

From:
Sent: May 7, 2012 11:22 AM
To:
Cc:
Subject: RE: CPDP-FG-0087 FW: Follow up to conference call and file prep OB

Hi

Thank you for your question. The decision to refer an applicant to hearing based on a completed residence questionnaire remains with the citizenship officer. This includes cases where an RQ is on file due to one of the risk indicators /triage criteria. If the officer believes the information provided in the RQ and during the interview with CIC staff addresses the all issues regarding the case, it can be send to the judge for paper review (with completed analysis template). The case could also be referred for a hearing if concerns remain (again with completed analysis template).

There are situations where a hearing referral is mandatory (applicants with less than 900 days of physical presence, those who are prohibited or who are under a removal order, etc). One change that the OB highlights is the need to interview these applicants before the hearing, so as to ensure the new checklist is complete.

Thank you,



FW: Follow up to
conference ca...

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From: Nat-Cit-Operations
Sent: April 30, 2012 1:39 PM
To:
Cc:
Subject: CPDP-FG-0087 FW: Follow up to conference call and file prep OB

Hi

The following is for your action please.

A response is due by **Monday May 14th 2012**.

Thank you,

From: Nat-Cit-Operations
Sent: May 15, 2012 5:27 PM
To:
Cc:
Subject: RE: CPDP-FG-0126 FW: Queries Re: OB 417

Good evening \

Thank you for your questions. Please see below our answers to the questions raised. Please do not hesitate to contact us you have any further questions.

Thanks,

From:
Sent: May 9, 2012 9:57 AM
To: Nat-Cit-Operations
Cc:
Subject: Queries Re: OB 417

We would like to seek clarification on the following points related to OB417:

1. The OB is not clear on whether a client who receives a Residency Questionnaire (RQ) must proceed to a hearing for residency no matter what the officer analysis results in. The OB does not specifically address whether officer analysis and the completion of the File Analysis Template (CIT 0510) allows an officer to conclude that the concerns have been addressed and credibility is no longer an issue with the client. In fact, both the OB and the language used in the template suggest that, once an RQ is issued, that client will need to be scheduled for a hearing.

Officers have the discretion to decide whether or not a hearing is required in most cases where an RQ is on file. If following an interview and the officer's subsequent analysis of the file (File Preparation and Analysis Template), issues surrounding residence have been addressed, citizenship officers may refer the application to the citizenship judge for a paper review decision.

However, in cases where the applicant has less than 900 days of physical presence in Canada a hearing will continue to be mandatory.

2. In the instructions for the Residency Assessment Template (CIT 0510), officers are instructed to indicate whether a section has not been addressed or is not applicable to the case. Is follow-up with the client permitted in these instances, or is it based on the officer's interpretation of what is written on the form? We do recognized the onus is on the client to provide all information relevant to his/her case, yet we are wondering if contact with the client for clarification in specific instances, which may avoid unnecessary referrals, might still be considered? For example, a failure to declare a nine-month period of employment history by accident, would result in what appears to be a potential absence from Canada. A follow-up from an officer, with a request for supporting documentation, could deal with that issue in advance of any referral.

The RQ has been revised with a view to requesting detailed information from applicants, as well as to request specific types of documentation. The reason for this is to help avoid back-and-forth with applicants later in the process.

The File Analysis Template is to be completed based on the information that the applicant has provided in his/her RQ and supporting documentation. However, the RQ and supporting documents will now be reviewed before the applicant is scheduled for an interview so that items of concern / gaps can be addressed during the interview with the applicant. This way, the officer's analysis of the file will be as complete as possible before referral to a citizenship for paper review or a hearing.

Even with this procedure, information may still be missing. In such cases, which should be the exception to the rule, clarification can be sought from the applicant. As suggested, with this could help to reduce the number of applications where a hearing would be needed.

3. Forms and tools:

- a) We understand there may already be follow-up pertaining to Form fields in the PDF to be used by CIC officials that either allow only a limited number of characters, or will not expand to display everything that was typed in that field.
The final coded version of the File Preparation and Analysis Template will be posted in the coming days. This form will allow text fields to expand as necessary and will allow the user to save the contents of the form.
- b) Are we able to provide some input to some of these documents that might assist with further clarifying them, or do we await the 6 months for the review period to begin? For example, can there be addition of check boxes to indicate questions or requirements not applicable to a client, to remove confusion as to whether a requirement or concern has been addressed; can we perhaps move the info/check boxes for the bio page of the ppt/travel document and renewal pages relevant to the 4 year period preceding the application to the first page of the checklist so this information is readily accessible – just suggestions. We realize you may not wish to receive multiple suggestions, just wondering if there might be a way to forward them sooner than 6 months if we are able to detect trends/areas that require further clarity, once we begin to receive these back from clients.
Thank you for your suggestions. We are keeping a list of tweaks to make all of the new forms and tools and welcome further suggestions. For the moment, the plan is to update the forms in fall to coincide with changes to documents that will be requested up-front from applicants.
- c) It would be helpful to the field and staff to perhaps have a flow chart to outline the new procedures as a quick reference to the workflow for this OB
This is an excellent idea. We will prepare a flow-chart outlining the process changes in the coming weeks.

We thank you in advance for your consideration of the above,

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From:
Sent: May 16, 2012 4:25 PM
To:
Cc:
Subject: RE: Items for discussion today

Hi

Denise and I had a good meeting this afternoon with Brendon and Jérôme on some of the main questions that have arisen with the OB.

Item 1: Are homemakers, retirees, students considered to be unemployed (as part indicator A5): Based on input received from the Commission and our discussion today, there was consensus that these individuals should not be considered as unemployed.

Item 2: Is an RQ needed if concerns in the system are only related to criminality?: The consensus was that an RQ would not be needed (Commission agrees as well).

