



The Honourable John McCallum, P.C., M.P.
Immigration, Refugees, Citizenship Canada
365 Laurier Ave. West
Ottawa, Ontario
K1A 1L1

Friday, February 12, 2016

Dear Minister McCallum,

The recent publicity concerning the long courier line-ups at the Mississauga immigration processing center once again put the spotlight on Canada's Parents and Grandparents Program (PGP).

CAPIC was pleased to note the Government's recent announcement that starting this year it will increase the intake of PGP applications from 5,000 to 10,000. CAPIC fully supports that direction. Indeed, we recommend that over the coming years the Government continue to increase the annual intake of PGP applications; for example, raising the cap annually by increments of 2,500 during 2017/18.

To support this recommendation we have a few suggestions/comments which we would like to respectfully submit:

1. **Moving PGP Online:** Express Entry has many advantages, including the ability to do applications fully online with expedited processing. Now that IRCC has successfully moved temporary resident and economic processing to an online environment, it is hoped that in 2016 PGP applications can also be done online. This will end the long line-ups of couriers at CPC Mississauga.
2. **First Come, First Served:** For PGP applications, CAPIC supports the long-standing Government of Canada tradition of "first come, first served" as the fairest approach.
3. **Staggered Annual Intake:** Moving PGP online would allow PGP applicants to be distributed across the global processing network to be processed where capacity exists. Annual intake could be spread out over the year through a monthly cap of 830-850+, and adjusted as necessary based on global capacity.
4. **Staff Increments:** CAPIC strongly recommends the IRCC increase its global processing capacity by hiring more entry-level staff to support additional PGP intake (and the overall positive directions IRCC is taking on immigration).
5. **Reduced Processing Times:** CAPIC believes that online processing and incremental staff will allow IRCC to reduce parent and grandparent processing times considerably. The process could mirror the two-stage process for economic cases, with creation of a PGP online profile/pre-application submission as step one (with entry of key sponsor and applicant data), and

submission of documents only when sent an Invitation to Apply (ITA) during the proposed monthly intake process.

6. **Documentation:** CAPIC believes a realistic reduction in document requirements would be facilitated by moving to an online environment. For example, IRCC could:
 - a. Eliminate the mandatory requirement for copies of travel documents or passports at the application stage. CAPIC suggests implementing a different Express Entry online profile for PGP applicants. This pre-application profile could capture, among other necessary details, travel document data/validity. If at application review a problem is noted, copies may be requested.
 - b. Eliminate the mandatory requirement for copies of birth/passport/residency/citizenship documentation for co-signing spouses. Again, if there is any concern, copies can be requested at the application review stage.

Looking to the future, it is our belief that a reduced requirement for documents to be submitted in an online environment will result in less bandwidth demand. To be sure, elimination of the need for submission of travel document/passport copies will mean 10,000+ less uploaded documents than would currently be required.

7. **Facilitated Temporary Resident Visa Issuance:** In support of the family reunification/family support objective of the PGP program, CAPIC proposes that those in the current PGP paper-application pool who pass the completeness check be considered for facilitated Temporary Resident Visa/Super-visa issuance. The same would apply to those in an online environment who receive an Invitation to Apply.

Once again, CAPIC fully supports the efforts of the Government of Canada to improve the immigration processing system and to increase the intake of PGP applications. We look forward to continuing to work with IRCC on our shared desire to see continual improvements in the system.

Sincerely,



Dory Jade, RCIC, C. Dir.
President