
EVERYTHING YOU NEED TO KNOW ABOUT THE ONE-YEAR WINDOW (OYW) PROGRAM

Training Manual



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For an updated version of the manual, please visit:

<https://connectingottawa.com/about-us/connecting-ottawa-resources/>

This training manual, written by Connecting Ottawa immigration lawyer Heather Neufeld, gives you the tools to successfully complete and submit a one-year window application. The manual is designed to help settlement workers assisting resettled refugees who are now permanent residents to apply for reunification with their immediate family members abroad.

The manual explains:

- The one-year window program;
- Who may be reunited through this program;
- What forms and documents must be submitted;
- How to submit a complete application; and
- Step-by-step instructions for correctly emailing or mailing the application to Immigration, Refugees and Citizenship Canada.

This training manual also reviews common mistakes individuals make when completing each of the required immigration forms and how to avoid them.

Please direct any questions to info@connectingottawa.com

The Connecting Ottawa project is funded as a Catalyst initiative of the Law Foundation of Ontario.



Our mandate is to improve access to justice for linguistic minorities and those who have communication barriers in Ottawa by working with front-line community workers to develop their capacity to provide appropriate legal information and referrals for clients within these target populations.

For more information, visit: <https://connectingottawa.com>

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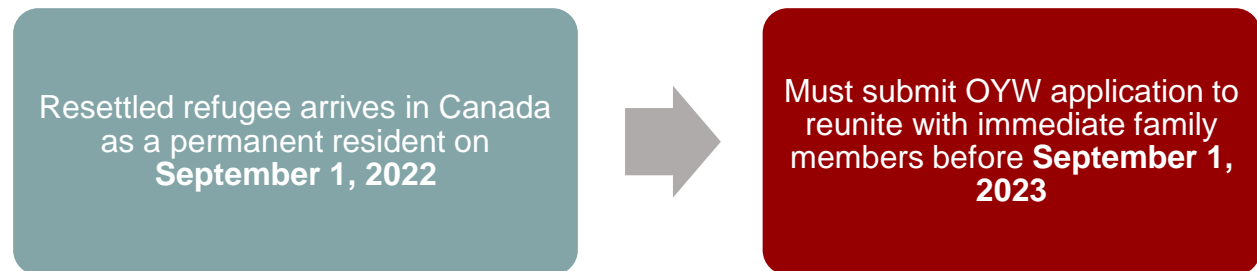
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WHAT IS THE ONE-YEAR WINDOW (OYW) PROGRAM?

The OYW Program allows a permanent resident who arrived in Canada as a resettled refugee (either government-assisted or privately sponsored) to reunite with **immediate family members who were listed on their permanent residence application**, but who could not travel with them to Canada at the time they were resettled. The refugee must apply to reunite with their family members within **one year** of their own arrival in Canada as a permanent resident

Example:



WHO IS A PERMANENT RESIDENT WHO MAY SUBMIT AN APPLICATION TO REUNITE WITH THEIR IMMEDIATE FAMILY MEMBERS THROUGH THE OYW PROGRAM:

The permanent resident in Canada is the person who has already arrived in Canada and is now submitting an application for their family member abroad to join them in Canada.

The permanent resident must:

- Have come to Canada as a government-assisted refugee (GAR), **OR** have come to Canada as a privately sponsored refugee;
- Submit a complete OYW application (including supporting documents and forms) to the Resettlement Operations Centre in Ottawa (ROC-O) within one year of arriving in Canada as a permanent resident; **AND**
- Live in a province other than Quebec*

* There is a separate OYW process for Quebec

WHO IS THE “APPLICANT”?

The applicant is the family member abroad being brought to Canada through the OYW Program to reunite with the permanent resident. The applicant **must have been declared before the permanent resident’s departure for Canada**. Declaring the applicant at the port of entry (POE) does not satisfy the requirements of the OYW Program.

What does it mean to have “declared” the applicant?

