

## **HOW TO APPLY FOR A VISITOR VISA & OPEN WORK PERMIT TO CANADA FROM UKRAINE UNDER THE CANADA-UKRAINE AUTHORIZATION FOR EMERGENCY TRAVEL?**

Below is a Summary of Procedures on how to Apply for a Visitor Visa and Open Work Permit to Travel to Canada under the Canada-Ukraine Authorization for Emergency Travel (CUAET) for individuals who are currently outside of Canada.<sup>1</sup> If the individual is currently inside Canada, then the application requirements are different. For general information to apply from within Canada, please see this website: <https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/ukraine-measures/cuaet.html>.

**NOTE:** On March 17, 2022, the Government of Canada announced special measures to assist Ukrainian citizens and their immediate family members to come into Canada on a temporary basis to work, to study or to stay in Canada for up to three (3) years. Immediate family members are defined as: (i) the spouse or common law partner of an Ukrainian national; (ii) their dependent child; (iii) the dependent child of their spouse or common law partner; and (iv) a dependent child of their dependent child.

In order to travel to Canada, a citizen of Ukraine or their immediate family members need to either (1) have a valid Visitor Visa, or (2) apply for a Visitor Visa on the IRCC Portal (<https://portal-portail.apps.cic.gc.ca/signin?lang=en>).

**Please note that applying for a Visitor Visa and Open Work Permit do not guarantee that the application will be approved. This is because an Immigration Officer will make a final decision based on the application.**

### **1) SUMMARY**

This guide provides instructions on the steps required to apply for a Visitor Visa and Open Work Permit under CUAET. The Government of Canada is currently aiming to process the application within 14 days of receipt of a complete application, for standard, non-complex cases.

#### **Step One:**

- Apply for a Visitor Visa and Open Work Permit online via the IRCC Portal and submit your application (<https://portal-portail.apps.cic.gc.ca/signin?lang=en>)

#### **Step Two:**

- The Government of Canada will request the Applicant to provide biometrics (fingerprint and photo) at a Visa Application Centre if the Applicant does not already have valid biometrics on file.
- Currently, the Visa Application Centres in Ukraine are closed. Given this, in order to finalize the Visitor Visa application the Applicant will either need to (1) submit a request for exemption of the biometric requirement required to be submitted in the Visitor Visa application by uploading a request letter (attached at Appendix “A” hereto is a form of this request letter that

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<sup>1</sup> Please note that this document is a summary of information that has been made available to the general public by the Government of Canada. The information and guidance provided in this document does not constitute legal advice and should not be relied on as such. If legal advice is required, please contact an immigration lawyer.

can be used), or (2) travel to a Visa Application Centre from outside of Ukraine to complete the biometrics requirement.

### **Step Three:**

- Lastly, before the Visitor Visa and Open Work Permit applications are approved, the Applicant will need to mail their passport to a Visa Application Centre in Ukraine. This step will be difficult to complete because all of the Visa Application Centres in Ukraine are currently closed. Given this, the Applicant may need to mail the passport to a Visa Application Centre from outside Ukraine and the Applicant would need to travel to that location in order to pick up the passport with the Visitor Visa.

**NOTE: If the Applicant does not have a valid passport, it is still worth submitting an application as the Government of Canada has announced that they may issue a single journey travel document and a temporary resident permit overseas to permit travel for those without a valid passport. This is done on a case-by-case basis, under exceptional circumstances.**

## **2) OTHER TRAVEL CONSIDERATIONS RELATED TO COVID-19**

Further, in order for a citizen of Ukraine and their immediate family members to be allowed to board an airplane to travel to Canada, they must normally meet the below two Covid-19 requirements:

- 1. Proof of Vaccination:** Adults 18 years of age or older must be fully vaccinated. This means you have received two doses of a World Health Organization approved Covid-19 vaccine and the second dose was received more than 14 days before your travel to Canada. Those who are under 18 years of age do not need to be fully vaccinated. The Government of Canada has announced that citizens of Ukraine and their immediate family members will be exempt from Canada's COVID-19 vaccination entry requirements, but must meet all other public health requirements for travel, such as use of ArriveCAN app, quarantine for 14 days, and COVID-19 testing on arrival and day 8.
- 2. Pre-Arrival COVID-19 Test:** Anyone over the age of 5 must obtain an authorized clinic administered rapid antigen test taken within 24 hours from departure to Canada or proof of positive molecular test taken at least 10 days before and within 180 days of departure to Canada. On April 1, 2022, the Government of Canada will remove the pre-arrival COVID-19 test requirement for travellers who are fully vaccinated. For travellers who are not fully vaccinated the pre-arrival COVID-19 test requirement will continue to apply to them.

