancy rate is low in combination with insufficient on-campus housing.

AUDIENCE

☐ ADMO	☑ PEIB	☑ ISED
☐ DN-Directors	☑ STM	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☑ IPG ☑ Strategic Immigration Review	☐ GAC	☑ OTHER: **IN, IRM**

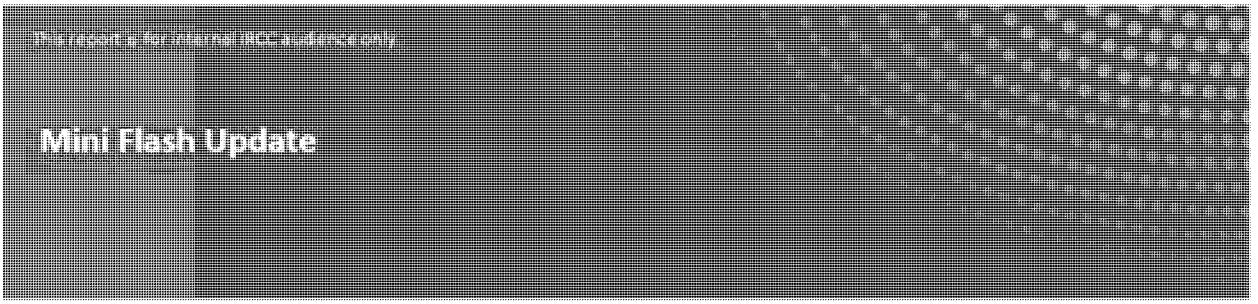
CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Hariana Brooks (Outreach East)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- Atlantic Canadian employers have reported that foreign workers are increasingly choosing to only accept job offers if they are being supported through the Atlantic Immigration Program (AIP) rather than the respective provinces Provincial Nominee Program (PNP). The preference is related to AIP's faster processing time; currently AIP is processing at an average of 5 months whereas PNP is 18 months.
- Employers, particularly outside of city centers, have repeatedly requested for PR processing times to be at least 12 months and often prefer to leverage PNP for this reason. This length of processing times provides candidates the opportunity to begin their employment on a work permit and allows candidates to access settlement services (which are available to AIP candidates).
- There have been a multitude of reports of AIP candidates receiving permanent resident status before their work permit is issued, meaning that candidates may never start employment with the employer. This has been frustrating for employers as the AIP entails them completing a significant amount of paperwork and directly impacts their human resource planning.

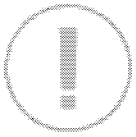
NEXT STEPS

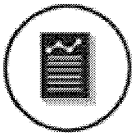
- Recommendation that the pacing of AIP applications processing be consistent with the 12 month timeline indicated in AIP employers onboarding training.
- Additionally, DN-DSC will be inquiring to see if there is any anticipated evaluation being planned for the AIP – similar to what was developed for the AIPP.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☐ DN-Directors	☑ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY





☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

Author: Hariana Brooks (Outreach East)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Protected B for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- AbCellera is a biotech company located in British Columbia that was referred to DN's Dedicated Service Channel (DSC) in October 2020. At the time, the company was awarded $175.6 million for their research into antibody drugs related to the global COVID-19 pandemic. News release. As a result, they developed drugs that were used in the vaccine to treat over 2.5 million patients during the global pandemic.
- Today, the company is regarded as one of the province's most successful companies in their field. On May 24th an announcement was made that the company will once again receive substantial funding ($300 million) from the federal and provincial government to support building their new biotech campus in British Columbia .
- With this new project, the company has the potential to be part of the international lead on biotech and IRCC will have a role to play in their growth by helping them bring the best foreign talent. The project will create an average of 400 high-paid jobs.

NEXT STEPS

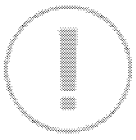
- DN-DSC will support the company with any upcoming needs related to hiring foreign talent.

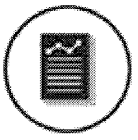
AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☐ STM	☐ ESDC
☑ DN-DGO	☑ COMMS	☐ IiC
☐ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☑ High-profile ☐ Challenges ☐ Successes ☐ In-depth





Author: Carmelle Michelot (Employer Services Unit)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- Canada Bread, a subsidiary of Grupo Bimbo, has pleaded guilty to four charges under the Competition Act for price fixing and collusion with their competitors related to the pricing and sale of bread products in Canadian stores over several years. These charges are part of a lengthy investigation by the Competition Bureau. The company has received a $50 million fine which is the highest fine imposed by the courts for price fixing in Canadian history and the maximum fine allowable under current legislation.
- These charges involve ongoing actions, which began before Grupo Bimbo acquired the company from Maple Leaf Foods in 2014, and before the company was referred to the Domestic Network's Dedicated Service Channel (DSC) in 2022. Grupo Bimbo has indicated that they were not aware of this at the time of acquisition and only became aware of the issue in 2017 when a search warrant was executed on the company as part of the investigation. Maple Leaf Foods, who is also supported by the DSC, was not involved in this case while it was before the court and has denied any knowledge or involvement in any wrongdoing.
- The Competition Bureau has indicated that the investigation is ongoing and further charges may be possible.

NEXT STEPS

- While not directly related to IRCC or Foreign Workers, there is significant media coverage and the possibility for further charges. This could indirectly affect the relationship with Grupo Bimbo as the fine and business implications resulting from this case could impact their Canadian operations and foreign talent needs in the coming months.

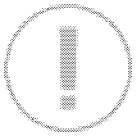
Canada Bread agrees to $50M fine for role in bread price-fixing scandal | CBC News

Canada Bread settles years-long bread price-fixing allegations | Financial Post

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☐ IPG	☑ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY


☑ High-profile

☐ Challenges

☐ Successes

☐ In-depth

Author: Fran Watt (Employer Services Unit)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network: Outreach

HIGHLIGHTS

- On June 14, 2023, a program delivery update (PDU) was published indicating that permanent residence applications submitted on or after June 14, 2023 will now be required to submit biometrics as per regular pre-COVID-19 procedures.
- Employers and stakeholders have expressed concerns regarding the relevance of this update to Express Entry applicants who received an invitation to apply (ITA) before June 14, 2023, but submitted their application afterward, especially because biometric fees are not being requested at application submission.
- The uncertainty among these applicants on whether this PDU applies to them may lead to an increase in requests for clarification, further burdening the web form and call centre support.
- Imposing biometric requirements on these Express Entry applicants could result in a significant number of refusals or ITA rejections, potentially impacting Levels targets.

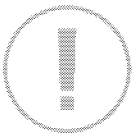
NEXT STEPS

- DN-DSC has alerted IPG of this issue for their consideration and update as deemed necessary.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☑ DN-Directors	☐ STM	☐ ESDC
☑ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY


☐ High-profile

☑ Challenges

☐ Successes

☐ In-depth

Author: Angelo Raimondo (Outreach Central)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel - Outreach

HIGHLIGHTS

- Employers in the food manufacturing and processing sector are confused about whether temporary foreign workers who hold open work permits that state "not authorized to work in agricultural occupations" can work at their production facilities. In order to protect the public health of Canadian residents, temporary foreign workers who have resided in a designated country for more than six months within the year prior to entering Canada must undergo a medical examination to work in agricultural occupations. However, there is limited guidance on which occupations fall under the agricultural sector.
- After consulting with the Medical Health Branch and Immigration Program Guidance, it was advised that workers in food manufacturing and meat processing facilities are not required to undergo a medical examination solely based on their occupation as these workers are not typically assigned to congregate living quarters like agricultural farm workers.
- Employers who are unaware of this information may be hesitant to hire workers with medical conditions imposed on their work permit. They may also mistakenly require these workers to undergo a medical examination and apply to change their work permit conditions, further delaying their ability to fill their labour needs and adding to the work permit inventory.

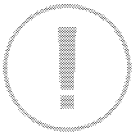
NEXT STEPS

- DN-DSC recommends IPG to include guidance on agricultural occupations on IRCC public webpage to provide employers and workers with a point of reference, as needed.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY


☐ High-profile

☑ Challenges

☐ Successes

☐ In-depth

Author: Bibiana Au (Outreach West)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This record is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- Immigration, Refugees and Citizenship Canada has been committed to supporting rural and northern communities across the country to address labour shortages and create jobs through the Rural and Northern Immigration Pilot (RNIP). In 2022, the geographic boundaries of North Okanagan/Shuswap pilot were expanded quite significantly to support more employers in the area fill crucial labour market needs.
- North Okanagan/Shuswap was given 300 allocations for recommendations for 2023 and as of June 5th they had issued 124. Due to a significant backlog in applications North Okanagan/Shuswap RNIP has paused their intake of applications for recommendations, unless they fall under a priority occupation category. They are on pace to use up all of their allocations and have asked IRCC for an additional 50.
- As they are nearing capacity, they have approached the BC PNP to partner with them in providing some additional capacity. Both the BC PNP and North Okanagan/Shuswap RNIP programs target priority occupations and are working together to develop complimentary selection of candidates to reduce overlap.
- In February 2023, Pacifican, announced funding of $485,410 for Community Futures North Okanagan to support training, marketing, outreach activities and settlement services for RNIP programming.

NEXT STEPS

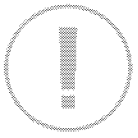
- If the relationship between BC PNP and North Okanagan/Shuswap is pursued, there could be a conflict of interest between stakeholders. IRCC may want to explore potential implications of the relationship.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☑ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Darcy Bromley (Outreach West)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel - Outreach

HIGHLIGHTS

- Employers have indicated there is limited guidance on which company should submit the offer of employment through the employer portal when the attestations and obligations of an employer are shared between two companies. It is especially unclear when one of the companies is a talent solutions company.
- Many talent solutions companies take on a wide variety of responsibilities including payroll, providing benefits, onboarding training and reporting procedures, addressing workplace concerns, and facilitating investigations. In these situations, employers do not have a direct contractual relationship with the workers and only offer the work site location and safety policies or protocols.
- Immigration Program Guidance (IPG) has clarified that a talent solutions company can be an employer of record if they are responsible for ensuring both companies involved meet the conditions of employing a temporary foreign worker. In this case, they must submit the offer of employment and be listed on the work permit.

NEXT STEPS

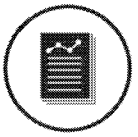
- DN-DSC recommends IPG to update Help Centre guidance and Program Delivery Instructions to provide additional guidance on the employer of record as this will help ensure consistency in the processing of work permits in situations involving talent solutions companies and multiple employers. Additionally, in cases where the talent solutions company is the employer of record, guidance to specify the work location to the employer/end-user will help ensure that the worker's employment is restricted to the company that required their presence in the first place.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Bibiana Au (Outreach West)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel - Outreach

HIGHLIGHTS

- Employers in the BC hospitality sector are frustrated that the recently announced category-based selection for Express Entry does not include workers in the hospitality field.
- According to a June 2023 analysis by Statistics Canada on labour challenges in Canada, the accommodation and food services sector has the highest job vacancy rate (7.6%) among all sectors, with 52% of businesses in the sector expecting labour shortage in the next three months. Moreover, 40.1% of businesses in accommodation and food services anticipate challenges in retaining skilled workers over the same period.
- While pathway to permanent residence is a useful tool in addressing workforce retention, many hospitality workers are unable to obtain sufficient points to receive an invitation to apply for permanent residence under Express Entry. Employers in the hospitality sector would like to see an expansion of category-based selection for Express Entry to include the hospitality sector as it would help with the recruitment and retention of in-demand workers in the field.

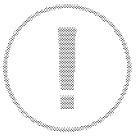
NEXT STEPS

- DN-DSC would like to share this suggestion with the Permanent Economic Immigration team to consider in policy development.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☑ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY



☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

Author: Bibiana Au (Outreach West)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel - Outreach

HIGHLIGHTS

- In addition to the feedback received from the agriculture sector, DN-DSC learned that employers in other industry sectors, such as the hospitality sector, are also interested in a trusted employer program or automated work permit/LMIA processing, aimed at reducing work permit processing time and addressing labour shortages more efficiently.
- DN-DSC recently met with Go2HR and the BC Hotel Association, and it was shared that many employers in their network rely heavily on temporary foreign workers to meet their labour needs. However, the current processing times are quite lengthy and employers in British Columbia must undergo an additional step of provincial registration in order to utilize the Temporary Foreign Worker Program (TFWP).
- Considering that many employers regularly use the TFWP and consistently follow the necessary procedures, they are advocating for the implementation of a trusted employer program. This program would expedite the processing of applications submitted by workers seeking employment with these employers, streamlining the overall process. By reducing the time spent on recruitment and hiring, employers can dedicate more time to business development, thereby supporting economic growth.