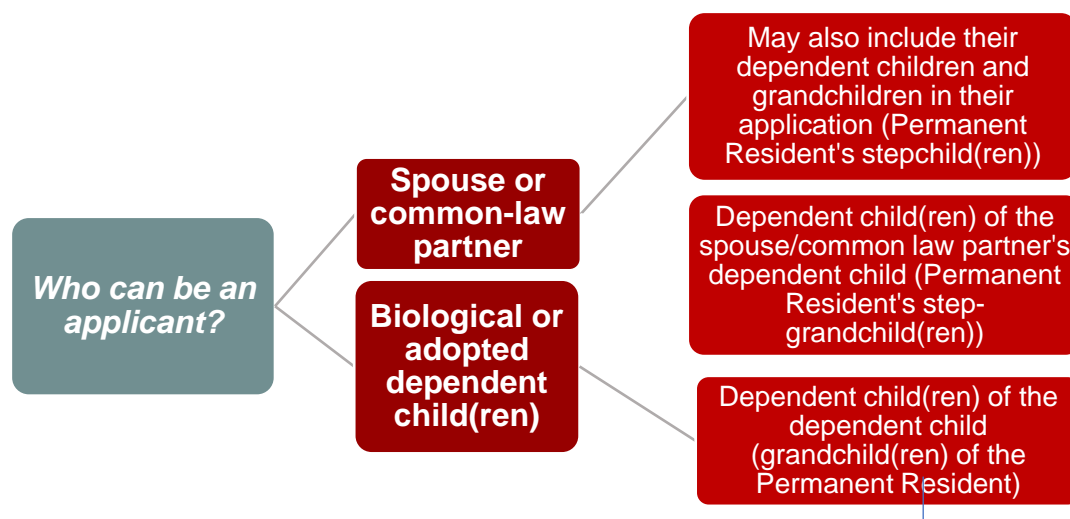
The applicant must have been included in the permanent resident's application to come to Canada as a resettled refugee or have been declared to Immigration, Refugees and Citizenship Canada (IRCC) before the permanent resident's departure for Canada. This means that the permanent resident in Canada must have, at some point during their application, told IRCC about their relationship with the applicant.

What additional eligibility requirements must the applicant meet?

The applicant must:

- Have met and continue to meet the definition of a family member (see next page);
- Not be inadmissible to Canada; **AND**
- Undergo a medical exam, as well as criminality and security checks before coming to Canada.

WHAT FAMILY MEMBERS CAN COME TO CANADA THROUGH THE OYW PROGRAM?



Definition of a spouse:

A permanent resident applying to reunite with their spouse under the OYW Program must be legally married to that spouse. They **must typically have a marriage certification from the government of the country in which they got married**. Their marriage must also not violate Canadian law. For example, since marrying a second spouse when you are already married is not legal in Canada, a foreign marriage to a second spouse while still married to a first spouse will not be recognized by Canada as a valid marriage for reuniting under the OYW Program.

Definition of common-law partner:

A permanent resident applying to reunite with their common-law partner under the OYW Program must have lived together for **at least one year** before the permanent resident left for Canada.

Two types of dependent children:

1. Biological or adopted child **under age 22**. They cannot be married or have a common-law partner. If a dependent child gets married or lives common-law while the OYW application is in process, they no longer qualify for resettlement to Canada.
2. Age 22 or older and has depended substantially on the financial support of the parent since before the age of 22 years and is unable to be financially self-supporting due to a physical or mental condition.

Fatima was resettled as a government-assisted refugee. She is now a permanent resident. She wants to apply through the OYW Program to bring her daughter Sima, who is age 19. Sima is unmarried and has a daughter who is age 2. Fatima can apply for Sima as her dependent child and for Sima's daughter as the dependent of a dependent.

CAN A PERMANENT RESIDENT REUNITE WITH OTHER FAMILY MEMBERS, LIKE THEIR PARENTS AND SIBLINGS, THROUGH THE OYW PROGRAM?

De facto dependents, like parents and siblings, are not eligible for resettlement to Canada under the OYW program. The OYW program only applies to immediate family members listed on the permanent resident's application to come to Canada.

CAN A PERMANENT RESIDENT APPLY TO REUNITE WITH A SECOND WIFE THROUGH THE OYW PROGRAM WHEN THEY ALREADY HAVE A WIFE WITH THEM IN CANADA?

