



International Organization for Migration (IOM)  
Organisation internationale pour les migrations (OIM)

## An initiative to make your voluntary return possible:

### The Assisted Voluntary Return and Reintegration Pilot (AVRR) Programme from the Greater Toronto Area

**If you are a failed refugee claimant, IOM can help you with your voluntary return to your home country through the Assisted Voluntary Return & Reintegration pilot programme implemented within the Greater Toronto Area (GTA) as of 29 June 2012. Funding for the AVRR pilot programme is being provided by the Government of Canada through a partnership between the Canada Border Services Agency (CBSA) and the IOM.**

### What is IOM?

IOM is an intergovernmental organization established in 1951 and working to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need. IOM is comprised of 146 member states, 13 observer states, and has over 450 field offices worldwide. IOM is committed to the principle that humane and orderly migration benefits migrants and society.

### What is IOM's experience with AVRR?

IOM has been providing AVRR assistance to migrants for over 30 years and has assisted more than 1 million people to return safely to their home countries. With a well-established network of field offices and trusted affiliates across the globe, IOM is well placed to develop and manage comprehensive approaches to voluntary return.

### What support can IOM provide under the new Pilot Programme?

IOM can assist failed refugee claimants in the GTA, who are unable to remain in Canada and wish to return voluntarily to their home countries.

If you decide to participate in AVRR, IOM will:

- ❖ Help you to plan your return
- ❖ Assist in obtaining your travel documents
- ❖ Provide a plane ticket
- ❖ Provide in-kind assistance up to a maximum of CAN\$2,000 per person to help implement your reintegration plan through a local IOM office or an IOM partner organization.

It is important to note that your participation in the programme is voluntary and you can withdraw from the AVRR pilot program at any stage of the process. You can also decide not to avail yourself of any reintegration assistance if you wish so.

### Who can receive the assistance?

Following the criteria established by the CBSA, the AVRR pilot programme is open to:

- ❖ Failed refugee claimants who made a claim in or around the Greater Toronto Area (GTA).
- ❖ Those meeting all the terms and conditions set by the Government of Canada

Assistance cannot be provided if any of the following applies:

- ❖ Having withdrawn or abandoned the refugee claim
- ❖ Having received a rejection because the claim was deemed to have had no credible basis.
- ❖ Having a criminal record
- ❖ Being inadmissible to Canada on the grounds of national security, human or international rights violations, or organized criminality.
- ❖ Having an outstanding application for permanent residence along with a spousal sponsorship application.

### How is the assistance offered?

You can apply in any of the following ways:

- ❖ Apply in person at the CBSA's office, located at:

**6900 Airport Road  
Entrance 2B  
Mississauga  
Ontario**

**Hours of Service**  
Monday to Friday  
8:00 am to 4:00 pm

- ❖ Speak to a CBSA officer when required to report to a CBSA office in the GTA for an interview.
- ❖ Contact the CBSA by e-mail at [AVRR-ARVR@cbsa-asfc.gc.ca](mailto:AVRR-ARVR@cbsa-asfc.gc.ca)
- ❖ Call the CBSA Border Information Service at **1-800-461-9999**.

## Stages of the Assistance

Once referred by the CBSA, IOM will be working with you to make a plan for your voluntary return and successful reintegration following the below stages.

### Before Departure

IOM will counsel you on the possible return options based upon your situation in Canada and in your home country. IOM will inform you on travel requirements for the respective country of return and provide any possible support in meeting these requirements. In addition, IOM will help you formulate a basic reintegration plan that will be further elaborated in your home country upon return with IOM local staff.

### Transportation

Once a tentative timeframe has been agreed upon, IOM will help you obtain the necessary travel documents (if needed), make flight arrangements and provide transit and/or post-arrival assistance. IOM can also arrange special assistance, if needed, such as medical/non-medical escorts during travel.

### After Arrival

Once you have reached your home country, IOM staff can meet with you, assist with transportation to your final destination, and assist with the implementation of your plan to support your reintegration in your home country.

## What does in-kind reintegration assistance cover?

Reintegration assistance is critical to facilitating sustainable returns for migrants. Assistance provided by IOM can cover the following:

- ❖ Additional luggage allowance upon departure
- ❖ Onward transportation upon arrival to the final destination
- ❖ Job search assistance
- ❖ Legal assistance
- ❖ Material assistance
- ❖ Medical assistance
- ❖ Small business support
- ❖ Temporary accommodation & housing
- ❖ Training & schooling

N.B. Under no circumstance, will returnees receiving reintegration assistance will be requested to refund the reintegration amount to IOM or the Canadian Government.



## Will the enrollment in the AVRR pilot programme affect any outstanding applications with Citizenship and Immigration Canada (CIC)?

Enrolment in the AVRR programme does not affect any outstanding applications with CIC.

## Can an AVRR participant return to Canada?

An AVRR participant may return to Canada in accordance with the requirements within the Immigration and Refugee Protection Act.

For more information, you can contact CBSA in Canada or the Canadian Embassy in your country of return.

