



THE CANADIAN  
BAR ASSOCIATION  
L'ASSOCIATION DU  
BARREAU CANADIEN

## Depiction of Immigration Lawyers on Federal Government Websites

**NATIONAL CITIZENSHIP AND IMMIGRATION LAW SECTION  
CANADIAN BAR ASSOCIATION**

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## **PREFACE**

The Canadian Bar Association is a national association representing 37,000 jurists, including lawyers, notaries, law teachers and students across Canada. The Association's primary objectives include improvement in the law and in the administration of justice.

This submission was prepared by the National Citizenship and Immigration Law Section of the Canadian Bar Association, with assistance from the Legislation and Law Reform Directorate at the National Office. The submission has been reviewed by the Legislation and Law Reform Committee and approved as a public statement of the National Citizenship and Immigration Law Section of the Canadian Bar Association.

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# Depiction of Immigration Lawyers on Federal Government Websites

## I. INTRODUCTION

In an age where technology plays an increasingly important role in communications, government websites have become a primary means by which the federal government communicates not only with Canadians, but all those with an interest in our country. In particular, government websites are an inexpensive and accessible portal for general information on citizenship, immigration and refugee matters in Canada. Canadian immigration lawyers perform important work in bridging the gap between general information and individual circumstances. They help potential applicants interpret how laws and administrative rules would apply to them, supplying advice and technical expertise in the application process. Unfortunately, however, the overwhelming message on federal government websites providing information on these subjects is that representatives, whether consultants or lawyers, provide little useful benefit to applicants and indeed could commit fraud or otherwise harm clients' applications. The websites are replete with warnings about representatives but do not mention how lawyers' conduct is strictly regulated, nor do they contain information on the potential benefits to using a representative in an application. The websites also foster a perception that preparatory work in completing applications is not legal work and can be done by anyone, thereby conflicting with the government's commitment to cracking down on unauthorized representatives.

The Citizenship and Immigration Law Section of the Canadian Bar Association (CBA Section) has conducted a study of federal government websites and its messaging to citizenship, immigration and refugee applicants, which we discuss in further detail below. We recommend that the government provide more balanced messaging in its websites and include information about how lawyers can assist citizenship, immigration and refugee applicants, much like other websites, such as those of the Immigration and Refugee Board, the Federal Court, and the Supreme Court of Canada, or as the government has for business lawyers on the Service Canada website.

In recent years, the CBA has expressed concern about the manner in which Canada regulates immigration consultants.<sup>1</sup> It has been our position that if immigration consultants are permitted to provide immigration legal services, they must be properly regulated in the interests of public protection.<sup>2</sup> Instead, unscrupulous “ghost consultants” have proliferated, and the Canadian Society of Immigration Consultants has been mired in governance issues and allegations of financial mismanagement. The federal government has committed to overhauling the system. It recently proposed Bill C-35, the *Cracking Down on Crooked Consultants Act*, which would prohibit unregulated consultants from providing services or advice in relation to applications under the *Immigration and Refugee Protection Act* for a fee, and proposes a new regime for the regulation of consultants. However, the government backgrounder accompanying the introduction of the new Bill contains the following statement:

#### **Strengthening public awareness**

Among other non-legislative enhancements tied to this announcement, efforts to raise awareness of the risks of engaging crooked consultants will continue, including updating of websites in Canada and abroad, to carry warning messages for potential immigrants. Service improvements, including Web-based tools and videos, are also being developed by CIC and will make it easier for applicants to independently apply to immigrate to Canada.<sup>3</sup>

We fear that this means the present, negative messaging in government websites regarding representatives will continue, and in fact, will be further emphasized. The corollary to the message that “ghost consulting” is not to be countenanced is that properly-regulated immigration legal services benefit applicants. Over-emphasizing risk of representation and encouraging applicants to prepare their own applications, without fully informing applicants of the benefits of engaging *regulated* representatives, presents a distorted picture that carries its own risk to applicants. It may act as a deterrent to applicants getting the help they need to prepare their applications. Meritorious applications that are improperly prepared due to a lack of legal expertise may be refused. Not only does this harm the interests of applicants, it

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<sup>1</sup> See the CBA’s 2005 and 2007 submissions, online: [http://www.cba.org/CBA/sections\\_cship/pdf/society.pdf](http://www.cba.org/CBA/sections_cship/pdf/society.pdf); and [http://www.cba.org/CBA/sections\\_cship/pdf/csic.pdf](http://www.cba.org/CBA/sections_cship/pdf/csic.pdf).

