

# Toronto Community Services Resource Guide

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2010



**This booklet provides information about community services and programs in the city of Toronto that are accessible to residents who lack secure immigration status.**

If you do not have immigration status, or are waiting for a decision on your case from Citizenship & Immigration Canada, there are places to get services such as health care, legal advice, counselling, or shelter. This guide is intended to help you find the available resources within the city.

Last updated: August 2010

Please visit our website at **[www.socialplanningtoronto.org](http://www.socialplanningtoronto.org)** to download multilingual versions of this guide, as well as access our online version.

If your agency or organization is listed in this guide and you have changes you would like to report to us, please contact us at:

[nsidhu@socialplanningtoronto.org](mailto:nsidhu@socialplanningtoronto.org) or 416-351-0095 ext 219

*Disclaimer: Inclusion of an organization and information about its program and services in this guide does not imply endorsement by the creators of the guide, nor does exclusion indicate lack of endorsement. The guide is intended for information purposes only.*

## **HOW TO MAKE BEST USE OF THIS GUIDE**

This guide includes service providers located in the city of Toronto. We have surveyed or directly contacted all of the organizations included in this guide to find out which services and programs are accessible to individuals who do not have full immigration status in Canada and what kind of documentation, if any, is required in order to receive them.

All of the agencies and organizations in this guide reported that they did work with non-status and other precarious status immigrants and kept a person's status information confidential, except in situations where Canadian law requires otherwise. Such situations can include:

- In cases where an agency worker believes that a child of 16 years and younger is being physically, sexually, or emotionally abused, neglected or exposed to family violence, they are legally required to inform the Children's Aid Society;
- Agencies may have their files subpoenaed by a court of law;
- In cases where a person is considered a danger to themselves or others;
- Health professionals are legally required to report any positive cases of sexually transmitted infections to Toronto Public Health;
- In other instances, status information can be shared between agencies for referral purposes, in order for the client to receive the most appropriate services possible. Agencies will sometimes ask for a client's consent before sharing any personal information.

## **\*\*\*ALWAYS CALL TO CONFIRM\*\*\***

**All attempts were made to ensure that information was up to date and accurate at the time of printing. However, we advise users of the guide to contact agencies directly to confirm addresses, program and service information and organizational policies with respect to people with less than full immigration status. Many organizations are also flexible in terms of what documents (such as ID) are required from individuals, and will be able to provide you with the most accurate information. Some agencies may also have another service location that is in, or close to, your neighbourhood.**

The following symbols are used throughout this guide:



: indicates that there may be a fee directly or indirectly associated with this program or service.



: indicates there is currently a waiting list in order to receive services.



: indicates that agencies may ask that you provide some sort of identification or documentation in order to access programs and services. This is used to either:

- 1) Confirm your identity. In such cases, a birth certificate or passport from your home country may be accepted.
- 2) Confirm residency in Toronto. This can include a telephone or hydro bill which has your name and home address on it.
- 3) Determine immigration status. Some agencies will ask if you have status such as permanent residency, refugee status, work permit, etc, due to funding requirements. Not having status or documentation does not necessarily mean you will be excluded from receiving services. Agency staff will sometimes ask about status and documentation in order to determine how to best help you, either directly or through a proper referral. Your information will be kept strictly confidential. If you have any concerns you can always contact the agency directly and inquire about their confidentiality policy.

**Again, please call the agency or organization directly to confirm which forms of ID are accepted, exact amount of fees, or waiting list updates, as organizational information may change over time and/or agencies can sometimes be flexible in terms of documentation required.**

## **Helpful Telephone & Online Resources**

### **211 Toronto**

211 is a telephone information and referral line. This service is free and available 24/7, 365 days a year. All calls are confidential and anonymous (if the caller wants to be). Help is also available in over 170 languages.

Contact them by phone by calling 2-1-1 or visit them online at [www.211toronto.ca](http://www.211toronto.ca). Their website provides detailed information about many of the organizations listed in this guide and the types of programs and services they offer.

### **Settlement.org**

Settlement.org provides newcomers with information on job resources, navigating the immigration system, English language training, housing, health and much more. Visit them at: [www.settlement.org](http://www.settlement.org)

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## ■ MAPS ■

The following maps (pages 10-17) will give you a better idea of where in the city an organization is located.

To use these maps, simply refer to the markers and page numbers that are listed next to the organization's address.

**The abbreviation “m” refers to the marker number, while “p” stands for page number.**

For example:

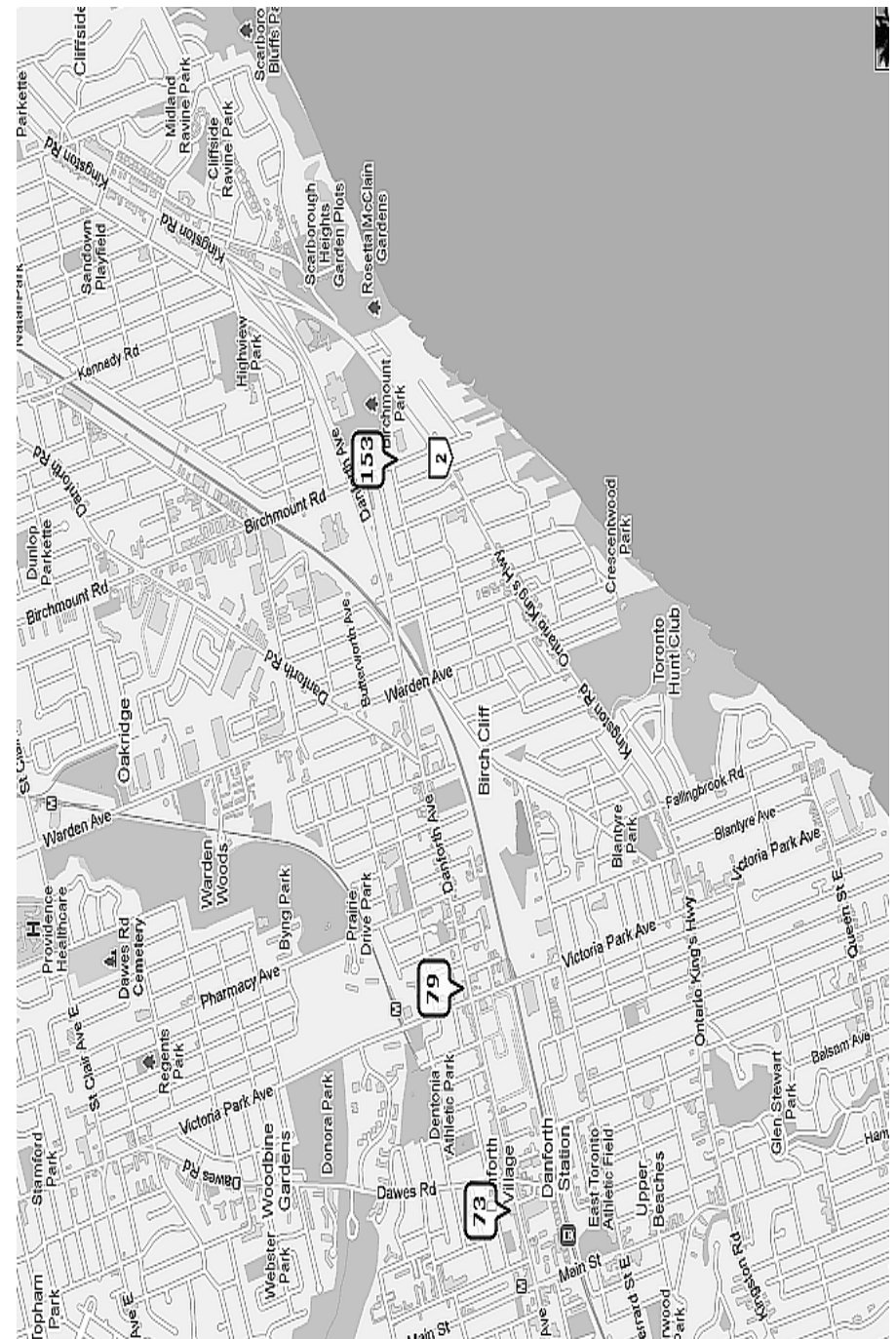
*Davenport-Perth Neighbourhood Centre*  
1900 Davenport Road (**m41, p16**) .....416-656-8025

This organization is identified by marker #41 located on the map found on page 16 of the booklet.

