INTRODUCTION

Welcome to the third edition of Shelter, Support and Housing Administration’s guide for tenants who live in Toronto. It provides information about services that can help you stay healthy and housed. It is designed for use by anyone looking for assistance. Unless otherwise indicated, all the programs listed consider self-referrals.

Information has been organized by general areas of service. Unless otherwise noted, all addresses are in Toronto. In some sections, we have also included information about crisis response and who can help locate or navigate specialized programs. We have also included a subject index at the end to help make information easier to locate.

While every effort has been made to ensure accuracy, program details may change and we urge people to confirm the information provided. We also post service information online at www.toronto.ca/housing. If you do not find the services you are looking for in this guide, try calling 211 for information on community services or 311 for services provided by the City of Toronto.

We hope you find this guide useful. If you have any comments or feedback, or would like to know how your organization can get copies, please email us at ssha@toronto.ca.

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www.toronto.ca/housing
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CRISIS AND EMERGENCY INFORMATION

Dial 911 for all emergencies (police, fire, ambulance)

Crisis Lines
Anishnawbe Health Mental Health Crisis Line 416-891-8606
(Aboriginal clients)
Assaulted Women’s Helpline 416-863-0511 Toll Free 1-866-863-0511
Distress Centres of Toronto 416-408-HELP (4357)
Gerstein Crisis Centre 416-929-5200
Kids Help Phone Toll Free 1-800-668-6868
Toronto Rape Crisis Centre 416-597-8808
Seniors Crisis Access Line 416-619-5001
St. Elizabeth Health Centre Community
   Crisis Response (Etobicoke, North York)

Eviction and Eviction Prevention
If you are facing eviction call the Tenant Hotline, a housing help centre (pages 9-10), a community legal clinic (pages 110-113) or Central Intake.

Tenant Hotline 416-921-9494
Monday to Friday 8:30 a.m.-6 p.m.
Access to service in 150 languages.

Central Intake 416-338-4766
24 hours, seven days a week

Emergency Shelter
If you have no place to stay and need emergency shelter, call 311 or Central Intake.
Central Intake 416-338-4766 Toll Free 1-877-338-3398

Are you worried about a neighbour?
If you have concerns about a neighbour’s ability to care for himself or have safety concerns about a neighbouring property contact Toronto Health Connection at 416-338-7600, Monday to Friday, 8:30 a.m.-4:30 p.m. After hours and weekends contact 311.

If you are concerned about an older person’s health and safety contact the Seniors Crisis Access line at 416-619-5001. Staff will not be able to share personal details with you about the individual but they will confirm that they have made contact.
GENERAL INFORMATION AND REFERRAL NUMBERS

211 and 311 provide service in many languages, 24 hours a day, seven days a week.

**211 Toronto**
Findhelp Information Services
211 Toll Free
TTY 1-888-340-1001
www.211toronto.ca
- Call 211 Toronto for information about community programs and social services such as child and family services, food banks and settlement and newcomer services.
- Information about services also provided in languages other than English.
- 211 staff search community services by name, language or location and service is available 24 hours a day.

**311 Toronto**
311
TTY 416-338-0889
Email 311@toronto.ca
- www.toronto.ca/311
- 311 provides information about programs and services provided by the City of Toronto including waste collection, water and roads.
- Customer service reps also respond to concerns and complaints.
- Service is offered in more than 180 languages using interpreters provided through Language Line Services.

**Government of Ontario**
416-326-1234
Toll Free 1-800-267-8097
TTY 416-325-3408
TTY Toll Free 1-800-268-7095
www.ontario.ca
- General information on provincial services, including health services, employment programs and education and training.

**Service Canada**
Toll Free 1-800-622-6232
TTY Toll Free 1-800-926-9105
www.servicecanada.gc.ca
- For general information about federal government programs such as Social Insurance, Passports, and Employment Insurance.

**Community Care Access Centre**
416-310-2222
www.310ccac.ca
- To find health and home care services in your area call or visit the website.

**Community Navigation Access Program (CNAP)**
Toll Free 1-800-540-6565
www.cnap.ca
- Connects seniors and their care providers to support services in Toronto.
OTHER IMPORTANT NUMBERS

Daily Bread Food Bank
416-203-0050
191 New Toronto Street
www.dailybread.ca
- There are many food banks throughout Toronto, each with their own area of service.
- Call Daily Bread at 416-203-0050 for a referral to a member food bank near you or call 211 for information on other food programs.

Drug and Alcohol Helpline
Toll Free 1-800-565-8603
www.drugandalcoholhelpline.ca
- Information about drug and alcohol addiction.
- Confidential.

Mental Health Helpline
Toll Free 1-866-531-2600
www.mentalhealthhelpline.ca
- Information and referral service providing detailed information on mental health services and supports ranging from hospital based to community and self-help groups.
- Confidential and anonymous.
- Access to interpreters for over 170 languages.

Ontario Regional Poison Information Centre
416-813-5900
Toll Free 1-800-268-9017
www.ontariopoisoncentre.com
- 24 hours a day, 7 days a week.
- If the person is unconscious, convulsing, or having trouble breathing or swallowing, call 911 immediately.

Toronto Police Service
Non-emergency number 416-808-2222
TTY 416-467-0493
Special Victims Unit 416-456-7259
Victim Services 416-808-7066
Bad Date Line 416-808-0000
www.torontopolice.on.ca

Toronto Transit Commission (TTC)
416-393-4636
www.toronto.ca/ttc
- Information on bus and subway fares, routes and schedules.

