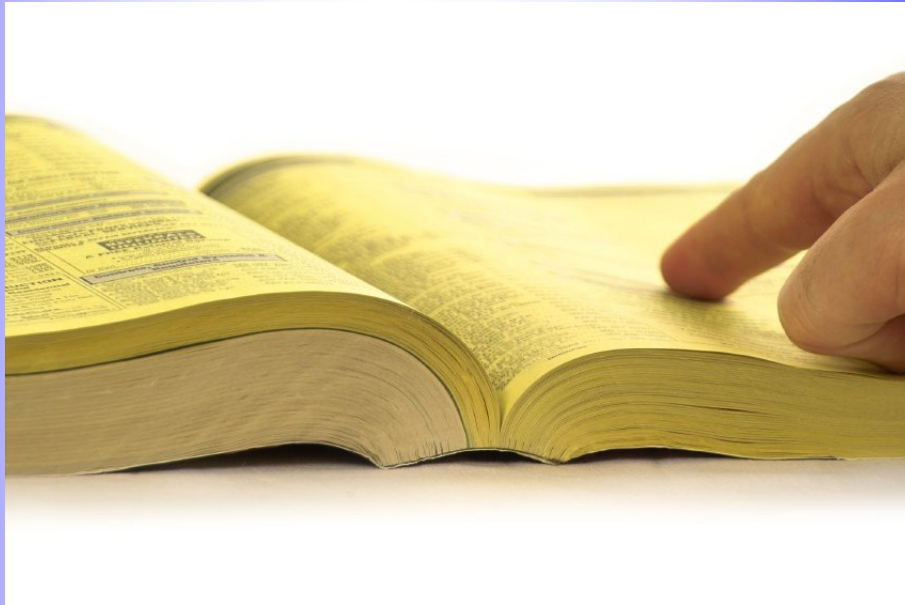


**East Downtown Toronto Local Immigration Partnership**

*Housing Employment Health Settlement Youth Seniors LGBTIQ Language*

# Directory of Services East Downtown Toronto 2010



**CANADIAN CENTRE FOR VICTIMS OF TORTURE**



**Citizenship and  
Immigration Canada**

**Citoyenneté et  
Immigration Canada**

**Canadian Centre for Victims of Torture (CCVT)** is the lead agency that has assumed the responsibility to coordinate and advance the Local Immigration Partnership Initiative in the East Downtown Toronto area.

**CCVT's Mandate**

The Canadian Centre for Victims of Torture (CCVT) aids survivors to overcome the lasting effects of torture and war. In partnership with the community, the Centre supports survivors in the process of successful integration into Canadian society, works for their protection and integrity, and raises awareness of the continuing effects of torture and war on survivors and their families. The CCVT gives hope after the horror.

*For more information please contact:*

194 Jarvis Street, Second Floor  
Toronto, ON, M5B 2B7  
Tel: 416-363-1066  
Fax: 416-363-2122  
Website: <http://ccvt.org/>

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### How to Use this Guide:

The goal of this Directory is to help newcomers and service providers locate different services in the East Downtown Toronto neighbourhood. This Directory is not intended to replace other existing community directories, but to build on the work already done in the neighbourhood and make it more specific to the East Downtown Toronto neighbourhood.

Using the index, you will be able to find services by based on the following categories: Housing, Shelters, Employment, Mental Health, Health, Legal Aid, Settlement, Language, Seniors, Youth, and LGBTTQ.

Under the section, Agency Details, agencies are organized alphabetically. In this section you will be able to find a brief description of each organization and the types of services they provide. Please note that some services may not be listed in this Directory, please contact the agency for a more detailed list of programs and/or services.

If you seek to access services in a language other than English, please refer to the Agency Details section to find out more information. Agencies that provide services in languages other than English have been identified in this section, however, it is recommended that you also call the agency ahead of time to inquire about availabilities of interpreters/counselors.

Some organizations have eligibility requirements, which essentially means that their services are not for everyone. For example, some services may only be for women, for a specific age group, for clients who speak a certain language, or for people that live in a specific geographic boundary. As a result of such eligibility criteria, you may have to provide proof that you meet these requirements in order to access services.

Please also keep in mind that some services are only for permanent residents, or convention refugees, and therefore proof of status in Canada must be provided when accessing services. However, some agencies may also have a “don’t ask don’t tell” policy when it comes to status, meaning you can still access services even if you don’t have official immigration status in Canada.

We hope this guide will help newcomers access services that will help support their successful settlement into Canadian society.

## Glossary

<b>Term</b>	<b>Definition</b>
Supportive Housing	Support services are offered on site to assist tenants to live independently. For example, some housing providers offer support for youth or people with substance abuse problems.
Transitional Housing	Housing that is not permanent, but is more long-term than emergency shelters. Generally the length of stay is up to 2 years. The purpose is to give the tenant time to arrange more permanent housing. Usually, supports are provided to help with this process.
Shelters	Shelters provide emergency overnight sleeping accommodations. Often, other services are provided by shelters, such as employment services or free meals.
Employment	Services can include further education, assistance with resume writing, cover letters, mock interviews, evaluation of credentials, work experience and more.
Language Services	Includes ESL (English as a Second Language), LINC (Language Instruction for Newcomers), translation, interpretation, and literacy services.
Primary Healthcare	Primary healthcare involves the patient participating in decision-making, health promotion such as advice on nutrition, and is collaborative, meaning that health care providers work with providers of other services (i.e. employment, housing, immigration etc).
Mental Health	Services include one on one counseling, support groups, help-lines, telephone services and addiction services.
Settlement	These services are specifically for newcomers to Canada and can include help with housing, employment, learning cultural norms, language services, health and anything that newcomers need to adjust to living in a new country.
Legal Aid	Free, professional legal advice and support to those who cannot afford to pay for such a service. Financial need must be demonstrated to access this service.
LGBTT2SQI	Services for lesbian, gay, bisexual, transsexual, transgender, questioning, intersex, or 2 spirited individuals.
Harm Reduction	A strategy for reducing the damage done by substance use which does not require that the client completely stop drug use, for example: injection drug users may be given clean needles to stop the spread of diseases spread by shared needles.
Advocacy	A service provider may become the client's advocate—representing the client and actively supporting the client's needs and best interests when communicating with government, the client's employer, doctors, lawyers, etc.
Referral	In order to access some services, a referral is required. Referrals are connections to other services made by social workers and other professionals. Clients may undergo an assessment of their needs, and this will determine which services they will be directed/referred to.
Drop-In	Drop-in services do not require an appointment.

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## Agency Details: # - Ai

<p><b>416 Community Support for Women</b>                  416 Dundas St. E, M5A 2A8                  Telephone: 416 928 3334                  E-mail: <a href="mailto:416rosie@bellnet.ca">416rosie@bellnet.ca</a>                  Website: <a href="http://www.416dropincentre.com">www.416dropincentre.com</a>  <b>Eligibility Criteria:</b> for women.  <b>Services:</b> A refuge for women, daily financial and medication assistance, health services, showers, laundry, clothing, mailing address, ID replacement, weekly food bank, mental health and addiction case management, social/recreational programs &amp; drop-in crisis intervention services.</p>	<p><b>519 Community Centre</b>                  519 Church St, M4Y 2C9                  Telephone: 416 392 6874                  E-mail: <a href="mailto:info@the519.org">info@the519.org</a>                  Website: <a href="http://www.the519.org">www.the519.org</a>  <b>Eligibility Criteria:</b> The 519 serves clients in the local area and the wider LGBTT2SQI community.  <b>Services:</b> Anti-violence programming, self-defense courses, counselling, queer parenting programs, children’s programs, older LGBT program, refugee support group, one on one and family settlement counseling, intermediate ESL classes, trans programming and more.</p>
<p><b>Advocacy Centre for the Elderly (ACE)</b>                  2 Carlton St, Suite 701, M5B 1J3                  Telephone: 416 598 2656                  Website: <a href="http://www.advocacycentreelderly.org">www.advocacycentreelderly.org</a>  <b>Eligibility Criteria:</b> for low income senior citizens aged 60 and over.  <b>Services:</b> Direct legal services, public legal education, law reform activities, assistance with legal concerns such as: advance care planning, consumer protection, consent &amp; capacity, elder abuse, health care, income and more.</p>	<p><b>African Canadian Legal Clinic</b>                  18 King St E, Suite 901, M5C 1C4                  Telephone: 416 214 4747                  Website: <a href="http://www.aclc.net">www.aclc.net</a>  <b>Eligibility Criteria:</b> for the African Canadian community.  <b>Services:</b> This clinic engages in test case litigation in the areas of racial discrimination &amp; anti-Black racism. The clinic is an advocacy agency &amp; resource centre for dealing with racial discrimination, providing advocacy for: civilian oversight of police, police use of deadly force, arbitrary immigration detention, and racial profiling by police and customs officers.</p>
<p><b>Africans in Partnership Against AIDS</b>                  314 Jarvis St, Suite 101, M5B 2C5                  Telephone: 416 924 5256                  E-mail: <a href="mailto:info@apaa.ca">info@apaa.ca</a>                  Website: <a href="http://www.apaa.ca">www.apaa.ca</a>  <b>Eligibility Criteria:</b> for men, women and youth living with or affected by HIV/AIDS.  <b>Languages:</b> Amharic, Tigrigna, Aka, Arabic, English, French, Ga, Hausa, Lingala, Portuguese, Kinyarwanda, Somali, Swahili, Twi, Xhosa, Yoruba, Arabic.  <b>Services:</b> Interpretation, translation, emergency financial assistance for medical emergencies, counselling, community activities, and skills-building.</p>	<p><b>AIDS Committee of Toronto</b>                  399 Church St. 4<sup>th</sup> Fl, M5B 2J6                  Telephone: 416 340 2437                  E-mail: <a href="mailto:ask@actoronto.org">ask@actoronto.org</a>                  Website: <a href="http://www.actoronto.org">www.actoronto.org</a>  <b>Eligibility Criteria:</b> for individuals living with HIV/AIDS and their families.  <b>Languages:</b> English, Portuguese.  <b>Services:</b> This organization offers community based HIV support services, education, prevention and outreach. Services include case management and counselling, employment action, outreach to youth, support groups, art therapy, and a meditation program.</p>

## Agency Details: # - A1—Ar

<p><b>Allan Gardens Food Bank</b>                  St Luke's United Church, 353 Sherbourne St, M5A 2S3  <b>Eligibility Criteria:</b> for individuals and couples. Families are referred to Yonge Street Mission. Proof of residence and income and identification for each person are required.  <b>Services:</b> Food bank.  <b>Drop in Hours:</b> Thursday 12:30 pm—3:30 pm;                  Friday 10:30 am-12 noon and 1 pm-3:30 pm                  Wheelchair accessible building including main entrance, except access to washrooms.</p>	<p><b>Alliance for South Asian AIDS Prevention</b>                  20 Carlton St, Ste M126, M5B 2H5                  Telephone: 416 599 2727                  E-mail: <a href="mailto:info@asaap.ca">info@asaap.ca</a>                  Website: <a href="http://www.asaap.ca">www.asaap.ca</a>  <b>Eligibility Criteria:</b> for those who identify as South Asian and living with and affected by HIV/AIDS.  <b>Languages:</b> Tamil, Hindi, Urdu, Punjabi, Gujarati, Bengali.  <b>Services:</b> Workshops on HIV/AIDS 101, healthy sexuality, anti-homophobia etc and support groups for South Asian gay, bisexual and other men who have sex with men (MSM) and Tamil gay, bisexual, MSM, and trans people.</p>
<p><b>All Saints Church Community Centre &amp; Drop In</b>                  315 Dundas St E, M5A 2A2                  Telephone: 416 368 7768                  E-mail: <a href="mailto:dropin@allsaintstoronto.com">dropin@allsaintstoronto.com</a>                  Website: <a href="http://www.allsaintstoronto.com">www.allsaintstoronto.com</a>  <b>Services:</b> Internet access, movies, reading materials, ID Clinic, mail services, nursing clinic, housing support, Ontario Works support, community kitchens and shared supper programs.</p>	<p><b>Alpha-Toronto</b>                  302-90 Richmond St E, M5C 1P1                  Telephone: 416 542 1574                  E-mail: <a href="mailto:alphatoronto@bellnet.ca">alphatoronto@bellnet.ca</a>                  Website: <a href="http://www.bdaa.ca/alpha">www.bdaa.ca/alpha</a>  <b>Eligibility Criteria:</b> Services are free to adult francophones who do not have a secondary school diploma.  <b>Languages:</b> French.  <b>Services:</b> Alpha-Toronto is a francophone pre-employment centre offering basic education in literacy, computing and numeracy.</p>
<p><b>ARCH Disability Law Centre</b>                  110-425 Bloor St E, M4W 3R4                  Telephone: 416 482 8255 Toll Free: 1 866 482 2724                  TTY: 416 482 1254; 1 866 482 2728                  E-mail: <a href="mailto:archlib@lao.on.ca">archlib@lao.on.ca</a>                  Website: <a href="http://www.archdisabilitylaw.ca">www.archdisabilitylaw.ca</a>  <b>Eligibility Criteria:</b> for people with disabilities in Ontario.  <b>Services:</b> The centre provides free legal advice on issues related to living with a disability, such as discrimination, accessibility laws, legal capacity to make decisions etc.</p>	<p><b>ArtHeart Community Art Centre</b>                  237 Sackville St, M5A 3G1                  Telephone: 416 203 0034                  E-mail: <a href="mailto:info@artheart.ca">info@artheart.ca</a>                  Website: <a href="http://www.artheart.ca">www.artheart.ca</a>  <b>Services:</b> ArtHeart Community Art Centre (ArtHeart) provides children, youth and adults with visual arts programs, art education and art materials, year-round and free-of-charge. Programs help to develop self-esteem, creativity, life-skills and learning. ArtHeart is unique because it is the only visual arts organization in the community.</p>