<sup>2</sup> CBA Resolution 96-03-M.

<sup>3</sup> Citizenship and Immigration Canada, “Backgrounder – Cracking Down on Crooked Consultants,” online: <http://www.cic.gc.ca/english/department/media/backgrounders/2010/2010-06-08.asp>.

would negatively affect Canada's ability to meet its immigration needs and obligations to protected persons.

## **II. CBA SECTION'S STUDY**

The CBA Section examined web pages of CIC, the government's international embassy websites, Service Canada, and CBSA and compiled a detailed list of their depiction of immigration representatives.<sup>4</sup> Generally, commentary on CIC and CBSA websites regarding representatives is focused on unlawful or unscrupulous practitioners. There is little mention of the positive role immigration lawyers play in representing applicants. Service Canada's website provides a detailed description of the key role lawyers play in real estate and corporate transactions, but makes no mention of immigration lawyers. Select examples epitomizing the messaging on these websites are provided below.

In contrast, on the Immigration and Refugee Board, Federal Court, the Supreme Court of Canada websites, the qualifications and expertise lawyers possess are properly highlighted. These websites leave it to applicants to make an independent decision about hiring lawyers, and contain balanced representations of how they can assist an applicant.<sup>5</sup>

### **A. CIC and CBSA Websites**

Most of the government's international embassy websites link back to the main CIC-Canada webpage for information on the use of representatives in immigration applications. The websites provide guidance on how to complete and file applications with CIC and indicate that representatives are not required. The information regarding representatives is overwhelmingly negative, with a focus on wrongdoing and few mentions of the positive role a representative may play in assisting an applicant. The comments range from fraud advisory warnings to press releases regarding the legitimacy of representatives to warnings not to leave original documents or photos with a representative.

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<sup>4</sup> The web pages are contained in the Appendix. The complete analysis of the websites is available upon request.

<sup>5</sup> Immigration and Refugee Board website: [www.irb-cisr.gc.ca/en/about/faqs/index\\_e.htm#genfaq2](http://www.irb-cisr.gc.ca/en/about/faqs/index_e.htm#genfaq2); Federal Court of Canada Website [http://cas-ncr-nter03.cas.satj.gc.ca/portal/page/portal/fc\\_cf\\_en/Statistics\\_june08](http://cas-ncr-nter03.cas.satj.gc.ca/portal/page/portal/fc_cf_en/Statistics_june08) ; Supreme Court of Canada website: [www.scc-csc.gc.ca/faq/faq/index-eng.asp#f15](http://www.scc-csc.gc.ca/faq/faq/index-eng.asp#f15)

One example of how unbalanced information may be misleading to applicants is found under the FAQs in the embassy websites. The FAQs state that representatives are “free to charge whatever amount they wish for their services, and neither the Canadian government nor the Embassy can intervene or assist in cases of complaints about such private services.” Although the portion regarding the government or embassy’s involvement may be true, it is not the case that lawyers are “free to charge whatever amount they wish.” They are bound by ethical responsibilities regarding fees, and are supervised in this regard by provincial and territorial law societies.