TTC Wheeltrans
Customer Service 416-393-4111
Reservations 416-393-4222
Priority Line 416-393-4311
TTY Service 416-393-4555
- To book an interview for registration, call customer service at 416-393-4111.
HOUSING AND HOUSING ASSISTANCE

This section includes information about where you can apply for housing, housing help centres that can assist you with a housing search or eviction prevention and housing help programs located at community agencies.

Housing Access and Applications

Coordinated Access to Supportive Housing (CASH)
Toronto Mental Health and Addictions Supportive Housing Network
416-979-1994
Fax 416-916-1689
15 Toronto Street, 9th Floor
Toronto ON M5C 2E3
www.tosupportivehousing.ca

- People who are looking for subsidized and supportive housing can go to any of the partner agencies listed on the CASH website to fill in the application which is available online to be downloaded.
- Applications can be mailed or faxed.
- Applicants will be contacted within one business day of receiving the application to confirm its arrival.

Housing Connections
416-981-6111
176 Elm Street, Main Floor
www.housingconnections.ca
Monday, Wednesday, Thursday and Friday 8:30 a.m.-4:30 p.m.
Tuesday 10 a.m.-6 p.m.

- By far, the majority of subsidized housing units in Toronto are allocated through a centralized waiting list which is managed by Housing Connections. People who need rent-geared-to-income (or RGI) housing must apply through Housing Connections and keep their information up to date.
- To fill out or update an application, go to the Housing Connections office, visit their website, contact a Housing Help Centre or contact one of Housing Connections’ other community partners (listed on their website).

Developmental Services Ontario (DSO)
DSO Toronto – Surrey Place Centre
2 Surrey Place
Toll Free 1-855-372-3858
TTY 416-925-0295
www.dsontario.ca
E-mail DSOTR@surreyplace.on.ca
- Manages the waiting list for eligible applicants who have undergone an assessment and needs test for developmental services.

Housing Providers – Aboriginal

Akwa Honsta Non-Profit Aboriginal Homes
416-413-1300
80 Carlton Street

Amik – Frontiers Foundation
416-778-0822
419 Coxwell Avenue
http://frontiersfoundation.ca/amik

Gabriel Dumont Non-Profit Homes
416-286-5277
4201 Kingston Road, Unit 114A

Native Men’s Residence (Na-Me-Res)
Sagatay
416-651-6750
26 Vaughan Road

Nazareth House
416-532-0336
455 Palmerston Boulevard
www.nazarethhouse.ca

Nekenaan
(Second Stage Housing)
416-243-7669
1296 Weston Road
www.anduhyaun.org/housing

Nishnawbe Homes Inc.
416-975-5451
244 Church Street

Wigwamen Inc.
(Native Housing Main Office)
416-481-4451
23 Lesmill Road, Suite 106
www.wigwamen.com

Wigwamen Terrace
(Seniors Housing)
416-925-9165
14 Spadina Road

Wigwamen Waabnong
416-481-4451
20 Sewells Road

Housing Providers – Direct Application
Most housing providers that offer housing to people with low or fixed income take applications either through Housing Connections or the coordinated access system managed by the Toronto Mental Health and Addictions Support Network (see the CASH listing on previous page). A few housing providers consider applications directly submitted by potential residents and these are listed here.

Christian Resource Centre Self-Help
416-591-6389
90 Richmond Street East, Suite 201
www.crcselfhelp.ca
• Primarily shared accommodation for homeless or hard to house adults.

Deep Quong Non-Profit Homes Inc.
416-340-7918
106 Beverley Street
• Single adults, shared accommodation.

Ecuhome
416-537-1334 ext 1
Apply at 149 Jameson Avenue
(scheduled appointments only)
or 76 Pembroke Street
Wednesday 9 a.m.-noon (drop-in)
• Shared housing for single adults on low or fixed income.

Fred Victor
416-369-1199
145 Queen Street East
www.fredvictor.org
• Apply through the Housing Office or at the drop-in on Tuesdays from 2-4 p.m.
• For homeless, low-income adults.

Dixon Hall
58 Sumach Street
416-863-0499
www.dixonhall.org
• Call for more information on housing and housing programs.

Homes First
416-395-0902
90 Shuter Street, 2nd Floor
www.homesfirst.on.ca
Homeless, hard to house adults.

Houses Opening Today Toronto
416-369-0366 ext 25
75 Blantyre Avenue
www.hott.ca
• Families and singles 16 years and older with low or moderate incomes.
• Call for more information about applying.

Portland Place
416-703-0652
163 Portland Place
• Supportive housing for adults with mental health and addictions as well as physical challenges.
• Some accessible units.
• Call for application details.
Eviction Prevention and Housing Help Programs

If you are facing eviction call the Tenant Hotline, a housing help centre, a community legal clinic (pages 110-113) or Central Intake.

Tenant Hotline
416-921-9494
Monday to Friday 8:30 a.m.-6 p.m.
Access to service in 150 languages.

Central Intake
416-338-4766
24 hours, 7 days a week

Housing Help Centres
Housing Help workers have information about available housing and can help fill out housing applications. They can also help talk to landlords or give advice on housing issues, income support programs and eviction prevention. Housing Help Centres are also the access point for Rent Bank services including interest free loans and seasonal utility grants.

Etobicoke/York

1 Albion Neighbourhood Services North
416-740-3704
The Rexdale Hub
21 Panorama Court
www.albionservices.ca
Monday-Friday 9:30 a.m.-5 p.m.