## Agency Details: As-Ca

<p><b>Asian Community AIDS Services</b>                  17 Isabella St, 1/F, M4Y 1M7                  Telephone: 416 963 4300                  E-mail: <a href="mailto:info@acas.org">info@acas.org</a>                  Website: <a href="http://www.acas.org">www.acas.org</a>  <b>Eligibility Criteria:</b> for East and Southeast Asian Canadians.  <b>Languages:</b> English, Chinese, Tagalog, Vietnamese.  <b>Services:</b> Outreach, education and pre and post HIV testing counselling, referrals, case management, bereavement services, home visits, buddy support, Asian-language interpreters, Asian-language resource library, women’s program and youth program.</p>	<p><b>Assaulted Women’s Helpline</b>                  Crisis phone: (416) 863-0511 ;1-866-863-0511                  TTY phone: (416) 863-7868 ;1-866-863-7868                  Website: <a href="http://www.awhl.org">www.awhl.org</a>  <b>Eligibility Criteria:</b> for assaulted/abused women, female survivors of childhood sexual abuse or ritual abuse and families, friends, neighbors, professionals in contact with abused women.  <b>Languages:</b> English telephone interpretation in 154 languages for access to services.  <b>Services:</b> Telephone crisis counselling, information and support, referral to emergency shelters, legal information, culturally appropriate resources and liaison with diverse communities. All confidential and anonymous.</p>
<p><b>Black Youth Helpline</b>                  2 Carlton St, Ste 500, M5B 1J3                  Telephone: 416 285 9944                  E-mail: <a href="mailto:blackyouth@bellnet.ca">blackyouth@bellnet.ca</a>                  Website: <a href="http://www.blackyouth.ca">www.blackyouth.ca</a>  <b>Eligibility Criteria:</b> for all youth but specifically responds to the need for a black youth specific service.  <b>Services:</b> A helpline providing a point of contact, centralized intake and assessment, referral navigation support, parental support programs, stay in school programs, and helps schools to understand and address the multicultural challenges presented by culturally diverse student populations.</p>	<p><b>Cabbagetown Women’s Clinic</b>                  302 Gerrard St E, M5A 2G7                  Telephone: 416 323 0642 Toll-Free: 1 800 399 1592                  E-mail: <a href="mailto:cabbagetownwomensclinic@rogers.com">cabbagetownwomensclinic@rogers.com</a>                  Website: <a href="http://cabbagetownwomensclinic.com">cabbagetownwomensclinic.com</a>  <b>Languages:</b> English, French, Mandarin, Italian, Spanish, Romanian, Filipino.  <b>Services:</b> Therapeutic abortion procedures, pre-abortion counselling, ultrasound, other medical assistance, post-abortion family planning, such as birth control, IUD insertion and post-op follow-up care.</p>
<p><b>Cabbagetown Youth Centre</b>                  2 Lancaster Ave, M4X 1C1                  Telephone: 416 960 1032                  Website: <a href="http://www.cabbagetownyouth.ca">www.cabbagetownyouth.ca</a>  <b>Eligibility Criteria:</b> for youth. There are no age restrictions and youth do not have to provide any government documents to participate.  <b>Services:</b> After school club, homework help, sports, dance, drama, singing, computer courses, weight room/weight training, health promotion and community home visits for families with children ages 0-6 years.</p>	<p><b>Canada-Ontario Business Centre</b>                  151 Yonge St, 3<sup>rd</sup> Fl, M5C 2W7                  Telephone: 416 775 3456 Toll-Free: 1 800 567 2345                  TTY: 416 954 2908; 1 800 457 8466                  E-mail: <a href="mailto:ontario@canadabusiness.ca">ontario@canadabusiness.ca</a>                  Website: <a href="http://www.canadabusiness.ca/ontario">www.canadabusiness.ca/ontario</a>  <b>Languages:</b> Documents available in Chinese Simplified, Chinese Traditional, Arabic, Farsi, Italian, Korean, Polish, Punjabi, Russian, Spanish, Tagalog and Urdu.  <b>Services:</b> Streamlined access to reliable, up-to-date information and services for succeeding in business, how-to guides and instructional podcasts.</p>

## Agency Details: Ca—Ce

<p><b>Canadian Centre for Victims of Torture</b>                  194 Jarvis St, 2<sup>nd</sup> Fl, M5B 2B7                  Telephone: 416 363 1066 Toll-Free: 1 877 292 2288                  E-mail: <a href="mailto:mabai@ccvt.org">mabai@ccvt.org</a>                  Website: <a href="http://www.ccvt.org">www.ccvt.org</a>  <b>Eligibility Criteria:</b> for survivors of torture and war.  <b>Languages:</b> English, French, Spanish, Tamil, Farsi, Somali, Amharic, Tigrigna, Arabic, Kinyarwanda.</p> <p><b>(continued to the right)</b></p>	<p><b>Canadian Centre for Victims of Torture (continued)</b>  <b>Services:</b> Intake &amp; assessment, counselling, support groups (men, women &amp; senior), children &amp; youth programs, settlement information/orientation, interpretation/translation, health &amp; mental health services, employment-related issues and referrals to resources, information about and access to housing, income tax, skills training and applications for family reunification and sponsorships, homework club, ESL, LINC program and computer training.</p>
<p><b>Cathedral Church of St. James</b>                  Parish House, 65 Church St, M5C 2E9                  Telephone: 416 364 7865                  E-mail: <a href="mailto:office@stjamescathedral.on.ca">office@stjamescathedral.on.ca</a>                  Website: <a href="http://www.stjamescathedral.on.ca">www.stjamescathedral.on.ca</a>  <b>Services:</b> Tuesday afternoon drop-in including a health clinic, foot care, hygiene products, haircuts, counselling, medical referral, good food box, snacks and an annual Christmas food drive.</p>	<p><b>Central Neighbourhood House</b>                  349 Ontario St, M5A 2V8                  Telephone: 416 925 4363                  E-mail: <a href="mailto:central@cnh.on.ca">central@cnh.on.ca</a>                  Website: <a href="http://www.cnh.on.ca">www.cnh.on.ca</a>  <b>Eligibility Criteria:</b> for youth, new Canadians, low-income families, women and seniors.  <b>Languages:</b> Tamil, Somali/Swahili, Mandarin, Bengali.  <b>Services:</b> Voice-mail access, child care, child/youth activities, in home supportive services, advocacy, family services, assessment, counselling, case management, information and referral, help finding permanent housing for people living on the streets and help with transportation.</p>
<p><b>Central Toronto Community Health Centres – Shout Clinic</b>                  467 Jarvis St, M4Y 2G8                  Telephone: 416 927 8553                  E-mail: <a href="mailto:info@ctchc.com">info@ctchc.com</a>                  Website: <a href="http://www.ctchc.com">www.ctchc.com</a>  <b>Eligibility Criteria:</b> for homeless and street involved youth, 16 - 24 years of age.  <b>Services:</b> Medical clinic, dental clinic, employment clinic, foot care clinic. ID clinic, legal clinic and bursary program.</p>	<p><b>Central Toronto Youth Services</b>                  300-65 Wellesley St E, M4Y 1G7                  Telephone: 416 924 2100                  E-mail: <a href="mailto:mail@ctys.org">mail@ctys.org</a>                  Website: <a href="http://www.ctys.org">www.ctys.org</a>  <b>Eligibility Criteria:</b> for at-risk youth ages 13 – 24 who live in Toronto. Referrals accepted from health care or social service agencies. Self-referrals sometimes accepted.  <b>Services:</b> A community-based, accredited Children’s Mental Health Centre with early intervention, long term case management, support for those involved in the justice system, outreach to youth with mental illness living in shelters, support for LGBTQ youth, youth justice program for youth 12– 23 serving a youth order or with matters before the youth court.</p>

## Agency Details: Ce

<p><b>Centres D'Accueil Héritage</b>                  104-33 Hahn Pl, M5A 4G2                  Telephone: 416 365 3350                  E-mail: <a href="mailto:info@caheritage.org">info@caheritage.org</a>                  Website: <a href="http://www.caheritage.org">www.caheritage.org</a>  <b>Eligibility Criteria:</b> for persons 55 years of age and older, family members, friends and neighbours who require support, information and respite and people living with HIV/AIDS who require care and support.</p> <p><b>(continued to the right)</b></p>	<p><b>Centre D'Accueil Héritage (continued)</b>  <b>Languages:</b> French.  <b>Services:</b> Transportation and escort program, homemaking, security checks, intervention and assistance services, weekly meals, recreational and social activities, supportive housing for frail elderly, free counselling and education for caregivers.</p>
<p><b>Centre for Community Learning and Development</b>                  269 Gerrard St E, 2<sup>nd</sup> Fl, M5A 2P3                  Telephone: 416 968 6989                  E-mail: <a href="mailto:admin@tcclcd.org">admin@tcclcd.org</a>                  Website: <a href="http://www.tcclcd.org">www.tcclcd.org</a>  <b>Eligibility Criteria:</b> See website for full details.  <b>Services:</b> Adult literacy programs, immigrant women integration program - a one-year intensive training course for immigrant women with a focus on community engagement and leadership development, literacy and basic skills program – courses in language, college math preparation, communication management and techniques, employability skills training.</p>	<p><b>Centre for Education and Training</b>                  595 Parliament St, Main Fl, M4X 1P9                  Telephone: 416 964 9797                  E-mail: <a href="mailto:parlerc@tcet.com">parlerc@tcet.com</a>                  Website: <a href="http://www.tcet.com/">www.tcet.com/</a>  <b>Services:</b> The centre provides opportunities that enhance career development and personal growth, a free walk in self-service centre providing computer, internet, telephone and fax access, workshops on job search skills, support and feedback from staff, and resources.</p>
<p><b>Centre for Independent Living in Toronto</b>                  365 Bloor St E, Suite 902, M4W 3L4                  Telephone: 416 599 2458                  TTY: 416 599 5077                  E-mail: <a href="mailto:cilt@cilt.ca">cilt@cilt.ca</a>                  Website: <a href="http://www.cilt.ca">www.cilt.ca</a>  <b>Eligibility Criteria:</b> for persons with a disability  <b>Languages:</b> English, French, Italian, German, Spanish, Mandarin, Cantonese.  <b>Services:</b> Peer support workshops, information and referral, diner club and coffee club, self-advocacy workshops and physical assistance with daily living.</p>	<p><b>Centre for Spanish-Speaking Peoples</b>                  401-40 Wellesley St E, M4Y 1G4                  Telephone: 416 925 2800 (Confidential Helpline)                  E-mail: <a href="mailto:aidsccsp@spanishservices.org">aidsccsp@spanishservices.org</a>                  Website: <a href="http://www.spanishservices.org">www.spanishservices.org</a>  <b>Eligibility Criteria:</b> for Spanish-Speaking immigrants.  <b>Languages:</b> English and Spanish.  <b>Services:</b> HIV program, legal clinic, youth program, women's program, settlement services, help with employment: résumés, covering letters, interviews, documentation; unemployment: employment insurance, applications, reports, advocacy and referrals; immigration: documentation, information and referrals; housing; ESL; information and referrals; education: continuing studies; health; income security and pensions and help with obtaining Canadian citizenship.</p>