Polygamy is not permitted under Canadian immigration law. In Canada, someone cannot be legally married to two people. If a resettled refugee who is now a permanent resident has a spouse or common-law partner with them here in Canada, they cannot apply to bring another spouse or common-law partner from abroad to whom they are married at the same time. The only way to bring a second spouse from abroad is if the permanent resident is legally separated from their spouse or partner here in Canada or has gotten divorced.

DOES THE APPLICANT WHO IS COMING TO CANADA THROUGH THE OYW PROGRAM HAVE TO PROVE THAT THEY ARE A REFUGEE?

No. Family members resettled through the OYW Program are eligible to come to Canada based on their relationship to the permanent resident. They do not need to qualify as refugees themselves.

WHAT STATUS IN CANADA DOES THE APPLICANT RESETTLED THROUGH THE OYW PROGRAM RECEIVE?

The family member from abroad (the applicant) resettled through the OYW program arrives in Canada as a permanent resident.

WHAT IMMIGRATION FORMS MUST BE COMPLETED AS PART OF AN OYW APPLICATION?

The permanent resident must fill out:

- Request for Processing Family Members under the One-Year Window of Opportunity Provisions form (IMM 5571);
- Terms and Conditions of Loan form (IMM 0502) if the principal applicant is a minor (under 18); and
- Use of Representative form (IMM 5476) if using a representative.

The family member abroad (the “Applicant”) must fill out:

- Generic Application Form for Canada (IMM 0008 (principal applicant only)*;
- Additional Family Information (IMM 5406) (principal applicant and each family member over age 18); and
- Schedule A: Background/Declaration (IMM 5669) (principal applicant and each family member over 18).

* This form must be validated to generate bar codes that are required.

Note: If a permanent resident’s spouse and children are applying under the OYW Program:

- The principal applicant is the spouse, and the children are accompanying dependents
- The child would be listed as a dependent on the parent’s Generic Application Form and would not have to fill out an Additional Family Information or Schedule A if they are under age 18

If **two or more children** are on their own and being reunited with their parent in Canada, **each child is a principal applicant**. They must submit a separate permanent residence application for each child. One child is not a dependent of the other.

Important: Be sure to use the latest version of the forms available at this link or the package may be returned because of using outdated forms:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/application/application-forms-guides/request-process-family-members-under-year-window-opportunity-provisions.html>

WHAT DOCUMENTS MUST BE SUBMITTED IN ADDITION TO THE IMMIGRATION FORMS?

A copy of the permanent resident's Permanent Resident (PR) card (both front and back) OR Confirmation of Permanent Residence (COPR) document

+

One passport-size photo for each family member abroad*

- * If the application is submitted by mail, each person's name and date of birth must be written on the back of their photo. This is not required if submitting a digital photo by email.
- * Photo specifications can be found here:
<https://www.canada.ca/content/dam/ircc/migration/ircc/english/information/applications/guides/pdf/5445eb-e.pdf>

Should identity and relationship documents be included with the OYW application?

These documents are not officially required when submitting the application to IRCC. However, they should be included with the application if possible since they will eventually be requested by IRCC. Identity and relationship documents include:

- Passports
- Birth certificates (to prove parent-child relationship)
- National identity documents (ID) like a National ID card
- Marriage certificates
- Divorce certificates
- [Non-accompanying parent declaration](#) or custody documents (to prove a child can travel to Canada to reunite with a parent here):

Is there a fee for submitting an OYW application?

No. There is no processing fee for OYW applications, however, there is a cost to obtain the required immigration medical exam and any police certificates requested. The cost may amount to several hundred dollars per person.

What if the OYW application is incomplete?

If an application is incomplete, IRCC will contact the permanent resident in Canada to inform them that there are documents missing. The missing information must then be sent within 30 days or the application may be refused.

WHAT HAPPENS IF AN OYW APPLICATION IS SUBMITTED AFTER THE ONE-YEAR DEADLINE?

If someone misses the one-year deadline, they have to apply to sponsor their family members, which is a much more complex process with stricter eligibility criteria and additional fees.

- The OYW application must be submitted before the one-year deadline. The application is considered submitted only once a complete OYW application has been sent to the Resettlement Operations Centre in Ottawa (ROC-O) by mail or email.
- It is highly recommended that permanent residents submitting OYW applications submit their complete application several months before the one-year deadline.
- If a package is sent close to the deadline and IRCC determines that the application is incomplete, the individual might miss out on the opportunity to reunite with their family members through the OYW program

WHAT ELSE IS IMPORTANT TO KNOW ABOUT SUBMITTING AN OYW APPLICATION?