## **3) VISITOR VISA AND OPEN WORK PERMIT APPLICATION**

Below are the steps to apply for a Visitor Visa and Open Work Permit on the IRCC Portal. You will need to have access to a computer with internet access.

- 1. Website:** The website to apply for a Visitor Visa and Open Work Permit is as follows:

<https://portal-portail.apps.cic.gc.ca/signin?lang=en>

You will need to sign up for an IRCC Portal account. Please remember the email address and password you use to create the IRCC Portal account because you will need this information to log into the IRCC Portal.

### Sign in to the IRCC portal

\* Email address (required)

\* Password (required)

2. **Terms and Conditions:** After you have signed into the IRCC Portal, you will need to accept the terms and conditions by clicking “**I accept**” before you can fill in the Visitor Visa application.



Government  
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du Canada

[Home](#)

## Terms and conditions

By accessing your account, you are agreeing to abide by the following Terms and Conditions of Use:

- You agree to keep your identification number(s) confidential and to not share it (them) with anyone. If you suspect that others have obtained your identification number(s), contact us immediately by clicking the Contact us link (at the bottom of any IRCC web page) and complete a case-specific enquiry.

If you use another type of browser software you should check with your software supplier to make sure that your browser has 128-bit secure socket layer encryption capability. Note: We are not responsible for any difficulties in downloading and installing software. Software suppliers are responsible for providing technical support. It is important that you sign out and close your browser before leaving this computer unattended. This will prevent unauthorized access to your personal information.

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3. **Select the type of application you want to apply for:** You will select “**Apply for a visitor visa, transit visa or a study permit.**” You will have up to 60 days to complete and to submit the Visitor Visa application online.

#### Start an application Citizenship

[Apply for a visitor visa, transit visa or a study permit](#) [Download Citizenship e-Certificate](#)

#### View the applications you submitted

Review, check the status, or read messages about your submitted application.

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4. **Acknowledgement:** You will need to acknowledge that you meet the below requirements by checking the “**acknowledgement box**” before you can start completing the application.

- a) Meet the requirements to apply for a Visitor Visa and Open Work Permit under CUAET; and
- b) Have a valid passport.

- Pay your fees
- Submit your application
  - You have **60 days** (from when you start your application) to submit a complete application.
  - After 60 days, the system deletes your information.

acknowledge that I've read and I understand the above information. I'm ready to start my application.

Start application →

5. **Group:** If you wish to apply for a Visitor Visa and Open Work Permit for more than 1 person at the same time, then select “**yes**”.

### Groups

\* **Do you want to apply for more than 1 person at the same time? (required)**

For example, you want to submit an application for yourself, plus your spouse and children who will travel with you or join you later during your stay in Canada.

Yes  No

## 6. Application for a Visitor Visa:

(a) **Question:** I want to apply for a :

**Answer:** You will select you want to apply for a **Canada-Ukraine authorization for emergency travel (CUAET)**.

### Application for a visitor visa or study permit

\* **I want to apply for a: (required)**

- study permit
- transit visa or support for Afghan nationals outside Canada
- Canada-Ukraine authorization for emergency travel (CUAET)
- visitor visa or supervisa
- not sure

(b) **Question:** Are you a Ukrainian national or an immediate family member?

**Answer:** If you are a citizen of Ukraine, then choose the first answer. If you are an immediate family member of a citizen of Ukraine, then choose the second answer.

\* **Are you a Ukrainian national or an immediate family member? (required)**

An immediate family member is defined as a spouse or common-law partner, a dependent child (yours, your spouse's or your common-law partner's), or a dependent child of a dependent child.