## Agency Details: Ch—Co

<p><b>Children’s Aid Society of Toronto</b>  30 Isabella St, M4Y 1N1  Telephone: 416 924 4646  E-mail: <a href="mailto:inquiries@torontocas.ca">inquiries@torontocas.ca</a>  Website: <a href="http://www.torontocas.ca">www.torontocas.ca</a>  <b>Services:</b> Family centred conferencing, family support, pregnancy and aftercare counselling services, individual and group counselling, short term care, child and youth services, foster care services, preventive and therapeutic medical care, dental services, adoption services, out and proud program – services for LGBT children and youth, protection Services.</p>	<p><b>Collège Boréal</b>  22 College St, Ste 300, M5G 1K2  Telephone: 416 962 1908; 416 962 4600  Website: <a href="http://www.borealco.on.ca">www.borealco.on.ca</a>  <b>Eligibility Criteria:</b> must have permanent resident or landed refugee status, and be 18 years or older.  <b>Languages:</b> English, French.  <b>Services:</b> ESL, including English in the workplace, a 4 week work placement, support in the process of recognizing credentials, instruction and advice on preparing a resume, cover letter, and preparing for interviews.</p>
<p><b>Community Effort for Child Abuse and Women’s Protection</b>  St. Luke’s United Church  353 Sherbourne St, Suite B2, M5A 2S3  Telephone: 416 944 0091  E-mail: <a href="mailto:reachmecapaw@yahoo.com">reachmecapaw@yahoo.com</a>  <b>Languages:</b> English, Ganda, Kinyarwanda, Lingala, Rundi and Swahili.  <b>Services:</b> Drop in, family counselling, community development and human rights education.</p>	<p><b>Community Matters</b>  The Winnipeg, 102-260 Wellesley St E, M4X 1G6  Telephone: 416 944 9697  E-mail: <a href="mailto:communitymatterstoronto@communitymatterstoronto.org">communitymatterstoronto@communitymatterstoronto.org</a>  Website: <a href="http://www.communitymatterstoronto.org">www.communitymatterstoronto.org</a>  <b>Eligibility Criteria:</b> for adults and children of the St. James Town community.  <b>Languages:</b> French &amp; Arabic for children aged 0 - 6.  <b>Services:</b> Assistance with housing, finances, social issues, employment, citizenship, language, and parenting. For children/youth: music program, homework club, tutoring, and a summer literacy camp. Screening and follow up for children with hearing, speech, vision, autism or developmental delay and support for parents and child-minding.</p>
<p><b>Community Resource Connections of Toronto</b>  230-366 Adelaide St E, M5A 3X9  Telephone: 416 482 4103  E-mail: <a href="mailto:crct@crct.org">crct@crct.org</a>  Website: <a href="http://www.crct.org">www.crct.org</a>  <b>Eligibility Criteria:</b> Community Support Services assists adults (16 and over) who are having a lot of difficulty in day-to-day living as a result of severe and persistent mental health issues.  <b>Languages:</b> English. Some services in French, Tamil, Somali, Cantonese, and Mandarin.  <b>Services:</b> Case management, court support, consultation and information, advocacy, assistance meeting basic needs (food, housing, clothing, health care) and managing crises.</p>	<p><b>Covenant House</b>  20 Gerrard St. E, M5B 2P3  Telephone: 416 598 4898 Crisis Telephone: 416 593 4849 Toll Free: 1 800 435 7308  E-mail: <a href="mailto:general@covenanthouse.on.ca">general@covenanthouse.on.ca</a>  Website: <a href="http://www.covenanthouse.on.ca">www.covenanthouse.on.ca</a>  <b>Eligibility Criteria:</b> for homeless youth aged 16 - 24.  <b>Services:</b> Safe shelter, healthy meals, clean clothes, counselling and guidance, doctor, nurses, psychiatrist, help obtaining a health card and immediate health care regardless of insurance. Rights of passage residential program (12 months) for youth 18–24 who are working or in school and runaway prevention programs.</p>



## Agency Details: Cr—Ep

<p><b>CRC Self Help</b>            90 Richmond St E, Suite 201, M5C 1P1            Telephone: 416 591 6389            E-mail: <a href="mailto:info@crcselfhelp.ca">info@crcselfhelp.ca</a>            Website: <a href="http://www.crcselfhelp.ca">www.crcselfhelp.ca</a>  <b>Eligibility Criteria:</b> for low income single individuals who qualify for rent-geared-to-income assistance.  <b>Languages:</b> English, Greek, Spanish and Arabic.  <b>Services:</b> Facilitative housing workers work with single, low-income residents, helping each individual to identify their strengths and skills. Promotes progressive housing policies.</p>	<p><b>Credit Canada</b>            27 Carlton St, Ste 301, M5B 1J3            Telephone: 416 228 3328 Toll-Free: 1 866 265 4434            E-mail: <a href="mailto:info@creditcanada.com">info@creditcanada.com</a>            Website: <a href="http://www.creditcanada.com">www.creditcanada.com</a>  <b>Eligibility Criteria:</b> for anyone who needs advice on how to handle money and reduce/eliminate debt.  <b>Languages:</b> English, Spanish, Chinese (Simplified and Traditional), Farsi, Tagalog, Polish, Russian.  <b>Services:</b> Free credit counselling, debt retirement program, debt management program, workshops on money management and information on how credit works.</p>
<p><b>Dixon Hall</b>            58 Sumach St, M5A 3J7            Telephone: 416 863 0499            E-mail: <a href="mailto:info@dixonhall.org">info@dixonhall.org</a>            Website: <a href="http://www.dixonhall.org">www.dixonhall.org</a>  <b>Languages:</b> English, Mandarin, Cantonese.  <b>Services:</b> Employment programs, housing support and emergency shelter, housing, health and support for seniors, adult literacy and computer training with free childcare, community meals, youth programs and a youth drop in centre.</p>	<p><b>East York Residential Services</b>            295A Queen St E, M5A 1S7            Telephone: 416 941 9474            E-mail: <a href="mailto:eyrs@rogers.com">eyrs@rogers.com</a>  <b>Eligibility Criteria:</b> for young adults who face developmental challenges, emotional disturbances, cognitive delays, difficulties integrating into local communities, behavioural problems and/or history of abuse, sexual and physical.  <b>Services:</b> 6 staff model group homes, recreational programs, social and life skills development, individual and group counselling, psychiatric, behaviour and program consultants.</p>
<p><b>Elizabeth Fry Society of Toronto</b>            215 Wellesley St E, M4X 1G1            Telephone: 416 924 3708            E-mail: <a href="mailto:info@efrytoronto.org">info@efrytoronto.org</a>            Website: <a href="http://www.efrytoronto.org">www.efrytoronto.org</a>  <b>Eligibility Criteria:</b> for women who are, have been or are at risk of being in the criminal justice system.  <b>Services:</b> Individual and group counselling for: parenting, drug and alcohol, partner intervention, shoplifting, fraud prevention, sexual abuse, crisis intervention, transitional housing, employment training for homeless women, release planning, community justice program and more.</p>	<p><b>Epilepsy Toronto</b>            468 Queen St E, Suite 210, M5A 1T7            Telephone: 416 964 9095 Toll-Free: 1 866 374 5377            E-mail: <a href="mailto:info@epilepsytoronto.org">info@epilepsytoronto.org</a>            Website: <a href="http://www.epilepsytoronto.org">www.epilepsytoronto.org</a>  <b>Services:</b> Individual, couples and family counselling, support groups, employment support, information and education, child counselling, support group for parents of young adults and children with epilepsy, employment services: support in job search strategies, epilepsy education and training for the workplace and assistance resolving issues relating to epilepsy in the workplace.</p>

## Agency Details: Fa—Fr

<p><b>Family Service Toronto</b> 355 Church St, M5B 1Z8 Telephone: 416 595 9618 E-mail: <a href="mailto:sau@familyservicetoronto.org">sau@familyservicetoronto.org</a> Website: <a href="http://www.familyservicetoronto.org">www.familyservicetoronto.org</a> <b>Languages:</b> Spanish, Tamil, Somali, Farsi, Portuguese. <b>Services:</b> Programs and counselling for clients living with HIV/AIDS, the lesbian and gay community, seniors, caregivers, clients with intellectual disabilities, separating, divorcing or remarrying families, women who have experienced violence, temporary, short term, safe place for people 60 and older experiencing abuse and community support for young adults who have a devel-</p>	<p><b>Federation of Metro Tenants' Association</b> 27 Carlton St., Suite #500, M5B 1L2 Hotline Number: 416-921-9494 General Inquiries: 416-646-1772 E-mail: E-mail form on website. Website: <a href="http://www.torontotenants.org">www.torontotenants.org</a> <b>Languages:</b> Documents are available in the following languages: French, Arabic, Chinese, Farsi, Hindi, Italian, Japanese, Korean, Portuguese, Russian, Spanish, Tamil and Vietnamese. <b>Services:</b> Tenant hotline, referrals, workshops, outreach and organizing services and a tenant education project.</p>
<p><b>Fem'Aide</b> Telephone: 1 877 336-2433 E-mail: <a href="mailto:info@femaide.ca">info@femaide.ca</a> Website: <a href="http://www.femaide.ca">www.femaide.ca</a> <b>Eligibility Criteria:</b> for Francophone women seeking support and information on abuse and sexual assault. <b>Languages:</b> French. <b>Services:</b> Écoute, soutien, information et ressources pour les femmes, confidentiel et gratuit, accessible 24 heures par jour, sept jours par semaine, un seul numéro sans frais pour tout l'Ontario.</p>	<p><b>Fife House</b> 490 Sherbourne St, 2<sup>nd</sup> Fl, M4X 1K9 Telephone: 416 205 9888 E-mail: <a href="mailto:info@fifehouse.org">info@fifehouse.org</a> Website: <a href="http://www.fifehouse.org">www.fifehouse.org</a> <b>Eligibility Criteria:</b> for persons living with HIV/AIDS. <b>Services:</b> Homeless outreach program, case management and referral to community supports, supportive and transitional housing programs, transitional housing program, touch therapy, polarity therapy, naturopathy, hair cuts, meal programming, nutritional education and meal planning, group outings, workshops on financial literacy, health, benefits, community services, personal care support and homemaking and assistance in settlement services.</p>
<p><b>FrancoQueer</b> 507 King St E, Studio 18, M5A 1M3 Telephone: 416 214 4862 E-mail: <a href="mailto:info@francoqueer.ca">info@francoqueer.ca</a> Website: <a href="http://www.francoqueer.ca">www.francoqueer.ca</a> <b>Languages:</b> French. <b>Services:</b> Monthly social gatherings, workshops for the LGBTQ community and for the community at large, positive action – a program for people living with HIV/AIDS with a focus on gay and bisexual men, defense of the rights of the LGBTQ community, participation in community relations eg Pride and participation in research that pertains to the LGBTQ community.</p>	<p><b>Fred Victor Centre</b> 145 Queen St. E, M5A 1S1 Telephone: 416 364 8228 Website: <a href="http://www.fredvictor.org">www.fredvictor.org</a> <b>Eligibility Criteria:</b> for marginally housed or homeless individuals. <b>Services:</b> Permanent, supportive, community and emergency housing, harm reduction, ID replacement, mental health and justice prevention program, employment resource centre, ESL classes, career programming for Ontario Works clients, arts programs and creative activities, community communication centre and computer lab and a women's hostel/emergency shelter that is accessible to trans men and women.</p>

