

REFUGEE PORTAL PROJECT January 1 – March 31, 2024

What is the Refugee Portal Project?

Our project directly supports Ottawa area refugees to help them set up an account in the IRCC portal, help them identify, gather and enter information and to complete and submit their refugee claim application (including abbreviated basis of claim and narrative, which can be then updated at a later date). We provide one-on-one support by a Refugee Portal Counsellor who is trained and supervised by an immigration lawyer. An immigration lawyer provides direction throughout the process to ensure the claim is accurate and complete prior to it being submitted. Where required, interpretation is provided.

Project referrals

Individuals will be referred to by a front-line social service worker by filling out the intake form and sending it to refugees@connectingottawa.com. If demand for service exceeds available capacity, individuals will be put on a waiting list for service and the front-line social service worker will be advised.

Client intake and process

The Refugee Portal Counsellor will contact the client to discuss their situation and needs. Prior to moving forward, the Refugee Portal Counsellor and lawyer will discuss the file to ensure that the client is eligible for these services. Once accepted, the Refugee Portal Counsellor will set up an in-person meeting with the client to initiate the portal claim application process and the client will sign the project agreement. Subsequent meetings will be set up to help with gathering and entering information for the refugee portal application and limited Basis of Claim, followed by review from the Refugee Portal Counsellor and the project lawyer before submission.

Important notes:

- The initial meeting with the Refugee Portal Counsellor does not constitute an agreement of service provision.
- The project has the right to refuse service to clients, at their discretion.
- The client will share their IRCC portal password with Connecting Ottawa for the duration of the support which will remain confidential.
- The legal support provided as part of this project is limited and does not constitute legal representation (see client agreement).
- The project lawyer(s) are not the lawyers of record for the clients.
- The project includes support to complete an abbreviated Basis of Claim form and narrative for the purpose of completing the portal application. Clients are encouraged to and responsible for securing legal advice to prepare and submit more comprehensive documents after their application is submitted.
- Project support will be based on the information and documents provided by the client. Failure to provide required information or the provision of inaccurate information by the client can result in a negative outcome. The client is responsible for reviewing their application for accuracy and completeness prior to submission
- Connecting Ottawa cannot guarantee the success of a refugee claim