- I am a Ukrainian national who holds a valid Ukrainian passport
- I am an immediate family member of a Ukrainian national

(c) **Question:** Do you want to work while you are in Canada?

**Answer:** Yes, then click “I agree” for you are also applying for an open work permit.

**NOTE:** Applying for an open work permit will not delay your application. **It is highly recommended that you apply for a visitor visa and open work permit together.** If you do not apply for an open work permit at the same time, then when you apply for an open work permit while you are in Canada the current processing time is up to 4.5 months and you will not be able to work in Canada until your work permit application is approved.

\* **Are you a Ukrainian national or an immediate family member? (required)**

An immediate family member is defined as a spouse or common-law partner, a dependent child (yours, your spouse's or your common-law partner's), or a dependent child of a dependent child.

- I am a Ukrainian national who holds a valid Ukrainian passport  
 I am an immediate family member of a Ukrainian national

\* **Do you want to work while you're in Canada? (required)**

You may be eligible to apply for an open work permit if you meet the age requirement to work in the province or territory where you will live. An open work permit is a type of work permit that allows a person to work for most employers in Canada. Applying for an open work permit is optional and will not impact the decision made on your application for an authorization for emergency travel.

- Yes  No



Answering "Yes" means that you are also applying for a work permit and understand that your application for an authorization for emergency travel is also an application for a work permit.



I agree that my signature on my application for an authorization for emergency travel constitutes my signature on my open work permit application, and that it also constitutes my declaration that the information I have provided on this application is truthful, complete, and correct.

UCI (unique client identifier), if known (optional)

(d) **Question:** What is your UCI (unique client identifier), if known (optional)

**Answer:** Leave blank.

## 7. You selected: Canada-Ukraine authorization for emergency travel (CUAET)

This page tells you what information you need to provide for your Visitor Visa and Open Work Permit applications. You will click “**Continue to application**”.

### Information you need to enter

- Personal details
- Travel document details
- Finances
- Education history
- Criminality and security
- Medical background
- Family information

You may need to give us more information depending on how you answer the questions in the application.

ck

Continue to application →

**8. Representative:** Are you applying on behalf of someone else?

If you are not hiring a lawyer or immigration consultant to prepare your Visitor Visa application, then you will select “**No**”, then click “**Save and Continue**”.

## Representative

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**\* Are you applying on behalf of someone else?**  
**(required)**

If you're preparing an application for someone else, you're a representative. To be someone's representative, you must provide the right forms to show you have their permission to handle their application for them.

Yes  No

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Save and continue →

**9. Travel Document Information of the Applicant.**

**Surname (last name):** Enter your surname exactly as it appears on your passport.

**Given Name:** Enter your given name exactly as it appears on your passport.

**Date of Birth:** Enter your date of birth exactly as it appears on your passport.

**Gender:** Enter male or female.

Once you have entered the above information, then you will click “**Save and Continue**”.

**10. Type of Travel Document**

**(a) Question:** What document are you travelling with?

**Answer:** Passport

**(b) Question:** What kind of passport?

**Answer:** Regular

**(c) Question:** Select the country code that matches the one on your passport.

**Answer:** UKR (Ukraine)

**(d) Question:** What is the nationality of your passport?

**Answer:** Ukrainian

**(e) Question:** What is your passport number?

**Answer:** Enter the passport number from your passport.

**(f) Question:** Confirm your passport number.

**Answer:** Re-enter the passport number from your passport.

**(g) Question:** Date of issue of passport.

**Answer:** Enter the passport issue date.

**(h) Question:** Date of expiry of passport.

**Answer:** Enter the passport expiry date.

**(i) Question:** Are you a lawful permanent resident of the US with a valid Green Card?

**Answer:** Answer yes or no to having a US valid Green Card.

**(j) Question:** Have you held a Canadian Visitor Visa in the past 10 years?

**Answer:** Answer yes or no to having held a Canadian Visitor Visa in the last ten years.

**(k) Question:** Do you currently hold a valid US non-immigrant visa (i.e. Visitor Visa)?

**Answer:** Answer yes or no to having held a valid US non-immigrant visa.

**(l) Question:** Are you travelling to Canada by air?

**Answer:** Yes

Once you have answered all of the above questions, you will click “**Save and Continue**”.



