

Access to Affordable, Adequate, and Suitable Housing

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Searching for and securing a place to live is a crucial first step immigrants must take when arriving in a new community.^{i, ii, iii} With the passing of the *National Housing Strategy Act* in 2019, Canada officially recognized housing as a human right and committed to achieving equitable housing outcomes.^{iv} Affordable, adequate, and suitable housing is not only a basic need; for immigrants, it is one of the most consequential routes to social and economic inclusion in the receiving community.^{v, vi, vii}

Research shows that housing is a conduit to schools, jobs, and key services and amenities that support the settlement process.^{viii} Institutional and systemic barriers to accessing suitable housing have a varied impact among and within different immigrant groups and regional contexts, particularly with the changing geographies of immigrant settlement patterns.^{ix, x, xi, xii, xiii, xiv} Meeting immigrants' housing needs in small and rural communities can bolster regionalization policies intended to attract and retain immigrants to help address skill shortages and revitalize the population.^{xv, xvi} While (sub)urban areas must continue to develop sustainable solutions to immigrants' housing needs, broader regional distribution can ease the pressure on the absorptive capacity of large urban centres, where immigrants traditionally prefer to settle, but where they are more likely to experience overcrowding^{xvii} and live in core housing need (dwellings considered unsuitable, inadequate, or unaffordable).^{xviii, xix}

ⁱ Simone, D., & Newbold, K. B. (2014). Housing trajectories across the urban hierarchy: Analysis of the Longitudinal Survey of Immigrants to Canada, 2001–2005. *Housing Studies*, 29(8), 1096–1116.

ⁱⁱ Bhattacharyya, P., Ogoe, S., Riziki, A., & Wilkinson, L. (2020). In search of a “home”: Comparing the housing challenges experienced by recently arrived Yazidi and Syrian refugees in Canada. *Applied Psycholinguistics*, 41(6), 1415–1436.

ⁱⁱⁱ Teixeira, C. (2018). Introduction to Part One: The housing experiences of immigrants. In C. Teixeira & W. Li (Eds.), *The housing and economic experiences of immigrants in U.S. and Canadian cities* (pp. 23–42). University of Toronto Press.

^{iv} Statistics Canada. (2022). *To buy or to rent: The housing market continues to be reshaped by several factors as Canadians search for an affordable place to call home*. <https://www150.statcan.gc.ca/n1/daily-quotidien/220921/dq220921b-eng.htm>

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- ^v Teixeira, C. (2018). Introduction to Part One: The housing experiences of immigrants. In C. Teixeira & W. Li (Eds.), *The housing and economic experiences of immigrants in U.S. and Canadian cities* (pp. 23–42). University of Toronto Press.
- ^{vi} Brown, N. R. (2016). Housing experiences of recent immigrants to Canada's small cities: The case of North Bay, Ontario. *Journal of International Migration and Integration*, 18(3), 719–747.
- ^{vii} Canadian Centre for Housing Rights. (2022). "Sorry, it's rented.": *Measuring discrimination against newcomers in Toronto's rental housing market*. <https://housingrightscanada.com/wp-content/uploads/2022/11/CCHR-Sorry-its-rented-Discrimination-Audit-2022.pdf>
- ^{viii} Carter, T. S., & Osborne, J. (2009). Housing and neighbourhood challenges of refugee resettlement in declining inner city neighbourhoods: A Winnipeg case study. *Journal of Immigrant & Refugee Studies*, 7(3), 308–327.
- ^{ix} Brown, N. R. (2016). Housing experiences of recent immigrants to Canada's small cities: The case of North Bay, Ontario. *Journal of International Migration and Integration*, 18(3), 719–747.
- ^x Hiebert, D. (2017). Immigrants and refugees in the housing markets of Montreal, Toronto and Vancouver, 2011. *Canadian Journal of Urban Research*, 26(2), 52–78.
- ^{xi} Ray, B., & Preston, V. (2009). Geographies of discrimination: Variations in perceived discomfort and discrimination in Canada's gateway cities. *Journal of Immigrant & Refugee Studies*, 7(3), 228–249.
- ^{xii} Darden, J. T., & Teixeira, C. (2016) Black settlement patterns in Canada and the U.S.: A reassessment with implications for anti-discrimination in housing policies, in: J. W. Frazier, E. L. Tettey-Fio & N. Henry (Eds.), *Race, ethnicity and place in a changing America* (pp. 223–233). SUNY Press.
- ^{xiii} Teixeira, C., & Drolet, J. L. (2018). Settlement and housing experiences of recent immigrants in small- and mid-sized cities in the interior of British Columbia (Canada). *Journal of Housing and the Built Environment*, 33(1), 19–43.
- ^{xiv} Canadian Centre for Housing Rights. (2022). "Sorry, it's rented." *Measuring discrimination against newcomers in Toronto's rental housing market*. <https://housingrightscanada.com/wp-content/uploads/2022/11/CCHR-Sorry-its-rented-Discrimination-Audit-2022.pdf>
- ^{xv} Teixeira, C., & Drolet, J. L. (2018). Settlement and housing experiences of recent immigrants in small- and mid-sized cities in the interior of British Columbia (Canada). *Journal of Housing and the Built Environment*, 33(1), 19–43.
- ^{xvi} Brown, N. R. (2016). Housing experiences of recent immigrants to Canada's small cities: The case of North Bay, Ontario. *Journal of International Migration and Integration*, 18(3), 719–747.
- ^{xvii} Simone, D., & Newbold, K. B. (2014). Housing trajectories across the urban hierarchy: Analysis of the Longitudinal Survey of Immigrants to Canada, 2001–2005. *Housing Studies*, 29(8), 1096–1116.
- ^{xviii} Hiebert, D. (2017). Immigrants and refugees in the housing markets of Montreal, Toronto and Vancouver, 2011. *Canadian Journal of Urban Research*, 26(2), 52–78.
- ^{xix} Carter, T., & Vitiello, D. (2012). Immigrants, refugees, and housing. In C. Teixeira, W. Li, & A. Kobayashi (Eds.), *Immigrant geographies of North American cities* (pp. 91–111). Oxford: Oxford University Press.