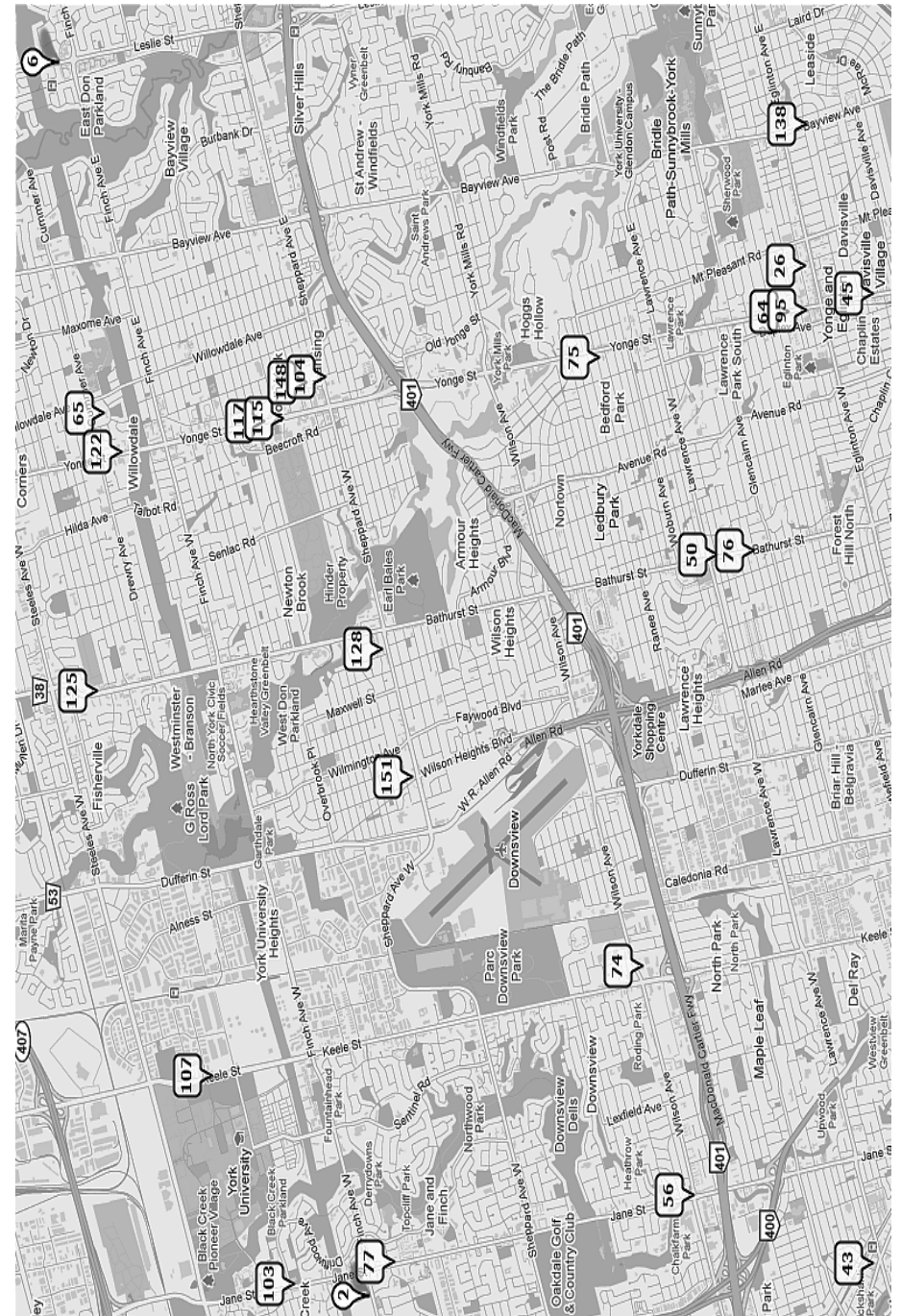
Please contact the organization directly to get exact directions or use an online navigation tool such as Google Maps (<http://maps.google.ca>).

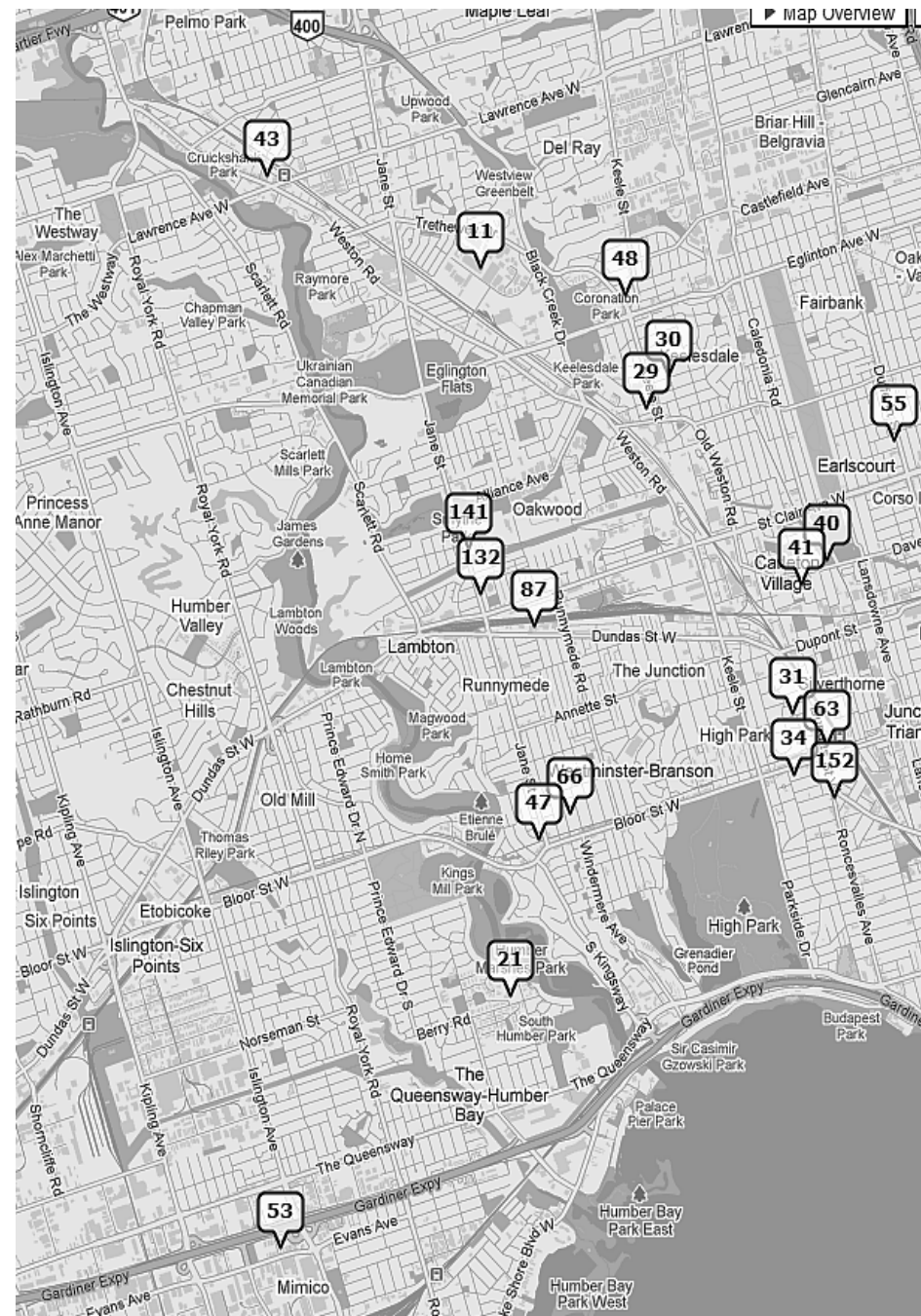
If you are using public transportation and need directions, you can visit the Toronto Transit Commission (TTC) website at **www.ttc.ca** (which also includes a trip planner) or call their information line at: 416-393-4636.



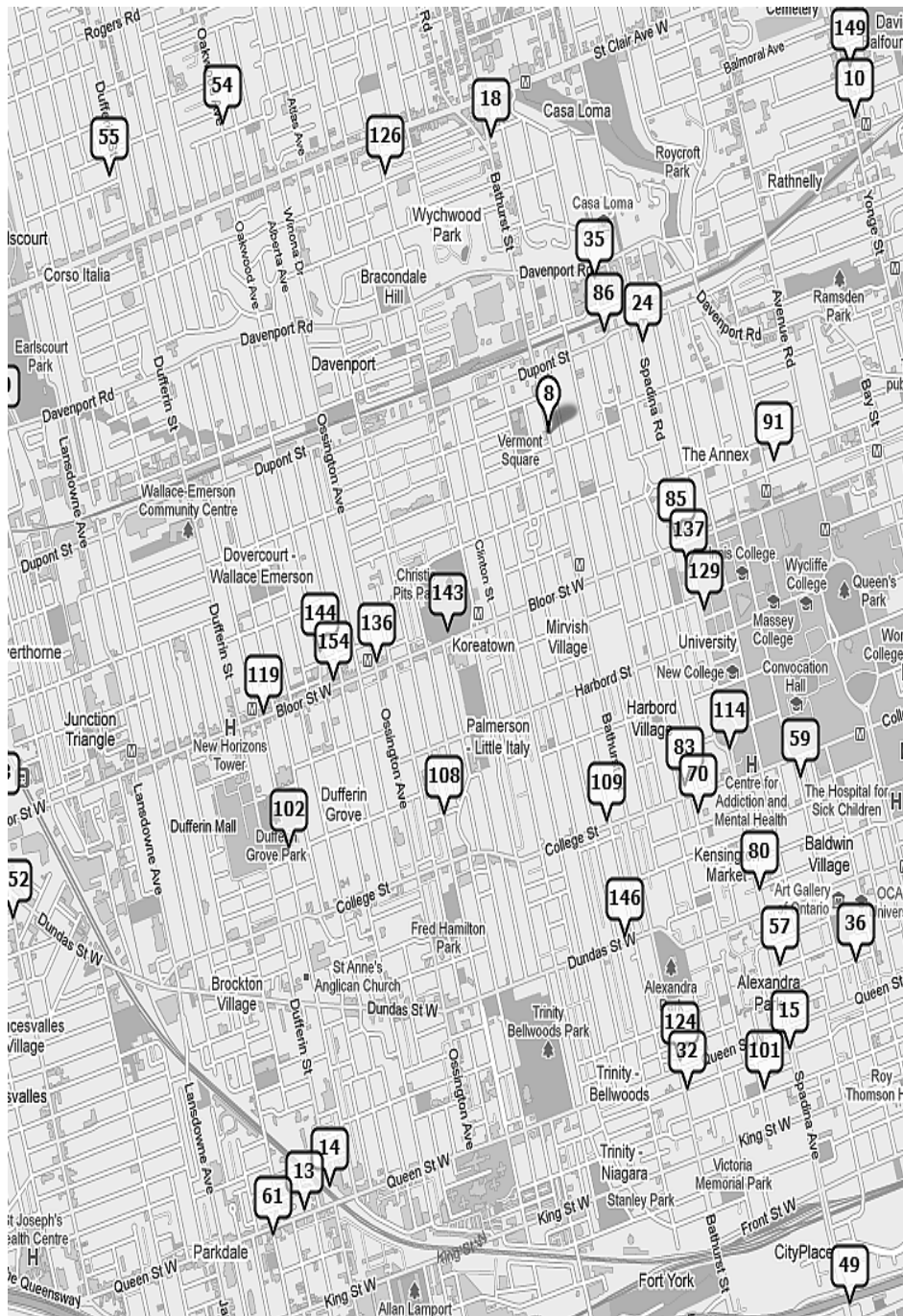












## ■ EMERGENCY SERVICES ■

### Police, Fire, Ambulance Services 9-1-1

Please be aware that 911 operators will likely send police, fire and ambulance services to respond to any emergency. Health care providers contacting 911 can request 'ambulance only' for medical emergencies. 911 services are available in many different languages. As well, Toronto Police Services has adopted a policy which instructs police officers not to ask victims or witnesses of a crime about their immigration status, unless there is a good reason to do so. However, this policy does not guarantee that police officers will not report a person to federal immigration authorities if they do find out that a person has no immigration status.