NEXT STEPS

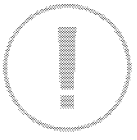
- DN-DSC would like to share this suggestion with the Social and Temporary Migration Branch, and will also share with ESDC, to consider in policy development.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☑ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☐ IPG	☐ GAC	☑ ESDC
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Bibiana Au (Outreach West)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel – Outreach

HIGHLIGHTS

- The BC Construction Association shared that many in-demand construction workers are unable to qualify for permanent residence under Express Entry as they struggle with obtaining a valid job offer. Valid job offers must be continuous job offers lasting at least one year; however, construction work is typically project-based, lasting around six to eight months with breaks between projects. Construction workers' inability to obtain a valid job offer creates a barrier to permanent residence and adds to workforce retention challenges and obstacles in addressing Canada's housing shortage.
- Access to skilled workers is crucial in addressing Canada's housing supply shortage. A recent survey conducted by the Independent Contractors and Business Association indicated that 77% of BC employers cannot find the workers they need. Employers who have hired temporary foreign workers encounter challenges in retaining them due to workers' struggles in obtaining permanent residence status in Canada.
- To overcome these issues, construction workers are interested in an exemption from the requirement of a continuous, one year job offer under Express Entry, similar to the temporary public policy announced for physicians in April 2023. Alternatively, associations, such as the BC Construction Association, have expressed an interest in assuming the role of the employer of record/placement specialist as they are aware of upcoming projects and can guarantee continuous job offers lasting over one year by matching workers with various projects. However, assuming the responsibilities of the employer of record may be complex and require additional guidance.

NEXT STEPS

- DN-DSC would like to share these suggestions with the Permanent Economic Immigration team to consider in policy development.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☑ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

Author: Bibiana Au (Outreach West)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only.

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- A common misconception is that foreign nationals lack interest in living in rural areas; however, consultations with a multitude of stakeholders in the Atlantic region has made it clear that this is untrue.
- A primary reason foreign nationals are leaving rural areas is due to limited career opportunities and because available positions are typically deemed as less desirable (low-wage, laborious or have limited career advancement). Candidates are interested in staying long-term if there were job opportunities in their chosen field or if gaining Permanent Residence (PR) through entrepreneurship was more accessible (through SUV or a provincial entrepreneurial pathway).
- Due to the use of third party recruiters, employer desperation and/or lack of knowledge on how to vet candidates, employers are continuously seeing foreign nationals use these rural opportunities as stepping stones to gaining PR through Atlantic Immigration Program (AIP). Candidates will often turn down rural opportunities unless they will be supported for PR.

NEXT STEPS

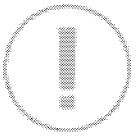
- DN-DSC's Outreach team to discuss if there are areas of opportunity for employers to be better supported in selecting the right candidate. Additionally, further support is needed in empowering employers to ensure they are part of the interview process of hiring candidates through recruitment agencies.
- It is suggested that policy and program teams explore opportunities to address misuse of programs, mismatch of candidates to positions, and ways to further guarantee longer-term retention of candidates.

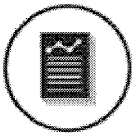
AUDIENCE

☐ ADMO	☑ PEIB	
☐ DN-Directors	☑ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☑ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth





Author: Hariana Brooks (Outreach East)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only.

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- a committee of representatives from Nova Scotia's educational institutions, stated that nearly all NS institutions are seeing grade point average declines for international students who are benefitting from the temporary public policy permitting eligible students to work unlimited hours off-campus.
- These grade impacts are so significant that Designated Learning Institutions (DLIs) are seeing a rise in both academic probations and dismissals due to international students prioritizing their work opportunities over their studies.
- Despite the vast majority of employers being overwhelmingly delighted by this new policy, it has also been noted that this policy is resulting in students no longer applying for seasonal job offers and opting for full-time, year-round employment.

NEXT STEPS

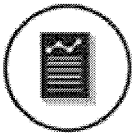
- Recommendation for IRCC to consider collecting data from DLIs cross-country in effort to determine the degree of this qualitative finding.

AUDIENCE

☐ ADMO	☑ PEIB	
☐ DN-Directors	☑ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Hariana Brooks (Outreach East)

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only.

Mini Flash Update

Domestic Network | Dedicated Service Channel - Outreach

HIGHLIGHTS

- Newfoundland and Labrador (NL) has recognized that IRCC's special measures for Ukrainians and their family members act as both a humanitarian and an economic opportunity. As a result, the province opened a temporary office in Poland, chartered numerous flights, and has welcomed over 3000 Canada-Ukraine authorization for emergency travel (CUAET) beneficiaries – more than Nova Scotia, a province with double the population.
- In Spring 2023, NL organized a cross-province bus tour for 55 individuals to promote settlement outside of St. John's – 50 of whom received at least one job offer during the tour. Additionally, the province is offering: $1000/month incentives to those hosting Ukrainian families, moving expense support up to $6000/family (maximum for those destined to Labrador), and a $3 000 000 for proposals for those interested in developing housing for Ukrainians.
- Lastly, NL also launched a Ukrainian job-matching site, offers employers wage subsidies of up to 70%, provides free short-term work training (e.g. First Aid, WHMIS), and covers initial employment expenses (e.g. hard hat, work uniform). Over 280 NL employers employ 600 CUAET permit holders and have expressed positive experiences employing these individuals, including now has over 12 Ukrainian staff, some of whom are already receiving promotions.

NEXT STEPS

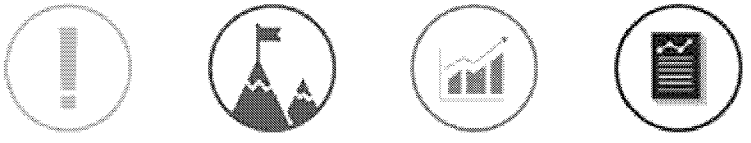
- DN-DSC to share details with Communications for consideration to highlight the province, employers, and/or CUAET holders who demonstrate the success of IRCC's emergency measures.

AUDIENCE

☐ ADMO	☐ PEIB	
☐ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☐ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☐ Challenges ☑ Successes ☐ In-depth



Author: Hariana Brooks (Outreach East)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel - Outreach

HIGHLIGHTS

- DN-DSC learned at the British Columbia (BC) Council for International Education event that many professional career development programs offered at Designated Leaning Institutions (DLIs) are not lengthy enough for international students to qualify for the postgraduate work permit (PGWP). To be eligible for the PGWP, their program of studies needs to be more than 8 months. Often these development programs are for in-demand jobs in BC, such as Early Childhood Educators and Health Care Assistant, and are meant to be short in length (less than 8 months) and credit-heavy for students to transition into the workforce quickly.
- Given that the international graduates of these programs are not eligible for the PGWP, students must leave Canada after they have completed their studies or find an employer to support their work permit. Employers are also less inclined to hire the international graduates of these programs due to the additional LMIA processing fees and application to support these graduates' work permit. This is not conducive to the retention of international students, nor to address the labour shortage in Canada, especially in high-demand occupations.
- DLIs are interested in changes to the PGWP eligibility criteria to the number of credits as opposed to length in months of the study program to reflect the completion of the study program. Some DLIs have purposely lengthen their programs to more than 8 months so that international students may qualify for the PGWP, despite minimal changes to the program itself.

NEXT STEPS

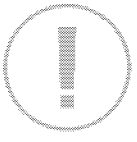
- DN-DSC would like to share these findings with the Social and Temporary Migration Branch to consider in policy development.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☑ STMB	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☐ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Janet Fan (Outreach West)

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- In late 2022, DN-DSC Outreach Officers reached out to the International Network (IN) to see if any pool of talent in Latin America would be accessible to assist with their labour shortage. Since the connection, DN-DSC has been part of a working group with International Network (IN), El Salvador's Labour Migration Program, and International Organization for Migration (IOM) to assist with immigration (all pathways) and employment to under the El Salvador's Labour Migration Program, and IOM's recruitment project.
- On June 13, 2023, IOM informed the employer on how previous employers navigated the English language requirements and paid for language training and examination. NOC 94141 – Industrial butchers and meat cutters, poultry preparers and related workers fall under TEER 4, which requires a CLB 4 in English or NCLC 4 in French. On made the decision to pause relations with all parties involved over concerns regarding the language requirements needed for these workers. is neither ready to invest nor is equipped to help obtain language certifications for qualified applicants. has contacted an outside consulting firm to assist with their labour shortage.
- The meat processing sector is reporting a vacancy rate of 20% or more in companies across Canada, according to the Canadian Meat Council (CMC).

NEXT STEPS

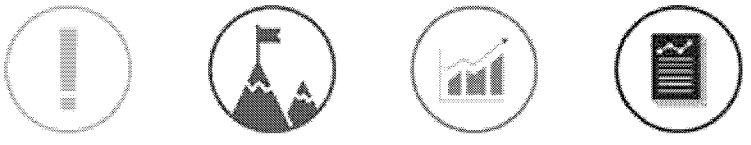
- DN-DSC recommends that Policy revisits the language requirements for migrant workers in the meat processing industry due to high demand for industrial butchers. Further, International Network (IN) may wish to revisit their understanding/agreement with IOM.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☑ DN-Directors	☑ STMB	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER: **IN**
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Kulvinder Vaid (Outreach Central)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

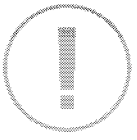
HIGHLIGHTS

- On July 17, 2023, the H1B visa holder work permit cap was reached, just one day after this initiative was launched.
- The speed of which the cap was reached has stakeholders concerned that the 10,000 applicants under this initiative may not possess the required qualifications for the jobs needed in Canada's tech sector, potentially leading to a labour gap.
- Stakeholders proposed increasing the program's cap and involving employers in identifying required qualifications, allowing only H1B visa holders with the identified skills to apply for work permits, better aligning with Canada's tech labour needs.
- Stakeholders also suggest creating a dedicated job bank for work permit holders from this initiative to facilitate connections with employers, similar to the job bank created for Ukrainian nationals.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☑ STMB	☐ ESDC
☑ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY


☐ High-profile

☑ Challenges

☐ Successes

☐ In-depth

Author: Angelo Raimondo (Outreach Central)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- The College of Physicians and Surgeons of British Columbia has recently created a new Associate Physician profession which is comparable to the clinical assistant classes in Manitoba and Alberta. Associate physicians are practitioners who are not eligible for full or provisional licensure in BC, but can apply for restricted licensure under the supervision of attending physicians in acute care and community primary care settings.
- The Associate Physician class was introduced to enable International Medical Graduates (IMGs) not otherwise eligible to practice in BC to provide support to the BC healthcare system, and it is open to international medical graduates with specialist and general practitioner training. They will work collaboratively with the physician, residents, nurses, and allied health professionals in a team-based setting to increase capacity and service delivery across British Columbia.
- has their first candidate that they are supporting through the BC PNP program. Their challenge is finding a TEER category for this new position as well as educating visa officers regarding this new category. This new position is problematic for employers as there is no NOC code that accurately describes the duties and requirement (main duties under TEER 31102 is the closest match for this position).

NEXT STEPS

- DN-DSC to recommend to ESDC to do further analyses on this new Associate Physician position as a job title, and to recommend that IPG sends bulletin to processing offices advising of the new category.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☐ DN-Directors	☐ STM	☑ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER: **IN**
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile

☑ Challenges

☐ Successes

☐ In-depth

Author: Darcy Bromley (Outreach West)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | DN-DSC

HIGHLIGHTS

- Members of the African Canadian business community expressed to the DN-DSC at the first annual African Canadian Business Summit that the expansion to the C16 Francophone Mobility LMIA exemption is good news for citizens of French-speaking countries in Africa wanting to contribute to Francophone immigration outside of Québec.
- The processing time, however, is slow for work permit applications coming from African countries despite the C16 LMIA exemption, and it discourages employers from hiring from African countries. Canadian employers have to plan far in advance and think about the country of citizenship of the foreign worker and assess their willingness to wait for the worker, which creates an unfair disadvantage for people from African countries.
- Currently only one French-speaking country in Africa (Morocco) has a visa exemption for some of their citizens. Members of the African Canadian business community would like to see more African countries on the visa exemption list.