- All forms must be typed
 - All forms must be signed and dated
 - Scanned signatures on forms are acceptable
 - Send the application by mail OR email, **not both**

WHAT IS THE PROCESS FOR EMAILING* AN OYW APPLICATION?

Applications sent by email are processed faster than those submitted by mail.

The email address to use is: IRCC.INROCO-CORORI.IRCC@cic.gc.ca.

Send the email (or multiple emails) from the email address listed on the Request for Processing Family Members under the One-Year Window of Opportunity Provisions form (IMM 5571). This should be the email address the permanent resident wants to use to correspond with IRCC about their application.

All forms and supporting documents attached to the email to ROC-O must be **scanned in high resolution** (at least 400DPI) and submitted in **PDF format**.

Photos can be submitted in JPEG format.

*Each attachment **cannot** be bigger than 5MB*

Use these naming rules when attaching documents to the email to ROC-O:

- OYW request form (IMM 5571) → Name this file “PA FAMILY NAME, First Name – OYW request”
- Proof of permanent resident status → Name this file “PA FAMILY NAME, First Name – Proof of PR status”
- Terms and Conditions of Loan (IMM 0502) – if principal applicant abroad is a minor → Name this file “PA FAMILY NAME, First Name – Loan”
- IMM 0008 form → Name this file “PA FAMILY NAME, First Name – IMM 0008”
- IMM 0008 signature page → Name this file “PA FAMILY NAME, First Name – IMM 0008 signature page”
- All other forms (Additional Family Information form, Schedule A, etc.) for the PA and their family members (if applicable) → Name these files “PA FAMILY NAME, First Name – “TITLE OF THE FORM”
 - E.g. “SMITH, John – Schedule A”, “SMITH, John – Additional Family Information form”
- Applicant’s photo(s) → Name this file “PA FAMILY NAME, First Name - Photos”

What should I call the email to ROC-0?

- The subject line of your email must be titled “OYW Request for PA FAMILY NAME, First Name”
- The email size cannot be bigger than 10MB. If it is, send the attachment in 2 or more emails and number your email subject lines. For example: “part 1 of 2, OYW request for PA FAMILY NAME, First name” and “part 2 of 2, OYW request for PA FAMILY NAME, First Name”
- If your email is larger than 10MB, it will bounce back and you will not receive an email auto-reply

HOW DO I MAIL THE OYW APPLICATION IF I DON'T WANT TO EMAIL IT?

Applications must be mailed to the ROC-O. The mailing address is:

**Immigration, Refugees and Citizenship Canada
Resettlement Operations Centre in Ottawa (ROC-O)
One Year Window Unit
365 Laurier Avenue West
Ottawa, ON K1A 1L1**

Applications should be sent by registered mail or courier in order to ensure they are received*

WHAT HAPPENS AFTER THE APPLICATION IS RECEIVED BY ROC-O?

Step 1: After submitting the application, the permanent resident should receive an email from ROC-O confirming receipt of the application.



Step 2: Once the application undergoes initial review, the permanent resident receives an acknowledgement of receipt email with their application number. The application number must be used on all correspondence concerning their case. This number typically starts with the letter G.



Step 3: The ROC-O will request identity documents and documents confirming the relationship between the permanent resident and the applicant. If the ROC-O does not request these documents, an IRCC visa office abroad will request them later in the process.



Step 4: If an officer at the ROC-O is satisfied that the applicant meets the criteria of the OYW Program, the application is transferred to the IRCC visa office abroad that processes applications from the applicant's country of residence. A notification is sent to the permanent resident in Canada and the applicant abroad to inform them.



Step 5: If not already done so by ROC-O, the IRCC visa office abroad requests identity documents and proof of relationship documents. The IRCC office abroad requests the applicants undergo biometrics and a medical exam. The visa office also requests police certificates if applicable.

WHAT HAPPENS IF THE VISA OFFICE MAKES A POSITIVE FINAL DECISION?