## Agency Details: Ge—Ha

<p><b>George Brown College, Literacy and Basic Skills</b>                  St James Campus, 200 King St E, M5R 3A3                  Telephone: 416 415 5000 X 3560                  E-mail: <a href="mailto:upgradinginfo@georgebrown.ca">upgradinginfo@georgebrown.ca</a>;  <a href="mailto:preparation@georgebrown.ca">preparation@georgebrown.ca</a>                  Website: <a href="http://www.georgebrown.ca/A737">www.georgebrown.ca/A737</a>  <b>Services:</b> Literacy and basic skills: free for students who need to upgrade their English, math and computer skills in order to prepare for post-secondary programs, to further skills training for apprenticeship or employment.</p>	<p><b>Gerstein Crisis Centre</b>                  Crisis line: 416 929 5200                  E-mail: <a href="mailto:admin@gersteincentre.org">admin@gersteincentre.org</a>                  Website: <a href="http://www.gersteincentre.org">www.gersteincentre.org</a>  <b>Eligibility Criteria:</b> for adults living in the city of Toronto who experience mental health problems.  <b>Services:</b> Supportive counselling for immediate crisis issues, crisis calls of a medical nature are referred to a hospital, referrals are provided for non-crisis services. telephone support, community visits and a short stay residence.</p>
<p><b>Good Shepherd Ministries</b>                  412 Queen St E, M5A 1T3                  Telephone: 416 869 3619                  E-mail: <a href="mailto:info@goodshepherd.ca">info@goodshepherd.ca</a>                  Website: <a href="http://www.goodshepherd.ca">www.goodshepherd.ca</a>  <b>Eligibility Criteria:</b> for men 18 and older.  <b>Services:</b> Overnight shelter, morning drop-in, clothing, meals, shelter while waiting for treatment, counselling for residential addiction treatment, housing workers, help with health care, immigration problems, connecting to social assistance, replacing lost ID, solving problems with landlords, provides housing for those living with HIV/AIDS and a medical clinic.</p>	<p><b>Goodwill Toronto</b>                  1400-365 Bloor St E, M4W 3L4                  Telephone: 416 362 4711 TTY: 416 815 4791                  E-mail: <a href="mailto:info@goodwill.on.ca">info@goodwill.on.ca</a>                  Website: <a href="http://www.goodwill.on.ca">www.goodwill.on.ca</a>  <b>Eligibility Criteria:</b> facing barriers to employment; willing and able to work variable shifts.  <b>Services:</b> Employment services providing the opportunity to gain experience, develop skills, prepare for future employment, as well as opportunities for transitional employment positions.</p>
<p><b>Green Thumbs Growing Kids</b>                  603 1/2 Parliament St, M4X 1P9                  Telephone: 647 348 5437                  E-mail: <a href="mailto:info@kidsgrowing.ca">info@kidsgrowing.ca</a>;                  Website: <a href="http://www.kidsgrowing.ca">www.kidsgrowing.ca</a>  <b>Services:</b> Working with urban children, youth and their families to learn about, grow and prepare fresh foods, also offers workshops in English and in French in community garden settings.</p>	<p><b>Hassle Free Clinic</b>                  66 Gerrard St E, 2<sup>nd</sup> Fl, M5B 1G3                  Telephone: Men/Transmen: 416 922 0603                  Women/Transwomen: 416 922 0566                  TTY Phone: 416 922 3425                  E-mail: <a href="mailto:admin@hasslefreeclinic.org">admin@hasslefreeclinic.org</a>                  Website: <a href="http://www.hasslefreeclinic.org">www.hasslefreeclinic.org</a>                  (continued on page 20)</p>

## Agency Details: Ha—Ju

<p><b>Hassle Free Clinic (continued)</b></p> <p><b>Languages:</b> Women’s Clinic: English, Cantonese, French, Hindi, Mandarin, Spanish, Taiwanese, Urdu Men’s Clinic: English, Croatian, French, Gujarati, Hindi, Italian, Portuguese, Serbian, Spanish, Ukrainian, Urdu.</p> <p><b>Services:</b> Emergency contraception, needle exchange, STI testing and treatment, STI/HIV counselling, pregnancy testing, pap test, breast exams, birth control information, prescriptions, abortion referrals, post abortion checkups, sexual assault and domestic violence crisis help, medical, emotional, legal and referral support as well as sexuality counselling.</p>	<p><b>Health Force Ontario</b></p> <p>163 Queen St E, 2<sup>nd</sup> Fl, M5A 1S1 Telephone: 416 862 2200 Toll Free: 1 800 596 4046 E-mail: <a href="mailto:accesscentre@healthforceontario.ca">accesscentre@healthforceontario.ca</a> Website: <a href="http://www.healthforceontario.ca">www.healthforceontario.ca</a></p> <p><b>Eligibility Criteria:</b> Health Force Ontario is for individuals with health care training.</p> <p><b>Services:</b> Bridging programs: an assessment of your education and skills; a clinical or workplace experience; skills training or targeted academic training programs; preparation for a license or certification examination; language training for your profession or trade and individual learning plans to identify any added training you may need.</p>
<p><b>Hincks-DellCrest Centre</b></p> <p>260 Wellesley St E, Suite 104, M4X 1G6 440 Jarvis St, M4Y 2H4 Telephone: 416 921 8716 E-mail: <a href="mailto:growing.together@hincksdellcrest.org">growing.together@hincksdellcrest.org</a> Website: <a href="http://www.hincksdellcrest.org">www.hincksdellcrest.org</a></p> <p><b>Eligibility Criteria:</b> The Treatment Centre serves infants, children, and youth who have mental health problems. It also provides mental health prevention and early intervention programs.</p> <p><b>Services:</b> Prevention and early intervention, outpatient services, day treatment services and residential treatment services.</p>	<p><b>HIV &amp; AIDS Legal Clinic Ontario</b></p> <p>400-65 Wellesley St E, M4Y 1G7 Telephone: 416 340 7790 Toll-Free: 1 888 705 8889 TTY Phone: 416 922 2352; 1 866 513 9883 E-mail: <a href="mailto:talklaw@halco.org">talklaw@halco.org</a> Website: <a href="http://www.halco.org">www.halco.org</a></p> <p><b>Eligibility Criteria:</b> for people living with or affected by HIV/AIDS in Ontario.</p> <p><b>Services:</b> Free legal support in areas such as: social assistance, income maintenance, housing, human rights, employment standards, some immigration matters, some private insurance matters, substitute decision making, HIV-related prison matters and criminal injuries compensation.</p>
<p><b>Homes First Society</b></p> <p>90 Shuter St, 2<sup>nd</sup> Fl, M5B 2K6 Telephone: 416 214 1870 E-mail: <a href="mailto:admin@homesfirst.on.ca">admin@homesfirst.on.ca</a> Website: <a href="http://homesfirst.on.ca">homesfirst.on.ca</a></p> <p><b>Services:</b> Homes First builds and/or manages non-profit housing by organizing homeless people to identify their own housing needs and necessary support services. Homes First operates 15 shelters and housing sites providing both shelter and support to more than 350 seniors, children, families, youth, and single adults.</p>	<p><b>June Callwood Centre for Women and Families</b></p> <p>205 Parliament St, M5A 2Z4 Telephone: 416 365 1888 E-mail: <a href="mailto:mail@junecallwoodcentre.org">mail@junecallwoodcentre.org</a> Website: <a href="http://www.junecallwoodcentre.org">www.junecallwoodcentre.org</a></p> <p><b>Eligibility Criteria:</b> for pregnant teenagers, teen-aged parents and their children.</p> <p><b>Services:</b> Health services, counselling, education, housing, prenatal classes and parenting groups, nursery drop in and a father’s group.</p>

## Agency Details: Ju—Lo

<p><b>Justice for Children and Youth</b>                  1203-415 Yonge St, M5B 2E7                  Telephone: 416 920 1633 Toll Free: 1 866 999 5329                  E-mail: <a href="mailto:info@jfcy.org">info@jfcy.org</a>                  Website: <a href="http://www.jfcy.org">www.jfcy.org</a>  <b>Eligibility Criteria:</b> for children and youth under 18 years of age.  <b>Services:</b> Lawyers advocate for youth under 18 years of age, including street youth, on the following topics: child welfare, consent to treatment, corrections law, custody and access, education law, immigration law (assist children and youth to obtain OHIP or school enrollment when their immigration status is an issue), leaving home, mental health law, victims of crime and youth justice.</p>	<p><b>JVS Toronto</b>                  Learning Disabilities Centre:                  120 Front St E, Ste 208, M5A 4L9                  Telephone: 416 693 2922                  E-mail: <a href="mailto:gold@jvstoronto.org">gold@jvstoronto.org</a>;                  Women in Successful Employment:                  10 King St E, Ste 300, M5C 1C3                  Telephone: 416 682 9095                  E-mail: <a href="mailto:services@jvstoronto.org">services@jvstoronto.org</a>                  Website: <a href="http://www.jvstoronto.org">www.jvstoronto.org</a>  <b>Eligibility Criteria:</b> learning disabilities centre is for learning disabled adults seeking gainful employment. Women in successful employment is for unemployed or underemployed women over age 25.</p>
<p><b>Le Collège Français</b>                  100 Carlton St, M5B 1M3                  Telephone: 416 393 0175                  E-mail: : <a href="mailto:lambertx@csdcso.on.ca">lambertx@csdcso.on.ca</a>                  Website: <a href="http://www.collegefrancais.csdcso.on.ca">www.collegefrancais.csdcso.on.ca</a>  <b>Eligibility Criteria:</b> Must have obtained the right to education in French: contact J. Mazurkiewicz au 416 393 0175 ou par courriel: <a href="mailto:mazurkiewiczj@csdcso.on.ca">mazurkiewiczj@csdcso.on.ca</a>  <b>Languages:</b> French.  <b>Services:</b> Ministry of Education Program for grades 7 – 12, Baccalauréat international, une Majeure Haute Spécialisation en arts et culture ainsi que le Programme d'éducation coopérative / PAJO</p>	<p><b>Lesbian Gay Bi Trans Youthline</b>                  Office phone: (416) 962-2232 Toll-free: 1-888-687-9688                  Crisis phone: (416) 962-9688 Toll-free: 1-800-268-9688                  TTY phone: (416) 962-9688 Toll-free: 1-800-268-9688                  E-mail: <a href="mailto:info@youthline.ca">info@youthline.ca</a>                  Website: <a href="http://www.youthline.ca">www.youthline.ca</a>  <b>Eligibility Criteria:</b> for lesbian, gay, bisexual, transgendered, transsexual, two-spirited and questioning youth 26 years of age and under.  <b>Services:</b> Telephone and online peer support, information and referral that is anonymous and confidential, instant messaging support: add <a href="mailto:as-kus@youthline.ca">as-kus@youthline.ca</a> to your contacts.</p>
<p><b>LOFT Community Services: McEwen Housing and Support Services</b>                  20 Dundonald St, M4Y 1K2                  Telephone: 416 979 1994                  E-mail: <a href="mailto:info@loftcs.org">info@loftcs.org</a>                  Website: <a href="http://www.loftcs.org">www.loftcs.org</a>  <b>Eligibility Criteria:</b> for those aged 16 and older, living with HIV or AIDS, who have mental health or substance abuse challenges or both, and are homeless or at risk of becoming so.  <b>Services:</b> Counselling, mental health and addiction support, advocacy, referral, network building and 24-hour crisis management.</p>	<p><b>LOFT Community Services: Street Outreach for Youth</b>                  622 Yonge St, 2<sup>nd</sup> Fl, M4Y 1Z8                  Telephone: 416 926 0744                  E-mail: <a href="mailto:sos@loftcs.org">sos@loftcs.org</a>  <b>Eligibility Criteria:</b> for youth under the age of 25 who are at risk or already involved in prostitution. Case management support for youth under 16 years old.  <b>Services:</b> Supportive housing, employment training, drop-in resource centre, post addiction treatment residential services for young women and outreach to youth involved in prostitution</p>