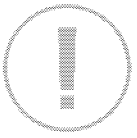
NEXT STEPS

- DN-DSC would like to raise awareness of this issue with the Social and Temporary Migration Branch and Francophone Immigration for consideration.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☑ STMB	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☐ IPG	☐ GAC	☑ OTHER: DIFLO
☐ Strategic Immigration Review		

CATEGORY


☐ High-profile

☑ Challenges

☐ Successes

☐ In-depth

Author: Janet Fan (Outreach West)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Ce rapport est uniquement destiné au public interne d'IRCC

Mini mise à jour flash

Réseau national | Mode de service réservé

FAITS MARQUANTS

- Le Mode de service réservé (MSR) du Réseau national a rencontré la Fédération des parents de la francophonie Manitobaine (FPFM) qui rassemble un groupe de travail afin de développer une stratégie pour combler la pénurie de main-d'œuvre des éducatrices en petite enfance dans les centres francophones au Manitoba.

- Le gouvernement du Manitoba a annoncé en mars 2023 son intention d'offrir un soutien aux établissements d'enseignement post-secondaires dans leurs efforts d'attirer, former et retenir 1000 assistants et 2000 éducatrices en petite enfance dans la province du Manitoba.

- La FPFM prévoit combler d'ici 2027 entre 15 et 20 postes d'éducatrices francophones qualifiées pour les centres de petite enfance dans les communautés francophones urbaines et rurales du Manitoba. Le recrutement international fait partie de la stratégie afin de répondre à ce besoin.

- Un des plus gros défis identifiés par le groupe de travail est la reconnaissance des acquis pour embaucher des éducatrices qualifiées en jeune enfance (EJEII) à l'étranger. En consultation avec le Bureau des services de garde et le Conseil de développement économique des municipalités bilingues du Manitoba (CDEM), la FPFM identifie la Côte d'Ivoire comme ayant un programme qui pourrait s'aligner avec les qualifications propres au Manitoba. La FPFM participera en tant qu'employeur à un évènement de recrutement en Côte d'Ivoire organisé par le CDEM en août 2023.

PROCHAINES ÉTAPES

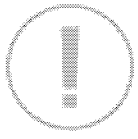
Le MSR continue d'offrir un soutien au groupe de travail et à répondre aux questions qui concernent les programmes d'immigration francophone afin de soutenir leurs initiatives.

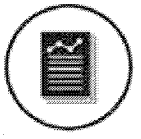
AUDITOIRE

☐ BSMA	☐ IE	☐ ISDE
☐ RN-Directeurs	☐ IST	☐ EDSC
☐ RN-BDG	☑ COMMS	☐ IaC
☐ OPI	☐ AMC	☑ AUTRE: **RI, SIP, DIFLO**
☐ Revue stratégique d'immigration		

CATÉGORIE

☐ Cas très médiatisés ☐ Défis ☑ Réussites ☐ Rapports détaillés





l' auteur: Brigitte Dorge

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

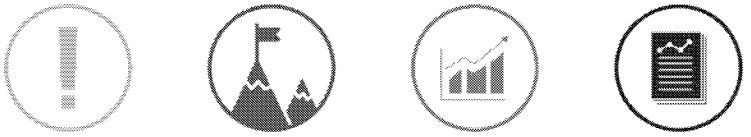
- With the increased pet population, stakeholders, such as the Canadian Veterinarian Medical Association state that with the current rate of veterinarian burn-out, and, the graduating rate being on par with those retiring; Canada is at risk of losing an unprecedented number of qualified animal doctors - Pet care: National shortage of veterinarians causing strain | CTV News
- In order to fill these identified shortages quickly, stakeholders suggest that the Government of Canada consider:
  - Expanding the International Mobility Program (IMP) to include an LMIA exemption for veterinarians;
  - Implementing a prioritized LMIA, and work permit process for veterinarians, by adding veterinarians into the Priority processing for temporary workers in essential occupations - Canada.ca; and
  - Adding veterinarians to the list of the new category-based selection under the Express Entry program.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☑ STMB	☑ ESDC
☑ DN-DGO	☐ COMMS	☐ IiC
☐ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Mellisa Grant (Outreach Central)

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | DN-DSC

HIGHLIGHTS

- The in British Columbia reached out to the DN-DSC seeking assistance in finding solutions for workers in the care economy who require caregivers to support their families at home. The lack of childcare is affecting the recruitment and retention of healthcare workers. Many of the front line health care workers have young families, and parents returning from parental leave account for 27% reduction of full time health care workers.
- to provide extended hours at their daycare for their workers. However, the daycare is currently operating at full capacity due to a shortage of early childhood educators in the region similar to Powell River - "Processing delays impacting the care economy".
- There is currently no option for individuals to hire foreign caregivers if they have not previously applied for an LMIA for the foreign caregiver before June 18, 2019 under the Temporary Foreign Worker Program (TFWP) as per the ministerial instructions. Furthermore, the Home Child Care Provider Pilot and Home Support Worker Pilot cap for 2023 is full and the pilot is set to end June 2024.

NEXT STEPS

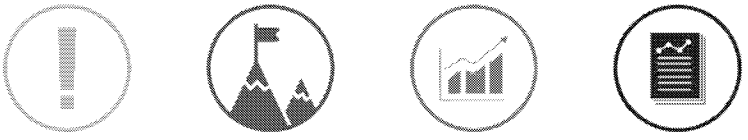
- DN-DSC would like to flag to PEIB and STMB for consideration in the review and future development of the Caregiver programs and their effects in the economic ecosystem.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☑ DN-Directors	☑ STMB	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☐ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Janet Fan (Outreach West)

Ce rapport est uniquement destiné au public interne d'IRCC

Mini mise à jour flash

Réseau national | Équipe de promotion

FAITS MARQUANTS

- Le Réseau national a tenu un kiosque à la conférence de l'Association canadienne des médecins vétérinaires (ACMV), qui célébrait en même temps son 75e anniversaire dans la ville Québec, les 6-7-8 juillet derniers. Plus de 60 employeurs, majoritairement canadiens, étaient présents lors de l'événement, avec qui les agents de promotion du mode de service réservé ont pu partager de l'information sur les programmes d'IRCC et les services du MSR.
- Les participants à la conférence ont manifesté leurs inquiétudes face au sous-financement des programmes d'éducation et de formation en santé animale, ce qui forcent les cliniques vétérinaires canadiennes à avoir recours à l'embauche de travailleurs internationaux pour palier leurs besoins de main d'œuvre qualifiée.
- Plusieurs employeurs présents ont partagés leurs expériences d'embauche de vétérinaires formés à l'extérieur du Canada et les difficultés que ceux-ci ont rencontrées lors de la reconnaissance de leurs qualifications et compétences. Les employeurs reconnaissent toutefois que ceux qui ont engagé des médecins vétérinaires formés en France n'ont pas eu ces mêmes difficultés, car leurs examens de mise à niveau sont plus courts et moins exigeants.

PROCHAINES ÉTAPES

- Les agents de promotion ont identifié deux employeurs qui pourraient se qualifier pour obtenir les services d'un gestionnaire de compte du MSR. Le Réseau national demeurera en contact avec l'ACMV afin de soutenir ses membres cherchant à embaucher de travailleurs étrangers qualifiés.

AUDITOIRE

☐ BSMA	☐ IE	☐ ISDE
☑ RN-Directeurs	☐ IST	☐ EDSC
☑ RN-BDG	☐ COMMS	☐ IaC
☑ OPI	☐ AMC	☐ AUTRE:
☑ Revue stratégique d'immigration		

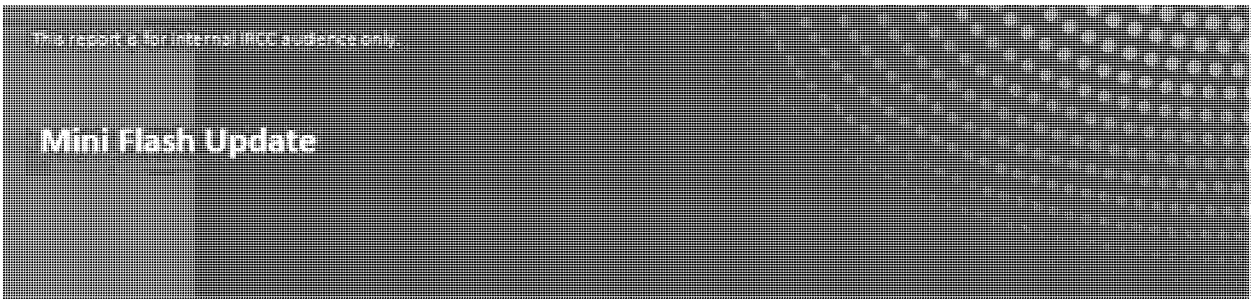
CATÉGORIE

☐ Cas très médiatisés ☑ Défis ☑ Réussites ☐ Rapports détaillés

l'auteur : Antoine Hamel (Outreach East)

s.16(1)(b)
s.16(1)(c)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel

HIGHLIGHTS

-
-
-

NEXT STEPS

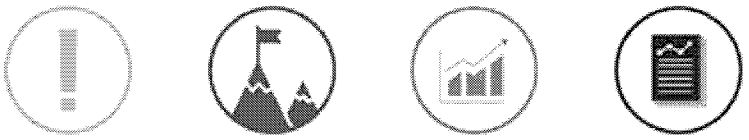
-

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Jizelle Lteif (Outreach East)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | DSC Outreach

HIGHLIGHTS

- DN-DSC learned in discussion with the HR team that the First Nation Band is the The hires for all positions in the community from the gas station attendant to teachers to health care workers. The community is experiencing a skills shortage and are looking to hire high skilled individuals (TEER 0-3).
- would like a LMIA exemption for foreign nationals working for or in Indigenous Nations all skill levels, similar to what is offered to communities who fall under the Rural and Northern Immigration Pilot (RNIP). The foreign national would need to have the support of the Chief and council as they oversee the needs of the community. This LMIA exemption would help to promote Indigenous economic development towards self-determination and enable them to build a sustainable community.
- Similarly, for permanent residence under Express Entry, they would like foreign nationals who work for or in an Indigenous Nation to receive more points for their comprehensive ranking score to increase their chance of being invited to apply for permanent residence. In the current Express Entry program there are base points and additional points accorded to individuals who speak French or both of Canada's official languages.

NEXT STEPS

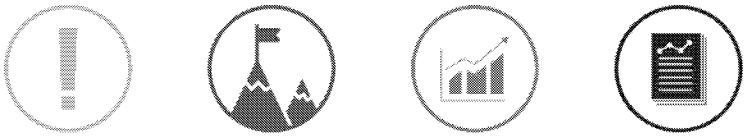
- DN-DSC would like to flag to Social and Temporary Migration Branch, Permanent Economic Immigration Branch, Indigenous Border Crossing for consideration and awareness, as current policies and programs focus on Francophone minority communities; however, these do not directly benefit the First Nations community.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☐ DN-Directors	☑ STMB	☐ ESDC
☑ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER: **Indigenous Border Crossing**
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Janet Fan (Outreach West)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | DSC Outreach

HIGHLIGHTS

- IRCC may want to look at the results of the Yukon Community Pilot (YCP) to see whether it may be applicable to small communities across Canada offering seasonal work. The YCP enables a worker to work with up to 3 different employers in a participating Yukon community to provide a foreign worker with a full year of employment.
- DN-DSC learned during a meeting with the Pemberton (British Columbia) Chamber of Commerce that employers are unable to find local talent to fill their positions. However, given the seasonal nature of the positions, employers are hesitant to hire foreign workers due to the associated costs and lengthy processing times.
- An employer suggested that they pool resources to share workers and accommodations in order to fill seasonal positions. For example, Pemberton and Whistler are part of the Squamish-Lillooet Regional district. The employee could work at the hardware store in Pemberton, BC during the summer months and then in Whistler at a local ski resort with another employer during the winter months while living in accommodations provided by the employer in Pemberton which would also address the accommodations needs in Whistler.
- Currently, closed work permits limits the worker to one employer and there are costs for both the new hiring employer and the employee to change employers to work for a short duration.

NEXT STEPS

- Flagging to Social and Temporary Migration Branch and International Intergovernmental Relations for consideration of innovative ways to alleviate labour shortage in seasonal positions.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☑ STMB	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☐ IPG	☐ GAC	☑ OTHER: **IIR**
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

Author: Janet Fan (Outreach West)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | DN-DSC Outreach

HIGHLIGHTS

- Limited permanent residence pathways continue to be a pain point for low-skilled workers in TEER 4 and 5 occupations. In British Columbia, low-skilled workers are heavily relying on the province's entry level and semi-skilled stream to obtain permanent residence in Canada. However, the province's entry level and semi-skilled stream is restricted to workers in select occupations in the tourism/hospitality or food processing sectors, outside of the Northeast Development Region.
- Employers in non-eligible sectors are frustrated as they are losing many of their much-needed workers to eligible sectors, leaving them struggling to fill labour needs and retain workers. They are interested in seeing more permanent residence options for low-skilled workers as this will have a significant impact on their ability to recruit and retain workers and contribute to the overall economic growth in Canada.