## 11. Citizenship and Places where the Applicant has Lived

You will answer the below questions, then click “**Save and Continue**”.

\* **Country or territory where you were born (required)**

\* **City or town where you were born (required)**

\* **Are you a citizen of more than one country or territory ? (required)**

Yes  No

## 12. National Identity Document of the Applicant

Citizens of Ukraine are issued a Ukrainian Identity card so you will select “**Yes**” and enter your information, then click “**Save and Continue**.”

\* **Do you have a valid national identity document? (required)**

Not all countries issue a national identity document. If you have one, provide your information.

Yes  No

\* **Document number (required)**

\* **Confirm your document number (required)**

\* **Date of issue (required)**

Select year <input type="text"/>	Select month <input type="text"/>	Select day <input type="text"/>
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\* **Select the country or territory that issued this document (required)**

## 13. Have you used another name in the past?

If you have used another name in the past, then you would select “**Yes**” and enter the other name used in the past.

Once you answered the question, you will press “**Save and Continue**”.

## 14. Countries of Residence

You will fill in your current residential address.

If your mailing address is not the same as your current residential address, then you will select “**No**” and provide your mailing address information.

You will need to list your current country of residence, Ukraine. Further, if you have lived in another country for more than 6 months in the past five years, then you will include this information.

### Contact information of the applicant

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#### Countries or territories of residence

What's your residential address?

This is the address where you currently live.

\* Select a country or territory (required)

\* Street address (required)

Enter the address, including house number or building number if applicable.

\* City or town (required)

Postal code (optional)

\* Is your mailing address the same as your residential address? (required)

Yes  No

Countries or territories of residence

\* List your current country or territory of residence, then add all other countries or territories where you've lived for the past five years, for more than 6 months. (required)

## 15. Biometrics (Fingerprints and Photo) of the Applicant

If you have completed biometrics for Canada within the past 10 years for a (1) Visitor Visa, (2) Study Permit, or (3) Work Permit application, then you select “**Yes**”, then click “**Save an Continue**”. If you have not completed biometrics, then you will select “**No**”, then click “**Save and Continue**”.

Please note if you have not completed biometrics, then you will normally need to pay the fee for biometrics (CAD \$85.00 per person) and complete biometrics once you receive a biometrics request letter. The fee for the biometrics will be exempt under CUAET.

\* Do we already have your fingerprints and photo (biometrics), and are they still valid? (required)

Answer yes **only** if you:

- gave your biometrics in the past 10 years for a visitor visa, study or work permit application, **and**
- know your biometrics are still valid. If you're not sure, [find out if your biometrics are still valid](#).

Yes  No

**NOTE: Please answer “yes” or “no” even if you believe that you will not be able to travel to another country to submit your biometrics. If you are unable to submit your biometrics, please refer to Appendix “A” attached hereto in order to request an exemption from this requirement.**

## 16. Information about education, work and other activities

**Question:** Have you ever studied at a post-secondary school?

**Answer:** Answer yes or no to studying at a post-secondary school.

**Question:** Did you serve in any military, militia, civil defence unit, security organization or police force (including non-obligatory service, reserve or voluntary units)?

**Answer:** Answer yes or no to serving in any military, militia, civil defence unit, security organization or police force.

**Question:** Give details of all of your employment or activities since the age of 18. You cannot have any gap. If you were unemployed, then state “unemployment”.

### Post-secondary education history

- \* Have you ever studied at a post-secondary school (university, college or vocational school)? You don't need to have completed a degree or diploma. **(required)**
- Yes  No

### Work/activities history

#### Military/police history

- \* Did you serve in any military, militia, civil defence unit, security organization or police force (including non-obligatory service, reserve or voluntary units)? **(required)**
- Yes  No

- \* Give details of all your employment and activities since the age of 18. **(required)**

Do not include any entries that you already put for post-secondary education or military/police history (if that was your only occupation at that time). For all other periods of time, you need to enter an occupation or activity. Don't leave any other gaps.



Select "Government position" if you've worked as a civil servant, judge, mayor, Member of Parliament, hospital administrator, or employee of a security organization.