Warnings about the use of authorized representatives are often accompanied by messages to the effect that there is no benefit to retaining a representative and that advice or assistance prior to an application being filed does not need to be provided by an authorized representative. The following are examples of this messaging:

What the Website Says	Why the Website Message Needs to Change
<p>Other people who offer immigration advice or assistance</p> <p><b>People who provide immigration-related advice or assistance for a fee before the application is filed are not obliged to be authorized representatives.</b></p> <p>However, be aware that non-authorized representatives or advisors are not regulated. This means that they may not have adequate knowledge or training. It also means that you cannot seek help from the professional bodies (that is, the law societies, CSIC, etc.) if that person provides you with the wrong advice or behaves in an unprofessional way.</p> <p>[Emphasis Added]<sup>6</sup></p>	<p>If this advice or assistance constitutes legal advice or legal practice, then the person may need to be a member of a provincial or territorial law society or the Chambre des notaries. Therefore, this statement is not entirely accurate. As well, a notation should be added that unauthorized representatives may not have adequate or any insurance against malpractice.</p>



What the Website Says	Why the Website Message Needs to Change
<p>Do I need to use an authorized immigration representative for my citizenship application?</p> <p>There are currently no restrictions on who may represent you on your citizenship application.<sup>7</sup></p>	<p>This statement is true. Without more information, however, the statement appears to promote the use of unauthorized representatives for citizenship applications. We recommend that it be removed or that there be a caution added about using unauthorized representatives in citizenship applications, consistent with the messaging for immigration applications.</p>
<p>Citizenship and Immigration has designed all of its processes and forms to be as transparent and as user-friendly as possible. <b>This is so applicants for visas do not need representatives. CIC treats all applicants equally and does not provide preferential or faster service to applicants with representatives.</b> The information available on our website is free. [Emphasis added]<sup>8</sup></p>	<p>This statement implies that because CIC designs its processes to be user friendly, does not give preferential treatment to applicants with a representative, and provides information on the website for free, there is no benefit to using a representative. It is misleading without including information about how lawyers can help with an application. Lawyers apply their training and expertise about the process and legal requirements:</p> <ul style="list-style-type: none"> <li>- to avoid improperly or incomplete filings;</li> <li>- to present effective and comprehensive legal and factual arguments; and</li> <li>- to persuade decision-makers on the merits of applying discretion in favour of their clients.</li> </ul> <p>Thus, their involvement may result in overall quicker and more favourable responses, notwithstanding the lack of preferential treatment.</p>
<p><b>The facts</b></p> <p><b>Your application will not receive special attention, faster processing or a more favourable outcome if you decide to use an immigration representative.</b> The Government of Canada treats everyone equally, whether they use the services of an immigration representative or not. [Emphasis added]<sup>9</sup></p>	<p>This statement is also misleading for the same reasons stated in the column above. Having a lawyer with years of training and expertise may result in a quicker and more favourable outcome because of the inclusion of persuasive argument about the merits of the case, and the avoidance of errors or omitted information.</p>

<sup>7</sup> [www.cic.gc.ca/english/information/representative/faq.asp](http://www.cic.gc.ca/english/information/representative/faq.asp)

<sup>8</sup> Ibid.

<sup>9</sup> <http://www.cic.gc.ca/english/department/media/facts/representatives.asp>

To summarize, these messages may conflict with provincial and territorial legislation regulating the provision of legal services, run contrary to the thrust of Bill C-35, and are detrimental to the protection of the public. They are potentially misleading without mentioning the benefits that lawyers can provide, for instance, by ensuring that applications are completed correctly the first time with all necessary supporting documentation, thereby minimizing potential delay in returned applications or negative determinations. The current difficulties regarding immigration consultant regulation would present an impediment in CIC making any statement that appears to unequivocally endorse the work of consultants as a group. For now, we would recommend that acknowledgement of the benefits of representatives be confined to lawyers.

On the Canada Border Services Agency website, there is little or no mention of a person having recourse to independent counsel in the event of an appeal or review of an admissibility or enforcement decision. To the extent that it is mentioned, retaining counsel is discouraged. For example:

The CBSA's Admissibility Branch deals with disputes that develop over border services matters. The Admissibility Branch operates independently of other CBSA branches.

Admissibility Branch staff resolve disputes between clients and the CBSA by impartially reviewing previous CBSA decisions. These employees are trained to review the facts and reasons of both the client and the CBSA.

If you have a dispute with the CBSA, a recourse representative will review your case and carry out a complete, professional and impartial review by undertaking the following:

- interpret acts administered by the CBSA and review CBSA policies;
- consider your point of view; and
- when necessary, ask for a technical opinion from CBSA experts or seek legal advice from the Department of Justice.

