

Hotel Service Type	Overview of Services
Immigration, Refugees and Citizenship Canada (IRCC) Hotels	Accommodations in various hotels. Singles share rooms and families are provided their own rooms. Supports include accommodation, food and settlement supports. These sites are located primarily in Peel, Niagara Falls and Windsor . IRCC does not operate hotels in Toronto. Clients in these programs would be eligible for basic needs allowance from Ontario Works
City Shelter Hotels	The City of Toronto is utilizing some hotels for shelters. They offer a wide range of services that are available in shelter that include, accommodation, food, settlement and counselling support as well as health and housing supports. COSTI is the primary operator of these shelter hotel programs for refugee claimants at two large locations funded by the City at 640 Dixon Rd in the west end and 55 Hallcrown Pl in the east end. These clients would be eligible for basic needs allowance from Ontario Works.
City funded Red Cross Emergency Hotels for Asylum Seekers	This service is being scaled down. This service is located at 5515 Eglinton Ave W in Etobicoke (Hampton Inn and Homewood Suites). This site offers accommodation, singles share a room and families have their own room. They offer similar services to shelter, but do not have the same extent of case management services as shelter sites would. Clients will receive referrals for case management, housing and health, but these services are not imbedded in the program. Food is provided to those staying in the Hampton Inn side of the hotel and those staying at Homewood Suites receive food cards to purchase their own food and are able to cook onsite. These clients would be eligible for basic needs allowance through Ontario Works.
Bridging Program Hotels or other Temporary Accommodations	This program is for families who are waiting to be placed in shelter and are receiving emergency assistance from Ontario Works to cover the cost of the temporary accommodation. The hotel, motel, AirBnb or other temporary accommodation could be located anywhere in Toronto with a small number being on the border of neighbouring jurisdictions such as Peel . These clients are not supported by any case management services and must seek supports in the community. These clients are eligible for basic needs and food allowance through Ontario Works.