If the visa office makes a positive final decision, the visa office abroad works with organizations like the International Organization for Migration to arrange transportation. The applicant may have to provide a passport or IRCC may issue them a single-journey travel document if they do not have a passport.

WHAT IF THE APPLICANT CAN'T DO BIOMETRICS AND AN IMMIGRATION MEDICAL EXAM IN THEIR COUNTRY OR A POLICE CHECK?

- The visa office may request that the applicant(s) travel to another country for their medical exam and biometrics, like Pakistan in the case of Afghans. This causes huge logistical difficulties.
- If the country where the applicant lives is not issuing police certificates or it is too dangerous to request one, the applicant can provide a detailed explanation to the visa office to confirm that it is not possible or is too dangerous for them to obtain the police certificate. The visa office has the discretion to waive this requirement.

HOW DOES THE PERMANENT RESIDENT CONTACT ROC-O IF THEY DON'T RECEIVE A FILE NUMBER OR THE CASE IS DELAYED ABROAD?

- If the permanent resident would like a case update, they can contact ROC-O at: **IRCC.INROCO-CORORI.IRCC@cic.gc.ca**
- Use this email subject line when sending a status inquiry: Principal applicant (family name, first name), G number, CASE STATUS REQUEST – OYW.
- If the individual does not yet have a G number (their application number), they do not need to include an application number in the subject line of their email.

TIPS FOR COMPLETING THE OYW APPLICATION CORRECTLY: GUIDANCE ON SPECIFIC SECTIONS OF THE FORMS

Not every question on every form will be reviewed but the most common errors will now be discussed.

Request for Processing Family Members under the One-Year Window of Opportunity Provisions form (IMM 5571)

- ⇒ Remember that the **permanent resident in Canada** is the person completing the Request for Processing Family Members under the One-Year Window of Opportunity Provisions form (IMM 5571) with **their** personal information.
- ⇒ Be sure the phone number, mailing address, and email address for the permanent resident will not change soon. Otherwise, they will have to continually update IRCC about changes in their contact information throughout the process and sometimes this information is not correctly updated.
- ⇒ The permanent resident must frequently check any email junk or spam folders in case emails from IRCC end up in that folder.
- ⇒ The country of residence, for the family member abroad is the **place where they are living right now**, which is not always the same as their country of citizenship. E.g. If an Afghan citizen is living in Pakistan, their country of residence is Pakistan
- ⇒ When selecting the correct check box for relationship, remember it is the **relationship between the permanent resident and the family member abroad**.
- ⇒ The form asks if the family member was included on the permanent resident's application to come to Canada. It **does not matter** if the family member is not listed on their Confirmation of Permanent Residence document. They **only** need to be listed on their initial application.

Generic Application Form for Canada (IMM 0008)

Note: we are only discussing certain sections of this form where individuals might make the greatest number of errors. Not every question on every form will be reviewed.

The IMM 0008 form must be validated. This means that when you finish the form, you must hit the validate button. You will then see if there are questions you missed.

Note that the applicant may add additional sheets to answer any question when there is not enough space on the form. For example, if the applicant lived in several countries during the past five years or has been in several past marriages, they may need to add an extra sheet. The extra sheet should include the title of the form, their name, their date of birth, and the number of the question they are answering.

Application Details

Question 3: The number the applicant writes must include them and any dependents included on their application.

Example: a parent including their child as their dependent would write 2

Personal Details

Question 1: Answer this based on the applicant's passport or other travel document, whatever it says.

Question 2: It is very important to answer this question if the applicant has ever used any other name, like a name they used before getting married or if people ever called them by another name. In some cultures, different ID documents will list different combinations of names so any combinations of names used by the applicant should be listed here.

Question 10: The applicant's current country of residence is where they are right now at this moment. For example, if an Afghan applicant is physically in Pakistan, they write Pakistan and list their status here. If the person has no status, it is fine to choose other for status and then explain.

Question 13: There is no option for saying "engaged" if that is the applicant's marital status. If that is the applicant's situation, they must choose single. If the applicant is not married but has lived together with someone in a relationship like a marriage for more than 12 months, then they list that person as their "common-law partner".

Contact Information

Question 1: The mailing address is where IRCC might send letters. It should be an address in Canada that is not likely to change soon.

