CANADIAN ORIENTATION ABROAD | STRATEGIC FRAMEWORK
EMPOWERING REFUGEES TO TRANSITION AND BECOME ACTIVE MEMBERS OF CANADIAN SOCIETY

EQUIP REFUGEES WITH KNOWLEDGE AND STRATEGIES TO PREPARE FOR LIFE IN CANADA

- Prepare refugees to travel, navigate early settlement, and exercise their rights and responsibilities
- Provide needs-based, accurate and timely orientation and materials before refugees arrive in Canada
- Facilitate interactive learning opportunities tailored to refugees' needs, interests, learning styles and language
- Assist refugees to self-reflect, set realistic goals and develop an action plan

EXPAND OUTREACH AND ACCESS TO ALL CANADA-BOUND REFUGEES

- Implement a flexible model of service delivery adjusted to various contexts
- Prioritize in-person service access points in multiple locations
- Maximize accessibility by providing a range of support services (transport, childminding and interpretation)
- Leverage the potential of digital tools to increase outreach and complement in-person services

Central wheel

- KNOWLEDGE & STRATEGIES
- CONNECTIONS & COLLABORATION
- EXCELLENCE & INNOVATION
- INCLUSION & ACCOUNTABILITY
- OUTREACH & ACCESS

FACILITATE CONNECTIONS IN A CLIENT-CENTERED CONTINUUM OF SERVICES

- Strengthen collaboration with post-arrival organizations, sponsors and communities (in-person and online)
- Share high-quality COA branded materials to align messaging and reduce duplication
- Implement a data-sharing mechanism in collaboration with IRCC and post-arrival organizations
- Share client-specific information with post-arrival organizations and sponsors

FOSTER OPERATIONAL EXCELLENCE AND INNOVATION

- Increase program capacity, promote staff development and attract talent with experiential knowledge
- Monitor and evaluate program outcomes
- Conduct research studies and implement innovative pilot projects
- Proactively share best practices with local and global stakeholders
- Attract funding and other resources to support organizational capacity, applied research and growth

NURTURE A CULTURE OF INCLUSION AND ACCOUNTABILITY

- Promote the respect for diversity and gender equality
- Affirm the right of refugees to live in dignity
- Foster safe, equitable and accessible learning environments
- Model non-judgemental, inclusive and respectful practices
- Engage refugees in an ongoing process of evaluation of COA programming

COA
OCE
Canadian Orientation Abroad
Orientation canadienne à l'étranger

IOM
UN MIGRATION