+ Add

> [You'll lose your information if you leave this page without saving.](#)

## 17. Travel History

If you have travelled outside Ukraine in the past five years, you will need to enter your travel information. After you have filled in this question, please click “**Save and Continue**”.

## 18. Travel History Continued

You will answer the below questions, then click “Save and Continue”.

### Travel history (continued)

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- \* Have you ever stayed in Canada beyond the validity of your status, attended school in Canada without authorization, or worked without authorization in Canada? (required)  
 Yes  No
- \* Have you ever been refused a visa or permit, denied entry to, or ordered to leave any country or territory? (required)  
 Yes  No

## 19. Criminality and Security

You will answer the below questions, then click “Save and Continue”.

**IMPORTANT: Please note you must answer the questions truthfully. If you fail to answer the questions truthfully, you may NOT be able to travel to Canada for five years.**

### Criminality and security

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- \* Have you ever committed any crime in any country or territory (this includes driving under the influence of alcohol or drugs)? (required)  
 Yes  No
- \* Have you ever been arrested for any criminal offence in any country or territory (this includes driving under the influence of alcohol or drugs)? (required)  
 Yes  No
- \* Have you ever been charged for any criminal offence in any country or territory (this includes driving under the influence of alcohol or drugs)? (required)  
 Yes  No
- \* Have you ever been convicted for any criminal offence in any country or territory (this includes driving under the influence of alcohol or drugs)? (required)  
 Yes  No

## 20. Criminality and Security Continued

You will answer the below questions, then click “Save and Continue”.

**IMPORTANT: Please note you must answer the questions truthfully. If you fail to answer the questions truthfully you may NOT be able to travel to Canada for five years.**

### Criminality and security questions

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- \* Are you or have you ever been a member or associated with any political party, or other group or organization which has engaged in or advanced violence as a means to achieving a political or religious objective, or which has been associated with criminal activity at any time? (required)  
 Yes  No
- \* Have you ever witnessed or participated in the ill treatment of prisoners or civilians, looting or desecration of religious buildings? (required)  
 Yes  No

## 21. Medical Background Questions (3 pages)

You will answer the questions on your medical background, then click “**Save and Continue**”.

## 22. Family Status

You will answer the questions regarding your marital status, then click “**Save and Continue**”.

## 23. Children

You will answer the questions regarding if you have children (biological, adopted, or step-children), then click “**Save and Continue**”.

\*If the answer is “No”, you need to click on the below box.

### Children

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\* **Do you have any biological, adopted or step-children? (required)**

This includes all sons and all daughters, regardless of age or place of residence.

Yes  No

I understand that I am not declaring any natural, adopted or step-children.

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## 24. Family Information

You will answer the questions regarding your parents, then click “**Save and Continue**”.

## 25. Language of the Applicant

You will answer the questions regarding your native language and confirm if you can communicate in English or French, then click “**Save and Continue**”.

### Language of the applicant

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\* **What is your native language or mother tongue? (required)**

\* **Can you communicate in English and/or French? (required)**

English  
 French  
 Both  
 Neither

\* **What language do you want us to use to contact you? (req**

English  
 French

## 26. Email Address of Applicant

You will provide the email address that you want the Government of Canada to contact you regarding the Visitor Visa application, then click “**Save and Continue**”.

**NOTE: This email can be different from the email address you use to create the IRCC Portal.**

### Email address of applicant

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**\* Email address (required)**

Your email should have this format: name@example.com

**\* Confirm your email address (required)**

You can't copy and paste your email into this field. You must type it again.

## 27. Telephone Number of Applicant

You will provide the telephone number that you want the Government of Canada to contact you regarding the Visitor Visa application, then click “**Save and Continue**”.

## 28. Summary of your Information for the Visitor Visa and Open Work Permit Application

Once you have completed the above information, you can review your submitted answers to ensure the answers are both complete and accurate before you submit your Visitor Visa and Open Work Permit applications online. You should keep a copy of the summary of your information for your records.

### Summary of your information

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#### How to review and correct your answers

Select the **Edit** icon to change your answers

- For example, if you need to correct your passport number, click on the Edit icon in the Travel document section of the summary information.