The representative who reviews your case will not have been involved in the original assessment, determination or ruling of a duty, penalty or other matter. You can discuss your case with a recourse representative and you have the right to obtain certain documents related to your case.

The CBSA does not charge you for a review. **The non-adversarial nature of the process allows many of our clients to represent themselves.** [Emphasis added]<sup>10</sup>

## **B. Service Canada's Website**

The Service Canada website outlines the steps that one should follow in hiring a lawyer, the role of lawyers, and the type of services they can provide. It notes that lawyers can identify issues and provide guidance, but cannot make business decisions for their clients. A list of qualities that one should be aware of when selecting a lawyer is also provided, along with some recommended questions to ask before hiring the lawyer. The Service Canada website recommends finding “a lawyer whom you can treat as a trusted business advisor”, and therefore a client should choose a lawyer carefully. It also details the steps clients can take if they are not pleased with their lawyer. The website also provides a list of ways a client could help their lawyer and maintain a positive relationship, as well as ways that lawyers can calculate their fees.<sup>11</sup> It also directs the public to other resources on selecting a lawyer, such as the Canadian Bar Association's web site.<sup>12</sup>

The Service Canada website offers an excellent summary of how to hire a lawyer in various disciplines but excludes any reference to the immigration context. Through this omission, the message the Service Canada website conveys is that lawyers are helpful in setting up a small business, but if you need help, for example, with preparing an application for a Labour Market Opinion or a work permit, or with an abusive employer who does not comply with the terms of employment communicated to Service Canada, there is no role for an immigration lawyer.

## **III. RECOMMENDATION OF STANDING COMMITTEE ON CITIZENSHIP AND IMMIGRATION**

In June 2008, the Commons Standing Committee on Citizenship and Immigration, issued a report entitled, *Regulating Immigration Consultants*.<sup>13</sup> Its recommendations included one focused on government website messaging:

### Recommendation 8

The Committee recommends that the Government of Canada revise all websites of Canadian embassies and missions abroad so as to ensure that they include consistent,

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<sup>11</sup> [www.canadabusiness.ab.ca/index.php/export/179-how-to-hire-a-lawyer](http://www.canadabusiness.ab.ca/index.php/export/179-how-to-hire-a-lawyer)

<sup>12</sup> [www.canadabusiness.ab.ca/index.php/export/67-selecting-professional-services](http://www.canadabusiness.ab.ca/index.php/export/67-selecting-professional-services)

<sup>13</sup> Online:  
<http://www2.parl.gc.ca/content/hoc/Committee/392/CIMM/Reports/RP3560686/cimmrp10/cimmrp10-e.pdf>

clear and prominent information about immigration consultants. These messages should:

- be available in the local language(s);
- inform prospective immigrants that they are not required to use an immigration consultant to help them in their immigration matter, and provide them with phone numbers that function from within the country, as well as other contact information enabling prospective immigrants to direct questions to appropriate government authorities;
- state that if a person chooses to use an immigration consultant, only an “authorized representative” may be used;
- provide a list of authorized representatives practising in the country; and
- state that no representative can guarantee their client success in an immigration matter.

This recommendation was made in the context of the Committee’s study of *immigration consultants*, not all immigration representatives. Given the problems arising from immigration consultants and their regulation, we support the Committee’s Report. We reiterate that when the government develops messaging about *all immigration representatives*, it is important to differentiate between consultants and lawyers and to balance warnings with information about the benefits of a lawyer’s support, advice and legal counsel. Only issuing warnings about representatives contributes to a perception that most representatives are nefarious and unethical treatment of their clients is a rule of engagement. Deterring immigration applicants from seeking legal counsel is not in the public interest, nor should the Committee’s Report be read as tacit approval of such an approach.