Item 3: IDs issued within 3 months before date of application (indicator C1): Is an RQ needed if only one ID has been issued within 3 months prior to applying?: The consensus was that an RQ is needed. As a note, this indicator is a bit clearer in the French version of the checklist which states "un document à été émis...".

Item 4: The topic of address history entry (domestic and foreign) was discussed. We briefed Brendon and Jérôme on the changes that will be made very soon to the application form to request postal codes. However the question of transition remains. In the absence of postal codes, CPC-S / local offices will need to search for Canadian postal codes if one has not been provided in order to enter the address properly. Otherwise the data that is entered into the system will not be as valuable as possible (such as identifying suspect addresses).

Item 5: On the topic of foreign addresses, there are questions as to the value of these addresses given that there do not seem to be specific guidelines for foreign address data entry (as a result, less value for identifying suspect addresses).

Item 6: Checking GCMS if the last check was done only a few days prior (before test, then again before referral to the judge). In order to be consistent with OB 273 on mandatory system checks, it was felt that this check should continue.

The decisions on these questions will have an impact and so we thought it may be best for a discussion to be held at the director level with PID on these items. Perhaps when you are back on Friday? This will allow us to answer several functional guidance requests.

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From:
Sent: May 16, 2012 10:54 AM
To:

Subject: Items for discussion today

Hi
Items for discussion with PID, hopefully today.

Hi

Would you be able to meet this afternoon to discuss the following:

Risk Indicators:

- 1) Indicator A5: Topic of homemakers/students/retires: Do they fall under the "unemployment" category in risk indicator? We have discuss with the Commission and are in agreement that they should not fall into this category.

From the Commission:

In this context, unemployed does not include students and homemakers. To quote:

On the second point, the person we have in mind who "self-identified as a consultant, self-employed or unemployed, with any travel during the relevant 4 year period" is the primary income earner, male or female, who appears not to be able to account for his/her time in Canada adequately in terms of employment, but is nonetheless able to maintain a pattern of frequent travel.

While my preference is always to have more rather than less information up front, there is not, in my view, a significant risk in not giving an RQ to homemakers and students.

If there is a flag at the time of the interview, obviously an RQ can still be given.

And of course, there will be an opportunity to reassess as part of the assessment of risk indicators and file preparation that is planned for the fall.

- 2) Indicator A2: Is an RQ needed if the only item of concern in FOSS/GCMS is regarding criminality? – we do not believe an RQ would be warranted.
- 3) Indicator C1: Confirmation that RQ needed if only one document has been issued in the 3 months before application.

Others:

- 4) Entry of address history into the system. The main issue is that postal codes for Canadian address history are not requested and so data entry is more time consuming (users have to consult the Canada Post website to determine the postal code). We will be amending the application form in the coming days but the issue will exist for transition files.
- 5) Questions also exist for the entry of foreign address as there is no absolute standard for foreign address entry.
- 6) GCMS checks: Does GCMS need to verified again if last check was done only a few days prior (before test, then again before referral to the judge)

Thanks,

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From:
Sent: May 18, 2012 2:20 PM
To:
Cc:
Subject: RE: CPDP-FG-0101 FW: OB 407 Questions

Hi

This is to follow-up regarding your question on warnings in FOSS/GCMS (specifically, criminality). Our updated response is below. We apologize for the confusion.

Under Annex A Triage criteria/Risk Indicators – Applicant Characteristics A2 Re NCB in FOSS. Are we to give an RQ to anyone who has a warning in FOSS i.e. if there is info that client has criminal charges? Why would I give an RQ? An RQ is not required when the only issue flagged in the system pertains to criminality. Instead, the issue should be flagged for follow-up in the remarks section of the checklist.

For your information, we are keeping track of all responses to the field and will be setting up an intranet page with responses to the more frequent questions.

Thank you,

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From:
Sent: May 10, 2012 2:11 PM
To:
Subject: RE: CPDP-FG-0101 FW: OB 407 Questions

Thanks

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From:
Sent: May 18, 2012 3:07 PM
To:
Subject: FW: CPDP-FG-0097 FW: draft citizenship OB Standardizing the Preparation of Citizenship Grant Applications

FYI

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From: Nat-Cit-Operations
Sent: May 18, 2012 3:25 PM
To:
Cc:
Subject: RE: CPDP-FG-0097 FW: draft citizenship OB Standardizing the Preparation of Citizenship Grant Applications

Good afternoon

Please see below the responses to the questions raised below.

For your information, an email message from the Registrar will also be sent to the field in next couple days providing clarification on some of the recurring questions regarding the OB (such as the interpretation of Unemployed for the purposes of risk indicator A5).

Thank you,

De :
Envoyé : 1 mai 2012 10:28
À : Nat-Cit-Operations
Cc :
Objet : draft citizenship OB Standardizing the Preparation of Citizenship Grant Applications
Importance : Haute

Good morning

We have some questions of interpretation concerning the draft OB and the draft File Requirements Checklist.

Specifically, with regard to the triage criteria/risk indicators:

1. Regarding "Applicant Characteristics: A 5: self-identified as a consultant, self-employed or unemployed with any travel during the relevant 4 year period":
 - a. In order to warrant an RQ, would the applicant need to have been a consultant, self-employed, or unemployed throughout the entire 4 year period (and also have any travel during the 4 year period), or, would an RQ be required if, during any period of time within the 4 year period the

applicant acted as a consultant, was self-employed, or, was unemployed (and also had any travel in the 4 year period)?

All applicants who have self identified as being a consultant, self-employed, unemployed AND who travelled at any point of the 4 year period are to be issued an RQ. This includes situations where the applicant was, for example, a consultant for a part of the 4 year period, and who only travelled in another part of the 4 year period where they were not a consultant.

- b. For clarity, would an RQ need to be issued to such an applicant: a wife/mother who does house work/looks after her children, but does not otherwise work outside the home whether during the entire 4 year period or during some portion thereof, and who has made a one-day visit to Buffalo at some point during the 4 year period?