If you change your answers, you may need to answer related questions again

- If so, you'll see empty fields for those questions.
- You won't be able to move to the next section until you answer the questions in the empty fields.

To return to the summary screen, you need to click on the **Next** button of each section

> Application for a visitor visa or study permit	<input type="button" value="Edit"/>
> Representative	<input type="button" value="Edit"/>

## 29. Upload Supporting Documents for the Visitor Visa and Open Work Permit Applications

### Supporting documents

Status	Document name	Add or change file
Not uploaded	> <a href="#">National identity document</a>	No file chosen <input type="button" value="Add file"/>
Not uploaded	> <a href="#">Passport/travel document</a>	No file chosen <input type="button" value="Add file"/>
Not uploaded	> <a href="#">Funds.(proof)</a>	No file chosen <input type="button" value="Add file"/>

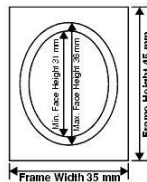
### Optional documents

Status	Document name	Add or change file
Not uploaded	> <a href="#">Consent personal information</a>	No file chosen <input type="button" value="Add file"/>
Not uploaded	> <a href="#">Employer letter (current)</a>	No file chosen <input type="button" value="Add file"/>
Not uploaded	> <a href="#">Additional documents</a>	No file chosen <input type="button" value="Add file"/>

The above diagram tells you what documents you need to attach to your Visitor Visa and Open Work Permit applications. **If the documents are not in English or French, then it must be translated by a certified translator in Ukraine.** Some of the documents include (not an exhaustive list):

- A copy of your national identity document.
- A copy of your passport photo page and all marked pages.
- Proof of funds (e.g. copy of bank statements and letter of support from family/friends in Canada, if applicable).
- A letter to request for exemption from the biometrics requirement due to the Visa Application Centres in Ukraine are currently closed because of the war between Russia and Ukraine, if applicable.
- A copy of your photo per the below specifications

### Photograph and head size specifications



- The frame size must be at least 35 mm x 45 mm (1 3/8" x 1 3/4").
- The photographs must show the full front view of the head, with the face in the middle of the photograph, and include the top of the shoulders.
- The size of the head, from chin to crown, must be between 31 mm (1 1/4") and 36 mm (1 7/16").
- Crown means the top of the head or (if obscured by hair or a head covering) where the top of the head or skull would be if it could be seen.
- If the photographs do not meet the specifications, you will have to provide new photographs before your application can be processed.

### 30. Consent and Declaration

You need to carefully read the consent and declaration section as you are declaring you have answered all questions in the Visitor Visa and Open Work Permit applications fully and truthfully. If you have not answered all questions in the Visitor Visa and Open Work Permit applications fully and truthfully, then you may not be allowed to travel to Canada for 5 years.

#### Consent and declaration

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Citizenship and Immigration Canada (CIC), or an organization at CIC's request, may want to contact you in the future to ask you about any services you received from CIC prior to the application process (such as participation in an information forum), during the application process (including the application process itself as well as orientation or accreditation services), and services received after arriving in Canada (including settlement, integration and citizenship). CIC will use this information, along with the information provided by other individuals, for research, performance measurement or evaluation purposes. CIC will not use this information to make any decisions about you personally.

**\* Do you consent to be contacted by CIC, or an organization at CIC's request, in the future? (required)**

Yes  No

I consent to the release to Citizenship and Immigration Canada (CIC) and Canada Border Services Agency (CBSA) of all records and information for the purpose of processing my request that any government authority, including police, judicial and state authorities in all countries in which I have lived may possess about me. This information will be used to evaluate my suitability for admission to Canada or to remain in Canada pursuant to Canadian legislation.

I declare that I have answered all questions in this application fully and truthfully.

Signature of Applicant or Parent/Legal Guardian's for a person under 18 years of age.

**\* Surname/last name (required)**

**Given name/first name (optional)**

Write your given name. If none, leave this field blank.




### 31. Fees


There is no application fee under the CUAET. Click “**Save and Continue**” to submit the Visitor Visa and Open Work Permit applications.

#### Fees

**Why there may be \$0 in the total column**

 If you see \$0 in the Total column, you may be exempt from paying certain fees based on the answers you provided. A transit visa application will also show \$0.

