

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

Access to City Services for Undocumented Torontonians	
	Toronto Canada
<b>Departments / Institutions involved</b>	Toronto Newcomer Office City of Toronto
<b>ICP AGIR City Coordinator and contact data</b>	<b>Vera Dodic</b> <b>Director, Strategic Partnerships of Toronto</b> <a href="mailto:Vera.Dodic@toronto.ca">Vera.Dodic@toronto.ca</a>
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<b>Description of the best practice</b>	Torontonians have access to City services regardless of immigration status.
<b>Theme and sub-theme if appropriate</b>	Inclusion of migrants and refugees

Description of Best practice	
<b>Challenge Addressed</b>	<p>While there are no formal figures representing the number of undocumented people in Canada, estimates range as high as 500,000, 50% of which are thought to reside in Toronto. Undocumented residents are an important part of our city, yet they often live in fear while being unseen, unheard and unrecognized. These fellow residents are our neighbours and contribute to the fabric of our city.</p> <p>The City of Toronto is committed to providing access to City services to all Torontonians, regardless of their immigration status.</p>
<b>Solution Implemented</b>	<p>Through the <a href="#">Access to City Services for Undocumented Torontonians</a> policy, all residents of Toronto have full and equal rights to access municipal services. Access to City Services for Undocumented Torontonians (Access T.O.) aims to reduce barriers to services delivery, alleviate anxiety and fear, and improve support to this vulnerable population by ensuring that City staff have the necessary and relevant information needed to provide effective service. (<a href="#">Source: City of Toronto</a>)</p>

	<p>This is an evolving strategy, developed in collaboration with community partners to ensure the policy, and the delivery of the strategy is informed by the lived realities of community members and is grounded in equity.</p>
<b>Partnerships</b>	<p>The City of Toronto continues to work with community agencies actively engaged in increasing support pathways for undocumented Torontonians and other newcomers with precarious immigration status.</p>
<b>Lessons Learned</b>	<p>Many of the challenges and barriers experienced by Undocumented Torontonians cannot be adequately addressed without intergovernmental, interdisciplinary and multijurisdictional response. With barriers to full social inclusion resting within the intersection of municipal, provincial and federal jurisdiction, collaboration is imperative in ensuring those without immigration status are provided with equitable access to resources, and pathways to status.</p> <p>Through council decisions and public education campaigns, the City of Toronto has affirmed its commitment to ensuring Undocumented Torontonians are treated with dignity. However, through demonstrations of social backlash we acknowledge there is still work to be done in confronting harmful misconceptions and stereotypes about this vulnerable population.</p>
<b>Main Milestones</b>	<p>Council Decisions, Toronto For All Campaign, Proclamation – Undocumented Residents Day August 24, 2021.</p>

<b>Materials for promotion</b>	
<b>Quote from city representative</b>	N/A
<b>Graphic Material</b>	<p><a href="#">Toronto For All: Undocumented Residents - YouTube</a></p> <p><a href="#">Toronto For All: Undocumented Residents Poster #1</a></p> <p><a href="#">Toronto For All: Undocumented Residents Poster #2</a></p> <p><a href="#">Toronto For All: Undocumented Residents Poster #3</a></p>

Materials for promotion	
<b>Online links</b>	<a href="#">Access to City Services for Undocumented Torontonians – City of Toronto</a> <a href="#">Undocumented Residents – City of Toronto</a> <a href="#">Agenda Item History - 2017.EX27.9 (toronto.ca)</a> <a href="#">Identification Requirements to Access City Services – City of Toronto</a>

Knowledge Sharing	
<b>Uploaded to the ICP AGIR website</b>	<b>Date</b>
<b>Shared with urban agenda platform database</b>	<b>Date</b>