NEXT STEPS

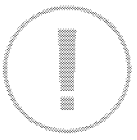
- DN-DSC is sharing this issue and suggestion with the Permanent Economic Immigration team to consider in policy development.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☑ DN-Directors	☑ STMB	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Bibiana Au (Outreach West)

s.20(1)(c)
s.21(1)(b)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Réseau national | Mode de service réservé

FAITS MARQUANTS

- Le MSR a rencontré un administrateur de programmes de santé publique de premier plan.
- Au mois de septembre dernier, l'entreprise a coordonné une mission en Australie visant à recruter 250 ambulanciers paramédicaux pour les provinces d'Alberta, Saskatchewan et Nouvelle-Écosse en collaboration avec le Réseau international en Australie. Le processus de certification à la profession de ces provinces est très similaire à celui du pays, ce qui en fait un bassin de choix pour réduire les délais liés avec la reconnaissance des titres de compétences étrangers.
- Compte tenu de la pénurie d'ambulanciers et l'avantage que la mission représente pour le Canada, cherchait à connaître les possibilités d'exemption sous le Programme de mobilité internationale et ainsi être dispensé de l'EIMT. L'entreprise cherchait aussi à connaître quelles sont les voies facilitatrices pour le parcours de ces travailleurs temporaires à la résidence permanente.

PROCHAINES ÉTAPES

- Le MSR partagera le document d'information sur le Projet pilote de Service Canada pour les employeurs reconnus (PPER) dans le cadre du Programme des travailleurs étrangers temporaires (PTET) dans lequel les employeurs du secteur de soins de santé pourront présenter leur demande en janvier 2024.
- Afin de pallier la pénurie rapidement, le MSR recommande:
  -
  - De multiplier les rondes d'invitations Entrée Express de la Sélection axée sur les catégories (ensembles) d'Entrée Express des travailleurs du domaine de la santé.

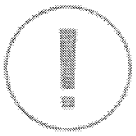
AUDITOIRE

☐ BSMA	☐ IE	☐ ISDE
☐ RN-Directeurs	☐ IST	☐ EDSC
☐ RN-BDG	☐ COMMS	☐ IaC
☑ OPI	☐ AMC	☑ AUTRE: **RI, DGEC**
☑ Revue stratégique d'immigration		

CATÉGORIE

☐ Cas très médiatisés ☑ Défis ☐ Réussites ☐ Rapports détaillés

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



l' auteur: Caroline Henry (Équipe de promotion Est)

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- is a small college and they are expecting 120 international students for the fall semester. All students must find housing in the community as there is no student housing on the
- DN-DSC presented to partners in on During the meeting reported anti-immigrant sentiment is being experienced by international students via social media when seeking housing due to the very tight housing market.
- experiencing a housing shortage. On it's website, the city indicates

NEXT STEPS

- As housing is a pressure point in many communities across Canada, recommend that STM consider requiring Designated Learning Institutes demonstrate that a housing plan is in place for students. As an example, when LMIAs are issued the employer must demonstrate that there is adequate housing available.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☑ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☐ IPG	☐ GAC	☑ OTHER: **IN**
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile

☑ Challenges

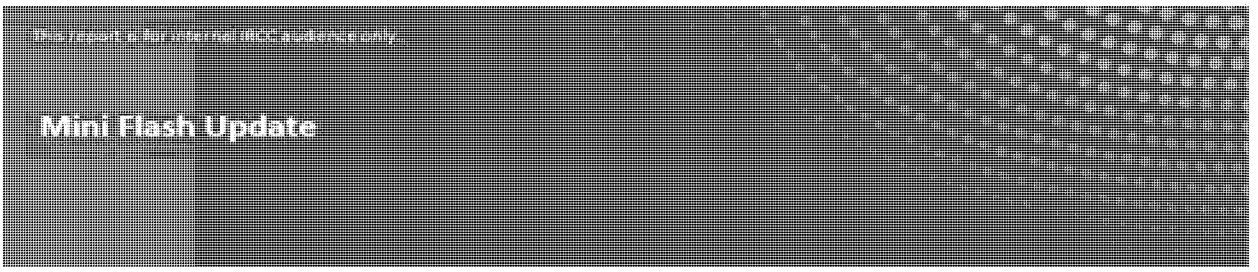
☐ Successes

☐ In-depth

Author: Darcy Bromley (Outreach West)

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- DN-DSC met with family owned as the company was experiencing barriers hiring Temporary Foreign Workers (TFWs). and have struggled to maintain viability due to lack of qualified workers.
- Recently, They have moved from seasonal to year round employment and added multiple value added products allowing them to use 100% of the natural resource.
- In addition to hiring TFWs under the Labour Market Impact Assessment (LMIA) process, they hired Ukrainians on open work permits, providing accommodations, rent subsidies and furniture. The result of stabilizing their workforce is that all are experiencing the most consistent employment ever seen in their 50 year history.
- While continues to experience pain points such as clearly understanding TFW policies for giving raises to workers to maintain equity with Canadian counterparts; how to allow flexibility in duties and wages while ensuring conditions of the LMIA/work permit are met; and working within the cap for low-wage positions, they state that hiring TFWs has been one of the most important changes in the company's history.

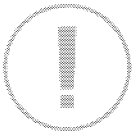
NEXT STEPS

- DSC to continue to provide support to this employer, share success story with COMMs and reach out to ESDC to seek further clarification around TFW policies.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ STM	☑ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☑ Strategic Immigration Review		

CATEGORY


☑ High-profile

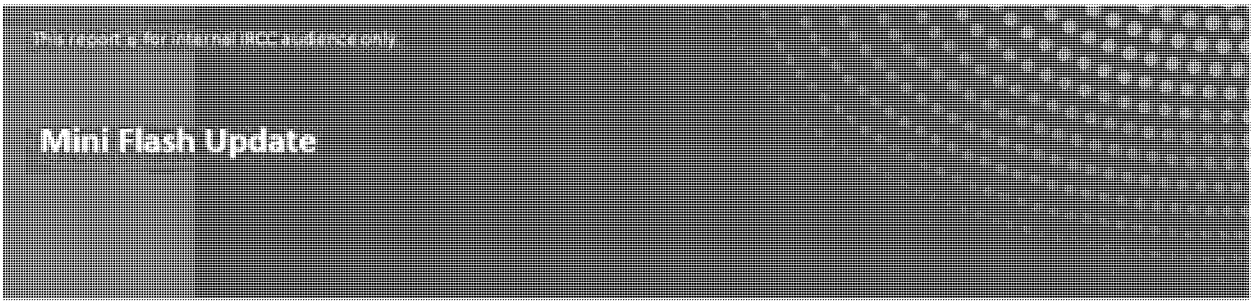
☑ Challenges

☐ Successes

☐ In-depth

Author: Darcy Bromley (Outreach West)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- Following an introduction by one of the DN-DSC's referral partners (Toronto Global), DSC Outreach Officer had a meeting with to discuss/assist with immigration pathways to acquire key global talent from abroad.
- During the meeting in shared intel on their expansion plans in Canada.
- is planning to open in Ontario before 2026, with for the province and a

NEXT STEPS

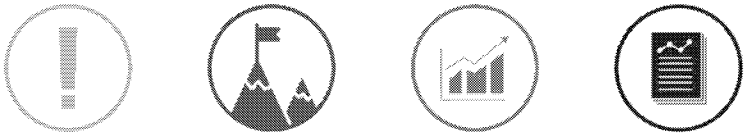
- Toronto Global (referral partner) will be referring to DSC's Employer Services Unit (ESU) for account manager support. In the interim, DN-DSC is continuing to support until the process is complete. requires that this information remain confidential and is not to be shared publicly.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☐ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

Author: Kulvinder Vaid (Outreach Central)

CATEGORY



☑ High-profile ☐ Challenges ☐ Successes ☐ In-depth

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Ce rapport est uniquement destiné au public interne d'IRCC

Mini mise à jour flash

Réseau national | RN-MSR Promotion

FAITS MARQUANTS

- Le Nouveau-Brunswick (N.-B.) est la seule province officiellement bilingue au Canada. Par conséquent les employeurs Néo-Brunswickois cherchent à tirer profit de la dispense Mobilité francophone afin d'embaucher des travailleurs francophones ou bilingues.
- Selon l'embauche de ressortissants étrangers francophones avec une connaissance de l'anglais limitée ou nulle peut poser un risque de sécurité sur les chantiers de travail. La communication et la formation entourant les mesures de sécurité et la terminologie se déroulent majoritairement en anglais, même dans des communautés uniquement francophones ce qui fait en sorte que les employeurs sont de plus en plus hésitants à utiliser la dispense Mobilité francophone pour un candidat uniquement francophone.
- suggère une dispense de l'EIMT dans le domaine de la construction, pour une offre d'emploi qui fait partie de n'importe quelle catégorie de FÉER, avec quelques exceptions, semblable à la dispense Mobilité francophone serait utile, au Nouveau-Brunswick et possiblement dans d'autres provinces et territoires.

PROCHAINES ÉTAPES

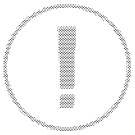
- afin d'évalué diverses options en immigration spécifique au secteur de construction.

Mini rapport flash similaire : « Significant labour shortages in the skilled trades sector »

AUDITOIRE

☐ BSMA	☐ IE	☐ ISDE
☑ RN-Directeurs	☐ IST	☐ EDSC
☐ RN-BDG	☐ COMMS	☐ IaC
☑ OPI	☐ AMC	☑ AUTRE: DG-MIST
☐ Revue stratégique d'immigration		

CATÉGORIE



☐ Cas très médiatisés

☑ Défis

☐ Réussites

☐ Rapports détaillés

L'auteur : **Cindy-Lynn Frenette (Équipe de promotion Est)**

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only.

Mini Flash Update

Domestic Network | DN-DSC Outreach

HIGHLIGHTS

- Various Canadian employers and stakeholders, such as Universities, Crown Corporations, and Provincial and Territorial governments have reported a hiring barrier in cases of temporary residents with implied status and temporary public policy work authorizations. As a solution, employers have expressed interest in the creation of a tool that would allow them to easily verify the work authorization of a potential candidate.
- The onus currently falls on both the employer and employee to confirm work authorization in Canada. Stakeholders have expressed frustration with the high degree of complexity that has come with verifying the work authorization of those on implied status or under a temporary public policy. Stakeholders report that employees have relied on sharing copies of their valid or expired permits, IRCC acknowledgement of receipt letters, excerpts of temporary public policies, copies of IRCC letters issued for interim authorizations to work, and print screens of their MyIRCC portal to help confirm their implied status or temporary public policy work authorization.
- Stakeholders are finding it increasingly difficult to interpret and understand the temporary public policies, especially in the wake of their recent, rapid succession following the COVID-19 pandemic. This uncertainty has created an unintentional hiring barrier for both employers and workers alike as employers do not wish to risk employing an unauthorized worker.