## Agency Details: Lo—Mi

<p><b>Lourdes Food Bank</b> 275 Bleecker St, M4X 1M1 Telephone: 416-972-0630</p> <p><b>Eligibility Criteria:</b> Two pieces of identification per person, proof of residence, rent and income are required.</p> <p><b>Services:</b> Food bank. New client registration: Monday and Wednesday: 1 pm-3 pm. Clients will receive hampers that same day. Food bank hours: (for registered clients only): Wednesday-Thursday 10 am-11:15 am.</p>	<p><b>Lung Association</b> 201-573 King St E, M5A 4L3 Telephone: 416 864 9911 Toll Free: 1 800 972 2636 E-mail: <a href="mailto:olalung@on.lung.ca">olalung@on.lung.ca</a> Website: <a href="http://www.on.lung.ca">www.on.lung.ca</a></p> <p><b>Services:</b> Information on air quality, asthma resources, resources for people with chronic bronchitis and emphysema and quit smoking resources.</p>
<p><b>Madison Community Services</b> 300-100 Lombard St, M5C 1M3 Telephone: 416 977 1333 E-mail: <a href="mailto:info@madisoncs.org">info@madisoncs.org</a> Website: <a href="http://www.madisoncs.org">www.madisoncs.org</a></p> <p><b>Eligibility Criteria:</b> for persons with serious and persistent mental health challenges.</p> <p><b>Services:</b> Case management and supportive housing, including assessment and goal setting, monitoring and evaluation, individual and group supports, socio-recreational supports, linking and coordination of care, advocacy, crisis intervention, evaluation and follow up.</p>	<p><b>Metropolitan United Church</b> 56 Queen St E, Toronto, ON, M5C 2Z3 Telephone: 416 363 0331 E-mail: <a href="mailto:metunited@metunited.org">metunited@metunited.org</a> Website: <a href="http://www.metunited.org">www.metunited.org</a></p> <p><b>Services:</b> Meal programs, a drop in centre, food cupboard, free clothing, computer centre, art program, counselling services, mental health outreach team (from CAMH), pastoral care, a housing resource centre and a nursery school.</p>
<p><b>Mid-Toronto Community Services</b> 192 Carlton St, 2<sup>nd</sup> Fl, M5A 2K8 Telephone: 416 962 9449 E-mail: <a href="mailto:admin@midtoronto.com">admin@midtoronto.com</a> Website: <a href="http://www.midtoronto.com">www.midtoronto.com</a></p> <p><b>Eligibility Criteria:</b> for seniors and adults living with disabilities or illness.</p> <p><b>Services:</b> Meals-on-wheels, day programs, transportation, respite care, counselling, critical housing support program - helps people who are homeless, poorly housed or at risk of becoming homeless to find safe, affordable housing, food for life program - delivers nutritious meals to persons living with HIV/AIDS who are unable to obtain or prepare meals, Korean social work program – social work services for Korean seniors and telephone reassurance.</p>	<p><b>Ministry of Community and Social Services – Ontario Disability Support Program</b> 385 Yonge St, 2<sup>nd</sup> Fl, M5B 1S1 Telephone: 416 314 5700 Toll-Free: 1 888 789 4199 (Information Line) TTY Phone: 416 312 3393 Website: <a href="http://www.mcscs.gov.on.ca/mcss/english/pillars/social/odsp">www.mcscs.gov.on.ca/mcss/english/pillars/social/odsp</a></p> <p><b>Services:</b> The Disability Support Program helps people with disabilities who are in financial need pay for living expenses, like food and housing.</p>

## Agency Details: Mu—On

### Multiple Sclerosis Society of Canada

700-175 Bloor St E, N. Tower, M4W 3R8  
 Telephone: 416 922 6065 Toll-Free: 1 800 268 7582  
 E-mail: [Toronto@mssociety.ca](mailto:Toronto@mssociety.ca)  
 Website: [www.mssociety.ca](http://www.mssociety.ca)

**Eligibility Criteria:** for persons with MS and their families.

**Services:** Short term counselling and referrals, support for newly diagnosed persons, support groups, recreational programs, funding assistance for home help, equipment, incontinence supplies and air conditioning.

### Neighbourhood Information Post

Parliament Street Public Library  
 269 Gerrard St. E, 2<sup>nd</sup> Floor, M5A 2G3  
 Telephone: 416 924 2543  
 E-mail: [nipost@nipost.org](mailto:nipost@nipost.org)  
 Website: [www.nipost.org](http://www.nipost.org)

**Languages:** English, Cantonese, Mandarin, Urdu, Filipino, Bengali, Hindi, Sinhalese, Spanish, Serbian-Croatian, Tamil.

**Services:** Information, referral, case management, counselling, advocacy, mediation, settlement services, interpretation, translation, mail and message services, housing support, rent bank, use of computer, internet and telephone and an immigrant women's support group.

### Neighbourhood Legal Services

333 Queen St E, M5A 1S9  
 Telephone: 416 861 0677  
 E-mail: [wyndelsl@lao.on.ca](mailto:wyndelsl@lao.on.ca)  
 Website: [www.lao.on.ca](http://www.lao.on.ca)

**Eligibility Criteria:** Only people meeting strict financial eligibility limits receive legal aid. Wherever possible clients are asked to contribute toward the cost of their legal fees.

**Services:** Poverty law services, duty counsel services, community clinics, legal assistance in areas such as housing law, social assistance and other income support programs, community development, referrals and public legal education.

### New Visions Toronto

250 The Esplanade, The Mill, Ste 101, M5A 1J2  
 Telephone: 416 868 1493  
 E-mail: [new\\_visions\\_toronto@on.aibn.com](mailto:new_visions_toronto@on.aibn.com)  
 Website: [www.newvisionstoronto.com](http://www.newvisionstoronto.com)

**Eligibility Criteria:** for individuals with developmental and/or physical disabilities and their families.

**Services:** Residential services.

### Ontario Ministry of Citizenship and Immigration – Global Experience Ontario

163 Queen St E, 2<sup>nd</sup> Fl, M5A 1S1  
 Telephone: 416 327 9694 Toll-Free: 1 866 670 4094  
 TTY Phone: 416 327 9710; 1 866 388 2262  
 E-mail: [geo@ontario.ca](mailto:geo@ontario.ca)  
 Website: [www.ontarioimmigration.ca/english/geo.asp](http://www.ontarioimmigration.ca/english/geo.asp)

**Languages:** English and French.

**Services:** Contact information and referrals to the regulatory body in the appropriate field of expertise, links to education and assessment programs, information about licensure and registration processes, information on internships and mentorships, computers, internet access, research materials and guides to the professions.

### Ontario Ministry of Training, Colleges and Universities

625 Church St, 1<sup>st</sup> Fl, M7A 2B8  
 Telephone: 416 326 5800  
 Website: [www.ontario.ca/employmentontario](http://www.ontario.ca/employmentontario)

**Languages:** English, French, Arabic, Chinese, Cree, Farsi, German, Greek, Gujarati, Hindi, Italian, Korean, Ojibwe, Ojibcree, Polish, Portuguese, Punjabi, Romanian, Russian, Spanish, Tagalog, Tamil, Ukranian, Urdu and Vietnamese.

**Services:** Short term training, skills training and financial support for laid-off workers, financial aid, counselling, career planning, training, pathways to apprenticeship, literacy and basic skills program and language training in English or French.

## Agency Details: On—Pi

<p><b>Ontario Society of Psychotherapists</b>                      7-296 Jarvis St, M5B 2C5                      Telephone: 416 923 4050                      E-mail: <a href="mailto:mail@psychotherapyontario.org">mail@psychotherapyontario.org</a>                      Website: <a href="http://www.psychotherapyontario.org">www.psychotherapyontario.org</a>  <b>Eligibility Criteria:</b> open to all. Fees apply.  <b>Languages:</b> therapists available who speak: American Sign Language, Cantonese, Chinese, Croatian, Danish, Dari, Dutch, English, Farsi, French, German, Greek, Hebrew, Hindi, Hungarian, Italian, Korean, Latvian, Mandarin, Polish, Portuguese, Punjabi, Russian, Spanish, Urdu and Yiddish.  <b>Services:</b> Counselling services.</p>	<p><b>Operation Springboard</b>                      2 Carlton St, Ste 800 M5B 1J3                      Telephone: 416 977 0089                      E-mail: <a href="mailto:development@operationspringboard.on.ca">development@operationspringboard.on.ca</a>                      Website: <a href="http://www.operationspringboard.on.ca">www.operationspringboard.on.ca</a>  <b>Eligibility Criteria:</b> for persons involved in the justice system, individuals needing employment/training and people with developmental disabilities.  <b>Services:</b> Assists people 18-65 years of age who are unemployed/underemployed to find meaningful employment. Success in motion: a six-week program designed to give unemployed individuals 18 and over with multiple barriers to employment an opportunity to improve their employability.</p>
<p><b>PAL Reading</b>                      27 Carlton St, Ste 504, M5B 1L2                      Telephone: 416 340 7828                      E-mail: <a href="mailto:pal.read@bellnet.ca">pal.read@bellnet.ca</a>                      Website: <a href="http://www.palreading.org">www.palreading.org</a>  <b>Eligibility Criteria:</b> for print-disabled students, individuals with vision impairment; a learning disability; or a mobility condition; agencies needing audio versions of their print material.  <b>Languages:</b> English and French.  <b>Services:</b> DAISY and MP3 audio recordings of print material for people who have a print-disability. Free to individuals and provided by volunteer readers.</p>	<p><b>Parachute Community Employment Centre</b>                      468 Queen St E, 2<sup>nd</sup> Fl, Suite 212, M5A 1T7                      Telephone: 416 363 1689                      E-mail: <a href="mailto:jobhelp@parachute.org">jobhelp@parachute.org</a>                      Website: <a href="http://www.parachute.org">www.parachute.org</a>  <b>Eligibility Criteria:</b> To be eligible for Parachute's services you must live in Metro Toronto AND be receiving social assistance.  <b>Services:</b> The Parachute Job Match System is a computerized database that matches your skills and career aspirations with available jobs. The centre also provides assistance with resumes, cover letters and interviews.</p>
<p><b>Pathways to Education Canada</b>                      6 Adelaide St. East, Suite 800, M5C 1H6                      Telephone: 416-646-0123 Ext. 300                      E-mail: <a href="mailto:mramos@pathwayscanada.ca">mramos@pathwayscanada.ca</a>                      Website: <a href="http://www.pathwayscanada.ca">www.pathwayscanada.ca</a>  <b>Eligibility Criteria:</b> for youth to help stay in school and access post-secondary education.  <b>Services:</b> Tutoring, group mentoring for grades 9 and 10, specialty and career mentoring for grades 11 and 12, immediate financial support such as free bus tickets tied to attendance, a bursary for post-secondary education, student-parent support workers help connect teens, parents, school administration, teachers and community agencies.</p>	<p><b>Pilot Place Society</b>                      70 Lombard St, M5C 2W2                      Telephone: 416 368 5832                      E-mail: <a href="mailto:ppsjanet@rogers.com">ppsjanet@rogers.com</a>  <b>Eligibility Criteria:</b> for adults that have lengthy and multiple hospitalizations and/or have had difficulty in other community settings.  <b>Services:</b> A 24-hour high support residential facility that provides a broad range of services for adults with a primary diagnosis of schizophrenia that provides three meals, furnished single rooms with washrooms, social and vocational services, administration of medications and directly supports psychiatric and medical treatment plans.</p>