### Children & Youth Emergency Hotline

Kids Help Phone ..... 1-800-668-6868

### Distress Emergency Hotlines

Distress Line .....416-408-4357  
Gerstein Centre.....416-929-5200

### Emergency Shelter Hotline

Street Helpline.....416-392-3777

### Poison Hotline

24-hour Poison Hotline.....416-813-5900

### Sexual Assault Hotlines

Assaulted Women's Helpline.....416-863-0511  
Toronto Rape Crisis Centre.....416-597-8808  
Shelternet.....416-642-5463

### Community Information

211 Toronto.....2-1-1

### Toronto City Services Information Line


311 Toronto.....3-1-1

## ■ EMERGENCY SHELTER & HOUSING ■


There are places you can go if you are in need of emergency shelter. Telephone interviews conducted by shelter staff are required to determine urgency. The Central Family Intake Line is a city system that also conducts interviews to determine which shelter is suitable for a person's needs. Please be advised however that Central Family Intake is obligated to inform the Children's Aid Society if there is an incident of domestic abuse where there is a child of 16 years and under in the family.

For this reason, we suggest contacting one of these shelters directly:


### **Men & Women**


Heyworth House  
2714 Danforth Avenue (m73, p12) ..... 416-691-6804  


### **Women & Children**

Beatrice House.....416-652-0077  


Ernestine's Women's Shelter.....416-746-3701

Evangeline Residence.....416-762-9636  


Fred Victor Centre.....416-368-2642  




Nellie's.....416-461-1084


Women's Habitat.....416-252-5829


YWCA Women's Shelter.....416-693-7342





### **Men**

Schoolhouse Shelter  
349 George Street (m88, p10).....416-960-9240  
 

Seaton House  
339 George Street (m82, p10).....416-392-5522  


The Scott Mission  
502 Spadina Avenue (m114, p17) .....416-923-8872  


### **Newcomer/Refugees**

Adam House  
430 Gladstone Avenue (m102, p17) .....416-538-2836  
 

FCJ Refugee Centre  
208 Oakwood Avenue (m54, p17) .....416-469-9754

Sojourn House  
101 Ontario Street (m9, p10) .....416-864-0515

### **Drop-In Only**

St. Christopher House - Meeting Place  
588 Queen Street West (m124, p17) .....416-504-4275

## ■ COUNSELLING & ABUSE ■

It is against the law for anyone to hit you. There are places that you can call where you don't have to give your name and which are completely confidential. However, if there is a reason to believe a child under the age of 16 is being sexually, physically, emotionally abused or has been exposed to family violence, agencies and workers are legally obligated to contact the Children's Aid Society.

### Emergency Hotlines

#### Toronto Rape Crisis Centre/ Multicultural Women Against Rape

If you have been raped, sexually assaulted or abused, been a victim of unwanted sexual touching or are a survivor of incest, call the Toronto Rape Crisis Centre at:  
**416-597-8808** (24 hours a day)

#### Assaulted Women's Helpline

The Assaulted Women's Helpline provides help for women who have experienced abuse. The crisis line is available 24 hours a day. It is free, confidential, and anonymous and available in 154 different languages. They provide counselling, emotional support, safety planning, information and referrals. Call them at **416-863-0511**. You can also visit their website for additional resources:  
**www.awhl.org**

#### Shelternet

Shelternet provides multi-lingual information and resources for women and children who are victims of domestic violence and abuse. Visit them online at  
**www.shelternet.ca**

## Other Counselling Services

Barbra Schlifer Commemorative Clinic  
489 College Street, Suite 503 (m109, p17) .....416-323-9149



Catholic Family Services of Toronto  
1155 Yonge Street, Suite 200 (m10, p17) .....416-921-1163  
5799 Yonge St, Suite 300 (m122, p14) .....416-222-0048



Pregnancy Care Centre  
638A Sheppard Avenue West  
Suite 213 (m128, p14) ..... 416-229-2607  
7601 Sheppard Avenue East (m140, p13) .....416-287-9845

Rexdale Women's Centre  
23 Westmore Drive, Suite 400 (m62, p15) .....416-745-0062



S.E.A.S. Centre  
603 Whiteside Place (m127, p10) .....416-362-1375  
708 Gerrard Street East (m135, p11) .....416-466-8842  
100 Tempo Avenue, Suite 315 (m7, p13) .....416-490-6491

The Lighthouse  
1008 Bathurst Street (m8, p17) .....416-535-6262



West End Walk-in Counselling Centre  
21 Ascot Avenue (m55, p17) ..... 416-394-2424  
(Only for children/youth and their families)

Women's Counselling, Referral and Education Centre  
489 College Street, Suite 303B (m109, p17) .....416-534-7501



Women's Habitat.....416-252-5829

Women's Health in Women's Hands  
2 Carlton St Suite 500 (m46, p10).....416-593-7655

**If you have experienced violence in your home  
country and are seeking support, you can contact:**

Canadian Centre for Victims of Torture  
194 Jarvis Street, 2<sup>nd</sup> Floor (m44, p10) .....416-363-1066  
2425 Eglinton Avenue East,  
Suite220 (m67, p13) ..... 416-750-3045



**■ MENTAL HEALTH ■**

Maintaining good mental health is important in order for people to be able to adjust and cope with everyday problems and feel physically, emotionally, and spiritually balanced and healthy. Sometimes, mental health problems such as depression, stress, or anxiety (or other mental health illnesses) can seem overwhelming and can negatively impact our day-to-day activities, work, family life and overall well-being. If you feel you need help, you can contact the following places for support.

Alternatives: East York Mental Health Counselling Services  
Agency  
2034 Danforth Avenue (m51, p11) .....416-285-7996



Central Toronto Youth Services  
425 Adelaide Street West  
Suite 301 (m101, p17) .....416-504-6100 or 416-504-6103



Centre Francophone de Toronto  
22 College St (m60, p10) .....416-922-2672

East Metro Youth Services  
1200 Markham Road,  
Suite 200 (m12, p15) .....416-438-3697



Gerstein Centre  
100 Charles Street East (m4, p10) .....416-929-5200

Griffin Centre  
24 Silverview Drive (m65, p14) .....416-222-1153



Jane/Finch Community and Family Centre  
4400 Jane Street, Suite 108 (m103, p14) .....416-663-2733

Schizophrenia Society of Ontario  
130 Spadina Avenue,  
Suite 302 (m15, p17) .....416-449-6830

Sherbourne Health Centre  
333 Sherbourne Street (m81, p10) .....416-324-4180



**■ HEALTH ■**

**Telehealth Ontario**

Telehealth Ontario is a free, confidential telephone service you can call to get health advice or general health information from a Registered Nurse. You do not need a health insurance number to call or need to provide any personal contact information if you do not want to. It is available 24 hours a day, 7 days a week, and can offer translation support in multiple languages.

**Telehealth Ontario: 1-866-797-0000**

## Toronto Health Connection

Toronto Health Connection provides free, confidential health information and advice from a Public health professional. You can also receive information on all Toronto Public Health programs and services. Translation services are available. Contact them Monday to Friday from 8:30am to 4:30pm at: **416-338-7600**.

You can also email them at: [publichealth@toronto.ca](mailto:publichealth@toronto.ca)

## Toronto Community Health Centres

Community Health Centres (CHCs) do not require health insurance (or OHIP). A community health centre provides doctors, nurse practitioners, a registered nurse, a social worker, and health promoters.


You must make an appointment in order to receive services. CHCs require that you live within their catchment area (the area in which the services are provided) and will ask you to fill out an application form. This information will be kept strictly confidential. Some Community Health Centres may also have waiting lists in order to access their services.