For the purposes of this risk indicator, homemakers, students, and retired individuals are not considered to be unemployed. As a result, the individual in the scenario above would not require a residence questionnaire.

- 2. Regarding "Documents: C1: ID (provided in support of application) has been issued within 3 months of application":

- a. In order for an RQ to be warranted, do each of the ID documents provided in support of the application need to have been issued within 3 months of the application, or, is it intended that an RQ be issued even if only one of the ID documents provided was issued within 3 months of the application? If any of the ID issued in support of the application has been issued within 3 months of the application date, an RQ is to be issued.

- b. If only one document issued within 3 months of the application triggers an RQ, does the type of document matter? For example, if it is a driver licence that was issued within 3 months of the application, would this trigger an RQ, even, for example, if it were just a renewal of a previous driver licence? Yes, this scenario would trigger an RQ.

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From:
Sent: May 25, 2012 9:33 AM
To:
Cc:
Subject: RE: CPDP-FG-0138 - INPUT FROM GOA N&E: Standardizing File Preparation of Citizenship Grant Applications - Supporting Citizenship Modernization

Importance: High

Good morning!

I am currently writing up the answers to the questions from Ontario region on the OB. One of them has to do with triage criteria A3: Previous applications that were non approved, withdrawn, abandoned, renounced, or revoked.

Could you provide input on the following:

On one hand, we are told that CIC will not issue an RQ if the previous citizenship application was refused for only language, knowledge, or both. Later in Annex A it is suggested that we only issue an RQ if the previous application was refused for residence or revoked. Can we get additional clarity on when RQ should be issued.

- A3 – “Previous citizenship applications which were not approved, withdrawn, abandoned or renounced”: An RQ does not need to be issued from CPC-S if an applicant's previous application was refused for language, knowledge, or both.
-
- **A3 – Previous citizenship applications which were not approved, withdrawn, abandoned, renounced or revoked:** Upon data entry, CPC-S will review the application history of each individual in the file. If this indicator applies, CPC-S will list the previous file number(s) on the checklist and provide the reason for the previous non-approval in the remarks section where a previous application has been non-approved. CPC-S will only be required to send an RQ where there is a previous citizenship application that was non-approved for residence or the applicant's citizenship has previously been revoked.

I think the first option (all situations except for L&K non approvals), covers more scenarios (it covers the abandoned and withdrawn applications). Right now it is my understanding that CPC is not issuing RQs for previous applications that were withdrawn or abandoned.

Could you provide us with a response today?

Thanks,

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From: Nat-Cit-Operations

Sent: May 11, 2012 12:47 PM

To:

Cc:

Subject: FW: CPDP-FG-0138 - INPUT FROM GOA N&E: Standardizing File Preparation of Citizenship Grant Applications - Supporting Citizenship Modernization

FYI

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From:

Sent: May 11, 2012 11:54 AM

To: Nat-Cit-Operations

Cc:

Subject: INPUT FROM GOA N&E: Standardizing File Preparation of Citizenship Grant Applications - Supporting Citizenship Modernization

Good Morning,

Please see below GOA N&E feedback and suggestions with regards to the OB and modernization initiatives.

Procedures

1. The new OB should also include that all absences from client's PR card applications be entered in FOSS in order to assist in the verification of absence declaration.
2. When checklist is at the Level 1 decision maker and completing the Triage Criteria / Risk Indicators section, all names that were indicated on the cit appl'n should be verified against GCMS. When the local office realizes that not all names were entered in GCMS as per the client's declaration on the citizenship application, the local office then has to enter the names in the system and clearances have to be reworked. This causes unnecessary processing delays.
3. Triage Criteria / Risk Indicators checklist - Document section: RQ issued by CPS Sydney, duplication within this box.
4. Test no-shows scheduled for hearing where the officer reviews their documentation: if clients do not satisfy the officer that they meet residence requirements, Can we cancel the hearing rather than seize the judge with the file? We could then request and review the RQ with more time rather than trying to meet the 60 day deadline as closely as possible.
5. CPC-S will send RQs to clients. What does the local office do if the RQ was not provided by the client after request by CPC-S? Request a second, then send for non-compliance hearing? If they go for non-compliance hearing, does the officer interview/test prior to hearing?
6. in cases where we send a file for paper review without an RQ and the judge requests an RQ, is the judge seized with the file?
7. We are to complete triage and data entry for all files in the local office or sent by CPC-S without this work done and we are to send RQs if any of the triage criteria on page 2 are positive (the boxes are checked). Is this correct? If so, do you want the GCMS case note "RQ issued by local

CIC" or "RQ issued by CPCS" ?

8. We are inputting all the information from the client on previous addresses and absences. What if their declared previous addresses/absences change on any subsequent information provided by the client. Do we modify the previous info? Do we create new addresses in the past?
9. If triage question A2 (NCB in FOSS, Warning or Notes(s) in GCMS indicating a concern) is ticked, the OB requires that we send an RQ. Is this always the case, even if (e.g.) the note is on criminality?
10. The guidance on triage question A3 (Previous citizenship applications which were not approved, withdrawn, abandoned, renounced or revoked) :On one hand, we are told that CIC will not issue an RQ if the previous citizenship application was refused for only language, knowledge, or both. Later in Annex A it is suggested that we only issue an RQ if the previous application was refused for residence or revoked. Can we get additional clarity on when RQ should be issued.
11. Triage question A5 and the last question on the page 3 of the FR checklist (pre-interview preparation) are the same (Self identified as a consultant, self employed or unemployed, with any travel during the relevant 4-year period). Are there benefits in eliminating one of the 2 questions?
12. Again, about triage question A5: what if the person was only unemployed, self-employed, or a consultant for a short period (e.g. 3 months) and has very limited travel (e.g. 1 week in the Dominican and/or a 3 day trip to New York)? Should we still issue an RQ?
13. If triage question C1 (ID provided in support of application) has been issued within 3 months of date of application) is ticked, we issue an RQ. Even if only one of the ID was issued in the last three months?
14. If one member of a family is given an RQ, but none of the others meet the triage criteria per se. Should we issue an RQ to the whole family?