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| Name of Practice / Program | Name and Type of Lead Organization(s) | Link(s) | Description of Practice | Tags |
|--|---|--|---|--|
| Emergency and Transitional/Short-Term Housing | | | | |
| Welcome Centre | Immigrant Services Society of BC (ISSofBC) Service Provider Organization | Program Information Program Brochure Program Video | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Welcome Centre provides temporary housing for refugees and serves as a one-stop support centre that delivers essential services to meet the immediate needs of immigrants and refugees. <p>Key Features:</p> <ul style="list-style-type: none"> The program houses residents through 18 flexible living units (up to 138 beds). As a regional services hub, Welcome Centre has earned a global reputation as a successful model of integrated housing and settlement support services for refugees. This unique venue offers streamlined access to care through temporary housing and on-site access to services from government, community organizations, public and private institutions and programs, including English language training, employment services, a newcomer youth hub, a licensed preschool and childcare centre, a medical clinic, and a credit union. This type of integrated model benefits both newcomers and the organizations involved in the resettlement processes. For newcomers, it reduces the stress experienced during resettlement and minimizes time and cost associated with navigating and accessing services. For organizations providing newcomer services, this model improves collaboration and facilitates the exchange of best practices as well as improving the impact and efficiency of government-funded supports. In addition to providing multilingual settlement services, Welcome Centre also features a community kitchen, meeting spaces, rooftop urban garden plots, and certification as a Gold LEED facility. | <p>Refugees</p> <p>Vancouver, British Columbia, Canada</p> <p>Large community</p> |
| Refugee Housing & Support | Kinbrace Non-profit | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Refugee Housing & Support program increases housing security among refugee claimants by providing them with transitional housing and helping them search for a permanent home. Kinbrace fosters transformative communities through six programs (i.e., Community, Employment, Beyond Refugee, Wellness, Refugee Protection, and Housing), each of which embodies the organization's five core values (i.e., welcome, trust, mutual transformation, celebration, and prayer). <p>Key Features:</p> <ul style="list-style-type: none"> The program operates six transitional housing units, of different sizes, where refugee claimants live for three months (or longer). During this time, residents submit their refugee claim, become familiar with life in Canada, and search for permanent housing. Kinbrace assists 30 to 40 refugee claimants each year. | <p>Refugee claimants</p> <p>Vancouver, British Columbia, Canada</p> <p>Large community</p> |
| IRCOM House | Immigrant and Refugee Community Organization of Manitoba (IRCOM) Service Provider Organization | Program Information Program Video P2P Brief P2P Video | <p>Overview and Goals:</p> <ul style="list-style-type: none"> IRCOM House provides safe and affordable transitional housing for recently-arrived (within the last six months) low-income immigrant and refugee families with children. <p>Key Features:</p> <ul style="list-style-type: none"> Families may stay at IRCOM for up to three years from the date their application is approved. IRCOM house offers an alternative and supportive form of housing to immigrants and refugees, which includes a rapid response system to ensure tenants' physical and emotional safety at all times. Wrap-around programs and services cater to the needs of newcomer parents and children, and on-site settlement services and supports help ease the transition to life in Canada. IRCOM's impact on its community is regularly assessed through research and evaluation to ensure it continues to meet its goals and objectives. | <p>Immigrants</p> <p>Winnipeg, Manitoba, Canada</p> <p>Mid-sized community</p> |