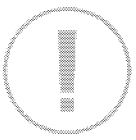
NEXT STEPS

- The DN-DSC is sharing this information and suggestion with internal stakeholders to consider in the development of IRCC's client service strategy and DPM3. The tool could interface with DPM3 and be accessed through the MyIRCC portal, where clients can verify and share the status and conditions of their status in Canada, similar to Australia's Visa Entitlement Verification Online system (VEVO).
- In the meantime, an interim, IRCC solution could be to provide Canadian employers with direct assistance via the Domestic Network's Dedicated Service Channel when they can produce an authorization to release information form signed by the employee in question. A costing exercise would be required to assess the full-time employee requirement to offer such service to all employers.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☑ STM	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER: CEB
☑ Strategic Immigration Review		

CATEGORY



☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

Author: Nadia Faggiani (Outreach Ontario)

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel

HIGHLIGHTS

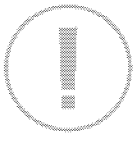
- a community of under 100 thousand, was able to attract and retain dozens of graduating healthcare workers by offering a quicker and less demanding pathway to permanent residence (PR). By collaborating with and their international educated registered nurses (RN) program, was able to bridge recent graduates into local vacancies so that they could apply for PR via the Rural and Northern Immigration Pilot (RNIP).
- The primary requirement for RNIP is an indeterminate, full time, non-seasonal job offer in addition to a community recommendation. Between May 2023 to September 2023, the hired the following candidates – all of whom have received or will receive recommendations under the RNIP:
  -
  -
- The employer, demonstrated their commitment to invest in candidates by offering training and developed a new orientation schedule that allowed them to feel comfortable and supported despite having varying degrees of experience.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☐ DN-Directors	☐ TEIB	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

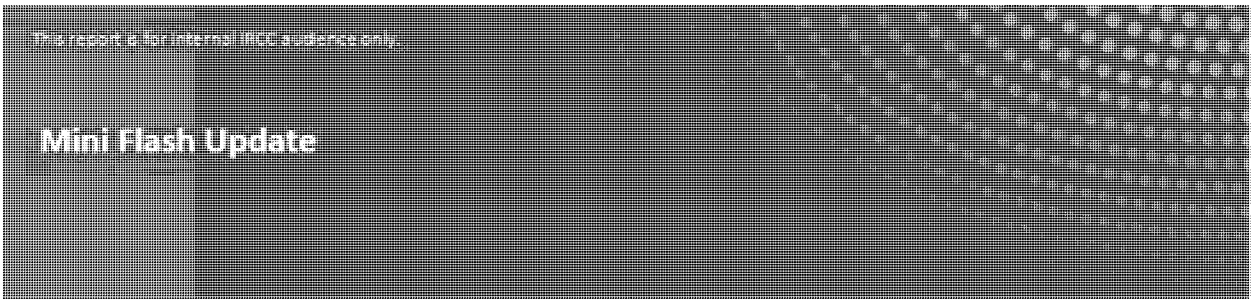
CATEGORY

☐ High-profile ☐ Challenges ☑ Successes ☐ In-depth



Author: Scott Felman (RNIP / Outreach Central)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- The Global Hypergrowth Project (GHP) is an initiative lead by Innovation, Science and Economic Development Canada (ISED) that aims to bring together the combined strength of multiple Departments to facilitate the growth of selected businesses by removing identified barriers and tailoring support to each company's needs. White-glove support by way of the Dedicated Service Channel (DSC) has been identified to support these companies with their immigration needs.
- On September 22nd the DSC met ISED to develop a strategy to engage companies selected under the GHP, establish working-level points of contacts and identify areas for collaboration between both Departments in support of these high-value companies.
- ISED shared their appreciation for the level of support they have received from IRCC to date and look forward to working closely with the DSC.

NEXT STEPS

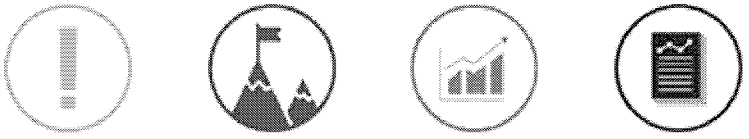
- ISED Account Executives who work directly with the companies will liaise with DSC Account Managers as the need for foreign talent and immigration support arise.
- The DSC will support the companies with their specific immigration needs, monitor cases linked to these companies on an ongoing basis and flag them to the processing networks.

AUDIENCE

☑ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ STM	☐ ESDC
☑ DN-DGO	☐ COMMS	☐ IiC
☐ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☑ High-profile ☐ Challenges ☐ Successes ☐ In-depth



Author: Fran Watt (Employer Services Unit)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- The Global Hypergrowth Project (GHP) is an initiative lead by Innovation, Science and Economic Development Canada (ISED) that aims to bring together the combined strength of multiple Departments to facilitate the growth of selected businesses by removing identified barriers and tailoring support to each company's needs. White-glove support by way of the Dedicated Service Channel (DSC) has been identified to support these companies with their immigration needs.
- GHP companies will be assigned a DSC Account Manager that will support them with navigating the different immigration pathways and identify immigration solutions that fit their labour needs. When and where possible, DSC Account Managers will ensure a smooth and timely process and link companies to staff overseas should they wish to pursue recruitment missions abroad.
- So far 5 of the 8 companies have indicated that they have foreign talent needs in the medium to long term. The DSC is working closely with ISED to develop a strategy to engage these high-value companies.
- ISED has advised that IRCC is one of the most engaged and collaborative GHP partners. They appreciate the level of support they have received from IRCC to date and look forward to working closely on this project.

NEXT STEPS

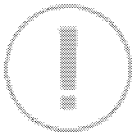
- The DSC will engage directly with the companies to understand their immigration needs and provide strategic immigration support. As applications are submitted to IRCC, the DSC will flag them to the processing networks and monitor them on an ongoing basis.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☐ DN-Directors	☑ STMB	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER: **IN, CN**
☐ Strategic Immigration Review		

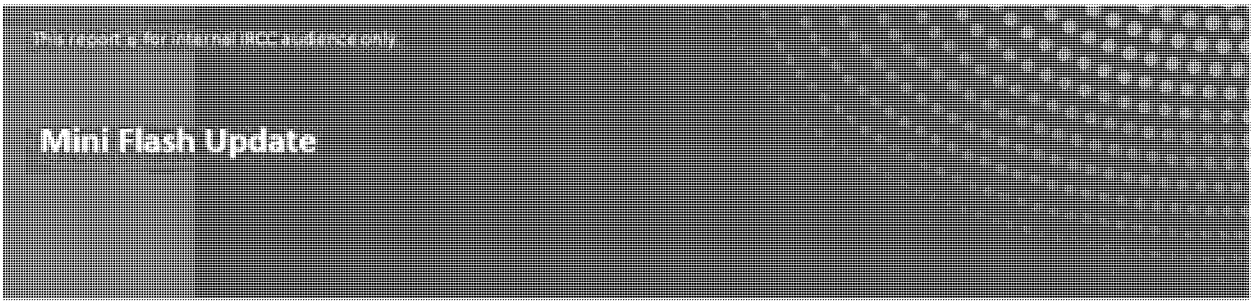
CATEGORY

☑ High-profile ☐ Challenges ☐ Successes ☐ In-depth



Author: Fran Watt (Employer Services Unit)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- A number of high-value employers have reached out to the Domestic Network's Dedicated Service Channel (DSC) expressing their frustration regarding the delays they are facing with paper applications for work permits from within Canada that are outside posted processing times on the IRCC website, which has had negative impacts on their Canadian operations.
- Our website has been consistently citing a timeframe of 19 to 47 days for processing of paper work permit applications, however, the Centralized Network (CN) and the Case Processing Centre in Edmonton advised that their processing times for these applications are significantly higher at approximately 5 months.
- The DSC has flagged this issue to Immigration Program Guidance (IPG) and Client Experience Branch (CEB). It appears that the issue results from the data used to populate the tool as it includes in-person applications and other applications with short processing times which result in a lower average processing time in the tool. They are currently looking at options to resolve this and reflect a more accurate timeframe.

NEXT STEPS

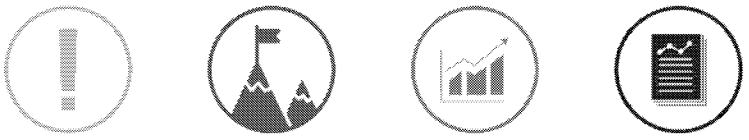
- It is recommended to remove the paper application processing time from the Processing Times Tool on the website as it does not reflect actual processing times for paper-based applications and results in confusion for clients and employers. As processing times for paper applications are in line with processing times for standard online applications clients, using the single processing time in the tool would provide a more accurate estimated timeline for processing of these applications.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER: **CEB**
☐ Strategic Immigration Review		

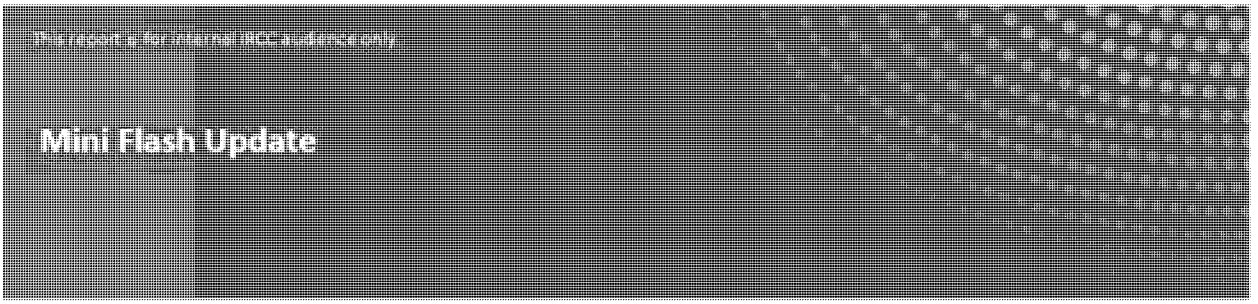
CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Fran Watt (Employer Services Unit)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- Further to our Mini Flash Update from April 2023, the Dedicated Service Channel (DSC) has continued to receive enquiries from employers whose employees are encountering significant delays on some work permit applications due to lengthy delays with completion of background verifications from IRCC's partners. These delays are extending processing times by several months and in some cases in excess of one year. This has resulted in multiple employers advising they intend to pursue mandamus litigation, make representations to Senior Management and Members of Parliament, and in some cases approach the media. We are also now aware of cases where the applicants have proceeded with filing mandamus litigation with the Federal Court.
- These delays are continuing to have a significant negative impact on the companies' Canadian operations as employers have been holding the positions for these applicants for extended periods of time pending issuance of these work permits.
- Litigation Management Division (LMD) is aware of this issue and has indicated that they are beginning to see an increase in mandamus cases involving Study and Work Permit applications where the background verifications have delayed processing for a significant period of time.

NEXT STEPS

- A workaround for this issue could be an agreement from the partners to prioritize clearances for Global Skills Strategy (GSS) cases or temporarily allowing for a short term "conditional" permit or authorization to work in Canada pending completion of the clearances pending completion of the background verifications to allow the applicant to start work with the Canadian company. The DN-DSC currently has not encountered any cases where the delayed background clearances resulted in a negative decision on the clearance but this could be investigated further to determine the risk level.
- Given that many cases are approved once clearances are complete, it is recommended that the current indicators used for these lines of business are reviewed, and the process for officers reviewing cases against indicators is reviewed with the processing networks.
- DN-DSC has also reached out to Integrity Risk Management (IRM) for assistance and is working with them to develop a process for flagging appropriate cases for assistance with the background verifications.

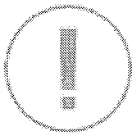
Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☑ STMB	☐ ESDC
☑ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER:
☐ Strategic Immigration Review	**CN, IN, LMD and IRM**	

CATEGORY

☑ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Fran Watt (Employer Services Unit)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | DN-DSC Outreach

HIGHLIGHTS

- Employers and stakeholders in various engagements have expressed a growing awareness of open work permit holders in Canada, including asylum claimants and those eligible through temporary resident pathways such as the International Experience Class (IEC) or the Post Graduation Work Permit (PGWP). They are keen on tapping into this pool to fill their labour gaps and seek guidance on how to connect with them.
- While the DSC consistently directs attention to Service Provider Organizations (SPOs) and registering with Job Bank, there's potential value in establishing a dedicated job bank for all IRCC clients who hold a valid open work permit, similar to what has been done with Ukrainian nationals. This would offer employers convenient access to a diverse talent pool that employers would be able to hire quickly and easily without going through the traditional employer specific work permit processes under the Temporary Foreign Worker Program (TFWP) or International Mobility Program (IMP).

NEXT STEPS

- Encouraging open work permit holders to participate in this job bank could be facilitated by IRCC issuing a registration instruction letter upon open work permit issuance. Additionally, SPOs could be equipped with resources to distribute to their clients.
- Subsequently, the DSC could actively promote this job bank as an additional resource for employers seeking to address their labour shortages.
- The DSC is sharing this recommendation with policy and program guidance for consideration.