2 Albion Neighbourhood Services South
416-252-5990
185 Fifth Street
www.albionservices.ca
Monday-Friday 9:30 a.m.-5 p.m.

3 West Toronto Housing Help Services
416-531-0841
2333 Dundas Street West, Suite 404
Monday-Friday 9 a.m.-5 p.m.

4 Unison Health and Community Services
416-653-5400
1651 Keele Street

Romero House
416-763-1303
1558 Bloor Street West
www.romerohouse.org
• Refugee claimants.

Rotary Cheshire Apartments
416-730-9501
TTY 416-730-9187
422 Willowdale Avenue, Suite 101
www.rotarycheshirehomes.org
info@rotarycheshirehomes.org
• Adults with dual disabilities of deafness and blindness.

St. Clare’s Multifaith Housing
416-929-0397
138 Pears Avenue, Suite 801
www.stclares.ca
• Transitional housing for people living in shelters or at risk of homelessness.
• Referral from shelter required.

WoodGreen Housing
416-645-6000 ext 1142
650 Queen Street East
www.woodgreen.org
Monday 9 a.m.-noon (drop-in hours)
Thursday 1-5 p.m. (drop-in hours)
• To find out more about the housing programs at WoodGreen and how to apply, call the Housing Help program and leave a message or visit during drop-in hours at the address above.

Yonge Street Mission
Genesis Place
416-929-9614
280 Gerrard Street East
www.ysm.ca
• For people who have experienced homelessness, abuse, poverty and/or trauma.
www.unisonhcs.org
Monday-Friday 9 a.m.-5 p.m. (call for an appointment)
Wednesday self-help housing clinic.

North York
5 COSTI - North York Housing Help Centre
416-244-0480
North York Sheridan Mall
1700 Wilson Avenue, Suite 114
www.costi.org
Monday and Friday 10 a.m.-12:30 p.m.
Monday and Wednesday 1-5 p.m.
Tuesday, Thursday, Friday 1-4 p.m.

Scarborough
6 Scarborough Housing Help Centre
416-285-8070
2500 Lawrence Avenue East, Unit 205
www.shhc.org
Monday-Thursday 8:30 a.m.-4:30 p.m.
Friday 8:30 a.m.-2 p.m.

Toronto/East York
7 East York Housing Help Centre
East York East Toronto Family Resources Organization
416-698-9306

Eviction Prevention and Housing Help Programs

8 Flemingdon Neighbourhood Services
416-424-2900
10 Gateway Boulevard, Suite 104
www.fnservices.org
Monday-Friday 9 a.m.-5 p.m.

9 Neighbourhood Information Post
416-924-2543
269 Gerrard Street East, 2nd Floor
www.nipost.org
Monday, Tuesday, Thursday,
Friday 9:30 a.m.-4:30 p.m.
Wednesday 1-4:30 p.m.
• Rent Bank access and eviction prevention.

10 WoodGreen Community Centre
416-645-6000 ext 1175
650 Queen Street East
www.woodgreen.org
Monday 9 a.m.-1 p.m.
Tuesday, Wednesday (call for an appointment)
Thursday 1-4 p.m.
Friday closed
Housing Help Programs - General and Homeless

1. Centre for Equality Rights in Accommodation
   Eviction Prevention Program
   416-944-0087
   Toll Free 1-800-263-1139
   340 College Street, Suite 101A
   www.equalityrights.org/cera
   Monday-Friday 9 a.m.-5 p.m.
   • Education and assistance to tenants faced with eviction through the telephone eviction prevention service.

2. Evangel Hall
   Housing Assistance Program
   416-504-3563 ext 226
   552 Adelaide Street West
   www.evangelhall.ca
   Monday-Friday 9 a.m.-12:30 p.m. (drop-in hours, but best to make an appointment)
   • Helps homeless, under-housed and unsuitably housed people find appropriate housing.

3. Fred Victor Centre
   Housing Access and Support Services
   416-364-3522
   100 Lombard Street, Suite 205
   www.fredvictor.org
   Monday-Friday 9 a.m.-5 p.m.
   • One-to-one practical support and assistance to find and maintain housing for adults who are homeless or have a history of homelessness.

4. Metropolitan United Church
   Housing Help Services
   416-363-0331 ext 21
   56 Queen Street East
   www.metunited.org
   Monday-Friday 9 a.m.-3:30 p.m.
   • Offers clients assistance in obtaining emergency, subsidized, and private housing. Ongoing support to maintain housing is an integral part of this program and includes counselling to stabilize clients and training in life skills.

5. Scarborough Centre for Healthy Communities
   Community Support Project, Homelessness Intervention
   416-642-9445
   3545 Kingston Road
   www.schcontario.ca
   Monday-Friday 8 a.m.-4 p.m.
   (By appointment only)
   • Provides support to people who are homeless or at risk to assist them to secure and maintain affordable housing.
   • Services include assistance in housing placement, crisis intervention and eviction prevention.

6. St. Stephen’s Community Centre
   Corner Drop-in Housing Help
   416-964-8747
   260 Augusta Avenue
   www.ststephenshouse.com
   Monday-Friday 7:30-11:30 a.m. (drop-in)
   Monday-Friday 11:30 a.m.-3:30 p.m. (by appointment)
   • Assists chronically homeless and socially isolated single adults to find and maintain housing.
   • Services include housing applications, housing placement, eviction prevention, accompaniment to housing appointments and long term support.