Form

15. Employment Ties section: Documents suggested to be provided in this section should also include: Record of Employment
16. On the new FR checklist, what is the TT #?
17. Annex B – Guidance for completing the analysis templates – is it possible to modify them so that the text boxes for comments expand to allow us to input more information?

Analysis

18. Employment: Should include Record of Employment

Thank you,

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To: Nat-Cit-Operations
Subject: RE: CPDP-FG-0173 - Clarification on OB 407

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From: Nat-Cit-Operations
Sent: June 1, 2012 4:06 PM
To:
Cc:
Subject: RE: CPDP-FG-0173 - Clarification on OB 407

Hello

Thank you for your questions regarding OB 407 and new tools. The responses to the questions raised are below in red.

For your information, an assessment of the risk indicators will take place in the future. This will analyse whether some risk indicators need to be changed.

Thanks,

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From: Nat-Cit-Operations
Sent: May 25, 2012 11:44 AM
To:
Cc: Nat-Cit-Operations;
Subject: FW: CPDP-FG-0173 - Clarification on OB 407

Good morning

For your action please. Due June 8.

Thanks,

NHQ - Operational Management and Coordination | AC - Gestion opérationnelle et coordination
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From:
Sent: May 25, 2012 11:15 AM
To: Nat-Cit-Operations
Subject: Clarification on OB 407

Hello,

There were a few questions arising from OB407 as we begin to work through the files we have in the office:

1. When a RQ is given to client as

After reviewing the RQ and docs, if the officer has no concerns as there is no shortfall or credibility issue, and client meets 1095 days...do we need to complete the analysis template if the client clearly meets 1095 and there is no shortfall or credibility concerns. It consumes time to complete the template for each case. Can we write the following on checklist (Res Q reviewed, no concerns, initials and date) if no shortfall or credibility.

Response:

The File Preparation and Analysis template is to be completed in all cases where an RQ is on file in order to demonstrate to the judge that you have assessed all the information received from the applicant and that there are no further concerns exist. While the template must be completed, it is expected that the responses to some of the items in the template will be more brief given there are no concerns.

2. When reviewing files, if there is a couple that are seniors, husband states that he is unemployed during relevant period and wife states homemaker, they both haven't worked as children are supporting them.

We come across many cases similar to that as male applicants do not write homemakers on applications.

Response:

An RQ is not needed

There are situations where one applicant will need to complete an RQ but where the applicant's spouse does not.

An assessment of the risk indicators will be performed in the future and your comments will be taken into consideration when the assessment takes place.

3. When there are

we are to mail out the RQ? That is the case for many applicants, and when RQ is received, there are no credibility issues or shortfalls, and time is wasted on completing analysis templates for every file that has RQ.

Response:

If the applicant has under indicator A5 and no RQ would be issued. However, if the applicant

the applicant would not fall

an RQ is to be issued.

As per the response to question 2, an assessment of the risk indicators will be performed in the future. We appreciate your comments on the indicators and they will be taken into consideration when the assessment takes place.

Your guidance is appreciated.

Thank you,

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To:
Subject: RE: CPDP-FG-0263-OB407 - Request for Clarification

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From:
Sent: July 6, 2012 4:44 PM
To:
Cc: Nat-Cit-Operations; Doiron.Micheline; Couture G.Denise (OMC/GOC)
Subject: RE: CPDP-FG-0263-OB407 - Request for Clarification

Hi

Thank you for your question. When completing Part A of the checklist, the annex in the OB describes indicator C2 as follows:

C2 - Inconsistency between addresses on ID and addresses on application form: CPC-8 (and local offices for transition cases) will compare the addresses on the application form with those listed (if any) on supporting ID provided by the client.

In cases where an applicant has not updated their ID with their most recent address on their citizenship application, but where the address on the ID appears in the address history section of the application form, an RQ would not be automatically needed. However, questions can be raised at the interview in order to resolve any concerns the officer may have.

Nat-Cit: Actioned.

Thanks,

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From: Nat-Cit-Operations
Sent: June 21, 2012 2:10 PM
To:
Cc:
Subject: FW: CPDP-FG-0263-OB407 - Request for Clarification

Hello

For your action please. Due by July 5.

Thanks,

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From:
Sent: June 21, 2012 2:03 PM
To: Nat-Cit-Operations
Subject: OB407 - Request for Clarification

Please see question being raised by staff member below. Appreciate your advice, thank you.

Supervisor
ONT - St. Clair CIC | ONT - CIC-St. Clair
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
25 St. Clair Avenue East, Suite 200 Toronto ON M4T 1M2 | 25 avenue St. Clair est, bureau 200 Toronto ON M4T 1M2
Office | Bureau St. Clair CIC,

Telephone | Téléphone
Facsimile | Télécopieur
Government of Canada | Gouvernement du Canada

Sent: June 21, 2012 1:45 PM
To:
Subject: Fw: Questions & Answers - NHQ (re: New OB)

My question is with regards to the Citizenship application address history and the FRC Triage Criteria Documents Section that results in an RQ issuance.

Scenario: Citizenship application has address history for the four year relevant period. The applicants current address appears on the current id's.

FRC Triage Criteria Section C2 states "Inconsistency between address on ID and address on application form".

Should this person be given a Residence Questionnaire if the address on the id does not match what appears on the Citizenship Application in Section 5A. However it matches the address mentioned in Section E of the Citizenship Application which has the addresses in the last 4 years.