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| <p>Maison CACI</p> | <p>Centre d'appui aux communautés immigrantes / Support Centre for Immigrant Communities (CACI)</p> <p><i>Non-profit</i></p> | <p>Program Information</p> | <p>Overview and Goals:</p> <ul style="list-style-type: none"> Maison CACI's "Integration through housing" project seeks to provide low-income newcomers with adequate and affordable short-term housing while promoting cross-cultural ties between residents from different backgrounds. <p>Key Features:</p> <ul style="list-style-type: none"> Maison CACI operates two short-term residences: Maison CACI I has 29 units and Maison CACI II has 89 units. Tenants residing at Maison CACI may access the following services: information and advice about administrative procedures, guidance resolving issues with neighbours and technical problems, information sessions on housing basics (i.e., rights and responsibilities of tenants, safety and prevention, the 3Rs: reduce, reuse, and recycle), French and English courses, day camp and homework help for children, and cultural events and celebrations. In addition to providing newcomers with a place to live, CACI's programming fosters an environment that encourages integration and intercultural and social exchange among residents. CACI also offers one-on-one assistance to newcomers in their search for adequate housing by addressing common barriers such as high rental costs, inadequately maintained housing, discrimination from landlords, and landlords who pressure tenants to move. | <p>Immigrants</p> <p>Montréal, Québec, Canada</p> <p>Large community</p> |
| <p>Welcome House</p> | <p>Catholic Centre for Immigrants Ottawa (CCI Ottawa)</p> <p><i>Service Provider Organization</i></p> | <p>Program Information</p> | <p>Overview and Goals:</p> <ul style="list-style-type: none"> Welcome House provides unhoused immigrants with temporary accommodations and assistance securing long-term housing, as well as other settlement and integration services. <p>Key Features:</p> <ul style="list-style-type: none"> The housing team assists newcomers by providing them with information about the housing market, accompanying them on viewings, assisting them in negotiations with landlords, and connecting them to housing-related services (e.g., utilities). Once immigrants have secured long-term housing, CCI Ottawa helps with the set up and provides home visits to help build life skills and offer support. | <p>Immigrants</p> <p>Ottawa, Ontario, Canada</p> <p>Large community</p> |
| <p>Maison Sophia Reception House</p> | <p>Catholic Centre for Immigrants Ottawa (CCI Ottawa)</p> <p><i>Service Provider Organization</i></p> | <p>Program Information</p> | <p>Overview and Goals:</p> <ul style="list-style-type: none"> Maison Sophia Reception House provides temporary housing (3 to 4 weeks) for government-assisted refugees (GARs) and refugee claimants at a residential facility (by referral only) and helps them secure long-term housing. <p>Key Features:</p> <ul style="list-style-type: none"> The residential facility is staffed 24/7 and provides refugees with all of their basic needs (e.g., food services, laundry facilities, lounge areas, counselling services). In addition to helping search for permanent housing, staff assist refugees to move and settle into their new homes. | <p>Government-assisted refugees; Refugee claimants</p> <p>Ottawa, Ontario, Canada</p> <p>Large community</p> |
| <p>Transitional Housing</p> | <p>Romero House</p> <p><i>Non-profit</i></p> | <p>Program Information</p> <p>Program Video</p> | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Transitional Housing program provides short-term housing to refugee claimants of all backgrounds. <p>Key Features:</p> <ul style="list-style-type: none"> Romero House is able to house 10 newly arrived refugee families for up to one year. Residents receive a "community of welcome" through wraparound services, including legal support, community programming, food security, clothing, and a wide array of settlement supports. Of note, Romero House is a positive space. The website states, "People of all sexual orientation, gender identity and expression are welcome in our community. We offer appropriate referrals to LGBTQ+ refugees to meet particular legal and settlement needs." | <p>Refugee claimants</p> <p>Toronto, Ontario, Canada</p> <p>Large community</p> |

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| YMCA Residence | YMCAs of Québec <i>Non-profit</i> | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The YMCA Residence provides short-term housing for refugees and refugee claimants, as well as services and activities for these individuals, including support in obtaining long-term housing. <p>Key Features:</p> <ul style="list-style-type: none"> The Residence provides a multitude of services and activities to welcome and support its clients, including workshops on housing. Clients must be referred by partner organization(s) – see website for details. | <p>Refugee claimants; Refugees</p> <p>Montréal, Québec, Canada</p> <p>Large community</p> |
| Emergency Shelter Program Emergency Family Shelter Program Satellite Shelter Program | Sojourn House <i>Non-profit</i> | Program Information for Emergency Shelter Program Program Information for Emergency Family Shelter Program Program Information for Satellite Shelter Program (for single men) | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Emergency Shelter, Emergency Family Shelter, and Satellite Shelter programs provide safe, temporary emergency housing for refugee claimants and refugees, including separated youth, single men and women, and families. <p>Key Features:</p> <ul style="list-style-type: none"> The number of beds varies across programs: the Emergency Shelter has 58 dwelling rooms, 20 of which are at a local offsite location, with 76 beds between them; the Emergency Family Shelter has 78 dwelling rooms to accommodate families; and the Satellite Shelter has 18 beds. Residents receive housing, settlement, and outreach services, and counselling services (which are available around the clock). Housing supports include assistance searching for long-term housing, and settlement supports include follow-up supports once residents leave the shelter. Due to growing demand, Sojourn House created the Satellite Program to accommodate single men. Residents who have experienced trauma and/or those with higher needs are referred to Sojourn House's Transitional Housing Program to receive longer-term support. | <p>Refugee claimants; Refugees</p> <p>Toronto, Ontario, Canada</p> <p>Large community</p> |
| Transitional Housing | Sojourn House <i>Non-profit</i> | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Transitional Housing program provides longer-term (two-year) subsidized-housing support for refugee claimants and refugees who have experienced trauma and/or those with high needs, who require longer-term support for their settlement and integration. <p>Key Features:</p> <ul style="list-style-type: none"> The Transitional Housing program has 48 fully furnished and self-contained apartments that house an average of 100 refugees. Residents receive tailored supports to address their unique needs and help them secure permanent housing. In addition to the services provided through the Shelter Program, transitional housing residents may also benefit from supports needed to access educational programs, monthly residents' meetings, recreational and group activity programming, and a volunteer peer-support program. | <p>Refugee claimants; Refugees</p> <p>Toronto, Ontario, Canada</p> <p>Large community</p> |
| Meanwhile Spaces | Journey Home Community Association <i>Non-profit</i> | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> Meanwhile Spaces works with refugee-serving agencies and developers to provide refugee claimants with access to transitional housing (3 to 4 months) that is well below the market rate. <p>Key Features:</p> <ul style="list-style-type: none"> Temporary housing is provided through partnerships with developers willing to utilize vacant apartments and houses waiting for redevelopment or demolition. During their stay, residents also receive assistance finding safe and affordable long-term (subsidized or market rent) housing. Residents are provided with furniture and household goods, and once they shift out of transitional housing, they receive referrals to other settlement supports in their new community. | <p>Refugee claimants</p> <p>Metro Vancouver, British Columbia, Canada</p> <p>Large community</p> |