7. Stonegate Community Health Centre
   Homelessness Prevention Program
   416-231-7070
   150 Berry Road
   www.stonegatechc.org
   Hours vary by week. By appointment only.
   • Provides assistance to local youth, seniors and single parent families and newcomers who are homeless or at risk.
   • Services include assistance finding and keeping housing, assistance with housing applications, eviction prevention, landlord
mediation, and information workshops related to housing.

8 Streets to Homes
Walk-in Housing Assistance
416-392-0090
129 Peter Street
Monday-Friday 9 a.m.-noon
• Assistance, counselling and linkages to services.
• For people who are sleeping outside or street involved.

9 Syme-Woolner Neighbourhood and Family Centre Housing Help Program
416-766-4634
2468 Eglinton Avenue West, Main Floor
www.symewoolner.org
Monday-Friday 9 a.m.-3 p.m.
• Provides housing support and eviction prevention to people who are homeless or at risk.
• Counselling, information, advocacy and crisis intervention and high-support referrals.

10 Toronto Christian Resource Centre
Project Connect
416-363-4234 ext 222
40 Oak Street
www.tcrc.ca
Monday-Friday 9 a.m.-5 p.m.
• Works with low income rooming house tenants and their landlords to help prevent eviction and homelessness.
• Supports to access and maintain housing, promotion of resources for tenants whose housing is at risk and housing workshops.

11 West Toronto Community Legal Services
West Toronto Housing Help Services, Homeless Prevention Project
416-531-0841
2333 Dundas Street West, Suite 404
Monday, Wednesday, Thursday 9 a.m.-5 p.m.
Tuesday, Friday 1-5 p.m.
• Eviction prevention for vulnerable tenants.
• Services include early intervention, conflict resolution, individual support and referrals.

Housing Help Programs - General and Homeless
Housing Help - Aboriginal

1. Aboriginal Housing Support Centre
   Scarborough North
   416-281-2057
   20 Sewells Road
   www.aboriginalhsc.org

2. Native Child and Family
   Native Youth Housing Program
   416-850-6110
   1 Wood Street
   www.nativechild.org
   Monday-Friday 8 a.m.-4 p.m.
   • Provides housing help and housing supports to Aboriginal youth aged 16 to 24.

3. Native Women’s Resource Centre
   Housing Program
   416-963-9963
   191 Gerrard Street East
   www.nwrct.ca
   Monday-Friday 9 a.m.-5 p.m.
   • Culturally sensitive housing assistance to Aboriginal women and their children.
   • Services include assistance to find and maintain housing.

4. Wigwamen Aboriginal Housing Support Centre
   416-481-4451
   23 Lesmill Road, Unit 106
   www.wigwamen.com
   Monday-Friday 9 a.m.-5 p.m.
   • Provides culturally appropriate supports, counselling, referral and outreach.
   • Works with other service providers to enhance supports to Aboriginal households who are homeless or at risk.

Housing Help - HIV/AIDS

5. Fife House
   Access to Housing and Support
   416-205-9888
   490 Sherbourne Street, 2nd Floor
   www.fifehouse.org
   Monday-Friday 9 a.m.-5 p.m.
   • Serves individuals living with HIV/AIDS who are living on the street or at risk of homelessness.
   • Services include assistance to connect to private market landlords as well as social housing.

6. Hispanic Development Council
   Homelessness Prevention Program
   416-516-0851
   326 Adelaide Street West, Suite 201
   www.hispaniccouncil.net
   Monday-Friday 9 a.m.-5 p.m.
   • Housing support and crisis intervention services for Hispanic youth and their families.

7. Fred Victor Centre and Learning
   Enrichment Foundation
   Housing Access Support Services for Newcomers
   416-760-2569
   116 Industry Street
   Monday-Friday 9 a.m.-5 p.m.
   Phone to book an appointment.

8. Midyanta Community Services
   416-544-1992
   1992 Yonge Street, Suite 203
   www.midyanta.com
   Monday, Tuesday, Thursday, Friday 9 a.m.-4:15 p.m.
   Wednesday 9 a.m.-8 p.m.
   • Provides culturally sensitive housing services primarily to the Somali community, including housing access, eviction prevention and landlord-tenant mediation.
9 Regent Park Community Health Centre
African Housing Support Program
416-203-4506
465 Dundas Street East
www.regentparkchc.org
Wednesday 9-11:30 a.m. (intake drop-in)
• Provides culturally sensitive support, primarily to immigrants from Africa who are homeless or at risk of homelessness.
• Services include assistance in applying, accessing and maintaining housing, short-term case management, assistance with income support and housing referral information.

10 Romero House
416-763-1303
1558 Bloor Street West
www.romerohouse.org
Monday 10:30 a.m.-5 p.m.
Tuesday, Wednesday 10 a.m.-5 p.m.
Friday 10 a.m.-4 p.m.
• Housing, settlement and advocacy services for refugees.

11 Sojourn House Newcomer Housing Support Program
416-864-0515
101 Ontario Street
www.sojournhouse.org
Monday-Friday 9:30 a.m.-5:30 p.m.
• Housing supports include case management.
• Walk-ins or referrals from other agencies.