To: Nat-Cit-Operations
Subject: RE: :CPDP-FG-0143Question regarding new File Requirement Checklist - Triage

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360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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From: Nat-Cit-Operations
Sent: June 1, 2012 3:45 PM
To:
Cc:
Subject: RE: :CPDP-FG-0143Question regarding new File Requirement Checklist - Triage

Good afternoon !

Thank you for your comments/questions on the triage criteria. A message was sent from the Registrar on May 23rd, which provided clarification on indicator A5: "Self-identified as a consultant, self-employed or unemployed, with any travel during the relevant period". Individuals who are students, homemakers, and those who are retired are not considered to be unemployed. It is anticipated that the number of RQs to be issued due to indicator A5 will reduce due to this clarification.

Individuals who state they were/are unemployed (and who are not homemakers, students, or retired), and who travelled at any point of the relevant 4 year period continue to fall on indicator A5 and are to be issued a residence questionnaire.

With the roll-out of the risk-indicators, the number of RQs issued is expected to increase. For this reason it is important for local offices to continue to include the specified case note "RQ issued by local CIC" into GCMS. This will ensure that accurate reports are generated on the number of cases where an RQ has been issued.

An assessment of the risk indicators will be performed in the future and your comments will be taken into consideration when the assessment takes place.

Thanks,

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From: Nat-Cit-Operations
Sent: May 18, 2012 9:01 AM
To:

Cc:

Subject: FW: :CPDP-FG-0143 Question regarding new File Requirement Checklist - Triage

Hello J

For your action please. Due June 1st.

Thanks,

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Telephone | Téléphone 6
Facsimile | Télécopieur 6
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From:

Sent: May 18, 2012 8:45 AM

To: Nat-Cit-Operations

Cc:

Subject: Question regarding new File Requirement Checklist - Triage

Good morning,

We are in the process of **completing the Triage page** of the File Requirement Checklist for all Atlantic files who have not yet been sent a test notice. We were wondering if we have any discretion as to whether to send a client a residence questionnaire based on the **Triage criteria**.

Regarding question A5 (where if the client was a consultant, self-employed, or unemployed, and has travelled within the 4 yr period, they are to receive an RQ), for example one client had been working, but her father died so she had to leave for two weeks for the funeral. At this point in her work history, she listed herself as unemployed during this period, she probably had to quit her job to leave and was looking for work for a few months after that. Another client was a student who had a period of unemployment for 6 months after graduating university, and during that time he took a 3 day trip for a friend's wedding, which was his only absence in the 4 year period. Also, any mother who stays at home and travels will require a RQ.

When we see cases like this, do we have any discretion, or do we have to **send a residence questionnaire** to the client regardless of the circumstances? **Right now about 75% of the files we "triage" are requiring a residence questionnaire.** If this continues, no one in the Atlantic will be able to hold a citizenship test for months, as we will need to send out the RQ's, then wait 45 days for them to return before the client can be scheduled.

Thank you for any guidance you can provide,

Citizenship Officer | Agente de Citoyenneté
ATL - CIC Moncton NB | ATL - CIC Moncton, N.-B.
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
860 Main Street, Suite 602 Moncton NB E1C 1G2 | 860 rue Main, Suite 602 Moncton NB E1C 1G2

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From: Nat-Cit-Operations
Sent: September 14, 2012 3:33 PM
To: CIC-Cit-Supervisors; CIC-CIT-Area-Directors-Managers;

Subject: obtaining traveller history reports and forms changes / L'obtention des rapports d'historique des voyages et modifications aux formulaires

(le français suit)

A message from the Registrar of Canadian Citizenship and the Senior Citizenship Judge

Hello all,

The purpose of this message is to inform you that the citizenship adult grant application form and residence questionnaire (RQ) have been updated as of September 10, 2012. Both of these forms have been modified to include a consent mechanism in order to allow the Canada Border Services Agency (CBSA) to disclose to CIC an applicant's history of entries to Canada (Traveller History Report). This will also allow CIC to collect and use this information in the assessment of Citizenship applications. Having direct access to the Travel History will streamline the process for both the applicant and CIC. Moving forward, this new version of the RQ is to be issued to applicants where one is required.

Previously, the residence questionnaire requested that applicants obtain a copy of their traveller history report directly from the CBSA (via a Privacy Act request). Applicants then included this report with their completed RQ and other supporting documents. With the new consent mechanism in place, traveller history reports will be obtained directly at CPC-Sydney for applicants who have been issued an RQ.

For applications that are currently at CPC-Sydney but which have not yet undergone risk triaging, the new version of RQ will be issued as necessary. The new version of the RQ will also be used by local offices as per current practice. Once all applications at CPC-Sydney and local offices include the consent mechanism, it will no longer be necessary to request applicant consent in the RQ.

In cases where the applicant has not provided the new version of the application form containing consent, but where consent has been sought in the RQ, local offices will be required to contact CPC-S to obtain the traveller history report. Detailed procedures for this process are expected in the coming days.

For your information, the new forms are already available on the CIC Intranet:

Application form: <http://cicintranet.ci.gc.ca/connexion/tools-outils/form/documents/pdf/cit0002e.pdf>

RQ: <http://cicintranet.ci.gc.ca/connexion/tools-outils/form/documents/pdf/CIT0171E.pdf>

Thank you,

Registrar of Canadian Citizenship
Senior Citizenship Judge

Message de la greffière de la citoyenneté canadienne et du juge principal de la citoyenneté

Bonjour à tous,

Ce message a pour but de vous aviser de la mise à jour du formulaire de demande d'attribution de citoyenneté adulte et du questionnaire sur la résidence (QR) le 10 septembre 2012. Ces deux formulaires ont été modifiés pour incorporer un mécanisme d'obtention du consentement pour permettre à l'Agence des services frontaliers du Canada (ASFC) de divulguer à CIC l'historique des entrées d'un demandeur au Canada (rapport sur l'historique des voyages). Ceci permettra également à CIC de recueillir et d'utiliser ces renseignements dans le cadre de l'évaluation des demandes de citoyenneté. L'accès direct à l'historique des voyages facilitera le processus à la fois pour le demandeur et pour CIC. À partir de maintenant, cette nouvelle version du QR doit être délivrée aux demandeurs lorsqu'il est requis.