#### **IV. CBA SECTION RECOMMENDATIONS**

In light of our findings, we recommend the federal government do the following in order to create balanced messaging regarding immigration lawyers:

- Explicitly acknowledge on its websites that all legal advice and assistance provided in relation to an application by lawyers is subject to provincial and territorial law society Codes of Professional Conduct. Pre-application legal advice and assistance may require a representative to be a lawyer according to provincial and territorial legislation.
- Revise all websites of Canadian embassies and missions abroad to ensure that the information regarding the role of lawyers in citizenship, immigration, protected person, and Canada Border Services and Service

Canada applications or proceedings is accurate and clear. Specifically, they should:

- be available in the local language(s);
  - inform prospective applicants that although they are not required to use an immigration lawyer to help them in their matter, lawyers are regulated, highly skilled and can provide useful guidance and assistance;
  - Clearly distinguish the role of lawyers from other messaging regarding fraudulent or unscrupulous representatives;
  - Provide contact information of provincial and territorial law societies and other appropriate sources to assist prospective immigrants in finding answers to legal questions and retaining legal counsel, and not make exclusive reference to the Better Business Bureau.
  - Where appropriate, describe the services of immigration lawyers, adopting and applying the framework from the Service Canada website that outlines how to hire a lawyer, what you should look for in hiring a lawyer, what should you ask a lawyer, how can you help your lawyer, how do lawyers calculate fees, etc.; and
  - Clearly set out how lawyers are regulated and the public protection mandate entrusted to law societies.
- Clearly communicate these revisions to Program Managers, Directors and appropriate staff to ensure they are aware of the role and responsibilities of lawyers in representing citizenship, immigration, protected person, Canada Border and Service Canada applicants and claimants.

## **V. CONCLUSION**

The CBA Section would be pleased to discuss our recommendations for changes to federal government websites in further detail.

## APPENDIX

### 1. CIC-Canada Website

[www.cic.gc.ca](http://www.cic.gc.ca)

- a. Immigration representatives: Contacts  
<http://www.cic.gc.ca/english/information/representative/verify-rep.asp>
- b. Applications, Forms and Guides  
<http://www.cic.gc.ca/english/information/applications/index.asp>
- c. About Fraud  
<http://www.cic.gc.ca/english/information/protection/index.asp>  
<http://www.cic.gc.ca/english/department/media/notices/notice-fraud.asp>
- d. Immigration representatives: Who can represent you -  
<http://www.cic.gc.ca/english/information/representative/rep-who.asp>
- e. Immigration representatives: Tips on choosing an immigration representative  
<http://www.cic.gc.ca/english/information/representative/rep-choose.asp>
- f. Immigration representatives: How to file a complaint  
<http://www.cic.gc.ca/english/information/representative/complaints.asp>
- g. Immigration representatives: Frequently asked questions  
<http://www.cic.gc.ca/english/information/representative/faq.asp>
- h. Use of a representative  
<http://www.cic.gc.ca/english/information/applications/representative.asp>
- i. Where to send your application  
<http://www.cic.gc.ca/english/information/offices/apply-where.asp>
- j. Immigration representatives – Choose carefully  
<http://www.cic.gc.ca/english/information/representative/index.asp>
- k. True or False?  
<http://www.cic.gc.ca/english/department/media/facts/representatives.asp>
- l. News Release / Ministers Sgro and Mclellan announce new regulations for immigration representatives  
<http://www.cic.gc.ca/english/department/media/releases/2004/0407-pre.asp>
- m. Provincial and territorial law societies – Membership validation service  
<http://www.cic.gc.ca/english/information/representative/verify-rep.asp#law-societies>
- n. Visa and immigration applications (from outside Canada)  
<http://www.cic.gc.ca/english/information/applications/menu-outside.asp>
- o. Application Fees  
<http://www.cic.gc.ca/english/information/fees/index.asp>
- p. Canadian Visa Offices  
<http://www.cic.gc.ca/english/information/offices/missions.asp>
- q. Use of a Representative Form  
<http://www.cic.gc.ca/english/pdf/kits/forms/IMM5476E.PDF>