Post Incarceration

12 Elizabeth Fry Toronto
Post Incarceration Housing Program
416-924-3708
Toll Free 1-855-924-3708
215 Wellesley Street East
www.efrytoronto.org
Monday-Friday 8:30 a.m.-4:30 p.m.
• Offers help to homeless women who have been released from prison in accessing adequate, affordable housing.
• Provides support to enable women in maintaining their housing.
John Howard Society of Toronto
Offender Treatment and Housing and Post Incarceration Housing Project
416-925-4386
Toll Free 1-866-265-4434
60 Wellesley Street West
www.johnhowardtor.on.ca
Monday-Friday 9 a.m.-4:30 p.m.
- Works in partnership to prevent homelessness amongst ex-offenders by providing housing support services.
- Assists clients to obtain and maintain housing and provides individual supports.

Seniors

Central Neighbourhood House
Vulnerable Seniors Program
416-925-4363
349 Ontario Street
www.cnh.on.ca
Monday-Friday 9 a.m.-5 p.m. (call or drop in to make an appointment)
- For homeless and at risk individuals over 55.
- Assists with housing searches, landlord and tenant mediation, eviction prevention and advocacy.

Neighbourhood Link Support Services
416-691-7407
3036 Danforth Avenue
www.neighbourhoodlink.org
Monday-Thursday 9 a.m.-4 p.m.
Friday 9 a.m.-1 p.m.
- Provides housing support to vulnerable seniors, including crisis intervention, eviction prevention, and help to find and maintain housing.

Warden Woods Community Centre
Prevention of Homelessness Among Older Adults
416-694-1138
74 Firvalley Court
www.wardenwoods.com
Monday-Friday 9 a.m.-5 p.m.
- Provides support to adults 55 years and over who are homeless or at risk using a case management approach.
- Services include crisis intervention, information, referral and counselling.

Women

Sistering: A Woman’s Place
Housing Support
416-926-9762
962 Bloor Street West
www.sistering.org
Monday 11:30 a.m.-3 p.m.
Tuesday, Friday 9:30 a.m.-5 p.m.
Wednesday, Thursday, Saturday and Sunday 9:30 a.m.-3:00 p.m.
- Housing supports include assistance to find and maintain housing, counselling, mediation, help accessing financial resources, accompaniment to housing appointments, conflict resolution and landlord outreach.
- Phone or drop in for an appointment.

Youth

Jessie’s, The June Callwood Centre for Young Women
Housing Access and Retention
416-365-1888
205 Parliament Street
www.jessiescentre.org
Monday, Tuesday 9 a.m.-7 p.m.
Wednesday, Thursday 9 a.m.-5 p.m.
- Helps at-risk teen parents with housing access and retention.
- Phone for intake and referral to a housing counsellor.

Massey Centre for Women
Housing Support for Young Families
416-425-6348
1102 Broadview Avenue
Support to vulnerable young families includes housing search and follow-up support.

2 Native Child and Family
Native Youth Housing Program
416-850-6110
1 Wood Street
www.nativechild.org
Monday-Friday 8 a.m.-9 p.m.
- Provides housing help and housing supports to Aboriginal youth aged 16 to 24.

20 Oolagen Community Services
416-395-0660
65 Wellesley Street East, Suite 500
www.oolagen.org
Tuesdays noon-8 p.m. (drop-in intake, arrive before 6 p.m.)
- Wraparound program that helps at risk young mothers to obtain and maintain stable housing.

21 Pape Adolescent Resource Centre
One Stop Housing
416-462-1010 ext 23
469 Pape Avenue
www.parcyouth.com
Monday-Friday 9 a.m.-5 p.m.
- Assists youth who are homeless or at risk find and maintain housing.
- Offers housing lists, assistance with housing applications, housing workshops, eviction prevention and mediation.

22 Sherbourne Health Centre
Supporting Our Youth (SOY)
416-324-5077
333 Sherbourne Street, 2nd Floor
www.soytoronto.org
Monday-Friday 10 a.m.-5 p.m
Monday drop-in and meal 5:30-8 p.m.
- Some weekend programs, call for details.
- Addresses the immediate housing, food and transportation needs of LGBTT youth and provides emotional, social and practical supports to increase resiliency and self-sufficiency.

23 Yonge Street Mission
Evergreen Housing, Access for Youth
416-929-9614 ext 2231
381 Yonge Street
www.ysm.ca
Monday-Friday 12:30-4 p.m.
- Housing support services provided to youth at the Evergreen Centre.
- Includes assisting youth to find shelter, transitional or permanent housing.
Eviction and Eviction Prevention
If you are facing eviction call the Tenant Hotline, a housing help centre (pages 9-10), a community legal clinic (pages 110-113) or Central Intake.

Tenant Hotline
416-921-9494
Monday to Friday 8:30 a.m.-6 p.m.
Access to service in 150 languages.

Central Intake
416-338-4766
24 hours, 7 days a week

Emergency Shelter
If you have no place to stay and need emergency shelter, call 311 or Central Intake.
311
Central Intake
416-338-4766
Toll Free 1-877-338-3398

Behind in your rent?
If you are behind in your rent and facing eviction, consider contacting the nearest Rent Bank office to ask about an interest-free loan. If you are on social assistance, please contact your caseworker as these loans are not available to people on income assistance or in subsidized housing. You can apply at your local housing help centre or contact the Rent Bank Central office for more information.

Rent Bank
Central Office
416-924-3862
www.ontariorentbank.net
or
Neighbourhood Information Post
416-924-2543
www.nipost.org

Help with Utility Costs

Toronto Employment and Social Services Emergency Energy Fund
416-338-3332
www.toronto.ca/socialservices
- For low-income residents of Toronto who are not receiving social assistance.
- Must have been disconnected or received a disconnection notice and do not have sufficient income and/or assets to pay the arrears.