**As always, please call ahead to find out if you live in their service area, if you meet all their criteria, what additional services they provide, if there is a waiting list and what the Health Centre's hours of operation are. Certain types of medical tests may also have a fee associated with them.**


**Note: If you have a medical emergency, you can get help at any hospital emergency room. However, you will probably be charged a fee for this service.**


Access Alliance Multicultural Health & Community Services  
3079 Danforth Avenue (m79, p12) .....416-693-8677  
761 Jane Street Suite 200B (m141, p16) .....416-760-8677  
340 College Street, Suite 500 (m83, p17) .....416-324-8677


The Anne Johnston Health Station  
2398 Yonge Street (m64, p14) .....416-486-8666  



Centre Francophone de Toronto  
22 College St (m60, p10) .....416-922-2672  
5 Fairview Mall Dr. Suite 280 (m111, p13) .....416-492-2672  
 


Davenport-Perth Neighbourhood Centre  
1900 Davenport Road (m41, p16) .....416-656-8025  


East End Community Health Centre  
1619 Queen Street East (m27, p11).....416-778-5805  


Flemingdon Health Centre  
10 Gateway Boulevard (m3, p11) .....416-429-4991  


New Heights Community Health Centre  
5987 Bathurst St. Suite 104 (m125, p14) .....647-436-0385  


Parkdale Community Health Centre  
1229 Queen Street West (m13, p17) .....416-537-2455  


Planned Parenthood Toronto  
36B Prince Arthur Avenue (m91, p17) .....416-961-0113  




Regent Park Community Health Centre  
465 Dundas Street East (m105, p10) .....416-364-2261



Rexdale Community Health Centre  
8 Taber Road (m147, p15) .....416-744-0066



Sherbourne Health Centre  
333 Sherbourne Street (m81, p10) .....416-324-4180



Stonegate Community Health Centre  
150 Berry Road (m21, p16) .....416-231-7070



The Four Villages Community Health Centre  
1700 Bloor Street West (m34, p16) .....416-604-3361  
3446 Dundas Street West (m87, p16) .....416-604-3362



West Hill Community Services  
4002 Sheppard Avenue East  
Suite 401 (m97, p13) .....416-642-9445  
3545 Kingston Road (m90, p13) ..... 416-642-9445



### **WOMEN'S HEALTH SERVICES**

Better Beginnings NOW CAP-C  
100 Ravel Road, Room 203 (m6, p14) .....416-499-3377



Women's Health in Women's Hands Community Health  
Centre  
2 Carlton Street, Suite 500 (m46, p10) .....416-593-7655



### **■ SEXUAL HEALTH CLINICS ■**

#### **The Ontario AIDS and Sexual Health Information Line**

The Ontario AIDS and Sexual Health Info Line provides free, multi-lingual information and anonymous counselling, as well as referral to community service agencies on HIV/AIDS, sexually transmitted infections, safer sex options and harm reduction in intravenous drug use. You may also inquire into anonymous HIV testing locations.

**Contact them at: 1-800-668-2437 or 416-392-2437**

#### **The following clinics can provide information and services to support your sexual health.**



Be advised that clinics are required by law to report positive cases of sexual transmitted infections to Toronto Public Health. This information is kept private and confidential and is not shared with immigration enforcement. Toronto Public Health may get in touch directly with the patient in order to make certain that they are receiving help, and that the patient's sexual partners have been informed. This is solely to ensure public health and safety.

Please call ahead to check clinic hours, services and to inquire about any kinds of fees.

Birth Control and VD Information Centre  
2828 Bathurst Street  
Suite 501 (m76, p14) ..... 416-789-4541

Crossways Clinic  
Crossways Mall  
2340 Dundas Street West (m63, p16) .....416-392-0999

Etobicoke Civic Centre Clinic  
399 The West Mall (m93, p15) .....416-338-1517

Hassle Free Clinic  
66 Gerrard Street East (m131, p10) .....416-922-0566

Immigrant Women's Health Centre  
489 College Street, Suite 200 (m109, p17) .....416-323-9986



Planned Parenthood Toronto  
36B Prince Arthur Avenue (m91, p17) .....416-961-0113



Scarborough Sexual Health Clinic  
Scarborough Civic Centre  
160 Borough Drive (m25, p13) .....416-338-7438

The Bay Centre for Birth Control  
790 Bay Street, 8<sup>th</sup> floor (m145, p10) ..... 416-351-3700



The Jane Street Clinic  
662 Jane Street (m132, p16) .....416-338-7272

The Talk Shop  
Mel Lastman Square  
5110 Yonge Street (m117, p14) .....416-338-7000

### **PREGNANCY OPTIONS**

**If you are pregnant and would like to speak to someone about your options please call:**

Canadians for Choice..... (Toll free) 1-888-642-2725

Hassle Free Women and Trans Clinic ..... 416-922-0566

**If you are pregnant and plan to continue with the pregnancy and want to learn more about support programs you can contact:**

Pregnancy Care Centre  
638A Sheppard Avenue West  
Suite 213 (m128, p14) .....416-229-2607  
7601 Sheppard Avenue East (m140, p13) .....416-287-9845

Toronto Public Health ..... 416-338-7600

### **■ ABORTION CLINICS ■**

If you are pregnant and would like to have an abortion you can schedule an appointment at the following clinics. There are usually fees associated for persons without OHIP. If you do not have OHIP and cannot afford to pay, indicate this to one of the staff at the clinic to discuss payment/fee options.

Bloor West Village Women's Clinic  
2425 Bloor Street West  
Suite 403 (m66, p15) .....416-849-4595



Cabbagetown Women's Clinic  
302 Gerrard Street East (m78, p10) .....416-323-0642



Choice in Health Clinic  
1678 Bloor Street West  
Suite 301 (m31, p16) ,,,,,.....416-975-9300



The Bay Centre for Birth Control  
790 Bay Street, 8<sup>th</sup> floor (m145, p10) ..... 416-351-3700



Morgentaler Clinic  
727 Hillsdale Avenue (m138, p14) .....416-932-0446/ or  
1-800-556-6835



Women's Care Clinic.....416-256-4139



## ■ PRE/POST NATAL CARE & SUPPORT SERVICES ■

The following organizations provide prenatal care, labour and postpartum support for expecting and new mothers. Arrangements can be made for women without an OHIP card, though there may be a fee. This is usually arranged between the midwife and patient. Please call for exact details.

Access Alliance Multicultural Health & Community Services  
3079 Danforth Avenue (m79, p12) .....416-693-8677  
761 Jane, Street, Suite 200B (m141, p16) .....416-760-8677  
340 College Street, Suite 500 (m83, p17) .....416-324-8677

Better Beginnings NOW CAP-C  
100 Ravel Road, Room 203 (m6, p14) .....416-499-3377



Community Midwives of Toronto  
344 Bloor Street West  
Suite 201 (m85, p17) .....416-944-9366



Diversity Midwives  
3410 Sheppard Avenue East  
Suite 202 (m84, p13) .....416-609-8187



June Callwood Centre for Women and Families  
205 Parliament Street (m52, p10) .....416-365-1888

Kensington Midwives  
340 College Street, Suite 450 (m83, p17) .....416-928-9777



Midwives Collective of Toronto  
344 Dupont Street, Suite 403 (m86, p17) .....416-963-8842



Positive Pregnancy Program (*for HIV positive women*)  
Contact Jay MacGillivray.....416-286-2228

Stonegate Community Health Centre  
150 Berry Road (m21, p16) .....416-231-7070



The Stop Community Food Centre  
1884 Davenport Road (m40, p16) .....416-652-7867

## ■ DENTAL CLINICS ■

### Toronto Public Health Dental Clinics


Toronto Public Health provides free dental services for low-income children, youth and seniors. For more information on how you may eligible for services please contact: 416-338-7600.

For additional information and a list of clinic locations nearest to you, please visit the following website:  
[www.toronto.ca/health/dental/ds\\_locations.htm](http://www.toronto.ca/health/dental/ds_locations.htm)

The following locations also provide low cost dental services. Please call ahead for more information, to make an appointment and to confirm cost of services.

George Brown College, Casa Loma Campus  
 175 Kendal Avenue (m35, p17) .....416-415-4547  
*\*Services provided only during the school year. Not open during the summer months\**

Queen West Community Health Centre  
 168 Bathurst Street (m32, p17) .....416-703-8481


Regent Park Community Health Centre  
 465 Dundas Street East (m105, p10) .....416-364-7019  



## ■ PROGRAMS & DROP-IN FOR PARENTS & CHILDREN ■

### Ontario Early Years Centres

The Ontario Early Years Centres offer a place for parents and children up to 6 years of age to take part in activities and programs together. All services are free of charge. There are numerous centres across the City of Toronto. To locate the centre nearest you, please call: 1-866-821-7770


The following organizations also provide drop-ins and programs for parents and children:

Central Eglinton Community Centre  
 160 Eglinton Avenue East (m26, p14) .....416-392-0511  




Davenport-Perth Neighbourhood Centre  
 1900 Davenport Road (m41, p16) .....416-656-8025  


June Callwood Centre for Women and Families  
 205 Parliament Street (m52, p10) .....416-365-1888

Literature for Life  
 7 Labatt Avenue (m134, p10) .....416-203-9830

Rexdale Women's Centre  
 23 Westmore Drive, Suite 400 (m62, p15) .....416-745-0062  


South Riverdale Child-Parent Centre  
 765 Queen Street East (m142, p11) .....416-469-3776

Stonegate Community Health Centre  
 150 Berry Road (m21, p16) .....416-231-7070  
 

The Lighthouse  
 1008 Bathurst Street (m8, p17) .....416-535-6262

Women's Habitat.....416-252-7949

## ■ EDUCATION ■

Every child under the age of 18 has the right to go to school in Ontario regardless of their (or their parents') immigration status. The Toronto District School Board (TDSB) has passed a "Students Without Legal Immigration Status" policy which states that all children, regardless of status, are welcome in TDSB schools and information about them or their families will not be shared with immigration authorities. You can go directly to a school to register a child. To get more information about admissions, or to find out which school is closest to you contact the TDSB directly:

Toronto District School Board  
 5050 Yonge Street (m115, p14)  
 416-397-3000  
 Website: [www.tdsb.on.ca](http://www.tdsb.on.ca)  
 Email: [admissions@tdsb.on.ca](mailto:admissions@tdsb.on.ca)

