

ICP-AGIR Best Practice for Toronto (Canada) / Frankfurt (Germany)

Refugee Resettlement Program	
	Toronto Canada
Departments / Institutions involved	Toronto Newcomer Office City of Toronto
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Description of the best practice	The Refugee Resettlement Program aims to mobilize the existing resources within the City and externally, to ensure that support systems are ready and available for large-scale arrival of refugees.
Theme and sub-theme if appropriate	Inclusion of migrants and refugees

Description of Best practice	
Challenge Addressed	In October 2015, Toronto City Council approved the City of Toronto Refugee Resettlement Program to support the arrival of Syrian refugees. The Program was reactivated in August 2021 to support Afghan resettlement and, most recently, Ukrainian arrivals. The Program aims to mobilize the existing supports within and outside of the City structures and facilitate enhancements where needed.
Solution Implemented	As one of the most diverse cities in Canada, Toronto receives the highest numbers of newcomers in classes that have more complex needs. This creates risks, vulnerabilities, and potential service pressures for the City of Toronto and other service providers. Through the Refugee Resettlement Program, a number of activities have been implemented, highlighting the important role municipal government plays in advancing successful settlement and integration outcomes. This includes <ul style="list-style-type: none"> ○ Intergovernmental engagement ○ Information sharing and outreach ○ The establishment an internal City committee (called Inter-Divisional Team) for internal coordination

	<ul style="list-style-type: none"> ○ The establishment of an external committee (called Inter-Agency Task Force), to streamline intergovernmental communication between federal departments and provincial ministries ○ Strengthening collaboration with service providers and key organizations in the community ○ Identifying gaps in settlement support systems and opportunities to address them. <p>The integrated approach and focus on systems coordination is why the Program is seen as a best practice for dealing with large-scale arrivals.</p>
Partnerships	Partners engaged include Immigration, Refugees and Citizenship Canada, Provincial ministries, school boards, and community agencies. Partners are identified based on their mandates, potential roles, and ability to respond quickly.
Lessons Learned	<p>Learnings from the City’s refugee resettlement response have highlighted the importance of targeted and coordinated support from the City, federal government, provincial government, and community and institutional partners. Some of the other drivers behind the collaborative response include:</p> <ul style="list-style-type: none"> ○ An opportunity to form new partnerships with local civic, faith-based, and ethno-cultural organizations. ○ Bringing together community agencies and government partners to identify gaps in settlement support systems, and opportunities to coordinate responses while minimizing duplication of effort. ○ The regional coordination plan implemented as part of the Ukraine response ensured a coordinated and consistent approach across the different municipalities/regions and facilitated a balanced approach without overburdening any one City or Region. <p>In addition, internally, high-level coordination has created space for City staff to better understand each other’s programs and services, approaches to serving newcomer populations, and find efficiencies and opportunities for collaboration.</p>
Main Milestones	The Program has contributed to the successful settlement of thousands of refugees.

Materials for promotion	
Online links	https://www.toronto.ca/community-people/moving-to-toronto/refugee-resettlement-program/