## Agency Details: Pr—Ry

<p><b>Progress Place</b>                      576 Church St, M4Y 2E3                      Telephone: 416 323 0223                      E-mail: <a href="mailto:theclub@progressplace.org">theclub@progressplace.org</a>                      Website: <a href="http://www.progressplace.org">www.progressplace.org</a>  <b>Eligibility Criteria:</b> for anyone in the GTA with a history of mental illness, such as severe depression, bipolar disease or schizophrenia.  <b>Services:</b> Help members to secure jobs, train them and guarantee to the employer that the job will be done, peer tutoring in math, English and computers, supported housing, peer support telephone line and 12 step double recovery program for clients with both mental health and addiction concerns.</p>	<p><b>Refugees and Immigrants Information Centre Toronto</b>                      109-60 Wellesley St E, M4X 1G6                      Telephone: 416 961 7027  <b>Eligibility Criteria:</b> for immigrants and refugees.  <b>Languages:</b> English, translation and interpretation for 30 languages including French, Sinhala, Spanish and Tamil.  <b>Services:</b> Settlement services, translation of documents, information and referral, assistance with immigration matters - statutory declarations, affidavits and oaths, sponsorship (overseas and inland) appeals for failed refugee claims, lawyer available by appointment and in emergencies.</p>
<p><b>Regent Park Community Health Centre</b>                      465 Dundas St. E, M5A 2B2                      Telephone: 416 364 2261                      Website: <a href="http://www.regentparkchc.org">www.regentparkchc.org</a>  <b>Eligibility Criteria:</b> for persons in catchment area or persons who are homeless.  <b>Languages:</b> English, Somali, Cantonese, Mandarin, Filipino, French, Spanish, Tamil, Vietnamese.  <b>Services:</b> Newcomer homework club, ESL and literacy, dental services, prenatal and postnatal care, foot care, community health education, tenant organizing, harm reduction, newcomer services and teen counselling</p>	<p><b>Regent Park Focus Community Coalition Against Substance Abuse</b>                      600 Dundas St E, Rear Bsmt, M5A 2B9                      Telephone: 416 863 1074                      E-mail: <a href="mailto:catchmail@catchdaflava.com">catchmail@catchdaflava.com</a>                      Website: <a href="http://www.catchdaflava.com">www.catchdaflava.com</a>  <b>Eligibility Criteria:</b> programming is for youth.  <b>Services:</b> Community economic development, video camera workshops, youth run radio show, use of music recording studio, drumming classes, photography, youth run magazine, graphic art and social marketing and new media – blogs, vlogs.</p>
<p><b>Responsible Gambling Council</b>                      205-411 Richmond St E, M5A 3S5                      Telephone: 416 499 9800                      Toll Free: 1 888 391 1111                      Website: <a href="http://www.responsiblegambling.org">www.responsiblegambling.org</a>  <b>Services:</b> Gambling prevention programs, information on responsible gambling, research and outreach.</p>	<p><b>Ryerson University</b>                      350 Victoria St, M5B 2K3                      Telephone: 416 979 5000                      Admissions telephone: 416 979 5027                      E-mail: <a href="mailto:inquire@ryerson.ca">inquire@ryerson.ca</a>                      Website: <a href="http://www.ryerson.ca">www.ryerson.ca</a>  <b>Eligibility Criteria:</b> <a href="http://www.ryerson.ca/undergraduate/admission/international">www.ryerson.ca/undergraduate/admission/international</a>  <b>Services:</b> Undergraduate, graduate and continuing education. Programs for newcomers: workplace communication in Canada program, prior learning and competency evaluation and documentation (PLACED) and English as an additional language certificate.</p>

## Agency Details: Sa-Se

<p><b>Salvation Army: Gateway</b>                      107 Jarvis St, M5C 2H4                      Telephone: 416 368 0324                      E-mail: <a href="mailto:frontline@thegateway.ca">frontline@thegateway.ca</a>                      Website: <a href="http://www.thegateway.ca">www.thegateway.ca</a>  <b>Eligibility Criteria:</b> for men 21 and older.  <b>Services:</b> Emergency shelter, case management, housing, addictions counselling, health care, street outreach, spiritual counselling, free meals, drop-in (open to all) and the gateway linens employment program.</p>	<p><b>Salvation Army: Immigrant and Refugee Services</b>                      160 Jarvis St, M5B 2E1                      Telephone: 416 360 6036                      E-mail: <a href="mailto:tsarefugee@bellnet.ca">tsarefugee@bellnet.ca</a>                      Website: <a href="http://www.harbourlight.org/irs">www.harbourlight.org/irs</a>  <b>Languages:</b> Chinese, English, French, Portuguese, Spanish and Tagalog.  <b>Services:</b> ESL classes, settlement counselling, computer classes, French classes, newcomer conversation group, referrals to community services and information on settlement.</p>
<p><b>Salvation Army: River Street Ministries</b>                      77 River St, M5A 3P1                      Telephone: 416 304 1982                      Website: <a href="http://torontosalvationarmy.ca">torontosalvationarmy.ca</a>  <b>Eligibility Criteria:</b> proof of address and income, and identification for each family member required. Call for an appointment.  <b>Languages:</b> English, French, Spanish  <b>Services:</b> Emergency assistance is provided in the form of clothing, food, accommodation, life skills training, crisis intervention, anger management courses, counselling and case management. The River Street Café offers free lunch. Café Hours: Mon 9-12 noon, Tuesday-Friday 9-3</p>	<p><b>Salvation Army: Toronto Grace Health Centre</b>                      650 Church St, M4Y 2G5                      Telephone: 416 925 2251                      E-mail: <a href="mailto:info@torontograce.org">info@torontograce.org</a>                      Website: <a href="http://www.torontograce.org">www.torontograce.org</a>  <b>Eligibility Criteria:</b> for adults, 18 years and older. Services are for patients who are medically stable.  <b>Services:</b> Neuromuscular support, complex systems support unit, transitional care unit, palliative care unit, clinical care unit, and Toronto Grace foot clinic.</p>
<p><b>Sanctuary</b>                      25 Charles St E, M4Y 1R9                      Telephone: 416 922 0628                      E-mail: <a href="mailto:info@sanctuarytoronto.ca">info@sanctuarytoronto.ca</a>                      Website: <a href="http://www.sanctuarytoronto.ca">www.sanctuarytoronto.ca</a>  <b>Services:</b> Visual arts, music and drama programming, Drop In with: food, telephone access, resources, advocacy and referrals upon request, pastoral care, shower facilities, locker storage, personal care items, health care, games/social time, access to art material, access to reading materials, employment training and street outreach.</p>	<p><b>SEAS Centre</b>                      603 Whiteside Pl, M5A 1Y7                      Telephone: 416 362 1375                      E-mail: <a href="mailto:seas@seascentre.org">seas@seascentre.org</a>                      Website: <a href="http://www.seascentre.org">www.seascentre.org</a>  <b>Languages:</b> Chinese, Vietnamese, Filipino.  <b>Services:</b> New immigrant men program including help with career skills, emotional adjustment, cultural and norms differences and community settlement assistance; train seniors to become leaders, organize social activities and advocate for their well-being; a photography exhibit by newcomer youth and a Filipino program including advocacy and access, information and outreach, and support for grassroots community groups.</p>

## Agency Details: Se-So

### Seaton House

339 George St, M5A 2N2

Telephone: 416 392 5522

Annex Telephone: 416 392 3855

E-mail: [ksmith@toronto.ca](mailto:ksmith@toronto.ca)

Website: <http://www.toronto.ca/housing/sock/see.htm>

**Eligibility Criteria:** for homeless men.

**Services:** Seaton House is a shelter that can house up to 434 homeless men. Free meals, clothing and shoes are provided and physicians and nurses are available.

Annex Harm Reduction Program: a shelter for homeless men living with severe addictions run on the principle of harm reduction.

### Serve!

543 Queen St E, M5A 1V1

Telephone: 416 933 2950

E-mail: [info@servecanada.org](mailto:info@servecanada.org)

Website: [www.servecanada.org](http://www.servecanada.org)

**Eligibility Criteria:** for youth ages 13 - 24.

**Services:** Youth programming including life and work skills training, community involvement, team-building, leadership development and employment preparedness.

### Sherbourne Health Centre – Sherbourne Health Bus

333 Sherbourne St, M5A 2S5

Telephone: 416 324 4170

E-mail: [info@sherbourne.on.ca](mailto:info@sherbourne.on.ca)

Website: [www.sherbourne.on.ca](http://www.sherbourne.on.ca)

**Eligibility Criteria:** for local residents, homeless & under-housed individuals, the LGBT community, New Canadians.

**Services:** Primary health care, culturally responsive care for recent immigrants, LGBTQ primary health care and health promotion, youth health and mentoring, parenting and families, mental health counselling, homeless programs, on the spot nursing care on the health bus, naturopathic and chiropractic services.

### Sherbourne Health Centre—Vasantham Tamil Seniors Wellness Centre

365 Bloor St E, Ste 217, M4W 3L4

Telephone: 416 324 4185

E-mail: [vasantham@sherbourne.on.ca](mailto:vasantham@sherbourne.on.ca)

Website: [www.vasanthamontario.org](http://www.vasanthamontario.org)

**Eligibility Criteria:** for Tamil seniors and their families.

**Languages:** English, Tamil.

**Services:** Information, education and counselling, health and mental health services, addiction case management, elder abuse, domestic violence, interpretation, domestic violence outreach and referrals to community services.

### Silayan Community Centre

301-476 Parliament St, M4X 1P2

Telephone: 416 926 9471; 416 926 9505

E-mail: [silayancommunitycentre@yahoo.ca](mailto:silayancommunitycentre@yahoo.ca)

Website: [silayancommunitycentre.blogspot.com](http://silayancommunitycentre.blogspot.com);  
[www.silayan.ca](http://www.silayan.ca)

**Languages:** English, Tagalog.

**Services:** Immigration support services, computer classes, crisis intervention, counselling, drop in, resource centre, networking, skills training, workshops on health and wellness, nutrition, drug-prevention services, mental health promotion, crime prevention and safety, cultural heritage programs for children and youth, Filipino language classes for adults and specialized programs for seniors, youth, women and LGBT newcomers.

### Society of St. Vincent de Paul

240 Church St, M5B 1Z2

Telephone: 416-364-5577

E-mail: [info@svdptoronto.com](mailto:info@svdptoronto.com)

Website: [www.svdptoronto.com](http://www.svdptoronto.com)

**Services:** Referrals to food vouchers, clothing and furniture, women's emergency and transitional housing, St Francis Residence – a home for men and women with mental illness, Ozanam House – for men awaiting addiction treatment, Vincent Paul Community Homes – for men and women recovering from addiction and DePaul, Vincent and Martineau Houses – for men and women who are developmentally handicapped.

## Agency Details: So-St

<p><b>Sojourn House</b>                      101 Ontario St, M5A 2V2                      Telephone: 416 864 9136                      E-mail: <a href="mailto:info@sojournhouse.org">info@sojournhouse.org</a>                      Website: <a href="http://www.sojournhouse.org">www.sojournhouse.org</a>  <b>Eligibility Criteria:</b> must be a refugee, refugee claimant, or non-status individual.  <b>Languages:</b> Amharic, Arabic, English, Farsi, French, Spanish, Swahili, Russian, access to volunteer interpreters who speak other languages.  <b>Services:</b> Settlement counselling, cultural orientation to Canada and Toronto, referrals to ethno-cultural groups and community centres, assistance in identifying transferable skills and appropriate educational opportunities, follow up and outreach.</p>	<p><b>Sound Times Support Services</b>                      280 Parliament St, M5A 3A4                      Telephone: 416 979 1700                      E-mail: <a href="mailto:info@soundtimes.com">info@soundtimes.com</a>                      Website: <a href="http://www.soundtimes.com">www.soundtimes.com</a>  <b>Eligibility Criteria:</b> for consumers, survivors and people experiencing mental health problems.  <b>Services:</b> Peer support, referral, help finding resources for food, clothing, shelter, advocating with ODSP, OW and CPP, negotiating accommodations, rental disputes etc, computer classes, resume writing, assistance applying to educational programs, supports for consumers and survivors in contact with the courts, police, probation and parole or who are in custody, harm reduction and referrals to treatment.</p>
<p><b>St. Bartholomew's Church Community Services</b>                      509 Dundas St E, M5A 3V3                      Telephone: 416-368-9180  <b>Eligibility Criteria:</b> based on geographic boundaries. Bring proof of address.  <b>Services:</b> St. Bartholomew's offers a breakfast program and a food bank. Breakfast program is for all ages.                      Hours: Tuesday, Thursday 6-8 am.                      Food Bank Hours: Monday, Thursday 10 am-11:30 am, closed first Monday or Thursday of the month, whichever comes first.</p>	<p><b>St. Michael's Hospital</b>                      30 Bond St, M5B 1W8                      Telephone: 416 360 4000                      Emergency Department: 416 864 5094                      Website: <a href="http://www.stmichaelshospital.com">www.stmichaelshospital.com</a>  <b>Languages:</b> Doctor's have access to translation aids when a translator is not available in the following languages: Arabic, Cantonese, Farsi, French, Italian, Korean, Mandarin, Polish, Portuguese, Punjabi, Russian, Spanish, Tagalog, Tamil, and Urdu.  <b>Services:</b> Emergency health services and primary health care.</p>
<p><b>St. Paul's Basilica Food Bank</b>                      83 Power St, M5A 3A8                      Telephone: 416 364 7588  <b>Eligibility Criteria:</b> for families, couples, single women, also single men residing at 275, 285, 295 Shuter St and 155 Sherbourne St  <b>Services:</b> Food Bank.                      Hours: Open 2nd and 3rd week of each month                      Tuesday 10 am-11:30 am                      Thursday 1 pm-2:30 pm</p>	<p><b>Street Haven at the Crossroads</b>                      87 Pembroke St, M5A 2N9                      Telephone: 416 967 6060                      E-mail: <a href="mailto:info@streethaven.com">info@streethaven.com</a>                      Website: <a href="http://www.streethaven.com">www.streethaven.com</a>  <b>Eligibility Criteria:</b> for women.  <b>Services:</b> Emergency short term shelter, drop in with 24 hr support services, long-term residential treatment centre for women with substance dependence, home for women with a history of psychiatric illness and homelessness, safe, affordable, permanent housing for single women, addiction case management, reading, writing, math, computers and job search techniques programs.</p>