Préalablement, le questionnaire sur la résidence exigeait des demandeurs qu'ils obtiennent un exemplaire du rapport de leur historique de voyages directement auprès de l'ASFC (par le biais d'une demande d'accès à l'information). Les demandeurs joignaient ensuite ce rapport à leur QR dûment rempli et autres pièces justificatives. Avec le nouveau mécanisme d'obtention du consentement désormais en place, les rapports sur l'historique des voyages seront obtenus directement au CTD de Sydney pour les demandeurs auxquels un QR a été délivré.

En ce qui a trait aux demandes qui sont présentement au CTD de Sydney mais n'ayant pas encore fait l'objet de triage en fonction du risque, la nouvelle version du QR sera délivrée au besoin. La nouvelle version du QR sera également utilisée par les bureaux locaux selon la pratique actuelle. Une fois que toutes les demandes se trouvant au CTD de Sydney et dans les

bureaux locaux incluront le mécanisme d'obtention du consentement, il ne sera plus nécessaire d'obtenir le consentement du demandeur sur le QR.

Dans les cas où le demandeur n'a pas fourni la nouvelle version du formulaire de demande comprenant le consentement, mais pour lequel le consentement a été demandé par le QR, les bureaux locaux devront communiquer avec le CTD-S pour obtenir le rapport de l'historique des voyages. Des procédures détaillées pour ce processus sont attendues dans les prochains jours.

Pour votre information, les nouveaux formulaires sont déjà disponibles dans l'intranet de CIC :

Formulaire de demande : <http://cicintranet.ci.gc.ca/connexion/tools-outils/form/documents/pdf/cit0002f.pdf>

QR : <http://cicintranet.ci.gc.ca/connexion/tools-outils/form/documents/pdf/CIT0171F.pdf>

Merci,

Greffière de la citoyenneté canadienne
Juge principal de la citoyenneté

To:
Subject: RE: Comments sought by COB Monday September 17 : CPDP-FG-0380- residency questionnaire CIT 0171

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360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1

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From:
Sent: October 18, 2012 4:49 PM
To:
Cc:
Subject: RE: Comments sought by COB Monday September 17 : CPDP-FG-0380- residency questionnaire CIT 0171

Hi

Thank you for passing this along. The questionnaire specifies that documents need to cover the 4 year period. However if applicants obtained PR status more than 4 years ago, the RQ states that they should provide documents dating back to their arrival. One of the assessments that is made by Citizenship Judges is an applicant's ties to Canada –especially in cases where the applicant has less than 1095 days of physical presence. Documents that cover time before the 4 year period starts are especially important in these cases.

If applicants contact the call-centre and have questions regarding the period for which they are required to provide documents, we recommend using the following general lines:

You have been issued a residence questionnaire because additional information and documents in order to assist CIC in determining whether you meet the residence requirement for citizenship. It is your responsibility to provide documents that support your residence and to ties to Canada. The questionnaire requests that documents cover the relevant 4 year residence period for your application. Documents can also date back to when you first arrived as a permanent resident in order to demonstrate your ties to Canada. The RQ provides several examples of documents that may be provided, but each case is different. The onus is on you to decide which documents to provide.

We apologize for the delay in responding.

Thanks,

NAT-CIT: Actioned

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From: Nat-Cit-Operations
Sent: August 9, 2012 11:40 AM
To:
Cc:
Subject: FW:CPDP-FG-0380- residency questionnaire CIT 0171

Hello J

For your action please.

Due date Aug. 23.

Many thanks,

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From:
Sent: August 9, 2012 11:01 AM
To: Nat-Cit-Operations
Subject: residency questionnaire CIT 0171

Hello, please see the below email from the call centre. They would like clarification on whether the clients should be providing requested documents for their entire history since their **arrival date in Canada**, or simply if the clients should be proving those since only the **last 4 years**. We had discussed this email yesterday in passing. Your response will be forwarded on to the call centre agent for their information and clarity.

Thank you for your assistance.

From:
Sent: August 3, 2012 5:24 PM
To: NHQ-Manual-Editor
Cc:
Subject: KITS (121) KITS - Suggestion / Modification of Content

Form Number: IMM or CIT 0171

Language: English [x] French [x]

1) What is your suggestion or modification to be brought on the form or guide?

It is mentioned on the RQ:

For the purposes of this questionnaire: "Arrival date in Canada" means the earlier of :

- 1. The date on which you first came to Canada to live or;*
- 2. The date on which you became a Permanent Resident of Canada*

Most questions on the RQ seem to be based on your "Arrival date in Canada".

For some clients, the earlier of the two above is the date they first came to Canada, and that could be 8-10-20 years ago. Is it possible that we ask someone to go back 10-20 years ago for Absences from Canada, Employment Ties, etc..?

Shouldn't we be only concerned with the 4 years preceding the grant application as per Basic Residence criteria?

2) What led you to come up with this suggestion or modification? Give a brief explanation and/or give an example if possible.

Client called.

3) How often do you get this inquiry? Daily and/or Weekly:

4) Comments (if applicable):

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s.16(1)(c)

To: Nat-Cit-Operations
Subject: RE: CPDP-FG-0405-Observation re: issuance of RQs

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From: Nat-Cit-Operations
Sent: October 18, 2012 5:06 PM
To: Nat-Cit-Operations
Subject: FW: CPDP-FG-0405-Observation re: issuance of RQs

This is actioned.

