Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada
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Archived: June 3, 2025 9:34:13 AM
From: Immigration Representatives / Représentants immigration (IRCC)
Sent: Thu, 10 Apr 2025 18:26:41
To.
Cc: Immigration Representatives / Représentants immigration (IRCC)
Subject: FW: Question regarding alternate method of applying like paper format under home care worker immigration program - REP-B-2025-0284 - Due 7-May-25
Importance: Normal
Sensitivity: None

Good day,
[redacted] **Representatives Mailbox.**
Please note that this mailbox is intended for general guidance and does not provide responses to case-specific inquiries but have provided the following information as guidance. If you have case specific questions about a file, you are encouraged to submit the IRCC Web form.
Please see our response to your question.
***
As indicated on our website, the caps for Home Care Worker Immigration Pilot (HCWIP): Home Support are now full for both online and alternate format and the online cap for HCWIP: Child Care is full. However, the cap for alternative format for Child Care applications remains open. We will update our website accordingly once this cap is full and return applications received above the cap.

In keeping with the practice across other programs, alternate format applications are available to foreign nationals or their representatives who are unable to apply online. This includes those who need accommodation due to disability, or due to challenges related to internet access.

Please follow the steps indicated in the "If you can't apply online and need accommodations" section of our webpage to apply using an alternate format.

We trust that this information will assist you.

***

[redacted]

The Immigration Representatives Mailbox

From: [redacted]
Sent: [redacted] 3, 2025 12:16 AM
To: Immigration Representatives / Représentants immigration (IRCC) <IRCC.ImmigrationRepresentatives-Representantsimmigration.[redacted]
Subject: Question regarding alternate method of applying like paper format under home care worker immigration program

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> **ATTENTION:** Ce courriel provient de l'extérieur du gouvernement du Canada. Ne cliquez pas sur les liens et n'ouvrez pas les pièces jointes sauf si vous reconnaissez l'expéditeur et sachez que le contenu est sûr.

Dear officer,

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada
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I want to get clarity about the alternate method of applying for the program.

The program guide says "If you (or your representative) can't apply online and need accommodations, including for a disability, you may ask for an alternate format"

Does this mean that only a person who is in need of accommodation like disabilities can only apply with the paper application? Or a person who missed the application due to the portal glitch due to excessive traffic on the day the application was opened can also apply ?

I thank you for your time and consideration and look forward to hearing from you soon.

Regards,