## Agency Details: St-To

### Street Health Community Nursing Foundation

338 Dundas St E, M5A 2A1

Telephone: 416 921 8668

E-mail: [info@streethealth.ca](mailto:info@streethealth.ca)

Website: [www.streethealth.ca](http://www.streethealth.ca)

**Eligibility Criteria:** for the homeless and under-housed in the Southeast Toronto area.

**Services:** Outreach nursing, mental health support and case management, HIV/AIDS prevention, a secure mail service, identification replacement (we help our clients to obtain birth certificates, Social Insurance cards, Ontario Health Cards, landed immigration documents, and other documents necessary in dealing with modern bureaucracies), clothing and sleeping bag distribution, support for those with Hepatitis C.

### Sunshine Centre for Seniors

117 Bloor St E, Box 849, Station F, M4Y 2N7 Toronto, ON

Telephone: 416 924 3979

E-mail: [sunshinecentres@on.aibn.com](mailto:sunshinecentres@on.aibn.com)

Website: [www.sunshinecentres.com](http://www.sunshinecentres.com)

**Eligibility Criteria:** for seniors aged 55 and older.

**Services:** Educational programs, painting, drawing, fitness and exercise, health promotion, and social and recreational opportunities.

### The Good Neighbours Club

170 Jarvis St, M5B 2B7

Telephone: 416 366 5377

E-mail: [bruno@goodneighboursclub.org](mailto:bruno@goodneighboursclub.org)

Website: [www.goodneighboursclub.org](http://www.goodneighboursclub.org)

**Eligibility Criteria:** for males over 50.

**Services:** Meals, mail and phone services, laundry, showers, clothing room, library, computer room, transportation to appointments, support care, street health clinic, diabetes clinic, addictions counsellor, counsellor to assist with housing, income programs, physical and mental health needs, AA meetings, storytelling, writing workshop, music workshop, community garden, discussion group and community exploration.

### The Second Mile Club, Carlton Centre

192 Carlton Street

Toronto M5A 2K8

Telephone: 416-922-5819

E-mail: [socialwork@secondmileclub.ca](mailto:socialwork@secondmileclub.ca)

Website: [www.secondmileclub.ca](http://www.secondmileclub.ca)

**Eligibility Criteria:** Individuals who are 55 years of age and older and individuals with physical disabilities, who are over 18 years of age.

**Languages:** English, Cantonese and Mandarin.

**Services:** Adult day program, case management, security checks, telephone reassurance, medical escort, exercise programs and social time.

### Times Change Women's Employment Service

1704-365 Bloor St E, M4W 3L4

Telephone: 416 927 1900

E-mail: [women@timeschange.org](mailto:women@timeschange.org)

Website: [www.timeschange.org](http://www.timeschange.org)

**Eligibility Criteria:** for women. Employment services are only offered to women who are unemployed or working less than an average of 20 hours per week.

**Services:** Service orientation, education counselling, career planning workshop, job search workshop, skills training workshop, exploring the available options for government funded training, resource centre, job board, computer services and introductory computer workshops.

### Toronto Christian Resource Centre

40 Oak St, M5A 2C6

Telephone: 416 363 4234

E-mail: [crc@tcrc.ca](mailto:crc@tcrc.ca)

Website: [www.tcrc.ca](http://www.tcrc.ca)

**Services:** Rooming houses, transitional housing, Toronto social housing connections site, rooms registry (listing affordable housing), drop-in with free lunch daily, community gardens, weekly fruit and vegetable market, support for immigrant women's groups and advocacy for: affordable housing, food access and security and employment.



## Agency Details: To-

<p><b>Toronto Community Housing &amp; Housing Connections.</b> Downtown East 275 Shuter St, M5A 1W5 Telephone: 416 981 7368; 416 981 6111 E-mail: <a href="mailto:ask@housingconnections.ca">ask@housingconnections.ca</a> Website: <a href="http://www.torontohousing.ca">www.torontohousing.ca</a>; <a href="http://www.housingconnections.ca">www.housingconnections.ca</a> <b>Eligibility Criteria:</b> all members of the household must be Canadian citizens, landed immigrants (permanent residents), applicants for permanent resident status, refugees, or a refugee claimants; One member of the household must be 16 years of age or older. <b>Services:</b> Rent supplement, housing allowance and community economic development program.</p>	<p><b>Toronto Friendship Centre</b> 323 Dundas St E, M5A 2A2 Telephone: 416 368 8179 E-mail: <a href="mailto:tfc@sympatico.ca">tfc@sympatico.ca</a> Website: <a href="http://www.thetorontofriendshipcentre.com">www.thetorontofriendshipcentre.com</a> <b>Services:</b> Free meals. programs for men, women, seniors and youth, programs to build social and educational skills, programs to assist with job search, find and keep, health related programs and programs assisting in finding temporary shelter and permanent residence.</p>
<p><b>Toronto Hostel Services: Assessment &amp; Referral Centre, Adelaide Resource Centre for Women</b> 67 Adelaide St E, M5C 1K6 Assessment and Referral Centre Telephone: 416 338 4766 Toll-Free: 1 877 338 3398 (Pay Phones Only) Adelaide Resource Centre for Women Telephone: 416 392 9243; 416 398 5003 E-mail: <a href="mailto:ssnow@toronto.ca">ssnow@toronto.ca</a> Website: <a href="http://www.toronto.ca/housing/index.htm">www.toronto.ca/housing/index.htm</a> <b>Services:</b> Assessment and referral centre: intake for emergency shelter; Adelaide Resource Centre for Women: doctor, podiatrist, psychiatrist, nurse, laundry, meals, literacy skills, computer access, support groups, career help, showers and phones.</p>	<p><b>Toronto Kiwanis Boys and Girls Clubs</b> 101 Spruce St, M5A 2J3 Telephone: 416 925 2243 E-mail: <a href="mailto:admin@believeinkids.ca">admin@believeinkids.ca</a> Website: <a href="http://www.believeinkids.ca">www.believeinkids.ca</a> <b>Eligibility Criteria:</b> for children aged 6-18 years and their families. <b>Services:</b> After school programs, safe walk home – safe transportation, youth programs on literacy, computers, cooking club, dance program, public speaking program, guitar lessons and leadership training.</p>
<p><b>Toronto People with AIDS Foundation</b> 200 Gerrard St E, 2nd Fl, M5A 2E6 Telephone: 416-506-1400 E-mail: <a href="mailto:info@pwatoronto.org">info@pwatoronto.org</a> Website: <a href="http://www.pwatoronto.org">www.pwatoronto.org</a> <b>Eligibility Criteria:</b> persons living with HIV/AIDS <b>Languages:</b> English, interpretation available. <b>Services:</b> Financial assistance, meal delivery program, help applying for social assistance, accessing medication, treatment information and counseling, naturopathic clinic, harm reduction services, complementary therapies including massage, reiki, yoga, income tax clinic, haircuts. Food bank: Wed 2-7pm, Thurs 12 -4pm.</p>	<p><b>Toronto Police – 51 Division</b> 51 Parliament St, M5A 2Y5 Telephone: 416 808 5100 Website: <a href="http://torontopolice.on.ca">torontopolice.on.ca</a> <b>Languages:</b> Interpreters are always available when calling 911. <b>Services:</b> (non-emergency services): newcomer outreach program - the Toronto police service newcomer outreach program is intended to provide new immigrants with information on police services in Toronto, information on how to access those services, and to explain some of their rights and responsibilities under Canadian law.</p>

## Agency Details: To-

<p><b>Toronto Public Health</b>                  277 Victoria St, 5<sup>th</sup> Fl, M5B 1W2                  Telephone: 416 338 7600 (Toronto Health Connection); 416 690 2142 (After hours emergency)                  TTY: 416 392 0658                  E-mail: <a href="mailto:publichealth@toronto.ca">publichealth@toronto.ca</a>                  Website: <a href="http://www.toronto.ca/health">www.toronto.ca/health</a>  <b>Languages:</b> Translation services are available  <b>Services:</b> Health promotion, advocacy, health protection, health assessment and prevention.</p>	<p><b>Toronto Public Libraries: Parliament Street Branch</b>                  269 Gerrard St E, M5A 2G3                  Telephone: 416 393 7663  <b>Languages:</b> Collections in French, Chinese, Spanish, Tamil and Vietnamese.  <b>Services:</b> Adult literacy materials, career information, ESL materials, language learning kits, parenting collection, baby time/toddler time: stories and songs for children 0 – 3 and their caregivers, pre school time: for children 3 – 5 and caregivers, reading program for children 1 – 6 years old and computer classes.</p>
<p><b>Toronto Public Libraries: St. Jamestown Branch</b>                  495 Sherbourne St, M4X 1K7                  Telephone: 416 393 7744  <b>Languages:</b> Collections in: French, Chinese, Korean, Polish, Russian, Spanish, Tagalog, Tamil, Urdu Vietnamese.  <b>Services:</b> Adults’ reading club, leadership program for youth 12 – 17, preschool time, family time, job search information seminar, help with transitions to employment, computer classes. adult literacy materials, ESL materials, language learning kits, and a parenting collection</p>	<p><b>Toronto Public Libraries: St. Lawrence Branch</b>                  171 Front St E, M5A 4H3                  Telephone: 416 393 7655  <b>Services:</b> Adult ESL materials, language learning kits, book club and baby time.</p>
<p><b>Toronto Rape Crisis Centre:                  Multicultural Women Against Rape</b>                  Office phone: (416) 597-1171 Administration only                  Crisis phone: (416) 597-8808 TTY Phone:(416) 597-1214                  E-mail: <a href="mailto:info@trccmwar.ca">info@trccmwar.ca</a>; <a href="mailto:crisis@trccmwar.ca">crisis@trccmwar.ca</a>                  Website: <a href="http://www.trccmwar.ca">www.trccmwar.ca</a>  <b>Eligibility Criteria:</b> for anyone who has been raped, sexually assaulted or abused; women who have had unwanted sexual touching; incest survivors; friends, family.</p> <p><b>(Continued to the right)</b></p>	<p><b>Toronto Rape Crisis Centre: Multicultural Women Against Rape (continued)</b></p> <p><b>Languages:</b> English, other languages dependent on staff, but translation services may be provided.  <b>Services:</b> All services are confidential: crisis intervention, culturally sensitive counselling, support and referral, information on alternatives to the legal justice system, court support, accompaniment and advocacy program, children's room. Trans-positive environment.</p>