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From: Nat-Cit-Operations
Sent: October 18, 2012 5:05 PM
To:
Cc:
Subject: RE: CPDP-FG-0405-Observation re: issuance of RQs

Hi

Thank you for your question.

An

RQ would be issued in such a case.

However, RQs should not be issued (unless another flag has been raised). Has your office noticed if this is a recurring issue on files arriving from CPC-S? If so, could you let us know?

The above clarification reflects

File Analysis Template

If the applicant has been issued the RQ, the File Analysis Template has to be completed. If there are no concerns on a particular item, this fact can simply be stated on the form. It should also speed up the process of completing the form.

The important component is to show the judge that each item was reviewed and considered and any concerns are documented. We are however aware that some components on the template repeat the same information that appears on the RQ and checklist. A review of the tools that were introduced as part of OB 407 is planned for this fall and this will be considered when updates are considered.

We welcome your suggestion regarding an instructions document for completing the template. At the moment such a document has not yet been prepared, however we will raise this issue with the Citizenship Commission. In the interim, we welcome any further questions you may have.

We apologize for the delay in responding.

Thanks,

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From: Nat-Cit-Operations
Sent: August 23, 2012 9:13 AM
To:
Cc: Nat-Cit-Operations;
Subject: FW: CPDP-FG-0405-Observation re: issuance of RQs

Hello

For your action please. Due Sep.6.

Thanks,

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From:
Sent: August 22, 2012 6:26 PM
To: Nat-Cit-Operations
Subject: Observation re: issuance of RQs

Good Afternoon.

One of the staff noticed something regarding the issuance of an RQ that prompted a question. The first 2 pages of the File Requirement Checklist were completed by Sydney and the file sent to us. **One of the applicants**

They were still issued the RQ as per RQ issued by CPC Sydney

Remarks = "Appl 1 – Should an RQ be issued in these cases? That was not the understanding we had according to the OB 407 doc; have we misunderstood?

If the RQ should not have been issued, we're concerned that other files may have RQs coming in for files that will now require us to complete a File Analysis Template (FAT) when it really didn't need to be the case = increased workload. Is there an approach to completion of the FAT that can allow for due diligence but not be so labour intensive? By any chance is a more detailed "guideline" or "SOP" coming out on how we should be completing the FAT? I ask as we're concerned that we may be integrating different levels of detail compared to other offices which might be causing this to be such a labour intensive activity, i.e. listing of "facts" versus of "interpretation of facts/opinion"

Regards,

Supervisor, Citizenship and Multiculturalism
PNT - Winnipeg CIC | PNT - CIC Winnipeg
Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
25, Forks Market Road | Room 400 Winnipeg Manitoba R3C 4S9 | 25, chemin Forks Market | Pièce 400 Winnipeg
Manitoba R3C 4S9

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Multiculturalism Program Inquiries | questions concernant le programme multiculturalisme: Telephone | Téléphone

Citizenship Inquiries | questions concernant citoyenneté: Telephone | Téléphone

"Leadership is a change-oriented process of visioning, networking, and building relationships" – John Kotter

From:
Sent: November 1, 2012 1:54 PM
To:
Cc:
Subject: Feedback requested by noon Nov 2: Updated interpretations of risk indicators - Protected B ATIP exempt s 16.

Importance: High

Good afternoon everyone,

As per our meeting the other day, below are the updated interpretations of select risk indicators (in red). Updated interpretations on other indicators (A5 and C1) were previously circulated and can be found on page XX of the updated OB 407 (attached).

We would like to finalize these changes so that the updated OB 407 can be published as soon as possible and would ask that your comments be provided by noon tomorrow.

Thanks to all,

A4 – Discrepancy in absences between citizenship application and CIC information during the relevant 4-year period: Applies to adult applicants only. A check mark in the “Yes” column indicates that CPC-S has compared the information included on the application form with information that is in FOSS/GCMS, or with other CIC information that is on hand, and which shows that the applicant has likely been absent for longer than stated. For further information on reviewing the FOSS/GCMS record, see OB 263 [“Implementation of a New Mandatory Check in GCMS”](#)

Exception – RQ not mandatory if:

- o There exists a discrepancy in the dates of the reported absences on the citizenship application and CIC information on 3 occasions or less **and/or**
- o The discrepancies in declared absences and CIC information do not vary by more than 5 days

A6 – Absences to home country to sell land/property or to take care of ill family member during the relevant 4-year period: CPC-S will review the reason for absences as stated on the application form or as indicated in pre-existing FOSS/GCMS notes.

Exception – RQ not mandatory if:

- o Absences to sell land/property or to take care of an ill family member are within 6 months of the applicant's date of landing.
- o Excluding the 6 month period, there was a cumulative total of 2 or fewer individual absences to sell land/property or to take care of an ill family member.

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s.16(1)(c)

s.19(1)

From:
Sent: December 28, 2012 10:13 AM
To:
Subject: RE: FYI--message re: file preparation related to new interpretation//file req checklist

Just a quick response -

I think it would be a good idea to ask Alex to the discussion on File prep you have scheduled next week. I do have some concerns about what has been requested - Bob's thoughts are based on what he heard at one session and the views from all offices were not completely consistent. And there is a larger issue of looking at any of the tools in isolation.

We can talk further in January when we meet about how to best meet the request from the ADM and your DG....

Re the message - Would prefer that I send out to judges when I get back. Can provide some context... Also instead of saying "no concerns" suggest "no concerns identified".

From:
Sent: Thursday, December 27, 2012 01:53 PM
To:
C:
Subject: FYI--message re: file preparation related to new interpretation//file req checklist

Hello

I believe that had a conversation with you on the issue of previous/new interpretation and next steps. Below is the message that we prepared to go out to the network with the direction explaining that they will need to do an assessment to consider whether file

So, please see the below and let me know if you wish for me to send it to both the operations and judges or whether you wish to send to the judges.