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| The Queen Street Project for Creating Affordable Housing for Women | The Working Centre <i>Non-profit</i> | Program Information In the News | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Queen Street Project for Creating Affordable Housing for Women provides emergency shelter and affordable housing for racialized immigrant and refugee women and their children to escape unsafe, unstable, and unsuitable housing situations. <p>Key Features:</p> <ul style="list-style-type: none"> The Working Centre collaborates with non-profits and faith groups to create safe, welcoming, and affordable housing. The housing units are located near other vital supports, such as an employment centre, a community kitchen, and a low-cost cafe, all of which facilitate opportunities for community building. | <p>Racialized immigrant women</p> <p>Waterloo Region, Ontario, Canada</p> <p>Mid-sized community</p> |
| La Maison Nouvelle Vie / The New Life House | Services Communautaires pour Réfugiés et Migrants (SCRI) / Community Services for Refugees and Immigrants (CSRI) <i>Non-profit</i> | Program Information Program Brochure | <p>Overview and Goals:</p> <ul style="list-style-type: none"> La Maison Nouvelle Vie / The New Life House provides accommodations for immigrant women to promote the organization's broader goal to assist immigrants as they adapt, settle, and integrate into society. <p>Key Features:</p> <ul style="list-style-type: none"> At La Maison Nouvelle Vie / The New Life House, housing accommodations are combined with support solutions that promote self-management (e.g., personal care, reorganization of life, and social integration) during the duration of the women's stay. | <p>Immigrant women</p> <p>Montréal, Québec, Canada</p> <p>Large community</p> |
| Nisa Homes | Nisa Homes <i>Non-profit</i> | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> Nisa Homes offers a culturally responsive approach to transitional housing and support for Muslim women, including immigrants, refugees, and those with uncertain immigration status, who are facing (or at risk of) homelessness, poverty, violence, or simply need a safe space. <p>Key Features:</p> <ul style="list-style-type: none"> Nisa Homes operates the first and largest network of transitional homes tailored to meet the cultural needs of Muslim women and their children (under the age of 12) across Canada. Each transition home is a physical house with all the comforts needed to help residents heal and flourish. Length of stay typically lasts between one and three months, but this varies based on individual circumstances. Depending on the location, capacity ranges between 8 and 29 women and children per home. Services are available in Arabic, English, Gujarati, Somali, and Urdu. In addition to providing shelter and other basic necessities, Nisa Homes offers children's programs; financial assistance; immigration and status assistance; mental health services; one-on-one casework support to help clients secure income, employment, and housing; recreational programs and activities; spiritual support; and referrals to appropriate community supports. Case work does not end once clients move out: one-on-one in-home and remote casework is available after residents transition to more long-term housing. | <p>Muslim immigrant women; Muslim refugee claimant women</p> <p>Edmonton and Calgary, Alberta, Canada; Halifax, Nova Scotia, Canada; Hamilton, Ottawa, Mississauga, Scarborough, and Windsor, Ontario, Canada; Montréal, Québec, Canada; Vancouver, British Columbia, Canada</p> <p>Mid-sized and large communities</p> |

