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| **NEWCOMER RESOURCES** **During COVID-19**  |

# Important IRB Information:

**IRB measures related to COVID-19**

**Postponements of in-person hearings**

* Effective March 17th, hearings are postponed until Monday, May 4.
* Postponed hearings will be rescheduled as soon as possible when the IRB resumes regular operating hours.

**Increased Flexibility at the Refugee Protection Division and Refugee Appeal Division**

* If you need to submit your BOC to apply for refugee status, the IRB is granting an extension on the 14-day requirement.
* If you need to submit your appeal request, the IRB is granting an extension on the 14-day requirement.
* Exact extension time has not been determined, as the IRB is monitoring COVID-19 and making decisions as decisions unfold.

For updates on the IRB, please [click here.](irb-cisr.gc.ca/en/news/2020/Pages/covid-19-march-15.aspx)

# For General Information:

**Immigrants, Refugees, and Citizenship Canada Client Support Centre Services**

24/7 | 1 - 888 - 242 - 2100 | 8am - 4pm | TTY: 1 - 888 - 576 - 8502

Listen to pre-recorded information about our programs and to check the status of your application.

8am - 4pm, Monday - Friday: Client Support Centre agents are available, except for statutory holidays. Services are available in English and French.

**YMCA Newcomer Information Centre**

Hotline 416-968-9622 | immigrantservices@ymcagta.org

# Online Resources:

**Government of Ontario**

Services for Newcomers and Refugees in Ontario

**[LINK](http://www.ontario.ca/page/services-newcomers-and-refugees%22%20%5Cl%20%22section-0)**

**Settlement.Org – Services in Toronto** Newcomer Services List in Toronto

**[LINK](http://settlement.org/findhelp/ontario/toronto/settlement-services/)**

**Settlement.Org – Search** City of Toronto Resources

[**LINK**](http://settlement.org/findhelp/ontario/toronto/)