## 2. Government of Canada

- a. Australia.gc.ca Website  
<http://www.canadainternational.gc.ca/australia-australie/index.aspx?lang=eng>
  - i. Fraud Warning - <http://www.canadainternational.gc.ca/australia-australie/visas/fraud-fraude.aspx?lang=eng>
- b. Bangladesh.gc.ca Website  
<http://www.canadainternational.gc.ca/bangladesh/index.aspx?lang=eng>
  - i. Rules for Visa Applicants to Canada -  
[http://www.canadainternational.gc.ca/bangladesh/visas/rules\\_visas\\_regles.aspx?lang=eng](http://www.canadainternational.gc.ca/bangladesh/visas/rules_visas_regles.aspx?lang=eng)
- c. Brazil.gc.ca Website  
<http://www.canadainternational.gc.ca/brazil-bresil/index.aspx?lang=eng>
- d. Columbia.gc.ca Website  
<http://www.canadainternational.gc.ca/colombia-colombie/visas/permanent-resident-permanent.aspx?lang=eng>
  - i. Who May Represent You -  
<http://www.canadainternational.gc.ca/colombia-colombie/visas/representatives-representants.aspx?lang=eng>
  - ii. Permanent Residence -  
<http://www.canadainternational.gc.ca/colombia-colombie/visas/permanent-resident-permanent.aspx?lang=eng>
- e. Dominicanrepublic.gc.ca Website  
[http://www.canadainternational.gc.ca/dominican\\_republic-republique\\_dominicaine/index.aspx?lang=eng](http://www.canadainternational.gc.ca/dominican_republic-republique_dominicaine/index.aspx?lang=eng)
  - i. Who Can Represent you? -  
[http://www.canadainternational.gc.ca/dominican\\_republic-republique\\_dominicaine/visas/enquiries-renseignements.aspx?lang=eng#n4](http://www.canadainternational.gc.ca/dominican_republic-republique_dominicaine/visas/enquiries-renseignements.aspx?lang=eng#n4)
- f. Egypt.gc.ca Website  
<http://www.canadainternational.gc.ca/egypt-egypte/index.aspx?lang=eng>
  - i. Visa Scams - <http://www.canadainternational.gc.ca/egypt-egypte/visas/representatives-representants.aspx?lang=eng#link1>
  - ii. Notice about newspaper articles and advertisements -  
<http://www.canadainternational.gc.ca/egypt-egypte/visas/representatives-representants.aspx?lang=eng#link3>
- g. Germany.gc.ca Website
  - i. Legal and Notarial Services -  
[http://www.canadainternational.gc.ca/germany-allemagne/consular\\_services\\_consulaires/legal-juridique.aspx?lang=eng](http://www.canadainternational.gc.ca/germany-allemagne/consular_services_consulaires/legal-juridique.aspx?lang=eng)
- h. Guatamala.gc.ca Website  
<http://www.canadainternational.gc.ca/guatemala/index.aspx?lang=eng>