You can also enroll a child into a Toronto Catholic District School Board (TCDSB). A baptismal certificate (of parent or child) is necessary for the elementary school level only. For more information on registration or finding a school closest to you, contact the school board:

Toronto Catholic District School Board:  
80 Sheppard Avenue East (m148, p14)  
416-222-8282 ext 5320  
www.tcdsb.org

In spite of these policies, you may encounter school staff who are not aware of the policy or who have concerns about implementing it. If you are having difficulty enrolling your child in school contact:

Justice for Children and Youth  
415 Yonge Street Suite 1203 (m99, p10) .....416-920-1633  
Email: info@jfcy.org

■ ADULT EDUCATION & LANGUAGE TRAINING ■

The Toronto District School Board (TDSB) offers free non-credit, literacy and basic skills classes for adults (19 years and older) who want to improve their reading, writing and math skills. Participants are asked to have a good level of understanding of the English language in order to be eligible for this program. You may also be provided with transportation assistance (TTC tokens). For more information contact one of the following centres closest to you:

Bickford Centre  
777 Bloor Street West  
Room 214B (m143, p17) .....416-393-1995

Pharmacy Adult Learning Centre  
1641 Pharmacy Avenue (m28, p13) .....416-396-6904

Burnhamthorpe Collegiate Adult Learning Centre  
500 The East Mall (m113, p15) .....416-394-3809

The TDSB also offers general interest courses that you can enroll in. Courses range from second language classes, hobbies, special interests, computers, arts, and business and finance. **All courses have a fee to register.** For more information visit:

Continuing Education Department  
2 Trethewey Drive, 3<sup>rd</sup> floor (m48, p16) .....416-338-4000  
Website: www.learn4life.ca  
Email: communityprograms@tdsb.on.ca

**The following organizations also offer literacy programs:**

Davenport Perth Neighbourhood Centre  
1900 Davenport Road (m41, p16) .....416-656-8025

Regent Park Learning Centre (Dixon Hall)  
417 Gerrard Street East,  
2<sup>nd</sup> Floor (m100, p10).....416-363-8025



**The following organizations offer English language training courses or opportunities to practice your English with other people through conversation circles:**

Centre for Inquiry  
216 Beverley Street (m59, p17) .....416-971-5676

Community Action Resource Centre  
1652 Keele Street (m30, p16) .....416-652-2273  
1884 Davenport Road, Unit 1 (m40, p16) .....416-654-0299



Rexdale Women's Centre  
23 Westmore Drive, Suite 400 (m62, p15).....416-745-0062



WoodGreen Community Services  
1491 Danforth Avenue (m20, p11).....416-645-6000 ext 2200



## ■ EMPLOYMENT, JOB SKILLS TRAINING & VOLUNTEERING ■

Some employers do not ask for a work permit or social insurance number, although most do. Some employers may also inquire as to whether you are legally entitled to work in Canada. If you are looking for a job, check the community newspapers. Also, the best way to find a job is through the people you know. Build your own networks – talk to people you trust. Ask people at your local church, temple, mosque or synagogue or join a cultural association.

**The following websites contain useful information and helpful tips on job searching, resume building, and interview preparation.**

[www.workopolis.com](http://www.workopolis.com)

[www.charityvillage.com](http://www.charityvillage.com)

[www.poss.ca](http://www.poss.ca)

[www.monster.ca](http://www.monster.ca)

<http://www.jobbank.gc.ca> (Service Canada)

**The following organizations offer employment and job skills training programs that can help you in finding a job.**

Fred Victor Centre  
248 Queen Street East (m68, p10) .....416-364-8986



S.E.A.S. Centre  
603 Whiteside Place (m127, p10) .....416-362-1375  
708 Gerrard Street East (m135, p11).....416-466-8842

St. Stephen's Community House  
1415 Bathurst Street (m18, p17).....416-537-5477



The Learning Enrichment Foundation  
116 Industry Street (m11, p15).....416-769-0830



The Lighthouse  
1008 Bathurst Street (m8, p17).....416-535-6262

Thorncliffe Neighbourhood Office  
18 Thorncliffe Park Drive (m38, p11) .....416-421-3054



YWCA Toronto  
80 Woodlawn Avenue East (m149, p17).....416-961-8100



**The Toronto Public Library** also provides free job search help and workshops to help with your resumes, cover letters, or job interview skills. The library also offers free access to computers, word processing software and the internet. There may be a small fee for printing.

The library also offers free computer workshops (sometimes offered one-on-one) if you wish to learn basic computer and internet skills.

To find out more about what programs and services are available at a library closest to you, please visit their website at:

**www.torontopubliclibrary.ca**

Or call their **Answerline** at: 416-393-7131

## **Volunteering**

Volunteering in your community can also help you learn new skills, meet and connect with people, and find out about potential jobs. You can contact a community organization close to you if you would like to volunteer there. Call 2-1-1 or visit [www.211toronto.ca](http://www.211toronto.ca) for information about community organizations in your area.

You can also call the following organization to find out about current volunteer opportunities that matches your interests:

Volunteer Toronto  
344 Bloor Street West  
Suite 404 (m85, p17).....416-961-6888  
Website: [www.volunteertoronto.ca](http://www.volunteertoronto.ca)

## **■ WORKERS' RIGHTS ■**

The Ontario Employment Standards Act provides protection for many classifications of workers regardless of immigration status. Whether or not you have full immigration status, you are entitled to receive the money you have earned. You may also file an anonymous complaint under the Occupational Health and Safety Act, if you feel your working conditions are unsafe. If you have experienced discrimination or harassment or have not received the money you are owed, contact:

Workers' Action Centre  
720 Spadina Avenue  
Suite 223 (m137, p17).....416-531-0778

If you have been injured on the job and need legal help or advice, you can contact:

Industrial Accident Victims' Group of Ontario  
489 College Street  
Suite 203 (m109, p17).....416-924-6477 or 1-877-230-6311

If you work as a live-in caregiver or have come to Canada under the Live-in Caregiver program and you need help, contact:

Caregiver Action Centre.....416-361-6319

## **■ FINANCIAL COUNSELLING ■**

If you need help managing your finances or are having difficulty with your personal debts, you can contact **Credit Canada** for help. Credit Canada will provide you with professional financial counselling services so that you can better manage your money. Their services are free and are provided in multiple languages.

Contact them at: **416-228-3328**  
Website: [www.creditcanada.com](http://www.creditcanada.com)  
Email: [info@creditcanada.com](mailto:info@creditcanada.com)

Or visit them in person at one of their office locations:

**Credit Canada**  
45 Sheppard Avenue East, Suite 810 (m104, p14)  
2 Jane Street, Suite 500 (m47, p16)  
1920 Weston Road, Suite 231 (m43, p15)  
55 Town Centre Court, Suite 634 (m120, p13)  
208 Evans Avenue, Suite 105 (m53, p16)  
658 Danforth Avenue, Suite 303 (m130, p11)  
2 Carlton Street, Suite 1304 (m46, p10)

## ■ SETTLEMENT SERVICES ■

These organizations help newcomers by providing a variety of services to help them adjust to their new life in Canada. Services can include immigration information, assistance in filling out government forms and applications, help finding a job, interpretation and translation, and information about other community services and programs in the area.

Access Alliance Multicultural Health & Community Services  
3079 Danforth Avenue (m79, p12).....416-693-8677  
761 Jane Street, Suite 200B (m141, p16).....416-760-8677  
340 College Street, Suite 500 (m83, p17).....416-324-8677

Catholic Cross-Cultural Services  
55 Town Centre Court  
Suite 401 (m120, p13).....416-757-7010  
1200 Markham Road, Suite 503 (m12, p13).....416-289-6766

Centre Francophone de Toronto  
22 College St (m60, p10).....416-922-2672  
20 Lower Spadina (m49, p17).....416-203-1220

CultureLink  
2340 Dundas Street West  
Suite 301 (m63, p16).....416-588-6288

Davenport-Perth Neighbourhood Centre  
1900 Davenport Road (m41, p16).....416-656-8025

Mennonite New Life Centre of Toronto  
2737 Keele Street (m74, p14).....647-776-2057  
1774 Queen St East, Suite 200 (m37, p11).....416-699-4527  
2600 Birchmount Road (m71, p13).....416-291-3248

Newcomer Women's Services Toronto  
745 Danforth Ave Suite 401 (m139, p11).....416-469-0196

Rexdale Women's Centre  
23 Westmore Drive, Suite 400 (m62, p15).....416-745-0062

S.E.A.S. Centre  
603 Whiteside Place (m127, p10).....416-362-1375  
708 Gerrard Street East (m135, p11).....416-466-8842

St. Stephen's Community House  
260 Augusta Avenue (m70, p17).....416-964-8747  
486 Shaw Street, 4<sup>th</sup> Floor (m108, p17).....416-534-3387

WoodGreen Community Services  
1491 Danforth Avenue (m20, p11).....416-645-6000 ext 2200  
815 Danforth Avenue  
3<sup>rd</sup> Floor (m150, p11).....416-645-6000 ext 2100

## Toronto Public Library

The Toronto Public Library offers a range of free settlement programs and resources for new immigrants which are also accessible for people who do not have immigration status. For more information visit the Toronto Public Library website at: [www.torontopubliclibrary.ca](http://www.torontopubliclibrary.ca) or contact Joan McCatty at 416-395-5580. You can also call their general information line at: 416-393-7131.

## ■ FOOD BANKS & FOOD PROGRAMS ■

Food banks provide free, emergency food for people and families in need.