## Agency Details: To-Vi

<p><b>Toronto Senior’s Council</b>                  2 Carlton St, Ste 1001, M5B 1J3                  Telephone: 416 630 7000                  E-mail: <a href="mailto:tsc@pathcom.com">tsc@pathcom.com</a>                  Website: <a href="http://www.torontoseniorscouncil.ca">www.torontoseniorscouncil.ca</a>  <b>Services:</b> Friendly to seniors program – physical assessment of community buildings to determine accessibility for seniors, employee workshops addressing the myths and challenges associated with aging, forums and networking.</p>	<p><b>Toronto Social Services Division – Ontario Works, Downtown Toronto Social Services</b>                  111 Wellesley St E, 2<sup>nd</sup> and 3<sup>rd</sup> Fl, M4Y 3A7                  Telephone: 416 392 5300 Toll Free: 1 888 465 4478                  TTY: 416 392 2594                  Website: <a href="http://www.toronto.ca/socialservicesindex.htm">www.toronto.ca/socialservicesindex.htm</a>  <b>Eligibility Criteria:</b> Online Eligibility Estimator: <a href="https://secure.toronto.ca/WAYSSelect/estimator.jsp">https://secure.toronto.ca/WAYSSelect/estimator.jsp</a>                   (continued below)</p>
<p><b>Toronto Social Services Division—Ontario Works, Downtown Toronto Social Services (continued)</b>   <b>Languages:</b> Multilingual Access Lines in: Chinese, French, Persian/Farsi, Polish, Portuguese, Russian, Somali, Spanish and TTY access.  <b>Services:</b> Employment resource centres, career planning, work experience, training, education, job search, supports while you work, assessment of international credentials, financial help with employment and school.</p>	<p><b>Toronto Tamil Seniors’ Association</b>                  The Edmonton, 275 Bleecker St, M4X 1M1                  Telephone: 416 323 9086                  E-mail: <a href="mailto:ttsa@bellnet.ca">ttsa@bellnet.ca</a>  <b>Eligibility Criteria:</b> for adults 55 and over and their families  <b>Languages:</b> English and Tamil.  <b>Services:</b> Settlement services – information and referral, assistance with filling out forms, health information sessions, advocacy, outreach, friendly visiting and security checks, educational and exercise programs, recreation programs and support groups.</p>
<p><b>Turning Point Youth Services</b>                  95 Wellesley St E, M4Y 2X9                  Telephone: 416 925 9250 (Intake)                  E-mail: <a href="mailto:info@turningpoint.ca">info@turningpoint.ca</a>                  Website: <a href="http://www.turningpoint.ca">www.turningpoint.ca</a>  <b>Eligibility Criteria:</b> for at-risk, vulnerable youth 12-24 and their families.  <b>Services:</b> Clinical and counselling services, youth court mental health worker, violence prevention, residential care and treatment, alternative sentencing option, emergency shelter, and support for male youth 16-24 who are homeless/at risk of homelessness.</p>	<p><b>Vision Africana 2000</b>                  155 Dundas St. E, M5B 1E4                  Telephone: 416 963 9482                  E-mail: <a href="mailto:visionafricana2000@gmail.com">visionafricana2000@gmail.com</a>                  Website: <a href="http://www.visionafricana2000.org">www.visionafricana2000.org</a>  <b>Eligibility Criteria:</b> for newcomers who are of African origin.  <b>Languages:</b> French.  <b>Services:</b> Cultural activities, sports activities, assistance obtaining a health card and accessing health services in French, employment services, information on entrepreneurship, legal aid, computer classes and sponsors orphans and widows to come to Canada</p>



## Agency Details: Wo-Yo

### Women's Health in Women's Hands Community Health Centre

2 Carlton St, Ste 500, M5B 1J3

Telephone: 416 593 7655 TTY: 416 593 5835

E-mail: [whiwh@web.net](mailto:whiwh@web.net) Website: [www.whiwh.com](http://www.whiwh.com)

**Eligibility Criteria:** black women and women of colour in Metropolitan Toronto and area aged 16 and older.

**Languages:** interpretation services are available.

**Services:** Primary health care, self advocacy, individual and group counselling, health promotion and education, pre and post natal care, HIV/AIDS prevention, support and care, support groups, resource information centre, supportive self care activities, dietician, chiroprapist, diabetes education, programs for older women, community education, food access, services for young women and for lesbian, queer and trans women.

### World Education Services

700-45 Charles St E, M4Y 1S2

Telephone: 416 972 0070 Toll-Free: 1 866 343 0070

E-mail: [Canada@wes.org](mailto:Canada@wes.org)

Website: [www.wes.org/ca](http://www.wes.org/ca)

**Eligibility Criteria:** Open. There are fees for services.

**Services:** Credential evaluation - storing and delivering your verified international transcripts with evaluation reports and preparing evaluation reports, which explain how your international education compares with the Canadian system; the WES ICAP: helps admissions officers and professional licensing bodies gain a better understanding of your international education and re-view your application faster.

### YMCA of Greater Toronto

42 Charles St E, M4Y 1T4

Telephone: 416 928 9622 Toll-Free: 1 800 223 8024

Website: [www.ymcatoronto.org](http://www.ymcatoronto.org)

**Languages:** Over 50 languages, including Alphabet for Deaf/blind and American Sign Language.

**Services:** Newcomer Settlement Programs – Language Assessment and Referral Centre, Newcomer Information Centre (info for employment, education, health, housing, legal & social services, community, consumer and more) newcomer youth services, volunteer network, computer resource centre, monthly workshops and guest speakers. Also: employment programs, fitness and recreation, YMCA Academy, child care, camps, youth outreach, emergency shelter, transitional housing, supported living accommodations, counselling for addictions and gambling problems. Multiple sites all across the GTA.

### Yonge Street Mission

306 Gerrard St. E, M5A 2G7

Evergreen: 381 Yonge St., Bsmt, M5B 1S1

Telephone: 416 929 9614

Evergreen Telephone: 416 977 7259

E-mail: [info@ysm.ca](mailto:info@ysm.ca) Website: [www.ysm.on.ca](http://www.ysm.on.ca)

**Services:** Meal programs, daycare, preschool, job search assistance, computer training, addiction recovery support, counselling services, clothing, and supportive housing. Evergreen is for street involved youth and offers a drop in centre, employment resource centre, health centre and leadership and community development for youth and families.

### Youthdale Treatment Centre

227 Victoria St, M5B 1T8

Telephone: 416 368 4896

Crisis Telephone: 416 363 9990

E-mail: [management@youthdale.ca](mailto:management@youthdale.ca)

Website: [www.youthdale.ca](http://www.youthdale.ca)

**Eligibility Criteria:** for children ages 6 – 18.

**Services:** Outpatient consultation, residential treatment, psychiatric crisis response, family treatment, day treatment, medication consultation, psychiatric consultation, psychological assessment, neuropsychology, mobile response, transitional psychiatric unit, secure treatment unit – emergency psychiatric treatment for youth under 16.

The following organizations do not offer direct services to newcomers, but may be useful to service providers. This section includes advocacy groups, umbrella organizations and groups offering training and education for professionals.

<p><b>Committee for Accessible AIDS Treatment</b>  c/o Regent Park Community Health Centre  465 Dundas St E, M5A 2B2  Telephone: 416 364 2261 X 2277  E-mail: <a href="mailto:coordinator@hivimmigration.ca">coordinator@hivimmigration.ca</a>; <a href="mailto:assisant@hivimmigration.ca">assisant@hivimmigration.ca</a>  Website: <a href="http://www.hivimmigration.ca">www.hivimmigration.ca</a></p> <p>The committee is a coalition of more than 30 Ontario based organizations from the legal, health, settlement and HIV/AIDS sectors. It was formed to improve treatment and service access for marginalized people with HIV/AIDS. CAAT is involved in education, research, service coordination and advocacy on issues related to HIV, immigration and access.</p>	<p><b>Ontario AIDS Network</b>  105-468 Queen St E, M5A 1T7  Telephone: 416 364 4555 Toll Free: 1 800 839 0369 AIDS Hotline: 1 800 668 2437  E-mail: <a href="mailto:info@ontarioaidsnetwork.on.ca">info@ontarioaidsnetwork.on.ca</a>  Website: <a href="http://www.ontarioaidsnetwork.on.ca">www.ontarioaidsnetwork.on.ca</a></p> <p>The network provides information for organizations on HIV and depression, offers educational programs, provides advocacy to ensure that persons living with HIV/AIDS are actively and effectively participating in all decision-making processes of the network and provides resources for professional development in the HIV/AIDS sector.</p> <p>The network provides funds to support clients who are in greatest need of emergency financial assistance for necessities such as: food, medicine, shelter, transportation, optical and dental care.</p>
<p><b>Ontario Association of Interval &amp; Transition Homes</b>  2 Carlton St, Ste 1404, M5B 1J3  Telephone: 416 977 6619  E-mail: <a href="mailto:chair@oaith.ca">chair@oaith.ca</a> Website: <a href="http://www.oaith.ca">www.oaith.ca</a></p> <p>The association monitors provincial policies and legislation on social programs, systemic changes and practices that affect women and children, creates policy and practice alternatives for consideration by policy makers, develops information for members, policy makers, media and the public on issues of concern to abused women and their children, participates in consultations, hearings, conferences and public awareness opportunities to bring attention to concerns of abused women.</p>	<p><b>Toronto Disaster Relief Committee</b>  6 Trinity Square, M5G 1B1  Telephone: 416 599 8372  E-mail: <a href="mailto:torontodisasterrelief@gmail.com">torontodisasterrelief@gmail.com</a>  Website: <a href="http://www.tdrc.net">www.tdrc.net</a></p> <p>The committee declares homelessness as a national disaster, and demands that Canada end homelessness by implementing a fully-funded National Housing Program through the One Percent Solution.</p> <p>The committee also engages in advocacy on housing and homelessness issues and provides coordination of services for the National Housing and Homelessness Network.</p>
<p><b>Regroupement des Intervenantes et Intervenants Francophones en Santé et en Services Sociaux de l'Ontario</b>  2 Gloucester St, Ste 205, M4Y 1L5  Telephone: 416 968 6759  Toll-Free: 1 800 265 4399  E-mail: <a href="mailto:info@cliquezsante.ca">info@cliquezsante.ca</a>  Website: <a href="http://www.cliquezsante.ca">www.cliquezsante.ca</a></p> <p>Cliquez Santé is a human resource planning tool intended to allow the francophone population in Ontario to access health services in French.</p>	<p><b>Ontario Literacy Coalition</b>  503-65 Wellesley St E, M4Y 1G7  Telephone: 416 963 5787  E-mail: <a href="mailto:olc@on.literacy.ca">olc@on.literacy.ca</a>  Website: <a href="http://www.on.literacy.ca">www.on.literacy.ca</a></p> <p>The OLC works to ensure all adults in Ontario benefit from literacy by gathering data and intelligence, cultivating partnerships, building capacity and advising the public sector, the literacy field and other organizations to enable them to shape policy and guide program development.</p>

If your agency is not featured in this directory and you would like it to be included, or if any of the information needs to be updated, please contact LIP Staff at 416-363-1066 or by e-mail: [amills@ccvt.org](mailto:amills@ccvt.org)

# East Downtown Toronto Local Immigration Partnership

## What is Local Immigration Partnership?

Local Immigration Partnership (LIP) is a program developed by Citizenship and Immigration Canada in partnership with the Ontario Ministry of Citizenship and Immigration to strengthen the role of local neighborhoods in serving and integrating immigrants.

The East Downtown Toronto LIP has been created to support the objectives of the Canada-Ontario Immigration Agreement and complement efforts by Canada, Ontario and Toronto to improve immigration outcomes for immigrants and for Toronto as a whole.

LIP seeks to help communities put immigration on their overall planning agenda in order for communities to benefit from the successful social and economic integration of new immigrants.

LIPs identify groups that coordinate and enhance service delivery to newcomers to avoid duplication and promote efficient use of resources.

LIPs also aim to provide a collaborative space for the development and implementation of sustainable local and regional solutions for successful integration of immigrants to Toronto.



The geographic boundaries for the East Downtown Toronto LIP have been established as North of Lakeshore, South of Bloor, East of Yonge and West of the Don Valley River.