Housing help centres can also help you apply for seasonal utility grants.

Housing Help Centres
Housing help centres can help with:
- Eviction prevention
- Housing and landlord issues
- Income support programs
- Housing applications
- Rent Bank loans
- Seasonal utility grants

See pages 9-16 for a complete list of Housing Help Centres and Housing Help programs.
Tenant Advice and Legal Clinics

General Information and Referral

Tenant Hotline
416-921-9494
777 Bay Street, 12th Floor
www.torontotenants.org
• A free telephone counselling service that explains tenants’ rights and obligations and provides advice on matters including leases, repairs, evictions, sub-metering and automatic rent reductions.
• Counselling services are available in 150 languages.
• The Tenant Hotline does not offer legal advice. Should you require legal attention, contact a local community legal clinic.

Community Legal Education Ontario (CLEO)
416-408-4420
119 Spadina Avenue, Suite 600
www.cleo.on.ca
cleo@cleo.on.ca
• Plain language materials cover many areas of law, including tenants’ rights.

Advocacy Centre for Tenants
Tenant Duty Counsel
416-597-5855
Toll Free 1-866-245-4182
425 Adelaide Street West, 5th Floor
www.acto.ca
• Lawyers and legal assistants are available to assist tenants on the day of their hearing at the Landlord and Tenant Board.

Community Legal Clinics
Community Legal Clinics offer free legal advice under Legal Aid Ontario on topics from rent increases to maintenance to eviction.

Complaints and concerns
(property standards, discrimination, bed bugs, hoarding)

City of Toronto Municipal Licensing and Standards (MLS)
311
www.toronto.ca/apartmentstandards/home
• If you have complaints about repairs, building safety or heating, and you have not been able to address them with the landlord, contact MLS.

The Centre for Equality Rights in Accommodation (CERA)
416-944-0087
Toll Free 1-800-263-1139
340 College Street, Unit 215
www.equalityrights.org/cera
• Can help fight housing discrimination.

Investigation and Enforcement Unit
Ministry of Municipal Affairs and Housing
416-585-7214
Toll Free 1-888-772-9277
777 Bay Street, 12th Floor
www.mah.gov.on.ca/Page142.aspx
• Responds to complaints about alleged offences under the Residential Tenancies Act such as improper eviction, failing to obey Provincial Work Orders, withholding vital services.

Bed bugs and hoarding
• Tenants are responsible for reporting bed bug infestations to their landlord in a timely manner so that they can be treated.
• For help with bed bugs or hoarding concerns, landlords and tenants can phone Toronto Public Health at 416-338-7600.

Fire Safety
• For concerns related to fire safety, landlords and tenants can contact 311 or Toronto Fire Services at 416-338-9050.
• Information is also available online at www.toronto.ca/fire/index.htm.
Residential Tenancies Act and Tenant Rights and Responsibilities

Residential Tenancies Act
Most residential tenancies are covered by the Residential Tenancies Act (the Act), which outlines the rights and responsibilities of landlords and tenants, provides rules and creates the Landlord and Tenant Board. Co-operative housing, group homes and long-term-care homes are not covered under the Act. Also, many of the Act’s rules about rent do not apply to non-profit and public housing.

Landlord Rights and Responsibilities
Your landlord has the right to:
• Collect a rent deposit.
• Increase the rent. In most cases, only once a year by the guideline that is set by the Minister of Municipal Affairs and Housing.

Exceptions: New units, non-profit and public housing units, residences at schools, colleges and universities, and certain other accommodation are not covered by all the rent rules.

Your landlord is responsible for:
• Keeping the rental property in a good state of repair and obeying health, safety and maintenance standards.

Your landlord is not allowed to:
• Shut off or deliberately interfere with the supply of heat, electricity, fuel, gas, or hot or cold water (unless temporarily to make repairs).
• Take your personal property if you don’t pay your rent and you are still living in your rental unit.
• Lock you out of your rental unit unless your landlord has an eviction order from the Board and the Sheriff comes to your rental unit to enforce it.
• Insist that you pay your rent by post-dated cheque or automatic debit. These ways of paying your rent can be suggested, but you cannot be refused a rental unit or evicted for refusing to give them.

Tenant Rights
You have the right to:
• Security of tenancy.
• Privacy. Your landlord can only enter your rental unit for the reasons allowed by the Act.

You are responsible for:
• Paying your rent on time.
• Keeping your unit up to the standard that most people would consider ordinary for normal cleanliness.
• Repairing any damage to the rental property caused by you or your guests.

You are not allowed to:
• Change the locking system on a door that gives entry to your rental unit unless you get your landlord’s permission.

Tenant Insurance
Soho Tenant Insurance
416-360-0761
www.sohoinsurance.ca/tenantinsurance.htm
• Low-cost insurance for residents of social housing.

Landlord Tenant Board
416-645-8080
Toll free 1-888-332-3234
• Informs landlords and tenants about their rights and responsibilities under the Act.
• Resolves disputes between landlords and tenants through mediation or adjudication, or by providing information.

Tenant Information
Crisis/Emergency

911
For emergency services (Police, Ambulance, Fire) call 911. This is free from any pay phone. You don’t need to speak English to call. Translation is available in 140 languages.