AUDIENCE

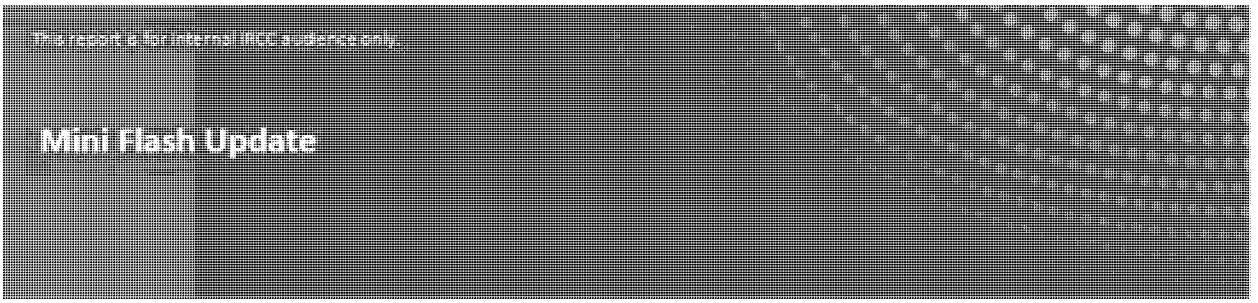
☐ ADMO	☑ SN	☐ ISED
☐ DN-Directors	☑ STM	☑ ESDC
☑ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

Author: Angelo Raimondo (Outreach Ontario)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information



Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- ANETI INTERNATIONAL (ANETI) is a public service leader in Tunisia with over 50 years of experiences that offers a range of free services to facilitate the recruitment of highly qualify professionals in Tunisia. ANETI reached out to IRCC office in Tunisia expressing their interest in promoting their services to employers in Canada. DN-DSC, in collaboration with the International Network, organized an information session where 19 high-value employers in different sectors were given the opportunity to get detailed information about ANETI INTERNATIONAL's range of free services, including connecting Canadian employers with Tunisian candidates and assisting employers with exploratory visits and recruitment activities in Tunisia.
- DN-DSC took this opportunity to further promote Francophone Immigration tools and programs, the value in having a diverse international pool of highly-qualified potential candidates, and introduce employers to a potentially new market to recruit French-speaking and bilingual talent.
- This information session was a great success and many of the participating employers expressed their appreciation and intention of considering Tunisia and Francophone Immigration pathways as an avenue for future hiring.

NEXT STEPS

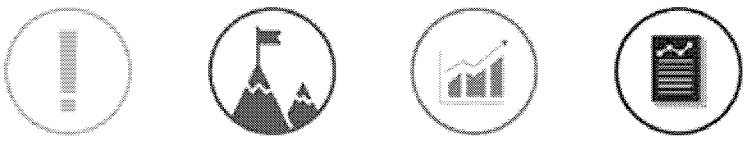
- DN-DSC will keep finding new and innovative ways to support and assist GSS employers making significant investments in Canada and promote key IRCC services and priorities such as Francophone Immigration.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☐ STM	☐ ESDC
☑ DN-DGO	☑ COMMS	☐ IiC
☐ IPG	☐ GAC	☑ OTHER: **IN and DIFLO**
☐ Strategic Immigration Review		

CATEGORY

☑ High-profile ☐ Challenges ☑ Successes ☐ In-depth



Author: Carmelle Michelot (Employer Services Unit)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only.

Mini Flash Update

Domestic Network | Dedicated Service Channel - Outreach

HIGHLIGHTS

- Newfoundland and Labrador's Office of Immigration and Multiculturalism (NL OIM) is undergoing a series of virtual international recruitment fairs for candidates worldwide, with each of the five sessions being dedicated to a different geographic region. NL OIM expressed that historically, similar virtual recruitment events would receive between three to five thousand registrants.
- As of October 6th 2023, the recruitment event catered to applicants in Africa had more than 88,000 individuals registered. The province is confident that they will hit their event's maximum number of 100,000 participants by the time of the event, on October 25th 2023. This extraordinary registration rate is credited to African influencers on the social media platform Tik Tok, who are bringing attention to the recruitment event as an opportunity for their followers to find employment opportunities in Canada.
- NL OIM will be retaining participants details, such as their resumes, in order for the province to have a database of potential candidates. In the interest of supporting provincial labour needs and retention rates, the office may concentrate their efforts on supporting candidates who could fill the in-demand occupations and for those who already have friends or family in Newfoundland and Labrador.

NEXT STEPS

- DSC's Outreach Officers have reiterated our willingness to support participating employers who may prefer to support their candidates through federal immigration pathways. The Outreach Officers will follow up with the province after the event to inquire about any lessons learned in an effort to leverage this information for future IRCC-led events such as Destination Canada.

AUDIENCE

☐ ADMO	☐ PEIB	
☑ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☐ IPG	☐ GAC	☑ OTHER:
☐ Strategic Immigration Review		**IN + FI Engagement**

CATEGORY

☐ High-profile ☐ Challenges ☑ Successes ☐ In-depth

Author: Hariana Brooks (Outreach East)

Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada
Access to Information Act
de la loi sur l'accès à l'information

Protected B for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- Following the temporary expansion of Canada's Francophone Mobility Program on June 15th 2023 to include candidates at the TEER 4 and 5 level, there has been a perceived increase in employers interest to leverage this pathway. This interest is noted by the DSC's Outreach team who hear employers desire to learn more about this work permit pathway that is cheaper and less administratively laborious than the Temporary Foreign Worker Program (TFWP).
- The employers that are seemingly the most eager to tap into this opportunity are those hiring for low-wage positions who would be obligated to cover housing and transportation costs if using the TFWP. Examples of these industries include hospitality, fast-food, and fish plants.
- Prior to June 15th 2023, the LMIA exemptions available under the International Mobility Program (IMP) were overwhelmingly catered to occupations with higher wages at the TEER 0, 1, 2 and 3 levels. With Francophone Mobility having changed this reality, there is concern that this effectively allows employers to bring in temporary workers with fewer obligations meanwhile foreign nationals will have less opportunity to save money as they now need to pay for their own transportation expenses and will no longer be ensured access to affordable housing.

NEXT STEPS

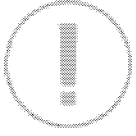
- In light of the recent United Nation's report critiquing Canada's TFWP – it is strongly encouraged that policy and employer compliance teams at IRCC consider what further precautions could be taken to ensure IMP foreign workers safety in effort to avoid further criticism of the department's programs, particularly if this temporary public policy is extended or becomes permanent.

AUDIENCE

☐ ADMO	☑ PEIB	
☑ DN-Directors	☑ TEIB	☑ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG ☑ Strategic Immigration Review	☐ GAC	☑ OTHER: FIB

CATEGORY

☑ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Hariana Brooks (Outreach East)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Protected B for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- Referred companies have raised concerns about their inability to effectively recruit foreign professionals in the field of visual effects and animation to complete work that is frequently time-sensitive and essential to their project's success.
- The companies relayed that the C14 LMIA exemption code does not include pre- or post-production work, including visual effects technicians.
- Previously, in response to this issue, IRCC issued a Temporary public policy for Graphic Designers on September 10, 2021, which remained in place until March 9, 2022.
- When hiring foreign workers using the LMIA, the process can be problematic when looking at the educational requirements of the NOC, as the companies rely more on the individual's portfolio of work than on their degree.

NEXT STEPS

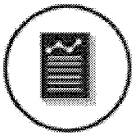
- ESDC will likely be conducting their annual review of the Global Talent Occupations List in the next few months and the DN-DSC could recommend including in-demand occupations such as those in the Visual Effects domain on the List of NOC 51120.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ STM	☑ ESDC
☑ DN-DGO	☐ COMMS	☐ IiC
☑ IPG ☑ Strategic Immigration Review	☐ GAC	☐ OTHER:

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Tarek Bouzidi (Employer Services Unit)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel - Outreach

HIGHLIGHTS

- In response to reports about Canada relocating 41 diplomats out of India, IRCC Minister Marc Miller announced on the social media platform 'X' (formerly twitter) that ***"Processing times will inevitably be impacted by this…..but we will strive to minimize the impact on people looking to come to Canada."***
- Additionally, DN-DSC was advised by stakeholders that Deputy Minister Christiane Fox scheduled a stakeholder meeting on October 20, 2023 to discuss impacts this incident will have on immigration processing. A summary of this meeting obtained from an external stakeholder can be found here.
- Current inventory numbers and anticipated processing delays for Indian nationals are of concern for Canadian/multi-national companies hiring Indian nationals to meet urgent labour demands in Canada. Stakeholders are also concerned that this situation will have severe Foreign Direct Investment related consequences for Canada.
- Consequently, stakeholders are proposing that IRCC take advantage of this situation to pilot electronic visas for Indian nationals, eliminating the need for a counterfoil similar to Australia's Visa Label Policy. This move would aim to streamline the application process and alleviate some of the anticipated processing challenges.

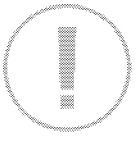
NEXT STEPS

- DN-DSC will continue to support employers as best as possible and will report stakeholder feedback internally in order to assist with minimizing the impact of this situation.

AUDIENCE

☐ ADMO	☐ SN	☐ ISED
☐ DN-Directors	☐ STM	☐ ESDC
☐ DN-DGO	☐ IN	☐ IiC
☐ IPG	☐Comms	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY



☑ High-profile ☐ Challenges ☐ Successes ☐ In-depth

Author: Angelo Raimondo (Outreach Central)

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel - Outreach

HIGHLIGHTS

- DN-DSC recently connected with the a non-profit organization dedicated to supporting Black entrepreneurs and small businesses in the community. shared that businesses in their community are struggling with labour shortages but lack adequate knowledge about Canada's economic immigration programs and their potential to address staffing needs.
- expressed particular interest in IRCC's Francophone Mobility program, recognizing its potential to connect black businesses with Francophone/bilingual candidates from African countries, such as Morocco, Tunisia, Senegal, Côte d'Ivoire and Mauritius. This initiative not only aligns with IRCC's Francophone immigration strategy, but also promotes cultural and linguistic synergy in Canada and provides a solution to labour shortage challenges.
- DN-DSC has offered to deliver information sessions to network businesses to enhance their knowledge of Canada's economic immigration programs. Additionally, DN-DSC has been invited to participate in next year's Afro World Expo in Vancouver, where we will showcase how immigration programs, such as Francophone Mobility, can be leveraged to support business growth and competitiveness.

NEXT STEPS

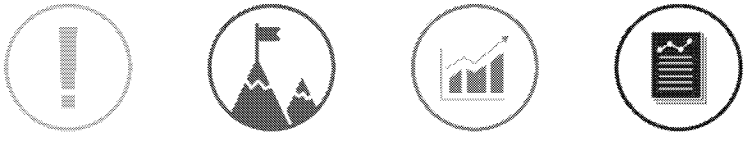
- DN-DSC will continue to foster connections with a wide range of businesses and organizations to promote francophone immigration as well as support diversity and inclusion.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☑ TEIB	☐ ESDC
☑ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER: **FIB**
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☐ Challenges ☑ Successes ☐ In-depth



Author: Bibiana Au (Outreach West)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel – Outreach

HIGHLIGHTS

- In support of our commitment to promoting and expanding outreach services to a diverse range of businesses, DN-DSC recently engaged in discussions with Indigenous Services Canada (ISC). The business navigator team at ISC works closely with Indigenous businesses, organizations and communities and help connect them with relevant programs and services across different Government of Canada department and agencies.
- As labour shortages continue to impact Canadian businesses, including Indigenous enterprises, global recruitment presents itself as a potential solution to support their operational needs and promote economic development. Recognizing the value of DN-DSC's services for Indigenous partners, ISC has offered to add IRCC as a participating department on their webpage, thereby enhancing collaboration.

NEXT STEPS

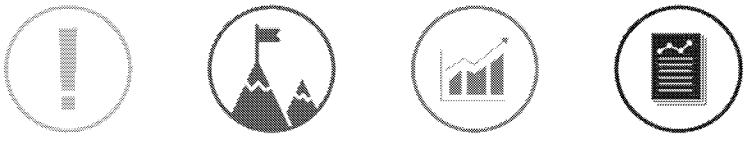
- DN-DSC will continue to maintain consistent communication with ISC to discuss best practices and address Indigenous needs, contributing to reconciliation and inclusivity.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☐ TEIB	☐ ESDC
☑ DN-DGO	☑ COMMS	☐ IiC
☐ IPG	☐ GAC	☑ OTHER: **Indigenous Border Crossing**
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☐ Challenges ☑ Successes ☐ In-depth



Author: Bibiana Au (Outreach West)

_.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Disclosed under the Access to Information Act
divulguée en vertu de la loi sur l'accès à l'information

Ce rapport est uniquement destiné au public interne d'IRCC

Mini mise à jour flash

Réseau national | Mode de service réservé

FAITS MARQUANTS

- En septembre 2023, des employés de Sudbury ont entrepris des démarches pour signaler des incidents d'abus de la part de leur employeur à Emploi et Développement social Canada (EDSC). Certains d'entre eux ont même dû obtenir des permis de travail ouverts en tant que travailleurs vulnérables.
- de Sudbury a récemment signalé trois cas supplémentaires d'employeurs qu'ils estiment ne pas respecter leurs responsabilités en tant qu'employeurs dans le cadre des programmes de permis de travail temporaires.
- Les trois plaintes supplémentaires reçues sont similaires, et la responsable de se charge d'orienter les employés vers les services appropriés. Cependant, elle déplore les délais de traitement pour l'obtention d'un permis de travail pour les travailleurs vulnérables. signale deux cas où le temps de traitement a atteint près de 8 semaines, alors qu'il devrait normalement être de 5 jours ouvrables. Elle mentionne également que certains employés doivent quitter leur employeur immédiatement et se retrouvent ainsi dans des situations financières précaires.
- La situation des employés confrontés à des difficultés avec leurs employeurs a déjà été signalée non seulement en Ontario, mais également dans d'autres régions à travers le Canada.