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| <p>Welcome Homes</p> | <p>Journey Home Community Association <i>Non-profit</i></p> | <p>Program Information</p> | <p>Overview and Goals:</p> <ul style="list-style-type: none"> Welcome Homes provides refugee claimants with fully furnished short-term housing, ready to accommodate them upon their arrival to Canada. The program offers two housing options: private units and communal living with house hosts (individuals and families are placed in whichever space is available). <p>Key Features:</p> <ul style="list-style-type: none"> By providing refugee claimants with an immediate place to call home, residents have the chance to gain a sense of stability without rushing to find long-term housing. The program looks to create a welcoming space and build community among refugee families living communally. Approximately three to four months into their stay, an experienced settlement team works with the family to find more permanent, stable housing. The Settlement Team, along with trained volunteers, help refugee claimants navigate life in Canada, assisting with paperwork and administrative processes, problem-solving issues that may arise, and answering questions that come up along the way. | <p>Refugee claimants</p> <p>Metro Vancouver, British Columbia, Canada</p> <p>Large community</p> |
| <p>Short-term Apartment Rentals for New Canadian Immigrants</p> | <p>Olivia's Housing <i>Private Company</i></p> | <p>Program Information</p> | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Short-term Apartment Rentals for New Canadian Immigrants initiative provides fully furnished short-term rentals to newcomers, ranging from modest to luxury accommodations. <p>Key Features:</p> <ul style="list-style-type: none"> Unlike most apartment lessors, Olivia's House does not require credit checks, which often pose a barrier for newcomers who have not had time to build a credit history in Canada. The application process requires a copy of photo identification, first month's rent, a \$500 damage deposit, and a \$100 cleaning fee. Residents must also sign a temporary lease agreement. Olivia's Housing works with newcomers to determine the most suitable neighbourhoods to meet their housing needs, and all of their housing options are located along Toronto's subway lines. | <p>Immigrants</p> <p>Toronto, Ontario, Canada</p> <p>Large community</p> |
| <p>Modern Slavery Transitional Housing Program</p> | <p>Sisters of Charity Foundation <i>Non-profit</i></p> | <p>Program Information</p> | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Modern Slavery Transitional Housing Program provides temporary housing and tailored supports to help survivors of modern-day slavery and human trafficking gain independence and start a new life. <p>Key Features:</p> <ul style="list-style-type: none"> After caseworkers connect survivors with appropriate care and services needed to recover from the trauma they have experienced, they begin the steps needed to secure long-term or permanent housing, with the aim to avoid an additional move once they exit the program. The program is intended to mitigate common barriers that people without previous rental or employment history face when entering the rental market. Caseworkers and partner organizations support survivors through the program's five steps: <ol style="list-style-type: none"> Survivors gain steady employment with an income that allows them to live independently. Survivors find affordable accommodation that suits their needs and provides them with easy access to transportation and to their workplace. For up to 12 months, survivors receive heavily subsidized rental payments as well as funds to purchase household furniture and appliances. Throughout the duration of the program, survivors receive ongoing support from a caseworker. Once the survivor is ready, they take over the lease, and they have now established a rental and employment history. | <p>Trafficked migrants</p> <p>Sydney, New South Wales, Australia</p> <p>Large community</p> |

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| Asylum Seekers Housing Program | Sisters of Charity Foundation <i>Non-profit</i> | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Asylum Seekers Housing Program provides safe, transitional housing to refugee claimants who are (at risk of) experiencing homelessness, while helping them gain independence and secure more permanent housing. <p>Key Features:</p> <ul style="list-style-type: none"> During their stay, refugee claimants can access basic supports (e.g., health care and medication, food, financial assistance) as well as more comprehensive supports (e.g., intensive casework, legal supports, educational and employment services, recreational programming) to establish themselves in a new society. After securing a visa and employment that provides a steady income, residents receive supports to help them transition out of the housing program and into more permanent housing. | <p>Refugee claimants</p> <p>Sydney, New South Wales, Australia</p> <p>Large community</p> |
| Home Sharing | | | | |
| Open Homes Hamilton | International Association for Refugees Canada (IAFR) <i>Non-profit</i> | Program Information Program Video | <p>Overview and Goals:</p> <ul style="list-style-type: none"> Open Homes Hamilton is part of a multi-church network that connects refugee claimants with home-based hospitality through hosts who are able to offer temporary spaces (2 to 4 months) in their homes. <p>Key Features:</p> <ul style="list-style-type: none"> Open Homes incorporates multiple layers of engagement to create communities of belonging. A Host, Refugee Guest, Companions, and the Open Homes Leadership Team all play an important role in this program. A Host, who has been carefully screened, offers to provide temporary accommodation to newly arrived refugee claimants. A host can be an individual or a family and is preferably affiliated with an IAFR Canada Church. A Guest is a newly arrived refugee claimant who accepts the offer to stay in a private home and take part in the Open Homes Hamilton program. Companions are volunteers with the Church who provide practical and relational support and friendship during the settlement process. The Open Homes Leadership Team provides oversight over each role, and ensures that refugee claimants have access to the information and resources they need throughout the refugee claim process. | <p>Refugee claimants</p> <p>Hamilton, Ontario, Canada</p> <p>Mid-sized community</p> |
| Homestay Hosting Program | Association for New Canadians (ANC) <i>Service Provider Organization</i> | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Homestay Hosting Program provides Ukrainian newcomers with a temporary home as they navigate life in Canada, by connecting them with local Newfoundlanders and Labradorians who are willing to host them and provide accommodation. <p>Key Features:</p> <ul style="list-style-type: none"> Host families not only provide Ukrainian newcomers with housing, but they also support the newcomers' integration and involvement within the local community and build lasting connections. Host families who participate in this program receive \$1000 per month for up to five months. | <p>Displaced Ukrainians</p> <p>Newfoundland and Labrador, Canada</p> <p>Small and mid-sized communities</p> |