Tips for calling 911 in a medical emergency:
• Have ready an exact address/location including apartment/unit number, entry code, nearest main intersection and any special instructions (most appropriate entrance – ramps, elevators etc.).
• If possible, have someone wait for the ambulance to flag them down and show them in.
• Leave porch lights on; unlock the door if safe to do so.
• Expect to answer questions regarding what is happening in detail; e.g. the nature of the patient’s injuries; is the patient conscious, breathing, having chest pain; are there any dangers or hazards on scene (dogs, assaults, fire, broken stairs).
• Have the patient’s information available – age, sex, medical history, allergies.
• Have a Toronto Emergency Medical Services (EMS) emergency information sheet filled out and ready for the paramedics.
• Anticipate possible instructions to care for the patient until the ambulance arrives, e.g. turn the patient on to their side, perform CPR, or call back if anything changes.
• Do not hang up until the dispatcher tells you to.

For a list of hospitals with emergency departments see pages 24-25.

In Case of Emergency (ICE) Form
Filling out an ICE form (on next page) and keeping it handy is a convenient way to ensure you are prepared for a medical emergency. Here are the instructions for filling out the Toronto EMS ICE sheet:

Name: Full name as it appears on your health card. You can include your common name in parentheses or quotation marks.

Health Card: Include the version code (2 letters at the end of the 10 digit number). On the older card (red and white), the version code is located in the bottom right corner.

Advanced care directive: May include: “do not resuscitate order”, which explains your wishes in the event of a life threatening illness. This could also include any personal/religious requests e.g. no blood products, dietary restrictions etc. This sheet should be kept with the ICE sheet.

Emergency contact: The person you wish to be contacted in case of emergency.

Primary care provider: This could be your family physician, walk in clinic, Family Health Centre, Naturopathic Practitioner or whoever you usually see for medical issues.

Relevant medical history: Please provide details e.g. heart attack in 2005.

Medications: You may also want to attach a current list from your pharmacist.

Medical allergies: All medications you are allergic to. This list may also include food and material allergies e.g. shellfish, eggs, latex, medical dyes etc.

Hospital affiliation: Is there a hospital you regularly attend or are followed by, and if so which department/doctor.

Completed by, and date: Important for accuracy and to keep record of how current the document is.
# INFORMATION SHEET

**IN CASE OF EMERGENCY CALL 911**

## CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Apartment Number</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>Postal Code</td>
<td></td>
</tr>
<tr>
<td>Main Phone</td>
<td></td>
</tr>
<tr>
<td>Alt. Phone</td>
<td></td>
</tr>
<tr>
<td>Health Card</td>
<td></td>
</tr>
<tr>
<td>Birth Date</td>
<td></td>
</tr>
<tr>
<td>Primary Language(s)</td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td>M, F</td>
</tr>
<tr>
<td>Advanced Care Directive</td>
<td>On file with</td>
</tr>
</tbody>
</table>

## EMERGENCY CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Contact</th>
<th>Main Phone</th>
<th>Alt. Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact 2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## PRIMARY CARE PROVIDER

<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td></td>
</tr>
</tbody>
</table>

## RELEVANT MEDICAL HISTORY

<table>
<thead>
<tr>
<th>Condition</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiac</td>
<td></td>
</tr>
<tr>
<td>Stroke/TIA</td>
<td></td>
</tr>
<tr>
<td>Hypertension</td>
<td></td>
</tr>
<tr>
<td>Congestive heart failure</td>
<td></td>
</tr>
<tr>
<td>Asthma</td>
<td></td>
</tr>
<tr>
<td>COPD</td>
<td></td>
</tr>
<tr>
<td>Seizure</td>
<td></td>
</tr>
<tr>
<td>Diabetic IDDM/NIDDM</td>
<td></td>
</tr>
</tbody>
</table>

Other: ___________________  

[www.torontoems.ca](http://www.torontoems.ca)
# MEDICATIONS

1) ____________________________  6) ____________________________  11) ____________________________
2) ____________________________  7) ____________________________  12) ____________________________
3) ____________________________  8) ____________________________  13) ____________________________
4) ____________________________  9) ____________________________  14) ____________________________
5) ____________________________  10) ____________________________  15) ____________________________

# MEDICAL ALLERGIES

- [ ] No Known Allergies
- [ ] Penicillin
- [ ] ASA
- [ ] Sulpha
- [ ] Codeine

Other ____________________________

# SPECIAL CONSIDERATIONS

Communicable Infection / Disease ____________________________

Other ____________________________

Hospital affiliation ____________________________ ➔ [ ] Extensive history,

- [ ] Specialty (Dialysis, neuro, etc.) ____________________________

# MOBILITY / SENSORY

- [ ] Dentures
- [ ] Visual (impairment / glasses)
- [ ] Hearing (impairment / aid)

- [ ] Mobility issues (cane / wheelchair / walker / motorized scooter / prosthetic limb)
**General Information and Referral**

**Community Care Access Centre**
General Information 416-310-2222
Toll Free 1-866-243-0061
TTY 416-506-1512
www.ccac-ont.ca
- Community Care Access Centres (CCACs) can help people access government-funded home care services, long-term care homes and community support and health agencies.
- Anyone can make a referral to a CCAC.
- Depending on eligibility, CCAC services include nursing, personal support (help with bathing, dressing, etc.), medical supplies and equipment, convalescent care (short-term care in a Long-Term Care Home) and end of life care.

**Telehealth Ontario**
Toll Free 1-866-797-0000
TTY Toll Free 1-866-797-0007
- A free, confidential telephone service for general health information or advice from a Registered Nurse.
- Callers do not need a Health Card.
- Available 24 hours a day, seven days a week, with translation support in 110 languages.

