

On December 28, 2023, Immigration, Refugees and Citizenship Canada (IRCC) announced a [Temporary public policy to facilitate temporary resident visas for certain extended family affected by the crisis in Gaza](#).

In support of this temporary resident pathway, which took effect January 9, 2024, IRCC has amended the Settlement Program's Terms and Conditions to temporarily extend access of federally funded settlement services to eligible temporary residents. For further details regarding this pathway, please consult this [link](#).

### **Changes to Settlement Program Terms and Conditions**

The eligibility section of the Program's [Terms and Conditions](#) now includes the following clause:

*“Individuals who are granted a temporary resident visa under the Temporary Public Policy to Facilitate Temporary Resident Visas for Certain Extended Family affected by the Crisis in Gaza; individuals holding a travel or other document issued by the Palestinian Authority, or their family members as defined in section 1(3) of the IRPR, who do not meet the eligibility requirements of the above-noted public policy and are issued a temporary resident visa based on exemptions from IRPA or the IRPR granted by a delegated officer on humanitarian and compassionate grounds between January 9 and December 31, 2024; individuals holding a travel or other document issued by the Palestinian Authority, or their family members as defined in section 1(3) of the IRPR, who do not meet the eligibility requirements of the above-noted public policy and are issued a temporary resident permit by a designated officer where justified in the circumstances between January 9 and December 31, 2024; and temporary residents who were assisted in their departure from the Palestinian Territories by the Government of Canada between November 1, 2023 and December 31, 2024, are deemed eligible persons until March 31, 2027.”*

This temporary measure is effective immediately until **March 31, 2027**.

### **Demonstrating eligibility for Settlement Services in Canada**

In order to receive settlement services, eligible temporary residents must show their status document (visitor record, open work permit, study permit or temporary resident permit) on which the notation “**MOME2023**” will be visible under the remarks section.

Examples of documents and more information may be found on IRCC's website at this link: <https://www.canada.ca/en/immigration-refugees-citizenship/services/new-immigrants/status-documents.html>.

If the client belongs to an eligible group and does not have the notation required to determine eligibility for settlement services, please direct them to contact IRCC via the crisis web form at <https://secure.cic.gc.ca/ClientContact/en/Crisis> or by phone at 1-613-321-4243. Full instructions are also available on the [external website](#). **Please do not direct clients to return to any port of entry (airport, land border, or marine terminal).**

Please assess client eligibility for this cohort using the documentation available and strive to provide assistance to meet immediate client needs where reasonable. However, it is the responsibility of the organization to ensure valid documentation to demonstrate eligibility is provided by the client before providing comprehensive services.

### **iCARE and Data Reporting**

Client information can be entered into iCARE in the same manner as any other client receiving settlement services, that is, using the Unique Client Identifier (UCI).

We would like to thank you for your continued dedication and hard work. Please don't hesitate to reach out to your Program Officer if you have any questions or concerns.