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| <p>Refugee Housing Canada</p> | <p>Happipad Non-profit</p> | <p>Program Information</p> | <p>Overview and Goals:</p> <ul style="list-style-type: none"> Refugee Housing Canada provides refugees with safe and secure temporary housing through a home sharing program as they start their new lives in Canada. <p>Key Features:</p> <ul style="list-style-type: none"> In a tight rental market, Refugee Housing Canada connects homeowners who have spare, private rooms with refugees in search of housing, to the benefit of both parties. To ensure the safety and well-being of refugees, Happipad requires hosts to meet eligibility criteria, which includes passing a background check, offering a private bedroom in a furnished home that provides easy access to public transit, and providing a safe and inclusive home environment. Hosts are responsible for creating a warm and comfortable setting for newcomers by providing and preparing furnished accommodations, safety and security, communication, privacy, access to amenities, house rules, and local information. | <p>Refugees</p> <p>Greater Toronto Area, Ontario, Canada; Metro Vancouver, British Columbia, Canada</p> <p>Large communities</p> |
| <p>Housing Information and Stability Supports</p> | | | | |
| <p>BC CHARMS (BC's Refugee Claimant Housing Referral System)</p> | <p>Multi-Lingual Orientation Service Association for Immigrant Communities (MOSAIC) Service Provider Organization</p> | <p>Program Information Program Video</p> | <p>Overview and Goals:</p> <ul style="list-style-type: none"> BC CHARMS, the Refugee Claimant Housing Referral System in British Columbia, links refugee claimants with secure and appropriate housing options throughout the province of British Columbia. <p>Key Features:</p> <ul style="list-style-type: none"> BC CHARMS is a centralized housing referral system that facilitates the connection between settlement workers and housing providers, to assist refugee claimants in their search for housing. It promotes collaboration across various sectors, fostering partnerships among settlement agencies, housing providers, as well as private and non-profit landlords, which decreases wait times for housing. This system adopts an equity-driven approach, providing equal opportunities for all refugee claimants to access suitable settlement options, regardless of their location in the province. BC CHARMS promotes data sharing to enhance comprehension of the housing needs of refugee claimants, all while prioritizing the security and privacy of the shared information. | <p>Non-profit staff; Refugee claimants; Service providers</p> <p>British Columbia, Canada</p> <p>Communities of all sizes</p> |
| <p>British Columbia Newcomers' Guide to Resources and Services</p> | <p>WelcomeBC Provincial Government</p> | <p>Program Information Guide</p> | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The <i>British Columbia Newcomers' Guide to Resources and Services</i> provides immigrants and refugees with valuable information to help ease the settlement process, including a dedicated section about finding a place to live (pp.31-44). <p>Key Features:</p> <ul style="list-style-type: none"> Included in the guide is information about renting, types of housing, where to look for housing, discrimination, landlord and tenant rights and responsibilities, making a checklist before you move in and out, housing help in BC, buying a home, and where to go for help. The guide is available to download in thirteen languages: Arabic, Dari, English, Farsi, French, Korean, Punjabi, Russian, Simplified Chinese, Spanish, Tagalog, Traditional Chinese, and Ukrainian. | <p>Immigrants</p> <p>British Columbia, Canada</p> <p>Communities of all sizes</p> |

ACCESS TO AFFORDABLE, ADEQUATE, AND SUITABLE HOUSING

| Name of Practice / Program | Name and Type of Lead Organization(s) | Link(s) | Description of Practice | Tags |
|------------------------------|--|---|---|---|
| Newcomer Housing Help | Sojourn House <i>Non-profit</i> | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Newcomer Housing Help program provides refugee claimants and refugees with information, guidance, and income supports needed to find and secure permanent housing in their local community. <p>Key Features:</p> <ul style="list-style-type: none"> This housing stabilization program takes a comprehensive approach to helping refugee claimants and refugees secure housing that is appropriate to their needs. Services include: <ul style="list-style-type: none"> Accommodation search: Housing workers help clients navigate common barriers to finding housing, and provide information about alternative housing options, such as transitional supportive housing and subsidized housing. Income support: Housing workers help clients obtain applicable income supports. Advocacy: Housing workers help clients communicate with landlords and income support programs. To empower clients to maintain stable housing, there is a focus on addressing physical and mental health conditions by connecting residents with appropriate care providers. | <p>Refugee claimants; Refugees</p> <p>Toronto, Ontario, Canada</p> <p>Large community</p> |
| Housing Help Centre | Housing Help Centre <i>Service Provider Organization</i> | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Housing Help Centre provides one-on-one counselling to assess newcomers' needs and help them find and maintain safe, secure, and affordable market rent or subsidized housing. <p>Key Features:</p> <ul style="list-style-type: none"> Through one-on-one counselling, the settlement team creates a tailored settlement plan to suit the housing needs of individual newcomers. Housing-related supports include assistance navigating rental listings and housing and utility programs, help with subsidized housing applications as well as the Low-income Energy Assistance Program (LEAP) and the Ontario Electricity Support Program (OESP), information sessions about the rights and responsibilities of landlords and tenants, and mediation services between landlords and tenants. A comprehensive menu of programming is available to assist newcomers with other aspects of settlement and integration. Services are provided in over 20 languages. | <p>Immigrants</p> <p>Toronto and York Region, Ontario, Canada</p> <p>Large communities</p> |
| Housing Drop-In | COSTI Immigrant Services <i>Service Provider Organization</i> | Program Information Program Brochure | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Housing Drop-In program assists newcomer individuals and families who (want to) live in North York and are under-housed, (at risk of becoming) unhoused, and/or facing cultural, linguistic, and socio-economic barriers to suitable housing. <p>Key Features:</p> <ul style="list-style-type: none"> The Drop-In program provides services and supports in relation to housing access and stabilization; eviction prevention; assistance searching for affordable market rent units; applications for subsidized housing, Rent Bank, Low-Income Energy Assistance Program (LEAP), and the Ontario Energy Support Program (OESP); and life skills and financial literacy workshops. Staff are fluent in multiple languages, including Albanian, Arabic, English, Farsi, French, Greek, Italian, Polish, Turkish, Twi, Russian and Spanish. Assistance in other languages may be made available upon request. | <p>Immigrants</p> <p>North York, Ontario, Canada</p> <p>Mid-sized community</p> |