**Make sure to call ahead before you make a visit. Each food bank has different hours of operation and most will serve people in their immediate neighbourhoods only. They may ask you for some type of identification or something with your name and address on it.**



**Some food banks are flexible in terms of what kind of documentation you have.**

To locate a food bank or food program in or around your neighbourhood, you may call the **FoodLink Hotline at 416-392-6655**. Foodlink also provides information on community gardens and kitchens, meals-on-wheels programs, pet food banks and nutritional information.

Many churches, temples, or mosques also run food banks or food programs. Ask around to see if one in your local community has one that you can visit.

The following food banks have confirmed that they serve and can accommodate non-status immigrants:

Bloor Central Family Service and Food Bank  
789 Dovercourt Road (m144, p17).....416-532-0348

Community Alliance Church  
1 McCowan Road (m1, p13).....416-282-9786

Fort York Food Bank  
797 Dundas Street West (m146, p17).....416-203-3011

High Park Baptist  
9 Hewitt Avenue (m152, p16).....416-534-4225

Meadowvale East Apostolic Church  
1510 Warden Avenue (m22, p13).....416-385-1140

Metropolitan United Church  
56 Queen St East (m121, p10).....416-363-0331 ext 41

Rainbow/Korean Information and Social Services  
720 Ossington Avenue (m136, p17).....416-531-6701

St. Bartholomew's Anglican Church  
509 Dundas Street East (m116, p10).....416 368-9180

St. John the Compassionate Mission  
155 Broadview Avenue (m23, p11).....416-466-1357

The Lighthouse  
1008 Bathurst Street (m8, p17).....416-535-6262

The Scott Mission  
502 Spadina Avenue (m114, p17).....416-923-3916  
*\*For families only\**

The STOP Community Food Centre  
1884 Davenport Road (m40, p16).....416-652-7867

The STOP's GreenBarn  
601 Christie Street (m126, p17).....416-651-7867

Toronto East Seventh-day Adventist Church  
170 Westwood Avenue (m33, p11).....416-696-5784

West Hill Community Services  
4100 Lawrence Avenue East (m98, p13).....416-847-4145

Yonge Street Mission  
270 Gerrard Street East (m72, p10).....416-929-9614

## ■ IMMIGRATION INFORMATION ■

### Applying for status

If you are looking to apply for Canadian immigration status it is recommended that you visit a community legal clinic. A list of community legal clinics can be found in the following section of this guide.

**Community Legal Education Ontario (CLEO)** also offers multi-lingual resources that can help you figure out your options regarding obtaining immigration status. You can visit their website at: **[www.cleo.on.ca](http://www.cleo.on.ca)**

For additional information you can also visit:  
[www.settlement.org](http://www.settlement.org)

To get updated information about government policies, procedures and requirements in obtaining immigration status in Canada you can refer to:

### **Citizenship and Immigration Canada**

Website: [www.cic.gc.ca](http://www.cic.gc.ca)

If you are a refugee claimant at risk of being sent back to your home country, or would like information about filing for status under Humanitarian and Compassionate grounds you can contact:

Amnesty International – Toronto branch  
1992 Yonge Street  
3<sup>rd</sup> Floor (m45, p14).....416-363-9933 ext. 328

## ■ COMMUNITY LEGAL SERVICES & LEGAL INFORMATION ■

If you want to find out about how you can get Canadian immigration status, find out what your rights are, or try to prevent a deportation, you need a lawyer as soon as possible. It is best to get legal services through a community legal clinic, a reputable lawyer, or certified immigration consultant due to the potential risk of abuse or fraud by some people offering independent and unregulated legal services.

Legal Aid Ontario provides legal services to people with low-incomes through two ways:

1. the community legal clinic system
2. the legal aid certificate program

For more information contact them at:

Legal Aid Ontario  
Atrium on Bay  
40 Dundas Street West  
Suite 200 (m94, p10).....416-979-1446  
Website: [www.legalaid.on.ca](http://www.legalaid.on.ca)  
Email: [info@lao.on.ca](mailto:info@lao.on.ca)

**Community Legal Clinics** connect people to lawyers or legal workers in community centres. Get support for your case including help filling out any applications, answers to questions about immigration status, landlord and tenant issues and other law issues.

Barbra Schlifer Commemorative Clinic  
489 College Street, Suite 503 (m109, p17).....416-323-9149



*\*Services for women who have experienced domestic violence or assault\**



Centre Francophone de Toronto  
22 College Street (m60, p10).....416-922-2672



Community and Legal Aid Services Programme  
4700 Keele Street, Osgoode Hall Law School  
Room 118 (m107, p14).....416-736-5029



Downsview Community Legal Services  
893 Sheppard Avenue West (m151, p14).....416-635-8388



Downtown Legal Services  
655 Spadina Avenue (m129, p17).....416-934-4535



East Toronto Community Legal Services  
1320 Gerrard Street East (m16, p11).....416-461-8102

FCJ Refugee Centre  
208 Oakwood Avenue (m54, p17).....416-469-9754

Flemingdon Community Legal Services  
49 the Donway West, Suite 205 (m110, p13).....416-441-1764



Justice for Children and Youth  
415 Yonge Street, Suite 1203 (m99, p10).....416-920-1633  
*\*Services provided over phone\**

Kensington-Bellwoods Community Legal Services  
489 College Street, Suite 205 (m109, p17).....416-924-4244



Metro Toronto Chinese and Southeast Asian Legal Clinic  
180 Dundas Street West  
Suite 1701 (m39, p10).....416-971-9674



Parkdale Community Legal Services  
1266 Queen Street West (m14, p17).....416-531-2411



Rexdale Community Legal Clinic  
500 Rexdale Blvd (m112, p15).....416-741-5201

Scarborough Community Legal Services  
695 Markham Road, Suite 9 (m133, p13).....416-438-7182



South Asian Legal Clinic of Ontario  
45 Sheppard Avenue East,  
Suite 106A (m104, p14).....416-487-6371

York Community Services  
1651 Keele Street (m29, p16).....416-653-5400



## Legal Information

### Community Legal Education Ontario (CLEO)

produces pamphlets and fact sheets in many different languages on a wide range of subjects including: consumer, criminal, family, health and disability, immigration and refugee, landlord and tenant, seniors, social assistance, workers' rights, workers' compensation and youth justice. CLEO does not provide legal advice. To access their brochures and fact sheets please visit them online at: [www.cleo.on.ca](http://www.cleo.on.ca)

## ■ HOUSING HELP CENTRES & TENANT RIGHTS ■

Non-status people are not eligible for social housing unless they are able to prove that they are waiting upon an immigration/refugee decision from the federal government.

Housing help centres can assist individuals who are seeking affordable accommodations in the private rental market. Services may include access to a housing registry, tenant rights information, housing search support, referrals and advocacy. Contact the following organizations directly for more information.

Fred Victor Centre  
100 Lombard Street, Suite 205 (m5, p10).....416-364-3522



Scarborough Housing Help Centre  
2500 Lawrence Avenue East  
Unit 205 (m69, p13).....416-285-8070



Stonegate Community Health Centre  
150 Berry Road (m21, p16) .....416-231-7070



The STOP Community Food Centre  
1884 Davenport Road (m40, p16).....416-652-7867

York Community Services  
1651 Keele Street (m29, p16).....416-653-5400



## Your Rights as a Tenant

Call the **Federation of Metro Tenants' Associations (FMTA) Tenant Hotline** to get free information on your legal rights as a tenant at: 416-921-9494

FMTA also has multi-lingual tenant rights resources on their website at: [www.torontotenants.org](http://www.torontotenants.org)

If you think your landlord is committing an offence under the Residential Tenancies Act, you can report them to the **Ministry of Municipal Affairs and Housing Investigation & Enforcement Unit** at: 416-585-7214

The **Ontario Landlord and Tenant Board** also provides information on your rights as a tenant under the Residential Tenancies Act and can intervene to resolve problems between tenants and landlords.

Contact the Landlord and Tenant Board at:  
416-645-8080

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

## ■ LOST CANADIAN IDENTIFICATION CLINICS ■

If you have a child that was born in Canada, or family members that are Canadian citizens or permanent residents, and they have lost their Canadian identification, you can contact the following agencies. An ID worker will fill in the forms with you, order the ID for you and provide a secure address at which you can receive it.

Fred Victor Centre  
145 Queen Street East (m19, p10).....416-364-8228


The STOP Community Food Centre  
1884 Davenport Road (m40, p16).....416-652-7867


The Scott Mission  
 502 Spadina Avenue (m114, p17).....416-923-8872  
*\*For men only\**


**To apply for a birth certificate for a Canadian born child (born within the province of Ontario) or to register a newborn you can apply online at:**  
[www.serviceontario.ca](http://www.serviceontario.ca)

## ■ WOMEN'S PROGRAMS & SERVICES ■

The following organizations provide services and programs specifically for women and can be accessed by women lacking immigration status. To find out what programs and services they offer, you can contact the organization directly or visit [www.211toronto.ca](http://www.211toronto.ca).