Question 2: The residential address is where the applicant is physically living right now. They must do their best to provide a complete address.

Question 3: Only include a phone number that IRCC could reach someone at. It should be the permanent resident's number in Canada, not the applicant's number abroad.

Question 6: The email address listed should be the permanent resident's address they are using to correspond with IRCC about the one-year window application, not the family member's email abroad.

Passport

This section asks for the applicant's basic passport information. If the applicant does not have a passport or national ID card, that is not a problem and they can just say no to this section.

Education/Occupation Detail

Question 1: The applicant must choose the highest level of school they finished. For example, if they started university but did not finish, the highest level of education completed would be secondary school.

Question 2: The total number of years of education means from the time the applicant started going to school until the time they left school.

Dependents

This is where a principal applicant parent would add all the information for their child. **If several children are applying without a parent**, none of them fill out this section because a child is not a dependent of another child.

For each dependent the principal applicant includes, they are answering the **questions about the dependent, not about themselves**. For example, if it says your marital status, it means the marital status of the dependent the principal applicant is including.

Question 10: This is a very important question. This is where the principal applicant puts the relationship between themselves and their dependent, like spouse or child.

Question 11: Choose "yes" for whether this person will come with the principal applicant to Canada.

Additional Family Information (IMM 5406)

Note: we are only discussing certain sections of this form where individuals might make the greatest number of errors. Not every question on every form will be reviewed.

This form must be completed from the perspective of the applicant, the family member who is abroad.

- All dates must be written **year, month, day**.
- Remember that the principal applicant is the family member abroad, not the permanent resident in Canada. This form is done **from the perspective of the family member outside Canada**.
- If the principal applicant is engaged but not married, they must put “single” for marital status.
- **Only list one email address on the form.** Adding email addresses for other family members will only cause confusion and could cause emails from IRCC to be lost. The email address to use is the email of the permanent resident in Canada who is submitting the OYW request. For all other emails, put N/A.
- If the principal applicant does not have a spouse, siblings, or children, put N/A in those sections. You **CANNOT** leave any sections blank.
- When listing any children, this includes stepchildren and adopted children too.
- When listing brothers and sisters, remember this includes step siblings and half siblings. All must be included.
- If the applicant doesn’t know the exact date of birth for a family member, they can list just the year.
- If a family member is dead, the applicant must write that person’s place and date of death in the address field.
- The applicant **must include an address of every family member on the form**. They cannot leave that field blank. If they do not know the full address, they can list the town and country.
- If there is any information the applicant cannot obtain, they must put **N/A** in that section. **Do not leave things blank**.
- The applicant must list their relationship to each sibling, for example, “brother”, “half-brother”, or “step-brother”.
- If the applicant has too many family members to put on the form, like lots of siblings, they can include an additional document with the supplemental information. Just be sure to put the applicant’s name, their date of birth, and their file number if they have one at the top of the extra pages. They can then write the additional information that does not fit on the form.

Schedule A: Background/Declaration (IMM 5669)

Again, this form must be completed **from the perspective of the applicant**, the family member who is abroad.

If there is not enough space to answer any of the questions, you can add an additional document with the information. In that document, be sure to write the applicant's name, their file number if they have one, their date of birth, the number of the form they are completing (IMM 5669), and the number of the question they are answering.

- Remember that all dates must be **year, month, day**.
- Remember that the applicant **cannot** skip any questions on this form. If something does not apply to them, **you must write N/A** which means not applicable.

Question 5: Notice that this question asks specifically for the mother's family name at birth. This may be different from her family name now if she changed her name through marriage.

Question 6: This is a very important question which the applicant must answer carefully. Applicants typically do not understand all the elements of this question and you must review it with them carefully to avoid accidental misrepresentation.

When they answer yes or no to each of the questions that are part of question 6, they must think about the answer for themselves and anyone in their family applying with them under the one-year window. For example, if the applicant has never committed a crime but their spouse did, they would still have to say yes because one of their immediate family members did.

