

Toronto South LIP response to the Syrian Refugee Crisis September 2015 to March 2016

Coordination/Planning	Description	Outcome
Toronto South LIP Syrian Refugee Action Plan	Toronto South LIP's Partnership and Service Coordination Committee developed a list of suggested activities to support Syrian Refugees in Toronto South and coordinate with other agencies and LIPs across the City.	
Designation of TSLIP staff as the Syrian Refugee Liaison	The Toronto South LIP Executive Committee appointed staff, Giovanni Rico, to be our Syrian Refugee Liaison. His responsibilities include: keep up to date on all Syrian Refugee information and activities, forward any resources to be posted on our Syrian Refugee Resource page on the website, participate in City-wide teleconference and meetings, organize trainings for frontline staff, organize information sessions for agencies and sponsors and work with members on how best to support Syrian Refugees and sponsors, connecting them with community and neighbourhood resources.	Centralized resources and information on Syrian Refugees to better help member agencies prepare for Syrian Refugees
LIP staff weekly teleconference	All 4 Quadrant LIPs meet with the Toronto Newcomer Office, to coordinate plans as well as be informed on the arrivals of Syrian Refugees to be resettled in the city of Toronto	Coordination of information fairs; as well as sharing best practices on how to reach out to agencies as well as private sponsors.
Communication with RAP agency on how to better coordinate services for GARs	The Toronto South LIP has reached out to RAP agency and has Started communication to help in the coordination of settlement services for the Syrian Government Assisted Refugees	Early stages of conversations on how to get Toronto South Resources to resettled Syrian refugees.
Events	Description	Outcome
Information Session for Sponsors/ Potential Sponsors of Syrian Refugees	Information Fair held at City Hall hosted by Toronto Newcomer Office and OCASI. We participated in the fair and distributed our brochures and settlement pathways.	Over 50 agencies Over 700 attendees Dissemination of information
Information Session for Sponsors/ Potential Sponsors of Syrian Refugees	Information Fair held at Metro Hall for sponsors and those considering sponsorship of Syrian Refugees. The fair will include refugee and newcomer serving agencies and a variety of City of Toronto government departments.	To be held on April 7 th
How to Effectively Engage Syrian Refugees	This is a training that will inform front line staff on the typical profiles and expectations of Syrian Refugees as well as how to effectively engage with refugees after arrival, by: Understanding lived experiences of refugees, including pre-migration, migration & post-migration trauma, Learning about mental health impact of torture, war and organized violence on refugees, families, and communities, and to	35 of attendees Workshop was taped and is being edited to upload onto YouTube Channel

	develop holistic strategies, best practices, for engaging and supporting survivors.	
Resources Developed	Description	Dissemination
Settlement Pathway for Privately Sponsored Refugees	A flowchart developed to assist service providers and privately sponsored refugees to identify the various steps needed to settle in Canada.	Available on line and distributed at information fairs being held throughout the city
Myths and Facts about Immigrants and Refugees	A compilation of Myths and Facts about Immigrants and Refugees designed to address erroneous comments and build a more welcoming community.	Ongoing to be determined at next Settlement Service working group
Welcome to Toronto Brochure	A brochure that outlines the various support services and programs available to newcomers to Toronto. The brochure has been translated into Arabic and French and will be printed for distribution to sponsors and front line service providers.	To be printed in French and Arabic and to be distributed at information fair and to our membership agencies who request them.
Developed a page on our website listing all resources/information regarding Syrian Refugees	A designated page on our www.torontolip.com website that lists resources for Syrian Refugees on the topics of Education, Employment, Health, Housing, Language, Legal and Clothing, Furniture and Housewares resources.	Promoted at all TSLIP meetings to help agencies share information of available programs and resources.