

PARTNER COMMUNICATIONS TOOLKIT:

RESOURCES FOR PEOPLE AFFECTED BY THE CONFLICT IN UKRAINE

This partner communications toolkit has been developed by The Regional Municipality of York to help you share information about the supports and programs York Region has in place to support people affected by the conflict in Ukraine.

This electronic toolkit contains key messages, social media messages and editorial content you can share through your communication channels, including social media, email or in your internal or external newsletters. We invite you to take advantage of any of the resources in this package.

KEY MESSAGES

All levels of government are working to ensure people affected by the conflict in Ukraine have access to the services and supports they need to settle here.

FEDERAL SUPPORTS

Visit the government of Canada's [Immigration, Refugees and Citizenship Canada](#) (IRCC) website to find out more about the measures and actions being taken at a federal level to support temporary resettlement. Here you will find information on:

- Canadian citizens and permanent residents
 - Returning to Canada
 - Bringing family members to Canada
 - How you can help
- Ukrainian nationals and their family members
 - Applying for the Canada-Ukraine authorization for emergency travel
 - Applying to immigrate to Canada
 - Travelling, testing and border information
 - Extending your stay or changing your status in Canada

Popular questions and answers are regularly being added to IRCC's [Help Centre](#). You can also contact IRCC by phone at 613-321-4243.

The Regional Municipality of York

1-877-464-9675

TTY 1-866-512-6228

york.ca



PROVINCIAL SUPPORTS

The Province of Ontario also provides helpful immigration and settlement support information for people affected by the conflict in Ukraine on its [website](#). This includes information about:

- Immigrating from Ukraine
- Resources and supports for Ukrainian newcomers
 - Getting help with the immigration process
 - Getting settled in Ontario
 - Emergency income supports
 - Health care
 - School
- Employment supports
 - Employment Ontario
 - Ontario Job Bank
 - Ontario Immigrant Nominee Program
- How Ontarians can help

The Ontario Ministry of Health is providing newly arriving refugees and people arriving through other exceptional humanitarian authorizations, such as the Canada-Ukraine Authorization for Emergency Travel with a toll-free, multi-lingual Refugee HealthLine. Newcomers, sponsors and settlement agencies can contact the **Refugee HealthLine** at **1-866-286-4770** to find a matching health care provider for services funded by the Ontario Health Insurance Plan (OHIP), the Interim Federal Health Program or through provincial programs, including but not limited to:

- Primary care providers (e.g., Refugee Health Clinics, Community Health Centres, Family Health Teams, Nurse Practitioner-Led Clinics, midwifery practices, physician practices, walk-in clinics)
- Specialists (e.g., obstetrics and gynaecology, paediatrics, and psychiatry)
- Mental health service providers
- Optometrists

The Refugee HealthLine will refer individuals/agencies to the closest providers capable of taking on eligible patients for transitional care.

YORK REGION SUPPORTS

York Region is facilitating coordination of efforts to support Ukrainian arrivals locally. This includes:

- Information sharing and outreach
- Strengthening collaboration with service providers and key organizations in the Ukrainian community
- Identifying gaps in settlement support systems and opportunities to address them

Within York Region, many partners work together to provide programs and services to people who have recently arrived in Canada, Ontario and York Region. York Region's Newcomer Services [website](#) includes information about:

- Community partner services and supports
- Information to help individuals and families settle in York Region quickly and easily

York Region's Newcomer Guide ([English/French/Ukrainian](#)) provides information about:

- **Arriving** - Finding settlement programs and resources
- **Moving Around** - Using public transportation
- **Living** - Finding a place to stay and to live
- **Staying Healthy** - Accessing health care
- **Learning** - Registering children in school or finding language classes
- **Working** - Finding a job and working in York Region
- **Staying Safe** - Getting to know York Region's emergency services
- **Having Fun** - Enjoying the many things to see and do in York Region
- **Municipal Government** - Learning more about York Region's local government

York.ca/SupportUkraine

York Region developed a dedicated webpage and shareable [information package](#) to connect displaced Ukrainians - and those wanting to help them - to information, services and supports.

Access York

For more information about services and supports offered by York Region, contact [Access York](#) at 1-877-464-9675, Monday to Friday from 8:30 a.m. to 4:30 p.m. or email accessyork@york.ca. Access York also offers translation services and can help with referrals to [Welcome Centres](#) and other service organizations.

ADDITIONAL SUPPORTS

Ukrainian arrivals are eligible to access services and supports aimed at helping them settle in their new communities. Some of the many community partners offering settlement services and supports include:

[Canadian Red Cross](#): In partnership with the Government of Canada, the Canadian Red Cross is providing reception services for people displaced from Ukraine at select airports. Registration with the Red Cross helps to ensure people have access to necessary information as they arrive and settle in Canada. It also provides IRCC with information which can be used to better understand the needs of people arriving.

Airport-based Canadian Red Cross reception services and information include:

- Reception, registration and translation services
- A [Welcome Package](#) (available in English, French, Ukrainian and Russian) and information on how to access government services and referrals to community service providers
- Experienced clinicians and mental health specialists who can refer those needing medical attention or who may be struggling with mental health challenges to appropriate service providers

[Canadian Ukrainian Immigrant Aid Society](#): The Canadian Ukrainian Immigrant Aid Society has been providing settlement support for newcomers for over 40 years. Programs and services for newcomers include:

- English-language training
- Information and orientation services
- Assistance filling out applications and forms, referrals to housing, health, employment and other government and community services
- Translation and interpretation support

For more information, please contact 416-767-4595 or contact@cuias.org

[Ukrainian Canadian Social Services](#): Ukrainian Canadian Social Services provides culturally sensitive programs and services for members of the Ukrainian ethno-cultural community. Services include housing support, orientation and settlement services, mental health services, translation/interpretation and more.