**There may be a difference between the Total column and the Quantity column. If you see a discrepancy in the Total column, you may be exempt from paying certain fees based on the answers you provided.**



<b>Fee</b> Visitor visa
<b>Quantity</b> 1
<b>Price</b> CAN\$100
<b>Total</b> CAN\$0
<b>Total</b> CAN\$0

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[Save and continue →](#)

## 32. Confirmation of Submission

Once the Visitor Visa and Open Work Permit applications are submitted online, the Applicant will get the below message.

### **Congratulations! Your application has been submitted.**

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Within 24 hours, you should get a confirmation message in your account for each application you submitted. You'll also receive a PDF copy of the information you submitted in a separate message. Download a copy for your records.

- Each application will have its own application number.



After we receive your application, it may take up to five days for you to see it in your account. If you don't see it after five days, [contact us](#) and report a technical problem. This won't delay the processing of your application.

### **When we'll contact you**

We'll send you an email to let you know that there's a new message in your account.

- If we need more information from you, like:
  - your fingerprints and photo (biometrics), or
  - additional documents.
- When we reach a decision about your application.
  - If approved, we'll tell you where to send your passport.
    - Don't send your passport before we ask you to.

### **What happens next**

Find out what you need to do while we process your application.

[Find out what's next](#)

## 33. Monitoring the Visitor Visa and Open Work Permit Applications

The Government of Canada will contact the Applicant by email when there is an update on the status of the Visitor Visa and Open Work Permit applications. If the Government of Canada needs additional information from the Applicant, then the Government of Canada will email the Applicant and the Applicant will need to log into the IRCC Portal account to read the message.

### **Your application status has changes.**

To check what's changed with your application's status:

1. Sign in to your account.
2. Click "Check full application status" under "View the applications you submitted".

[Sign in to your account](#)

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## **Additional Resources and Information**

<https://www.canada.ca/en/immigration-refugees-citizenship/news/2022/03/canada-ukraine-authorization-for-emergency-travel.html>

<https://www.canada.ca/en/immigration-refugees-citizenship/services/immigrate-canada/ukraine-measures/cuaet.html>

<https://www.canada.ca/en/immigration-refugees-citizenship/news/2022/02/additional-immigration-support-for-those-affected-by-the-situation-in-ukraine.html>

<https://www.canada.ca/en/immigration-refugees-citizenship/news/2022/03/canada-to-welcome-those-fleeing-the-war-in-ukraine.html>

Visa Application Centres are open in Moldova, Romania, Austria and Poland, and there is an extensive Visa Application Centres network across Europe.

## **Government of Canada Telephone Number**

00 – 1 - (613) 321-4243 – Canada will accept charges for collect calls.

## Appendix “A”

**Below is a request for exemption from the biometric requirement that can be used**

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Immigration, Refugees and Citizenship Canada

Dear Immigration Officer,

**Re: Visitor Visa Application – Request for Exemption from Biometric Requirement**

I am applying for a Visitor Visa and I am currently located in Ukraine. There is currently a war between Russia and Ukraine. As such, the Visa Application Centres in Ukraine are all closed.

Below is a screenshot from the IRCC website dated March 2, 2022 that confirms the two Visa Application Centres in Ukraine are closed. Further, the Visa Application Centre in Poland is not open to the public. Accordingly, it is not possible to complete the biometric requirement for the Visitor Visa application

Given this, I respectfully request for exemption from the biometric requirement and to complete the biometric requirement upon my arrival in Canada.

Find out how to submit an application for [an authorization to return to Canada \(ARC\)](#)

Filter items  Showing 1 to 2 of 2 entries (filtered from 162 total entries) | Show  entries

City	Country/territory	Website	Notes
Kyiv <span>Temporarily closed</span>	Ukraine	<a href="#">Ukraine VACs</a>	<ul style="list-style-type: none"><li>The VAC is temporarily closed <b>until further notice</b></li></ul>
Lviv <span>Temporarily closed</span>	Ukraine	<a href="#">Ukraine VACs</a>	<ul style="list-style-type: none"><li>The VAC is temporarily closed <b>until further notice</b></li></ul>

Thank you for your consideration of the above request.

Best regards,