Barbra Schlifer Commemorative Clinic  
 489 College Street, Suite 503 (m109, p17).....416-323-9149  
  
*\*Services for women who have experienced domestic violence or assault\**

Central Neighbourhood House  
 349 Ontario Street (m89, p10).....416-925-4363  



Elizabeth Fry Society of Toronto  
 215 Wellesley Street East (m58, p10).....416-924-3708  
*\*Programs specifically for women in conflict with or at risk of being in conflict with the law\**  


FCJ Refugee Centre  
 208 Oakwood Avenue (m54, p17).....416-469-9754


Jane/Finch Community and Family Centre  
 4400 Jane Street, Suite 108 (m103, p14).....416-663-2733

Newcomer Women's Services Toronto  
 745 Danforth Avenue, Suite 401 (m139, p11)....416-469-0196



North York Women's Centre  
 201 Caribou Road (m50, p14).....416-781-0479

Rexdale Women's Centre  
 23 Westmore Drive, Suite 400 (m62, p15).....416-745-0062  


Sistering-A Woman's Place  
 962 Bloor St West (m154, p17).....416-926-1946  
 220 Cowan Avenue (m61, p17).....416-588-3939

Working Women Community Centre  
 533A Gladstone Avenue (m119, p17).....416-532-2824  
 5 Fairview Mall Drive (m111, p13).....416-494-7978  
 1 York Gate Blvd (m2, p14).....416-491-5050 ext 4763  


Women's Health in Women's Hands  
 2 Carlton Street Suite 500 (m46, p10).....416-593-7655

YWCA Toronto  
 80 Woodlawn Avenue East (m149, p17).....416-961-8100  
 

## Information Resources:

METRAC  
 158 Spadina Road (m24, p17).....416-392-3135  
[www.metrac.org](http://www.metrac.org)

Springtide Resources  
 215 Spadina Avenue, Suite 220 (m57, p17).....416-968-3422  
[www.springtideresources.org](http://www.springtideresources.org)

## ■ LESBIAN, GAY, BISEXUAL, TRANSSEXUAL, TRANSGENDER & QUEER (LGBTQT) SERVICES ■

The following organizations provide services, programs and counselling for the LGBTQT community. To find out what programs and services they offer, you can contact the organization directly or visit [www.211toronto.ca](http://www.211toronto.ca).

The 519 Church Street Community Centre  
519 Church Street (m118, p10).....416-392-6874



Lesbian, Gay, Bi, Trans Youthline.....1-800-268-9688  
[www.youthline.ca](http://www.youthline.ca)

*\*Information and peer-support phone line\**

Sherbourne Health Centre  
333 Sherbourne Street (m81, p10).....416-324-4180



## ■ YOUTH SERVICES ■

The following organizations provide services and programs specifically for youth and can be accessed by youth lacking immigration status. To find out what programs and services they offer, you can contact the organization directly or visit [www.211toronto.ca](http://www.211toronto.ca).

Central Neighbourhood House  
349 Ontario Street (m89, p10).....416-925-4363

Davenport-Perth Neighbourhood Centre  
1900 Davenport Road (m41, p16).....416-656-8025

Delisle Youth Services  
40 Orchard View Blvd  
Suite 255 (m95, p14).....416-482-0081



For Youth Initiative  
1652 Keele Street (m30, p16).....416-653-3311

Jane/Finch Community and Family Centre  
4400 Jane Street, Suite 108 (m103, p14).....416-663-2733

S.E.A.S. Centre  
708 Gerrard Street East (m135, p11) .....416-466-8842  
100 Tempo Avenue, Suite 315 (m7, p13).....416-490-6491

Shout Clinic  
467 Jarvis Street (m106, p10).....416-927-8553

Supporting Our Youth  
333 Sherbourne Street  
2<sup>nd</sup> Floor (m81, p10).....416-324-5077

Youth Action Network  
176 John Street (m36, p10).....416-368-2277

## ■ SENIORS SERVICES ■

The following organizations provide services and programs specifically for seniors and can be accessed by seniors lacking immigration status. To find out what programs and services they offer, you can contact the organization directly or visit [www.211toronto.ca](http://www.211toronto.ca).

CANES Community Care  
135 Queen's Plate Drive  
Suite 400 (m17, p15).....416-743-3892



Central Neighbourhood House  
349 Ontario Street (m89, p10).....416-925-4363



Davenport-Perth Neighbourhood Centre  
1900 Davenport Road (m41, p16).....416-656-8025



Dixon Hall  
58 Sumach Street (m123, p10).....416-863-0499



Jane/Finch Community and Family Centre  
4400 Jane Street, Suite 108 (m103, p14).....416-663-2733

Mid-Toronto Community Services  
192 Carlton Street, 2<sup>nd</sup> Floor (m42, p10).....416-962-9449



Rexdale Women's Centre  
23 Westmore Drive, Suite 400 (m62, p15).....416-745-0062



S.E.A.S. Centre  
708 Gerrard Street East (m135, p11) .....416-466-8842  
100 Tempo Avenue, Suite 315 (m7, p13).....416-490-6491

St. Stephen's Community House  
340 College Street, Suite 360 (m83, p17).....416-929-3281



West Hill Community Services  
3545 Kingston Road (m90, p13).....416-642-9445



## ■ ARTS, SOCIAL & RECREATIONAL PROGRAMS ■

The City of Toronto offers many arts, social and recreation programs through its community and recreation centres. Many programs require a fee in order to register and you may be asked to provide some proof of residency in Toronto (for example a bill with your name and address on it).

For more information please visit: [www.toronto.ca/parks/](http://www.toronto.ca/parks/) or call 416-392-1111.

You can also call 3-1-1 to find the nearest community centre or recreation programs near you.

### City of Toronto Welcome Policy

If you cannot afford to pay the registration fees for city-run recreation programs, you may be eligible for assistance through the city's "Welcome Policy". Memberships to the Welcome Policy last for one year and, upon application approval, all recreation registration fees will be waived. You can fill out an application form at your nearest community centre or civic centre. **You will be asked to provide: identification for all family members (passports and birth certificates are accepted), proof of Toronto residency (such as a utility bill or lease agreement) and proof of total family income (such as pay stubs or a letter from social service agency or religious institution).** For more information and to download a copy of the application form please visit: [www.toronto.ca/parks](http://www.toronto.ca/parks). For further inquiries please call: 416-338-2000.

### Toronto Public Library

The Toronto Public Library has 99 library branches across the city. They have a large selection of books, magazines, cds, dvds and provide access to computers and the internet.

They offer numerous free programs for all ages, such as storytelling for children, lectures, cultural events, computer workshops and job search help. In order to borrow materials from the library you need to register for a free library card. To register you will need to provide proof of residency in Toronto (such as a utility bill with your name and address on it) and a piece of identification (passports are accepted).

For more information on what programs and workshops are available, or to find the library branch closest to you, please visit:

**www.torontopubliclibrary.ca**

Or call their **Answerline** at: 416-393-7131

The following organizations also provide social and recreation programs.

Birchmount Bluffs Neighbourhood Centre  
93 Birchmount Road (m153, p12).....416-396-4310



Community Action Resource Centre  
1652 Keele Street (m30, p16).....416-652-2273  
1884 Davenport Road, Unit 1 (m40, p16).....416-654-0299

Fred Victor Centre  
145 Queen Street East (m19, p10).....416-364-8228



S.E.A.S. Centre  
603 Whiteside Place (m127, p10) .....416-362-1375  
708 Gerrard Street East (m135, p11) .....416-466-8842  
100 Tempo Avenue, Suite 315 (m7, p13).....416-490-6491

The Fairlawn Neighbourhood Centre  
28 Fairlawn Avenue (m75, p14).....416-488-3446



## ■ ETHNO-SPECIFIC PROGRAMS & SERVICES ■

The following organizations provide programs and services to specific ethno-cultural communities.

Broad African Resource Centre  
2885 Jane Street, Unit 4 (m77, p14).....416-783-1400



Canadian Cambodian Association of Toronto  
2885 Jane Street, Suite 16 (m77, p14).....416-736-0138

Centre for Spanish Speaking Peoples  
2141 Jane Street, 2<sup>nd</sup> Floor (m56, p14).....416-533-8545  
40 Wellesley St. East, Suite 401 (m96, p10).....416-925-2800

Jamaican Canadian Association  
995 Arrow Road (m155, p15).....416-746-5772



Rainbow/Korean Information and Social Services  
720 Ossington Avenue (m136, p17).....416-531-6701

South Asian Legal Clinic of Ontario  
45 Sheppard Avenue East  
Suite 106A (m104, p14).....416-487-6371

The Cross-Cultural Community Services Association (TCCSA)  
310 Spadina Avenue, Suite 301 (m80, p17).....416-977-4026  
375 Bamburg Circle  
Unit C102 (m92, p13).....416-502-9500

*\*For people of Chinese descent; offering recreational and social programs only\**



York Hispanic Centre  
1652 Keele Street Suite 107 (m30, p16).....416-651-9166

## ■ MULTI-SERVICE AGENCIES ■

The following organizations offer a variety of additional programs and services for people regardless of their immigration status that may not have fit into the categories listed in this guide. We encourage you to contact them and inquire into the programs and services they provide. You can also find out about what these agencies offer by visiting their websites or by visiting [www.211toronto.ca](http://www.211toronto.ca). Depending on the program you are interested in there may be a fee, waiting list, or need to provide some form of identification.