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| Resource Centre for Newcomer Housing | New Journey Housing <i>Non-profit</i> | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The Resource Centre for Newcomer Housing provides information, resources, and guidance to newcomers seeking to rent or purchase a home and advocates for their access to decent and affordable housing. <p>Key Features:</p> <ul style="list-style-type: none"> The Resource Centre connects and guides newcomers and landlords through the rental process, providing workshops and one-on-one meetings with Housing Advisors. The Resource Centre collaborates with other housing initiatives and agencies to help newcomers achieve their housing goals. In addition to supporting newcomers, the Centre educates and supports sponsors, landlords, others involved in newcomer housing, and the general public about issues newcomers face in accessing decent and affordable housing. Video resources are also available on their YouTube channel. | <p>Immigrants</p> <p>Manitoba, Canada</p> <p>Small and mid-sized communities</p> |
| A Guide to Finding Housing in Canada | Hamilton Immigration Partnership Council (HIPC) <i>Local Immigration Partnership</i> | Guide | <p>Overview and Goals:</p> <ul style="list-style-type: none"> <i>A Guide to Finding Housing in Canada</i> provides newcomers with comprehensive information and resources about housing specific to the City of Hamilton. <p>Key Features:</p> <ul style="list-style-type: none"> Among other topics, the guide covers how to find housing, types of housing, tenant rights and responsibilities, and home ownership. It includes a checklist to help newcomers gather and track important information about potential accommodations related to location, safety, quality, and cost, to ensure they make an informed decision. The guide is also available in French and Ukrainian. | <p>Immigrants</p> <p>Hamilton, Ontario, Canada</p> <p>Mid-sized community</p> |
| Housing Information for Newcomers to Canada | Canadian Mortgage and Housing Corporation (CMHC) <i>Federal Government</i> | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The <i>Housing Information for Newcomers to Canada</i> resource provides immigrants and refugees with information about renting and buying safe and affordable housing. It also shares information about how to plan for and manage a mortgage. <p>Key Features:</p> <ul style="list-style-type: none"> Available resources about renting include information about what newcomers need to know about renting in Canada, signing a lease, keeping a home in good condition, viewing of a home or apartment, and how to find and rent a home for large families. Available resources about homeownership include information about what newcomers need to know before buying their first home in Canada, what to look for when buying a home, the process of making an offer and closing a deal, and a checklist for homebuyers (which includes a guide and workbook). Available resources about planning and managing a mortgage include information about choosing the right mortgage for you and what to do if you are having trouble making your mortgage payments. Information and tools are available in multiple languages, including English, French, Mandarin, Tagalog, Punjabi, Arabic, Urdu, and Spanish. | <p>Immigrants</p> <p>All Canadian communities</p> <p>Communities of all sizes</p> |
| Money Management: Step-by-Step Guide for Newcomers | The Immigrant Education Society (TIES) <i>Service Provider Organization</i> | Guide | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The <i>Money Management</i> guide provides newcomers with clear and thorough information about how to make good financial decisions, with a dedicated section on housing (pp. 20-26). <p>Key Features:</p> <ul style="list-style-type: none"> The guide provides detailed information to consider when buying a house, from the different types of mortgages to what to expect on closing day. Information and resources about affordable home ownership, subsidized housing, and other housing options (i.e., private landlord rent supplement, Airbnb, near market rentals, seniors' housing) are also provided in the guide. | <p>Immigrants</p> <p>Calgary, Alberta, Canada</p> <p>Large community</p> |

