

March 18, 2020

Hello MCC Sponsors,



In addition to the general update that can be viewed [here](#), we wanted to inform you of the likely delays to your sponsorship case(s) that is currently in process.

MCC Ontario  
203-50 Kent Ave  
Kitchener, ON Canada  
N2G 3R1

(800) 313-6226  
(519) 745-8458

IRCC has informed us of the following,

[mcco.ca](http://mcco.ca)

- The work of the International Organization for Migration and the United Nations Refugee Agency are also impacted by the virus itself and the measures being taken in the different countries in which they operate. This will complicate/slow down their operations.
- IRCC's Resettlement and Operations Centre in Ottawa (ROCO) will continue to process applications it receives electronically, though the process will be slower as staff are working from home with only remote access to internal systems.
- Some overseas IRCC offices are continuing to process applications if applicants can access the office but all area trips have been cancelled. In places where processing is continuing, no visas or travel documents will be issued at this time. Other overseas IRCC offices are focused on critical operations only.
- Once the Canadian border is re-opened to sponsored refugees, there will be a triage process implemented based on whether exit permits or medicals are expiring, medical emergencies, whether departure locations remain under quarantine, etc.

We have no further information at this time and commit to updating you as new information becomes available.

For questions about your specific case, we remind you of the following,

**How do I check on the status of my application?**

This link will take you to the government page about the case status:

[http://www.cic.gc.ca/english/my\\_application/status.asp?s=8](http://www.cic.gc.ca/english/my_application/status.asp?s=8). You will need information like the PA name, citizenship, birthdate, G number.

**How long will my application take to process from the point of submission?**

This link will take you to the approximate processing time by visa office:

<http://www.cic.gc.ca/english/information/times/index.asp>

MCC will not inquire on the status of a case while it is within the approximate processing time-period. MCC also has no ability to request that a case to be expedited and we will need your patience during the processing. MCC can submit an inquiry to the visa office once processing time has lapsed.



Since the communication between the visa offices and MCC is unpredictable, you will be receiving updates of the process with regards to invitation for the interview, the decision and travel arrangements before we do. With your direct connection with the refugees, we ask that you keep us posted on the progress of the case so that we can plan for the pre-arrival orientation in advance.

MCC Ontario  
203-50 Kent Ave  
Kitchener, ON Canada  
N2G 3R1

(800) 313-6226  
(519) 745-8458

[mcco.ca](http://mcco.ca)

We thank you in advance for your patience and ongoing support of the refugee families you are connected to.

Serving with you,

MCC Ontario's Refugee Resettlement Team