[Settlement.org](#): Settlement.org is a website that provides information related to immigrating, settling and living in Ontario. The [Services Near Me](#) tool allows you to obtain a listing of local settlement agencies and supports. The [Discussion Forum](#) feature allows you to pose questions and receive responses.

HOW CAN RESIDENTS, ORGANIZATIONS AND BUSINESSES HELP?

Sponsor Individuals and Families

Canadians and permanent residents can play a key role in helping refugees in need of resettlement. The [Private Sponsorship of Refugees program](#) lets private groups sponsor eligible refugees abroad.

Donate

Many refugees need extra help getting settled in Canada. Organizations are actively supporting people within Ukraine and refugees seeking safety elsewhere with medical and humanitarian aid.

Organizations that Canadians can donate to help Ukrainians include:

- The Canadian Red Cross launched Ukraine Humanitarian Crisis Appeal to support those affected by the ongoing conflict in the country; learn how you can help at [Red Cross](#)
- The Canada-Ukraine Foundation and the Ukrainian Canadian Congress have established the Ukraine Humanitarian Appeal to provide support to the millions of Ukrainians displaced from their homes; learn more at [Canada-Ukraine Foundation](#)
- The [Ukrainian Canadian Congress](#) is accepting financial and in-kind donations to support the settlement of Ukrainian arrivals
- The Canadian Ukrainian Immigrant Aid Society is collecting donations for Ukrainian students studying in Canada who have lost their source of financial support; learn more about this initiative at [Canadian Ukrainian Immigrant Aid Society](#)
- [Ontario Council of Agencies Serving Immigrants](#) (OCASI) is accepting a range of donations to support the arrival of newcomers and displaced Ukrainians in Ontario. To donate goods, services, employment or housing please visit the [OCASI donation portal](#) to find the appropriate application forms

York Region is not affiliated with any individual organizations, nor is it collecting financial or other types of donations on behalf of these organizations. Residents should contact their organization of choice directly.

Offer Housing

If you are interested in providing volunteer housing assistance, please email COSTI at housinghost@costi.org or visit the Ontario Council of Agencies Serving Immigrants (OCASI) website and complete the [Housing Assistance for Newcomers Form](#)

Hire Newcomers

Immigrants and refugees are skilled and talented. If you are an employer, you can connect with local [Welcome Centre](#) employment services to reach newcomers. Employers wishing to support Ukrainians through offers of employment can also register available jobs using [Job Bank's Jobs for Ukraine web page](#).

The inclusion of diverse perspectives is a powerful enabler of business performance. The [Strategies for Immigrant Inclusion in Canadian Workplace](#) features easy-to-implement strategies that can support business efforts.

Volunteer

Ukrainians and other newcomers will access many social and community service organizations in York Region. Volunteering at any community service organizations will benefit Ukrainians and others and helps community organizations engage volunteers in meaningful ways. The [Ukrainian Canadian Congress](#) is currently accepting volunteers to support incoming Ukrainian arrivals.

Be a Welcoming and Inclusive Community Member

For people affected by the conflict in the Ukraine, arriving in a new community may be extremely stressful. Being welcoming and inclusive can help make the newest residents feel that they belong as they get to know their new community, make friends and start their new life.

Learn More

The National Newcomer Navigation Network developed a [toolkit](#) that provides some context about the current crisis in Ukraine that may assist service providers in helping newcomers connect with the Ukrainian-Canadian community and understand immigration options available to them.

SOCIAL MEDIA CONTENT

TWITTER:

- Are you a recent #newcomer to #YorkRegion from #Ukraine? Check out york.ca/SupportUkraine to find information – including a Newcomer Guide translated into Ukrainian – to help you get settled. #SupportUkraine
- If you are a recent #newcomer from #Ukraine or a #YorkRegion resident who would like to help people affected by the conflict in Ukraine, visit york.ca/SupportUkraine #SupportUkraine

FACEBOOK:

- If you are a recent newcomer from Ukraine or a resident or organization in #YorkRegion who would like to support people affected by the conflict in Ukraine, visit york.ca/SupportUkraine. This page has been designed to connect displaced Ukrainians – and those wanting to help them – to information, services and supports. It also offers a version of @YorkRegionGovt's [Newcomer Guide](#) translated into Ukrainian.

LINKEDIN:

- If you are a recent newcomer from Ukraine or a resident or organization in #YorkRegion who would like to help, please visit york.ca/SupportUkraine. This page has been designed to connect displaced Ukrainians – and those wanting to help them – to information, services and supports. It also offers a version of the [Newcomer Guide](#) translated into Ukrainian.

BRIEF STORY

The [Regional Municipality of York](#) is helping to coordinate efforts to support people arriving from Ukraine locally. This includes sharing information and reaching out to partners to coordinate programs and services.

York Region created york.ca/SupportUkraine to help connect displaced Ukrainians, and those who want to help them, to information, services and supports. This web page also includes a copy of the York Region [Newcomer Guide](#) translated into Ukrainian, which has information about financial, transit, housing and community supports available to newcomers arriving in Canada and settling in the Region.

If you are looking for more information on the supports available to help displaced Ukrainians, please contact Access York at 1-877-464-9675.