- i. Enquiries -  
<http://www.canadainternational.gc.ca/guatemala/visas/enquiries-reenseignements.aspx?lang=eng#Who>
- i. Holysee.gc.ca Website  
[http://www.canadainternational.gc.ca/holy\\_see-saint\\_siege/index.aspx?lang=eng](http://www.canadainternational.gc.ca/holy_see-saint_siege/index.aspx?lang=eng)
- j. Hongkong.gc.ca Website  
[http://www.canadainternational.gc.ca/hong\\_kong/index.aspx?lang=eng](http://www.canadainternational.gc.ca/hong_kong/index.aspx?lang=eng)
  - i. Arrest and Detention in Hong Kong or in Macao -  
[http://www.canadainternational.gc.ca/hong\\_kong/passport\\_services\\_passport/detention.aspx?lang=eng](http://www.canadainternational.gc.ca/hong_kong/passport_services_passport/detention.aspx?lang=eng)
- k. Hungary.gc.ca Website  
<http://www.canadainternational.gc.ca/hungary-hongrie/index.aspx?lang=eng>
- l. Iceland.gc.ca Website  
<http://www.canadainternational.gc.ca/iceland-islande/index.aspx?lang=eng>
- m. India.gc.ca Website  
<http://www.canadainternational.gc.ca/india-inde/>
- n. Indonesia.gc.ca Website  
<http://www.canadainternational.gc.ca/indonesia-indonesie/index.aspx?lang=eng>
  - i. Immigration Representatives: Who May Represent You? -  
[http://www.canadainternational.gc.ca/indonesia-indonesie/visas/immigration\\_rep\\_immigrer.aspx?lang=eng](http://www.canadainternational.gc.ca/indonesia-indonesie/visas/immigration_rep_immigrer.aspx?lang=eng)
- o. Italy.gc.ca Website  
<http://www.canadainternational.gc.ca/italy-italie/index.aspx?lang=eng>
  - i. Visas and Immigration - [http://www.canadainternational.gc.ca/italy-italie/visas/index.aspx?lang=eng&menu\\_id=2&menu=L](http://www.canadainternational.gc.ca/italy-italie/visas/index.aspx?lang=eng&menu_id=2&menu=L)
- p. Ivorycoast.gc.ca Website  
<http://www.canadainternational.gc.ca/cotedivoire/visas/lawyer-avocat.aspx?lang=eng>
- q. Lebanon.gc.ca Website
  - i. Visas & Immigration - <http://www.canadainternational.gc.ca/lebanon-liban/visas/index.aspx?lang=eng>
- r. Mexico.gc.ca Website  
<http://www.canadainternational.gc.ca/mexico-mexique/index.aspx?lang=eng>
  - i. Fraud Advisory Warning -  
<http://www.canadainternational.gc.ca/mexico-mexique/imm/fraud-fraude.aspx?lang=en>
  - ii. Who can represent you? -  
<http://www.canadainternational.gc.ca/mexico-mexique/visas/representative-representant.aspx?lang=eng>
  - iii. Immigrating to Canada - <http://www.canadainternational.gc.ca/mexico-mexique/imm/index.aspx?lang=eng>



- s. Newzealand.gc.ca Website  
[http://www.canadainternational.gc.ca/new\\_zealand-nouvelle\\_zelande/index.aspx?lang=eng](http://www.canadainternational.gc.ca/new_zealand-nouvelle_zelande/index.aspx?lang=eng)
    - i. Come to Canada - [http://www.canadainternational.gc.ca/new\\_zealand-nouvelle\\_zelande/come-venir\\_canada/index.aspx?lang=eng&menu\\_id=4&menu=L](http://www.canadainternational.gc.ca/new_zealand-nouvelle_zelande/come-venir_canada/index.aspx?lang=eng&menu_id=4&menu=L)
  - t. Peru.gc.ca Website  
<http://www.canadainternational.gc.ca/peru-perou/index.aspx?lang=eng>
    - i. Important Notice - [http://www.canadainternational.gc.ca/peru-perou/visas/10\\_03.aspx?lang=eng](http://www.canadainternational.gc.ca/peru-perou/visas/10_03.aspx?lang=eng)
  - u. Philippines.gc.ca Website  
<http://www.canadainternational.gc.ca/philippines//>
  - v. Russia.gc.ca Website  
<http://www.canadainternational.gc.ca/russia-russie/index.aspx?lang=eng>
    - i. Immigrating to Canada - [http://www.canadainternational.gc.ca/russia-russie/visas/immigrating-immigrer.aspx?lang=eng&menu\\_id=4&menu=L](http://www.canadainternational.gc.ca/russia-russie/visas/immigrating-immigrer.aspx?lang=eng&menu_id=4&menu=L)
  - w. Singapore.gc.ca Website  
<http://www.canadainternational.gc.ca/singapore-singapour//>
  - x. Srilanka.gc.ca Website  
[http://www.canadainternational.gc.ca/sri\\_lanka/index.aspx?lang=eng](http://www.canadainternational.gc.ca/sri_lanka/index.aspx?lang=eng)
  - y. Turkey.gc.ca Website  
<http://www.canadainternational.gc.ca/turkey-turquie/index.aspx?lang=eng>
  - z. UAE.gc.ca Website  
<http://www.canadainternational.gc.ca/uae-eau/index.aspx?lang=eng>
    - i. Do I need someone to help me prepare my Permanent Resident Travel Document (PRTD) Application? - [http://www.canadainternational.gc.ca/uae-eau/visas/permanent\\_resident.aspx?lang=eng#n12](http://www.canadainternational.gc.ca/uae-eau/visas/permanent_resident.aspx?lang=eng#n12)
  - aa. Unitedkingdom.gc.ca Website  
[http://www.canadainternational.gc.ca/united\\_kingdom-royaume\\_uni/index.aspx?lang=eng](http://www.canadainternational.gc.ca/united_kingdom-royaume_uni/index.aspx?lang=eng)
3. **Directory of Canadian Government Offices Abroad**  
[http://www.voyage.gc.ca/contact/offices-list\\_liste-bureaux-eng.asp](http://www.voyage.gc.ca/contact/offices-list_liste-bureaux-eng.asp)
4. **Canada Border Services Agency**  
<http://www.cbsa-asfc.gc.ca/menu-eng.html>
- a. Border Watch Toll-free Line  
<http://www.cbsa-asfc.gc.ca/security-securite/bwl-lsf-eng.html>
  - b. Disagreements, reviews and appeals  
<http://www.cbsa-asfc.gc.ca/recourse-recours/review-examen-eng.html>
- <http://www.cbsa-asfc.gc.ca/recourse-recours/how-comment-eng.html#s1>
5. **Canada Business**  
<http://www.canadabusiness.ca/eng/>