Also, indicated to me that she has given you a head's up about Rob's & Caroline's request to me to initiate a review of the file prep process. Here is an excerpt from Caroline's email

So for Jan 15th I need to provide him with an assessment of what can be removed from the existing File Requirements checklist so that the field is focussed on the right things. You are to undertake this process asap, with the Commission.

Considering the tight timelines, I have rescheduled the meeting that we canceled on Monday Xmas Eve to Jan 2nd to begin the conversation and discuss next steps. Do you think we should include Alex in the conversation?

Hope that you are enjoying your holidays and wish you happy, healthy, peaceful and inspiring New Year.

s.16(1)(c)

"As you know, OB 407B was published on November 16th, 2012. One of the key updates made to original OB 407 was the reinterpretation of certain triage criteria when determining whether or not a residence questionnaire is issued to the applicant.

Procedure

If issues arise as part of the review of the RQ and the supporting documents (or following the in-person interview with CIC staff),

If you have any questions regarding this procedure, please do not hesitate to contact Nat-Cit-Operations@cic.gc.ca.

Thank you all for your ongoing contribution to the citizenship program.

Happy holidays to all,

Bonjour à tous,

Comme vous le savez, le BO 407B a été publié le 16 novembre 2012. L'une des mises à jour-clés apportées au BO 407 original a été la réinterprétation de certains critères de triage lorsqu'on détermine si un questionnaire sur la résidence doit être délivré ou non à un demandeur.

Procédure

Si des préoccupations sont soulevées dans le cadre de l'examen du QR et des documents à l'appui (ou suite à l'entrevue en personne avec le personnel de CIC),

Pour toute question concernant cette procédure, n'hésitez pas à communiquer avec Nat-Cit-Operations@cic.gc.ca.

Merci à tous et toutes pour votre contribution continue au programme de citoyenneté.

Joyeuses Fêtes à tous,

From:
Sent: January 2, 2013 2:43 PM
To:
Cc:
Subject: FW: Residency Questionnaires

Proposed response:

The current citizenship application processing time that is posted on the CIC website is 21 months. This is the processing time for routine cases. The CIC website also lists reasons for which a grant application can take longer to process (one of these reasons is the issuance of a residence questionnaire). At the moment, a national processing time for such cases is not available (the issuance of a residence questionnaire has not been historically tracked in GCMS). However, the length of time to process a case that has been issued a residence questionnaire will depend on the local office, the complexity of the case and if a hearing is required.

Over the past year, the citizenship program has undergone significant changes that have affected processing times in general. Two of the key changes include the closure of several local offices and the roll-out of an Operational bulletin introducing significant changes to the processing of applications (OB 407 was published on May 7). With the implementation of OB 407 in particular,

Registrar and Director of Canadian Citizenship | Directrice et Greffière de la Citoyenneté Canadienne
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360 Laurier Avenue West Ottawa ON K1A 1L1 | 360 avenue Laurier Ouest Ottawa ON K1A 1L1
Office | Bureau NAR C665

Telephone | Téléphone
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Government of Canada | Gouvernement du Canada

From:
Sent: December 27, 2012 9:07 AM
To:
Cc:
Subject: Due Jan 3 FW: Residency Questionnaires

Good morning CPDP,

For your action:

Caroline and ADMO have already provided the following but MO is looking for more details on why the processing times for RQs has spiked from 18-48 months.

CM and ADMO input:

In the recent past we updated the residency questionnaire twice. The first update required applicants to fill in several more questions than they would have had to previously, so officers now must take that information into account when making a decision. The revised RQ is not as problematic, and is vital to improving program integrity in our Cit apps. We are working with the field to ensure that they are using/reviewing both versions of the RQ appropriately.

But it is true that for some files, the time the assessment/review of the RQ is taking longer.

And there are also many more cases in the system than in the past – so it would depend on how recent the MP is enquiring about. Let's also not forget the impact of office closures on staff.

Please have your response in **DGO by COB Thursday, January 3rd**.

Thanks,

Senior Program Advisor, Office of the Director General | Conseillère principale en programmes, Bureau de la directrice générale
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Citizenship and Immigration Canada | Citoyenneté et Immigration Canada
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From:
Sent: December 27, 2012 8:59 AM
To:
Subject: FW: Residency Questionnaires

For action, please and thanks.
Due Jan 4.
Thanks
Tara

From:
Sent: Thursday, December 27, 2012 08:46 AM
To:
CC:
Subject: RE: Residency Questionnaires

Not yet.

, the MINO is asking for more information as to why the difference in the time. Are you able to provide more clarification?

Director, Ministerial Enquiries Division | Directrice, Services de renseignements ministériels
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From:
Sent: December 21, 2012 11:15 AM
To:
Cc:
Subject: RE: Residency Questionnaires

And there are many more cases in the system than in the past – so it would depend on how recent the MP is enquiring about.

Let's also not forget the impact of office closures on staff.

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From:
Sent: December 21, 2012 11:10 AM
To:
Cc:
Subject: RE: Residency Questionnaires

In the recent past we updated the residency questionnaire twice. The first update required applicants to fill in several more questions than they would have had to previously, so officers now must take that information into account when making a decision. The revised RQ is not as problematic, and is vital to improving program integrity in our Cit apps.

We are working with the field to ensure that they are using/reviewing both versions of the RQ appropriately.

But it is true that for some files, the time the assessment/review of the RQ is taking longer.

I have cc'd OMC to offer any additional comments/clarification.

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From:
Sent: December 21, 2012 11:03 AM
To:
Subject: Residency Questionnaires

We have an MP's office contacting us about the length of time it is now taking to review RQs. The MINO is asking about it. It supposedly has gone from 18 – 48 months in a couple of weeks.

Can you please check on this for us please and if that is the case, why the change in the length of time?

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