6(b): This part of the question asks if the applicant or anyone in their family who is applying with them has ever been convicted of a crime or committed a crime. It also includes if they had a trial at any point. Sometimes, people are convicted for political reasons even if they are not guilty. If the applicant was ever charged with a crime or convicted of a crime, even if it wasn't their fault, they **must still list it**. They can explain that they weren't guilty if this is the case.

The applicant must also include the information if one of their family members applying with them committed or was charged with a crime. If you encounter this situation, please reach out to us to discuss.

6(c): This part of the question is asking if the applicant or any family member applying with them has ever applied for asylum in any country (including Canada) or with the United Nations High Commissioner for Refugees (UNHCR). For example, if an applicant started an asylum application for another country before coming to Canada, they must list that.

6(d): If the applicant or anyone applying with them was ever denied asylum or denied any kind of visa for any country in the world, they have to say yes to this question. Explain what visa the applicant was denied and when in the box.

Example: An Afghan applicant applied for a visa to Pakistan but was denied; they must list this visa denial.

IMPORTANT: Failure to list a visa denial can lead to a finding of misrepresentation and denial of the OYW application.

6(e): Say yes to this question if the applicant was ever ordered to leave any country or ever tried to enter a country and was not allowed in. Explain in the box when this happened, what country, and why.

Example: The applicant had a valid visa to Pakistan. However, they were turned back at the Pakistan border by immigration authorities. They would say yes to being denied entry, even though they had a valid visa.

6(h): If the applicant or a family member applying with them was part of the military in Afghanistan, please discuss the case with us before answering this question so that we can clarify the nature of their military involvement.

6(j): The applicant must answer yes if they were ever detained or put in jail. Being detained means even if the police kept the applicant somewhere for a very short time. The applicant must also indicate they were detained if they were ever held somewhere for immigration reasons, like when trying to enter a country. It also includes being detained illegally, like by the Taliban. If the applicant was ever detained or put in jail, they must explain in the box provided. The applicant must also say if anyone applying with them was detained.

6(k): This question concerns whether the applicant has any serious medical condition. It is important to answer this question honestly to avoid any finding of misrepresentation. Even if the person has a serious medical condition, this does not mean they cannot come to Canada.

Question 7: For the number of years of education at each level, put 0 if the applicant did not attend school at that level. **Do not just leave the field blank.**

When listing the schools the applicant attended, do **not** list primary school. Only list secondary school and post-secondary, like college or university.

Type of certificate means what degree or diploma the applicant received, such as “high school diploma”. Field of study means what the applicant was studying if it was university, like “economics”. For secondary school, the applicant can just put “high school” for field of study.

If there is not enough space to list all secondary and university studies, continue in another document. Don’t forget that the document must include the applicant’s name, file number, date of birth, name of the form, and what question they are answering.

Question 8: This is one of the most important questions. The applicant must list what they were doing for the past ten years.

There **cannot** be any gaps in time; all time periods must be covered.

The applicant must start with what they are doing now and work backward in time.

During any time period the applicant was not working, they can say “unemployed”, “caring for children”, “studying”, or whatever it was that they were doing.

If there are periods when the applicant did not have an employer or school to list, they can put “N/A” for that section.

The applicant must list their legal status in the country where they were living for each time period, such as “citizen”, “visitor”, or “no status”.

If there is not enough space to list all the required personal history on the form, add additional pages with the required information. Don’t forget that the document must include the applicant’s name, file number, date of birth, name of the form and what question they are answering.

Question 9: In this question, the applicant must list any organizations they have ever been part of. This could be a religious organization, a human rights organization, a student organization, a political organization, etc.

Write “none” if the applicant has not been part of any organizations. **Do not just leave the question blank.**

Question 10: If the applicant ever worked for any part of the government of their country (at the national, regional, or municipal level), including the police or military, they must list that here. If they never worked for the government in any way, just write “none”.

Question 11: If the applicant was ever part of the military, they must list all the details here. If they were never in the military, they can just write “none”.

Question 12: The applicant must list everywhere they lived during the past 10 years. They must start with the most recent address. This means that they must start with the place where they are living right now.

If the applicant does not have exact addresses in their country, they can just put the name of the street, or even say something like “the yellow house next to the mosque”. Just provide as much information as possible. If the country does not have postal codes, skip that part.

If the applicant has lots of addresses, they can add an additional document to include the rest of them.