**6. Immigration and Refugee Board**

<http://www.irb.gc.ca/eng/pages/index.aspx>

- a. New Requirements for Counsel who Charge a Fee for their Service  
<http://www.irb-cisr.gc.ca/eng/brdcom/references/pol/notes/Pages/cnsl.aspx>
- b. Who can represent someone appearing before the IRB?  
<http://www.irb-cisr.gc.ca/Eng/brdcom/abau/faq/Pages/index.aspx#genfaq1>

**7. Royal Canadian Mounted Police**

<http://www.rcmp-grc.gc.ca/>

**8. Federal Court of Canada Website**

[http://cas-ncr-nter03.cas-satj.gc.ca/portal/page/portal/fc\\_cf\\_en/Statistics\\_june08](http://cas-ncr-nter03.cas-satj.gc.ca/portal/page/portal/fc_cf_en/Statistics_june08)

- a. Information about Registry Services to Assist Self-Represented Litigants  
[http://cas-ncr-nter03.cas-satj.gc.ca/portal/page/portal/fc\\_cf\\_en/SRL\\_Registry](http://cas-ncr-nter03.cas-satj.gc.ca/portal/page/portal/fc_cf_en/SRL_Registry)
- b. How to Appeal a decision of a Citizenship Judge?  
[http://cas-ncr-nter03.cas-satj.gc.ca/portal/page/portal/fc\\_cf\\_en/Appeal\\_citizenship](http://cas-ncr-nter03.cas-satj.gc.ca/portal/page/portal/fc_cf_en/Appeal_citizenship)

**9. Foreign Affairs and International Trade**

- a. Directory of Canadian Government Offices Abroad -  
[http://www.voyage.gc.ca/contact/offices-list\\_liste-bureaux-eng.asp](http://www.voyage.gc.ca/contact/offices-list_liste-bureaux-eng.asp)
- b. A Guide for Canadians Imprisoned Abroad -  
<http://www.voyage.gc.ca/publications/imprisonment-emprisonnement-eng.asp>
- c. Canadian Representatives Abroad - <http://w01.international.gc.ca/cra-rce/mission.aspx?lang=eng&MID=497>

**10. Supreme Court of Canada - Resources for Self-Represented Litigants**

<http://www.scc-csc.gc.ca/rep/index-eng.asp>

- a. I have a legal concern and I need to know what I should do. Can you assist me?  
<http://www.scc-csc.gc.ca/faq/faq/index-eng.asp#f15>

**11. Canadian High Commission in Kenya**

[http://www.canadainternational.gc.ca/germany-allemanne/consular\\_services\\_consulaires/legal-juridique.aspx?lang=eng](http://www.canadainternational.gc.ca/germany-allemanne/consular_services_consulaires/legal-juridique.aspx?lang=eng)