PROCHAINES ÉTAPES

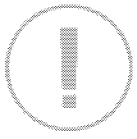
- Le MSR partage ce rapport pour sensibiliser la haute direction d'IRCC aux délais de traitement actuels pour les permis de travail ouverts destinés aux travailleurs vulnérables, et s'engage à poursuivre ses efforts pour éduquer les employeurs à travers le Canada.

AUDITOIRE

☐ BSMA	☐ IE	☐ ISDE
☑ RN-Directeurs	☐ IST	☐ EDSC
☐ RN-BDG	☐ COMMS	☐ IaC
☑ OPI	☐ AMC	☑ AUTRE: Réseau Centralisé ; DN-DPOS

CATÉGORIE

☐ Cas très médiatisés ☑ Défis ☐ Réussites ☐ Rapports détaillés



l'auteur : Yrvaki Colon (PICRN Mode de service réservé)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- DN-DSC has learned through an employer that while there is information on IRCC's public facing website for employees to file a complaint about their employers, there is no similar mechanism for the employers available on our website in situations where the employee is not meeting their work permit conditions or their work contract, such as not appearing for work after they received their employer-specific work permit.
- DN-DSC has advised the employer to submit a voluntary disclosure to indicate why the employer is unable to meet their employer requirements under the International Mobility Program, and to contact the Canada Border Services Agency's (CBSA) tip line. However, there is no information provided about what would happen to the employee and whether the employer would receive a penalty for assisting an individual to enter Canada who is not meeting the requirements of their work permit conditions.

NEXT STEPS

- DN-DSC recommends to have information available for employers on our website in situations where the employee is not meeting their work permit requirements.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ TEIB	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile

☑ Challenges

☐ Successes

☐ In-depth

Author: Janet Fan (Outreach West)

s.20(1)(c)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- Since the beginning of the pandemic, Canadian businesses have experienced supply chain issues in which the trucking industry plays a central role transporting goods across Canada. One article states that due to the shortage of transport truck drivers, one in two truckloads of goods being shipped across Canada is delayed.
- Stats Canada confirms that a leading factor for the worsened supply chain is increased delays in deliveries which also contributes to inflation.
- The Government of Canada has introduced a number of measures to address these shortages such as Category Based Selection for those in transport occupations and funding under the Sectoral Workforce Solutions Program, however, reports that they and recently closed their commercial truck driving schools in British Columbia due to costs of operating the program which has resulted in 50% fewer individuals obtaining commercial licenses in the province.
- The impact of driving schools closing with fewer individuals obtaining licenses will mean that employers will continue to need to source truckers from outside of Canada.

NEXT STEPS

- DN-DSC sharing this information with IPG and TEIB for consideration of policy regarding commercial truck drivers. DN-DSC is also sharing with ESDC – Sectoral Workforce Solutions Program who funds training of workers in key sectors.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☑ TEIB	☑ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER: **IN/GN**
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

Author: Darcy Bromley (Outreach West)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- Employees of Manitoba Public Insurance (MPI), which handles insurance, registration and licensing services, were on strike since August 28, 2023. The strike caused problems for new temporary foreign workers who were set to work as drivers for local trucking companies.
- The strike prevented new temporary foreign workers from completing mandatory training, obtaining licences and joining the industry. Local trucking companies are increasingly concerned as the situation contributed to creating additional barriers for them to address labour shortage through immigration.
- Moreover, these temporary foreign workers, who are holders of employer-specific permits, were left vulnerable as they were unable to earn an income to support their cost of living in Canada during a strike that lasted more than two months.

NEXT STEPS

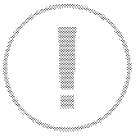
- DN-DSC is sharing this information for awareness for IN/GN. While the strike was ongoing, trucking companies were delaying the arrival of new truck drivers destined to Manitoba.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☐ TEIB	☑ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER: **IN/GN**
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Kristina Akpalo (Outreach West)

s.20(1)(c)

Ce rapport est uniquement destiné au public interne d'IRCC

Immigration, Réfugiés et Citoyenneté Canada
Information Act
sur l'accès à l'information

Mini mise à jour flash

Réseau national | Équipe de promotion

FAITS MARQUANTS

- Le Réseau national, la direction générale de l'orientation du programme d'immigration (OPI) et le Ministère de l'immigration, de la francisation et de l'intégration (MIFI) ont conjointement prêté assistance à afin de relocaliser leur soixantaine de travailleurs étrangers suite aux

  En plus de répondre rapidement aux questions spontanées de l'équipe des ressources humaines le Réseau national et le MIFI ont organisé deux séances d'information pour les employeurs de la région du Centre-du-Québec qui étaient intéressés à embaucher les travailleurs ne souhaitant pas être relocalisés.
- Après quelques tentatives infructueuses, s'est retourné vers IRCC et le MIFI afin de trouver une solution qui permettrait de garder à l'emploi les travailleurs étrangers et de les relocaliser à l'un de leurs trois autres centres de production à proximité, soit à Sainte-Rosalie, Ange-Gardien et Yamachiche. Les ressources humaines ont été très transparentes et proactives afin de trouver des solutions acceptables pour les travailleurs étrangers. Pour ceux qui choisiront de ne pas être relocalisés et ainsi demeurer dans la région de Princeville, facilitera la mise en contact avec les autres employeurs locaux qui souhaiteraient les embaucher.
- Il s'agit d'un changement de cap de la part par rapport à leur approche initiale, lors de l'annonce de la fermeture de Le géant de l'industrie a également pris la décision de suspendre leur processus de recrutement à l'étranger afin de permettre les mouvements de personnel présentement à l'emploi chez eux.

PROCHAINES ÉTAPES

- fournira au Réseau national et à Service Canada une liste de toutes leurs actions de dotation une fois que les transferts de personnel auront été complétés. En date du 9 novembre 2023, les travailleurs étrangers souhaitant être relocalisés avaient reçu leurs nouveaux contrats et leur demande d'EIMT et de CAQ étaient presque toutes approuvées.
- Le Réseau national, OPI et le MIFI continuent de travailler étroitement afin de faciliter les transferts de main d'œuvre chez

AUDITOIRE

☑ BSMA	☐ IE	☐ ISDE
☑ RN-Directeurs	☐ IST	☐ EDSC
☑ RN-BDG	☑ COMMS	☐ IaC
☑ OPI	☐ AMC	☑ AUTRE: RII
☐ Revue stratégique d'immigration		

CATÉGORIE

☐ Cas très médiatisés ☐ Défis ☑ Réussites ☐ Rapports détaillés

l'auteur : Antoine Hamel (Équipe de promotion de l'Est)

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Protected B for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- Francophone Mobility (C16) may be more widely accessed if the department clarifies whether full-time, year-round work is required for the work permit.
- Economic Development Organizations in multiple jurisdictions have reported that many employers and stakeholders are under the impression that seasonal and/or part-time employment offers are ineligible for C16.
- Both internal nor external instructions on the program address the parameters of qualifying job offers under the program.
- Clarifying minimum hours and duration under C16 will make the program more attractive to employers in northern and rural communities where part-time and seasonal employment is more common and finding staff is challenging.
- Increased usage of C16 will help Canada meet its Francophone Immigration targets and promote greater awareness of IRCC-supported recruitment forums like Destination Canada and Tournée de Liaison.

NEXT STEPS

- It is recommended that IRCC consider clarifying the parameters of qualifying job offers under C16 program instructions, with corresponding updates to the public-facing website.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ TEIB	☐ ESDC
☐ DN-DGO	☑ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

Author: Ross Storey (Outreach West)

s.16(1)(b)
s.20(1)(c)

Protected B for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- On October 12th, contacted the Dedicated Service Channel regarding their employee and his dependants, including two very young children, who are Permanent Residents and were caught in the recent conflict between Israel and Palestine. The family was without their Permanent Resident (PR) Cards.
- The family left Israel before being booked on a Canadian evacuation flight and arrived in Jordan by private vehicle on Friday, October 13th with flights booked to return to Canada on the morning of Monday, October 16th.
- The company's Account Manager at the DSC reached out to the Global Network and the newly formed International Affairs and Crisis Branch for assistance to facilitate the family's return to Canada and worked with internal and external partners to expedite their Permanent Resident Travel Document (PRTD) applications and to facilitate their re-entry to Canada at the Port of Entry. PRTDs are required to board commercial flights in the absence of PR cards.
- As a direct result of the collaboration between the

  The company is very appreciative of our efforts and shared, "Thanks again for your amazing support in helping bring this family to safety. Your dedication and swift and strategic partnership made a significant difference in the lives of these new permanent residents".

NEXT STEPS

- Increased communications and messaging are recommended to remind the public of the PR Card requirement for Permanent Residents, and to highlight the importance of having their PR Card for international travel.

AUDIENCE

☑ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☐ TEIB	☐ ESDC
☑ DN-DGO	☑ COMMS	☐ IiC
☐ IPG	☐ GAC	☑ OTHER: **International Affairs and Crisis Response Branch, IN-DGO**
☐ Strategic Immigration Review		

CATEGORY

☑ High-profile ☐ Challenges ☑ Successes ☐ In-depth

Author: Fran Watt (Employer Services Unit)

s.16(1)(b)

Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada
Access to Information Act
de la loi sur l'accès à l'information

Protected B for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- Recently, the Dedicated Service Channel (DSC) received an increasing number of employer enquiries regarding Employer Compliance Fees (ECF) showing as outstanding in some work permit applications. This fee is paid by the employer when they enter an Offer of Employment in the Employer Portal,

- This issue has resulted in processing delays and in applicants being required to pay the fee for a second time. In some instances, the processing office allocated this fee from other fees paid for dependents in family applications. In other instances, the applications were refused.
- The DN-DSC was able to identify the issue and is working with IPG to confirm manual procedures as a workaround.

NEXT STEPS

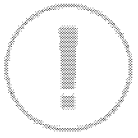
- DN-DSC Account Managers are liaising with processing offices to facilitate cases experiencing this issue.
- IPG and the Employer Portal team will be investigating further to determine if the issue has any origins in GCMS, or in the Employer Portal accounts of the employers concerned, and identify a fix.
- IPG is also working on operational reminders and further instructions to be sent out to processing networks regarding this issue.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED	☑ CN ☑ GN
☑ DN-Directors	☐ TEIB	☐ ESDC	☑ Employer Portal Team
☑ DN-DGO	☐ COMMS	☐ IiC	
☑ IPG	☐ GAC	☐ OTHER:	
☐ Strategic Immigration Review			

CATEGORY

☐ High-profile ☑ Challenges ☑ Successes ☐ In-depth



Author: Jacob Ayafor (Employer Services Unit)

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Dedicated Service Channel

HIGHLIGHTS

- During a recent DN-DSC engagement, the registered its disappointment with the temporary public policy (TPP) on permanent residence for Ukrainian nationals with family members in Canada.
- Though a small group, all of the Ukrainian participants in attendance, all CUAET holders, self-reported as ineligible on the basis of not having qualifying Canadian and permanent resident family members. It was further suggested that very few CUAET holders in the Yukon-Ukrainian community would qualify, for the same reason.
- The has flagged trauma and language as on-going barrier for the community's search for permanent status. Many have found themselves in Canada as a result of the Russian invasion, and had not therefore previously developed English and French language skills with the intent of immigrating.
- In light of the new and restrictive TPP, is particularly concerned for older Ukrainian CUAET holders, who have little hope of gaining the language skills necessary to qualify for economic programming. The new program is at risk of being perceived as a lack of follow-through on Canada's commitment to the Ukrainian people.

NEXT STEPS

- Flagging this for consideration to PEIB. There is an interest in extending the length of the TPP by up to two years. This would provide younger CUAET holders more time to gain permanent residence through Express Entry or the Provincial Nominee Program. As a result, their parents and grandparents could then qualify for the TPP on the basis of having an *economically-established* permanent resident family member.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☑ DN-Directors	☐ TEIB	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ Strategic Immigration Review		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

Author: Ross Storey (Outreach West)

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- DN-DSC attended an employer networking event in British Columbia as part of the National Week for Francophone Immigration organized by Société de Développement Économique de la Colombie Britannique (SDECB) and spoke with Francophone employers about challenges and successes of hiring foreign nationals as well as Francophone immigration.
- Francophone employers feel that the promotion of Francophone immigration to Canada is not promoted widely to visa-requiring countries such as Vietnam and Francophone African countries. Employers were not aware that they could hire foreign nationals under Francophone mobility from visa-requiring countries.
- Francophone employers were happy to hear that there is a selection category for French-language proficiency in Express Entry. However they are concerned that many of their positions they are looking to fill, do not offer continuous full time work. For example French teachers are not employed during the summer months and are thus perceived as seasonal workers. Therefore, employers are unable to provide a valid job offer to support their employee's permanent residence application.
- Although Francophones in French minority communities are adapting fairly well, they are having difficulties accessing some services such as health care and government services, due to language barriers.

