

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

Ukraine Crisis Response - Greater Toronto and Hamilton Area (GTHA) Regional Response	
	Toronto Canada
Departments / Institutions involved	Toronto Newcomer Office City of Toronto
ICP AGIR City Coordinator and contact data	Vera Dodic Director, Strategic Partnerships of Toronto Vera.Dodic@toronto.ca
ICP AGIR Pairing Manager	Karun Gelibolyan kgeli@ramboll.com
Description of the best practice	Cities across the GTHA provide temporary accommodations and services to newcomers fleeing Ukraine.
Theme and sub-theme if appropriate	Inclusion of migrants and refugees

Description of Best practice	
Challenge Addressed	In February 2022, in response to the conflict in Ukraine, the Canadian government introduced the Canada-Ukraine Authorization for Emergency Travel visa. Over 50,000 Ukrainians landed in Toronto as of February 3, 2023, with more than 5% of arrivals requiring emergency accommodation. With the City of Toronto's shelter systems at capacity, the GTHA Ukraine Response Program was quickly initiated to meet immediate housing needs and facilitate coordination across six municipalities.
Solution Implemented	The Program provides temporary hotel accommodations with wrap-around supports to address emerging issues and gaps in service provision. Through coordinated efforts, Ukrainian arrivals are provided with a secure living environment that supports their privacy and dignity. Each site provides a comprehensive set of supports, including transportation, food, translation services, child minding, access to municipal services, primary health care, settlement supports, and housing workers to ensure a positive transition to longer-term housing. In turn, newcomers are safeguarded from a range of risks,

	<p>including exploitation and abuse, poor access to services, and unhygienic living conditions.</p> <p>The delivery of this program highlights the important role municipalities play in advancing the successful settlement and integration of newcomer communities. In addition to the GTHA regional work, the City of Toronto's Newcomer Office facilitates local coordination of efforts to ensure the ongoing success of this national effort.</p>
Partnerships	The City of Toronto's Ukrainian response efforts is a partnership formed between the City of Toronto and five neighbouring municipalities: Peel Region, Durham Region, Halton Region, York Region and City of Hamilton.
Lessons Learned	<ul style="list-style-type: none"> Establishing internal and external working groups has demonstrated success in coordination, information sharing, and mobilizing resources. These tables are mechanisms for constructive collaboration with inter-governmental institutions, community partners, and relevant stakeholders. Promoting partnerships across government levels and with community agencies enhanced the City of Toronto's ability to stay up to date on trends as well as the needs of arrivals, while also sharing information back into the community. The GTHA project has provided capacity-building opportunities for all partners while utilizing a scalable and adaptable model that can be replicated for future events. Ensuring a coordinated, consistent and balanced approach allowed all partners to share responsibilities without overburdening any one City or Region. In addition, providing on-site supports above and beyond hotel accommodation ensured an early start to integration.
Main Milestones	Between June 6, 2022 and February 2, 2023: 2,342 unique individuals have been housed and supported. The GTHA Ukraine regional response is ongoing.

Materials for promotion	
Quote from city representative	N/A
Graphic Material	N/A
Online links	Torontoareahelps.ca