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| Private Rented Scheme London | Refugee Council <i>Non-profit</i> | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> Private Rented Scheme London helps single refugees (over the age of 25) experiencing homelessness to find and secure affordable housing through sustainable tenancies. <p>Key Features:</p> <ul style="list-style-type: none"> Beyond helping refugees search for and find affordable housing (including through drop-in property search sessions), the program also provides support accessing housing benefits and applying for loans/grants for rent deposits. Support does not end once a client has entered into a tenancy. Ongoing supports provide information about how to sustain a tenancy, including one-on-one and group sessions about how to manage life in their new homes, as well as information and advice on education, training, and employment. | <p>Single refugees</p> <p>London, England</p> <p>Large community</p> |
| Wohnbrücke Hamburg | Lawaetz-Wohnen & Leben gGmbH <i>Non-profit</i> | Program Information | <p>Overview and Goals:</p> <ul style="list-style-type: none"> Wohnbrücke Hamburg provides refugees living in temporary public housing with access to more permanent housing by mediating between housing companies / private landlords and refugees. <p>Key Features:</p> <ul style="list-style-type: none"> Refugees are paired with a local volunteer to help guide them through the process of securing long-term housing in a new society. Volunteers receive official training and are prepared to assist refugees with the practical challenges involved in searching for housing, navigating paperwork and bureaucracy, and physically moving them into their new space. Volunteers also serve as “cultural mediators” to help familiarize refugees with the community and city. Wohnbrücke Hamburg consults with housing companies / private landlords to find available housing and acts as a “cultural broker” to dispel fears and prejudices they may have about refugees. | <p>Refugees</p> <p>Hamburg, Germany</p> <p>Large community</p> |
| Resources and Training for Individuals and Institutions Working with Immigrants | | | | |
| Home for All: What Supportive Housing Agencies Can Do to be Anti-oppressive and Culturally Competent | Centre for Addiction and Mental Health (CAMH) <i>Non-profit</i> | Toolkit | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The goal of the <i>Home for All</i> toolkit is to improve accessibility and effectiveness of housing support programs and services for racialized and ethnic minority service users struggling with mental health and addictions to create a more equitable system for all. <p>Key Features:</p> <ul style="list-style-type: none"> The toolkit provides a framework for anti-oppressive and culturally competent practices for organizational change at all levels (i.e., frontline, management, agencies, and the system as a whole) in the supportive housing sector. It describes basic principles crucial for realizing cultural competence and anti-oppression and provides a variety of practical recommendations for diverse supportive housing models and contexts. With CAMH serving as the administrative lead agency, this toolkit is the result of collaboration and involvement of community members and organizations, including the Supportive Housing and Diversity Group (SHAD). | <p>Policymakers; Service providers</p> <p>Toronto, Ontario, Canada</p> <p>Large community</p> |
| Newcomer Services in Hamilton: A Guidebook for Service Providers | Hamilton Immigration Partnership Council (HIPC) <i>Local Immigration Partnership</i> | Guide | <p>Overview and Goals:</p> <ul style="list-style-type: none"> <i>Newcomer Services in Hamilton</i> is a reference tool for service providers, equipping them with information about programs and services to assist their newcomer clients with the settlement process, including a dedicated section on housing (pp. 20-29). <p>Key Features:</p> <ul style="list-style-type: none"> The guide provides detailed information about organizations in the city that can help newcomers with their housing needs. A summary table dedicated to each organization lists and describes available programs and services, eligibility criteria, and contact information. | <p>Service providers</p> <p>Hamilton, Ontario, Canada</p> <p>Mid-sized community</p> |

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|---|---|---|--|---|
| <p>BC CHARMS (BC's Refugee Claimant Housing Referral System)</p> | <p>Multi-Lingual Orientation Service Association for Immigrant Communities (MOSAIC)</p> <p><i>Service Provider Organization</i></p> | <p>Program Information</p> <p>Program Video</p> | <p>Overview and Goals:</p> <ul style="list-style-type: none"> BC CHARMS, the Refugee Claimant Housing Referral System in British Columbia, links refugee claimants with secure and appropriate housing options throughout the province of British Columbia. <p>Key Features:</p> <ul style="list-style-type: none"> BC CHARMS is a centralized housing referral system that facilitates the connection between settlement workers and housing providers, to assist refugee claimants in their search for housing. It promotes collaboration across various sectors, fostering partnerships among settlement agencies, housing providers, as well as private and non-profit landlords, which decreases wait times for housing. This system adopts an equity-driven approach, providing equal opportunities for all refugee claimants to access suitable settlement options, regardless of their location in the province. BC CHARMS promotes data sharing to enhance comprehension of the housing needs of refugee claimants, all while prioritizing the security and privacy of the shared information. | <p>Non-profit staff; Refugee claimants; Service providers</p> <p>British Columbia, Canada</p> <p>Communities of all sizes</p> |
| <p>Housing Toolkit</p> | <p>Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA)</p> <p><i>Settlement Umbrella</i></p> | <p>Toolkit</p> | <p>Overview and Goals:</p> <ul style="list-style-type: none"> The <i>Housing Toolkit</i> offers resources, information, and templates to aid service providers and immigrant-serving agencies with the task of locating temporary or permanent housing for newcomers in British Columbia. <p>Key Features:</p> <ul style="list-style-type: none"> The toolkit includes information about current housing market challenges, tools for settlement service providers, information, resources, and tools for front line workers, and current innovative practices. Resources can be shared with clients to empower them as they navigate the housing process, provide information to landlords, and include guides for facilitating communication between newcomers and potential landlords. | <p>Service providers</p> <p>British Columbia, Canada</p> <p>Communities of all sizes</p> |