NEXT STEPS

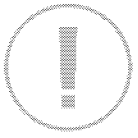
DN-DSC will continue to collaborate with the SDECB and Francophone employers to promote Francophone immigration.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☑ DN-Directors	☐ TEIB	☐ ESDC
☑ DN-DGO	☐ COMMS	☐ IiC
☑ IPG ☑ SIFA	☐ GAC	☑ OTHER: Francophone Immigration

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Janet Fan (Outreach West)

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- British Columbia Field Services Officers at Indigenous Services Canada indicated that the Indigenous communities they serve have challenges retaining workers, as some of these communities are remote and experiencing housing issues along with a high cost of living.
- Indigenous Services Canada suggests providing incentives for foreign nationals seeking employment with or in an Indigenous community – for instance, priority processing for temporary residence application or additional comprehensive ranking points for permanent residence under an Express Entry program to help attract workers to these communities. Inversely to receive these incentives, similar to the existing RNIP program, these applicants would need to demonstrate the intention to remain with or in the Indigenous community after they receive permanent residence for a period of time. Immigration programs for foreign nationals working with or in the indigenous community was also highlighted by the

- BC Field Services Officers are the primary contact for Indigenous communities in BC for federal government services. They will share DN-DSC services with their indigenous community contacts.

NEXT STEPS

- DN-DSC will continue to collaborate with Indigenous Services Canada to provide its services to the Indigenous communities they work with.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☑ DN-Directors	☐ TEIB	☐ ESDC
☑ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
☐ SIFA		

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth

Author: Janet Fan (Outreach West)

This report is for internal IRCC audience only

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- Employers are enquiring about whether the public policy authorizing certain international students to work more than 20 hours per week off campus ending on December 31, 2023 will be extended or become a permanent program. An employer indicated that authorizing students to work full time helps support the student's rising cost of living. However, the feedback we received from designated learning institutions (DLIs) is that this public policy impacts some of their students' performance at school and increased mental health concerns due to the pressures of keeping up with their studies and working full time.
- While the students may continue to work part time with the employer up to 20 hours a week with their study permits; the employers are interested in hiring for full time positions. Employers are concerned there will be gaps in service because these students would not be able to work full time after December 31, 2023 and there will be very little time for these students to obtain a new work permit for full time positions.
- Another challenge is that students who were hired into unionized positions are not guaranteed that position again once they leave the position; they will need to reapply through a new job process.

NEXT STEPS

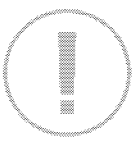
- DN-DSC recommends providing information on program and policy changes with advance notice so the employers can plan their HR needs in advance.
- DN-DSC is continuing to work with employers to find ways to retain international talent.

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☐ DN-Directors	☐ TEIB	☐ ESDC
☐ DN-DGO	☐ COMMS	☐ IiC
☐ IPG	☐ GAC	☐ OTHER:

CATEGORY

☐ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Janet Fan (Outreach West)

s.19(1)

Immigration, Refugees and Citizenship Canada
Immigration, Réfugiés et Citoyenneté Canada
Disclosed under the Access to Information Act
Divulguée en vertu de la loi sur l'accès à l'information

Ce rapport est uniquement destiné au public interne d'IRCC

Mini mise à jour flash

Réseau national | Mode de service réservé

FAITS MARQUANTS

- Le 24 novembre 2023, le Mode de service réservé (MSR) a livré une présentation virtuelle à son Excellence, Ambassadrice au Canada, ainsi qu'à

- La présentation a découlé d'une connexion initiale du MSR avec l'Ambassadrice lors du Sommet économique 2023 des Amis de l'Afrique à Toronto. Une mise à jour Flash du MSR sur cet événement peut être consulté ici.
- Suite à cette rencontre initiale, l'Ambassadrice a demandé une présentation sur les voies de résidence temporaire pour les étudiants et les travailleurs, la mobilité francophone et les programmes de résidence permanente. Ces informations étaient recherchées afin de mieux comprendre le système d'immigration canadien en général et de mieux soutenir leurs citoyens à la recherche d'informations ou d'assistance.
- Son Excellence, l'Ambassadrice a subséquemment écrit au MSR pour exprimer personnellement ses remerciements et sa gratitude pour la présentation, qui contribuera à aider l'ambassade à faciliter son soutien à leurs citoyens.

CITATION

Je tiens à vous exprimer, au nom de l'ambassade et en mon nom propre, nos sincères remerciements pour la séance d'information sur les migrations professionnelles que vous avez généreusement partagée avec nous. Le contenu, bien qu'étant riche et complexe, s'est révélé d'une grande utilité. Il facilitera significativement les démarches de nos concitoyens souhaitant se rendre dans votre beau pays, en respectant les conditions légales qui, bien que généreuses, restent méconnues . . . Je vous renouvelle mes remerciements et vous assure de notre franche collaboration.

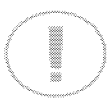
Son Excellence, Ambassadrice au Canada

AUDITOIRE

☐ BSMA	☐ IE	☐ ISDE
☐ RN-Directeurs	☐ IST	☐ EDSC
☑ RN-BDG	☐ COMMS	☐ IaC
☐ OPI	☐ AMC	☑ AUTRE: **RII, SCM**
☐ Revue stratégique d'immigration		

CATÉGORIE

☐ Cas très médiatisés ☐ Défis ☑ Réussites ☐ Rapports détaillés



L'auteur : Michael Frenette (l'équipe de promotion de l'est

Ce rapport est uniquement destiné au public interne d'IRCC

Mini mise à jour flash

Réseau national | Mode de service réservé

FAITS MARQUANTS

- Dans les récents développements du paysage professionnel, les associations sectorielles doivent adopter activement des pratiques innovantes pour aider les employeurs à recruter et embaucher des ressortissants étrangers dans le but d'assister leurs membres.
- L'Association des Foyers de Soins du Nouveau-Brunswick (AFSNB) se montre pionnière et offrent des services de soutien amélioré en recrutement et s'engagent activement auprès des décideurs politiques pour plaider en faveur de politiques facilitant le recrutement de ressortissants étrangers.
- Ces pratiques innovantes soulignent l'engagement des associations sectorielles en atlantique à s'adapter à la nature évolutive de la main-d'œuvre et à soutenir leurs membres dans la gestion des défis liés aux recrutement de ressortissants étrangers.

PROCHAINES ÉTAPES

- Le MSR apporte un support constant aux associations sectorielles grâce à des engagements et un service d'assistance afin de répondre à leurs questions.
- L'équipe de promotion du MSR s'engage à partager les pratiques de recrutement exemplaires de cette association, ainsi que d'autres, au cours de futures séances d'information aux associations sectorielles avec un objectif de fournir aux employeurs des outils et une assistance renforcée.

AUDITOIRE

☐ BSMA	☐ IE	☐ ISDE
☑ RN-Directeurs	☐ IST	☐ EDSC
☐ RN-BDG	☐ COMMS	☐ IaC
☑ OPI	☐ AMC	☐ AUTRE:

CATÉGORIE

☑ Cas très médiatisés ☐ Défis ☑ Réussites ☐ Rapports détaillés

l'auteur : Cindy-Lynn Frenette (l'équipe de promotion de l'est)

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
Information disclosed under the Access to Information Act
L'information divulguée en vertu de la loi sur l'accès à l'information

Ce rapport est uniquement destiné au public interne d'IRCC

Mini mise à jour flash

Réseau national | Mode de service réservé

FAITS MARQUANTS

- L'équipe de promotion de l'immigration francophone du Réseau national a offert des sessions d'information préparatoires à des partenaires et employeurs participants à Destination Canada Forum Mobilité. L'objectif de ces séances d'information était d'informer les participants à Destination Canada des différentes voies d'immigration afin de faciliter le recrutement de candidats francophones potentiels. Une attention particulière a été portée sur le Projet pilote sur la voie d'accès à la mobilité économique puisque, pour la première fois, des candidats spécifiquement sélectionnés participeront à l'évènement.
- Plus de 50 employeurs et partenaires ont assisté aux sessions d'information qui se sont déroulées sur une période de trois jours. Trois sessions fut offertes en français et deux sessions en anglais.
- Les participants ont apprécié l'information reçue et ont mentionné être mieux préparé pour l'évènement.

PROCHAINES ÉTAPES

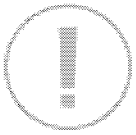
- Le Réseau national prévoit offrir annuellement des sessions d'information aux partenaires et employeurs participants à Destination Canada.
- Des suivis seront fait auprès des participants à leur retour de l'évènement afin de faciliter l'utilisation des programmes d'immigration tels que Mobilité francophone et Entrée expresse.

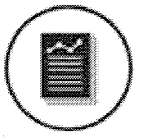
AUDITOIRE

☐ BSMA	☐ IE	☐ ISDE
☐ RN-Directeurs	☐ IST	☐ EDSC
☑ RN-BDG	☐ COMMS	☐ IaC
☐ OPI	☐ AMC	☑ AUTRE:
☐ Revue stratégique d'immigration		**- Réseau international** **- Direction général de l'immigration francophone**

CATÉGORIE

☐ Cas très médiatisés ☐ Défis ☑ Réussites ☐ Rapports détaillés





l' auteur: Kathie Ouellette (L'équipe de promotion de l'immigration francophone)

This report is for internal IRCC audience only.

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

- The documented shortage of healthcare workers in Canada has prompted provinces to invest significantly in recruiting talent from abroad. Provinces are nominating qualified applicants for permanent residence, emphasizing the critical need for skills in the healthcare sector.
- Provinces usually approach the Dedicated Service Channel for clarification and explanation when permanent resident applications are refused, often based on technicalities. For example:
    - A doctor recently received a letter stating that his application was rejected for including an incorrect version of a language test. This case reached media and the premier's office, resulting in the province reaching out to the Dedicated Service Channel.
    - Medical Radiation Technologist in a small community, which struggles to find talent, received a refusal letter stating that he does not meet financial requirements despite having a job offer from a public health authority as well as a valid LMIA exempt work permit and providing the LMIA offer of employment number with the application.
- Decision makers, while technically correct, could enhance the immigration process by requesting additional documents to address documentation gaps, preventing unnecessary refusals. Additionally, ensuring that letters are properly signed is essential in maintaining transparency and professionalism.
- The receipt of unsigned refusal letters based on technicalities may create a negative impression on talented professionals whom Canada is trying to attract. These procedural hurdles could potentially deter talented professionals from pursuing permanent residence, undermining efforts to attract and retain healthcare professionals.

NEXT STEPS

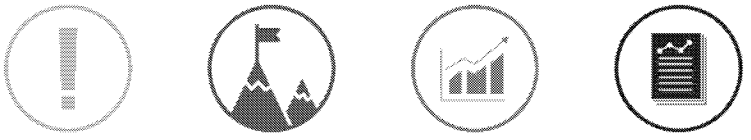
- Recommend IRCC decision makers consider broader implications of decision when processing Provincial Nominee applications for high demand occupations and that decision makers sign letters.

AUDIENCE

☐ ADMO	☑ PEIB	☐ ISED
☐ DN-Directors	☐ TEIB	☐ ESDC
☑ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☑ OTHER: **CN, SIFA**
☑ Strategic Immigration Review		

CATEGORY

☑ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author: Darcy Bromley (Outreach West)

s.16(1)(b)
s.16(1)(c)
s.20(1)(c)

Mini Flash Update

Domestic Network | Outreach

HIGHLIGHTS

-
-
-
-

NEXT STEPS

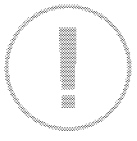
-
-

AUDIENCE

☐ ADMO	☐ PEIB	☐ ISED
☑ DN-Directors	☐ TEIB	☑
☑ DN-DGO	☐ COMMS	☐ IiC
☑ IPG	☐ GAC	☐ OTHER:
	☐ IRM	
	☐ SIFA	

CATEGORY

☑ High-profile ☑ Challenges ☐ Successes ☐ In-depth



Author(s): Outreach Central (Myreille Besner, Angelo Raimondo and Kulvinder Vaid)