Central Neighbourhood House  
349 Ontario Street (m89, p10).....416-925-4363



Community Action Resource Centre  
1652 Keele Street (m30, p16).....416-652-2273  
1884 Davenport Road, Unit 1 (m40, p16).....416-654-0299

Davenport-Perth Neighbourhood Centre  
1900 Davenport Road (m41, p16).....416-656-8025



Dixon Hall  
58 Sumach Street (m123, p10).....416-863-0499



Fred Victor Centre  
145 Queen Street East (m19, p10).....416-364-8228



Metropolitan United Church  
56 Queen St East (m121, p10).....416-363-0331 ext 41

St. Christopher House- Meeting Place  
588 Queen Street West (m124, p17).....416-504-4275

St. Stephen's Community House  
260 Augusta Avenue (m70, p17).....416-925-2103



Stonegate Community Health Centre  
150 Berry Road (m21, p16) .....416-231-7070



The STOP Community Food Centre  
1884 Davenport Road (m40, p16).....416-652-7867

Thorncliffe Neighbourhood Office  
18 Thorncliffe Park Drive (m38, p11).....416-421-3054



West Hill Community Services  
3545 Kingston Road (m90, p13).....416-284-5931



WoodGreen Community Services  
815 Danforth Avenue  
Suite 100 (m150, p11).....416-645-6000



YWCA Toronto  
80 Woodlawn Avenue East (m149, p17).....416-961-8100



## ■ CREDIT EDUCATION WEEK CANADA ■

Credit Education Week Canada is a national event supported by leaders in financial services, consumer advocates, community organizations and government. The goal of this initiative is to empower the public to make wise financial choices by placing tools and resources at their fingertips through free events such as campus fairs and trade shows, as well as free resources that will address key topics in all stages of your financial life. Find out more at: [www.crediteducationweekcanada.com](http://www.crediteducationweekcanada.com)

**The following is some useful financial tips and advice provided by our partners at Credit Canada**

### **The top 10 tips to successful money management**

1. **Plan.** Plan for major purchases and periodic expenses in the future.
2. **Set financial goals.** Decide on your short, mid and long term financial goals.
3. **Know your financial situation.** Make sure you know your monthly living expenses, periodic expenses and monthly debt payments are really costing you.
4. **Develop a realistic budget.** Follow your budget as closely as possible. Evaluate your budget. Compare actual expenses with planned expenses.
5. **Manage your credit wisely.** Avoid paying only the minimum on your charge cards, try to pay more. Don't charge more to the card than you are repaying every month.
6. **Save for the unexpected.** Save for periodic expenses such as moving expenses or unemployment. Save 10% of your net income until you have accumulated 3 to 6 months' salary in an emergency fund.
7. **Pay your bills on time.** Maintain a good credit rating. If you are unable to pay your bills as agreed,

contact your creditors and explain your situation. You can also contact your local credit counselling agencies for professional advice.

8. **Distinguish between needs and wants.** Take care of your needs first, such as rent, food, transportation and medication. Wants such as entertainment, gifts could wait.
9. **Use credit wisely.** Use credit for safe, convenient and planned purchases. Determine the total you can comfortably afford to purchase on credit. Credit payments should not exceed 15% to 20% of net income. Do not borrow from one creditor to pay another.
10. **Keep a record of daily expenditures.** Buy a note pad and write down all of your expenditures so that you know where, when and how you are spending it.

### **Top saving tips**

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**Here are some tips to help you make your dollars stretch.**

**1. Create a budget for yourself** - start by figuring out your total monthly income then all of your fixed expenses such as rent, medical/car/personal insurance, transportation such as TTC, all these expenses are necessary. Then figure out all of your variable expenses such as hydro, cell phone /land line or both, laundry, grooming, clothing, and entertainment. Knowing how much you are spending every month on your living expenses allows you to make informed decisions on what you may or may not want to cut back and by how much.

**2. Groceries can be expensive** – unless you are looking for a bargain. Coupons can save you about 10% of your grocery bills. Check out flyers for sales. Shop at your neighbourhood local market where it may be a lot more affordable and the produce is fresh.



**3. Go big**— go grocery shopping with friends and roommates so that you can take advantage of the discounts you get when buying in bulk.

**4. Your clothes** – best time to shop for clothes is at end of season. Purchase your winter clothes in the spring and your summer clothes in the fall. The outlet stores are also good options as prices are pretty low. Other options for stretching your dollar are the thrift stores especially when they have 50% off sales.

**5. Swap party** – whenever you begin to feel that your closet needs to be revamped, organize a swap party with a few of your friends. This is a great opportunity for you to mingle while getting rid of things that you no longer use. Remember that you don't have to limit swapping to clothes. You can also swap beauty products, furniture, accessories, music, and movies. A new wardrobe, a new excuse to get together with friends, and not a single penny spent.

**6. Potluck** – you enjoy entertaining but money is tight, why not invite your new friends and have them bring one of their famous dishes to share. The best part is that you made one excellent snack but you will also get the opportunity to savour dishes from around the world for free.

**7. Get booked** – textbooks will probably cost you around \$1000 per academic year or about \$500 per semester, so if you can cut this cost down you'll be saving big time. One trick is to buy the books you need from people who have already taken the course; however, sometimes instructors will change the textbook they use from year to year so make sure you have an up to date list of the books you need. Another option you have is to split the cost of the textbook and share it with other students in your class. Ensure that you come up with a feasible schedule for sharing the book. This will also help you keep on top of your readings since you'll know you only have the book for a couple of nights a week.

**8. Dating on a dime** – we know the deal. You meet someone, you'd like to take them out but you've got no cash. What most people don't understand is that you don't need a lot of money to have an awesome date; you just need to put a little more effort and creativity into it. You can cook dinner for your date then head out to a venue to watch some live (and free) music, or go to an art show, or a live poetry reading. Remember to keep an eye out for interesting events your campus is hosting and suggest going to one with your date, such as guest lectures, music recitals, art exhibitions and plays. The great thing about campus events is that they're pretty good, often free of charge, and they usually have refreshments, which means free food.

**9. Looking good and feeling better** – find a recreational centre near you. You can have access to these facilities for free or for a minimal fee, so take advantage of them.

**10. Do it yourself** – from manicures, pedicures and facials to painting and other home maintenance projects, you can save a bundle if you've got the time and patience.

**11. Beauty schools** – as a training facility on hairstyling and esthetics, clinics provide students the opportunity to hone their craft in a real salon environment while the customer gets the services they want at a fraction of the price. It's a win-win situation for both the student and the customer.

**12. Libraries** – are your passport to explore museums, art galleries and other cultural treasures for free. Ask your librarian for the Sun Life Financial Museum and Arts Pass (MAP). If you are not in the mood for going out and just want to stay home and watch a movie then you can also borrow the latest movies for free.

## ■ TIPS FOR FRONT-LINE WORKERS ■

*By Natasa Boskovic and Maya Roy, Newcomer Women's Services Toronto*

There is an art and a science to welcoming newcomers to Canada who are in various stages of settlement process. As front line staff, we face challenges in serving clients with different immigration status which includes: newcomers with full status, those who overstay a visa, or receive a negative decision on a refugee claim.

On any given day, we listen to their challenges, connect them with new opportunities and services, confront negative perceptions, and work with them to fulfill their goals and dreams.

As a service provider, we assist clients to access society while keeping in mind their right to dignity and rights. For many newcomers, first contact with Canada will be through the settlement sector, and as a settlement worker you will be a guide on this journey.

### *Ask yourself, Do I .....*

#### **Return all 'client' phone calls within 24 hours?**

This demonstrates your professionalism and commitment to your clients. Working in public/settlement sector means providing excellent "customer service". The difference is that these clients are not purchasing services but improving their lives by accessing agency/community supports.

Yes ☐ No ☐

#### **Know my immigration categories & entitlements?**

Be aware of how entitlements change according to different immigration categories. For example:

Do all children have a right to attend school regardless of status?

Can I work, having applied for refugee status (without my hearing)? (Yes to both).

Yes ☐ No ☐

#### **Be proactive and stay informed?**

Use available resources and ensure you have up to date information. Sign up for e-mail lists and regularly check Immigration Canada guides, websites, sector networks, policy changes, and advocacy campaign information. Spend time to meet other service providers and attend conferences and trainings to get the latest news. [www.Settlement.org](http://www.Settlement.org) is a good place to start among many.

Yes ☐ No ☐

#### **Network with your peers and clients?**

Be informed about community programs including those not restricted to immigration status. Most important follow up - learn from your clients. There are many scams out there. We stopped referring clients to once place after we heard client feedback that they claimed free translation, but were instead charged \$100.

Yes ☐ No ☐

#### **Ensure client safety and always call ahead?**

Make sure you call ahead to confirm services, before your client contacts them. Front-line staff should be aware on how to report/serve non-status immigrants based on the organization's official policy or the fact that funding determines the limitations.

Yes ☐ No ☐

#### **Ask lots of questions and spend time?**

Be aware of specific *case-by-case (ad hoc)* nature of services when serving those without full immigration status. Be ready to spend significant amounts of time in searching for available services, especially health services, and put more effort and time in building trust with this clientele.

Yes ☐ No ☐

### **Drink a cup of tea with them?**

Be a real person - engage with community members and build trust! Being a good service provider includes offering emotional support and understanding people's needs. At NEW, we always offer a glass of water, drink tea, have a dish of candies and dollar store teddy bears/colouring books on hand to open dialogue. This avoids a cold institutional feel. When we meet these standards, it results in sincere relationships built on trust and respect.

Yes ☐ No ☐

### **Acknowledge fear and safety concerns?**

Being undocumented is intensively stressful; demonstrate that you will support them to ensure their personal safety. Explain that their information is confidential and kept locked; give them copies of all forms, etc.

Be aware that those without full status are especially vulnerable to: increased violence, abuse, prison, being separated from loved ones through deportation and labour exploitation. Racism, homophobia, poverty, sexism and anti-disability discrimination compound the pressure.

Yes ☐ No ☐

**Remember you don't need to know all of the answers – ask questions and confirm before giving out information.**

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We wish to thank the following individuals and organizations for their help on this initiative:

Elena Jara & Laurie Campbell- Credit Canada/  
Credit Education Week

Maya Roy- Newcomer Women's Services Toronto

Davenport-Perth Neighbourhood Centre

COSTI Immigrant Services

Thank you to the City of Toronto's Access, Equity & Human Rights Grant for funding this initiative.

Social Planning Toronto would also like to acknowledge the ongoing financial support provided by the City of Toronto and United Way Toronto.



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## NOTES



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