**Toronto Public Health**
Toronto Health Connection Information Line 416-338-7600
TTY 416-392-0658
www.toronto.ca/health
- Information and access to all Toronto Public Health programs and services.
- Free, confidential information and advice.

**Finding a Doctor**

**Health Care Connect**
Toll Free 1-800-445-1822
www.health.gov.on.ca
- A Ministry of Health and Long-Term Care (MOHLTC) program that helps people find a family doctor accepting new patients.
- Registrations are taken over the phone or online.
- A valid OHIP card is needed.

**Health Cards**

**Ontario Health Insurance Program (OHIP)**
**Ontario Ministry of Health**
INFOline Toll Free 1-800-267-8097
Toll Free TTY 1-800-268-7095
www.health.gov.on.ca
- To book an appointment for new or OHIP replacement cards, call Toll Free 1-888-376-5197 or visit the closest Service Ontario Centre.
- See the website, or page 102 for a list.

**Flu Clinics**

**Toronto Public Health Flu Clinics**
311
www.toronto.ca/health/flu
- See the Toronto Public Health website for a schedule of their clinics, as well as a flu fact sheet and symptom checklist in different languages.
- Flu shots are available at doctors’ offices, walk-in clinics and public health clinics.
HOSPITALS

Discharge
If you or a family member have concerns or questions about what happens after hospital discharge, ask to speak to a social worker or charge nurse. They can make referrals to aftercare and support programs through the Community Care Access Centre (CCAC).

Home At Last
Seniors who are without support of family and friends at the time of discharge may be eligible for the Home at Last program. You can request a referral from the hospital, or call the program directly for more information. This short term, free service can help with:
- Driving and/or accompanying the patient home
- Picking up medications and/or groceries
- Preparing small meals
- Providing personal care and/or homemaking services
- Following up with phone calls and/or visits to check on the patient’s well being
- Making referrals to other community support services

East (Scarborough) 416-750-7858
Central 426-532-7586 ext 242
North 416-398-5510

Hospitals
The following is a list of hospitals providing emergency and urgent care clinics in Toronto. Included in the contact information are numbers to call when patients or family members have concerns or questions about patient care and/or discharge planning received while in hospital.

Etobicoke
William Osler Health Centre
Etobicoke General Hospital
416-494-2120
Patient Inquiry 416-494-2120 ext 33525
Patient Relations 416-494-2120 ext 32474
101 Humber College Boulevard

North York
Humber River Regional Hospital
Finch Avenue Site
416-744-2500
Patient Inquiry 416-747-3868
Patient Relations 416-243-4547
2111 Finch Avenue West
www.hrrh.on.ca
- Emergency department
- Walk-in clinic

North York General Hospital
416-756-6000
Patient Inquiry 416-756-6000 ext 2
Patient Relations 416-756-6125
4001 Leslie Street
www.nygh.on.ca
- Emergency department
- After hours clinic

Sunnybrook Health Sciences Centre
416-480-6100
Patient Inquiry 416-480-4246
Patient Relations 416-480-4940
2075 Bayview Avenue
www.sunnybrook.ca
- Emergency Department
Scarborough  
**Scarborough Hospital General Campus**  
416-438-2911  
Patient Inquiry 416-438-2911  
Patient Relations 416-495-2701 ext 6140, 6433  
3050 Lawrence Avenue East  
www.tsh.to  
• Emergency department

Scarborough Hospital Birchmount Campus  
416-495-2400  
Patient Inquiry 416-495-2400  
Patient Relations 416-495-2701 ext 5424  
3030 Birchmount Road  
www.tsh.to  
• Emergency department

**Rouge Valley Health System**  
**Centenary Hospital**  
416-284-8131  
Patient Information 416-284-8131 ext 7315  
Patient Relations 416-284-8131 ext 4742  
2867 Ellesmere Road  
www.rougevalley.ca  
• Emergency department  
• Walk-in clinic

**Toronto/East York**  
**Hospital for Sick Children**  
416-813-1500  
Patient Inquiry 416-813-6621  
Child and Family Relations 416-813-6181  
555 University Avenue  
www.sickkids.ca  
• Serves children up to age 17  
• Emergency department

**Mount Sinai Hospital**  
416-586-4800  
Patient Inquiry 416-586-4800 ext 5054  
Patient Relations 416-586-4800 ext 5066  
600 University Avenue  
www.mtsinai.on.ca  
• Emergency department

**St. Joseph’s Health Centre**  
416-530-6000  
Patient Inquiry 416-530-6000 ext 6038  
Patient Relations 416-530-6652  
30 The Queensway  
www.stjoe.on.ca  
• Emergency department

**St. Michael’s Hospital**  
416-360-4000  
Patient Inquiry 416-864-5454  
Patient Relations 416-864-5215  
30 Bond Street  
www.stmichaelshospital.com  
• Emergency department

**Toronto East General Hospital**  
416-461-8272  
Patient Inquiry 416-469-6487  
Patient Relations 416-469-6096  
825 Coxwell Avenue  
www.tegh.on.ca  
• Emergency department

**Toronto General Hospital**  
416-340-3111  
Patient Inquiry 416-340-3131  
Patient Relations 416-340-4907  
190 Elizabeth Street  
www.uhn.ca  
• Emergency department

**Toronto Western Hospital**  
416-603-5800  
Patient Inquiry 416-603-5801  
Patient Relations 416-340-4907  
399 Bathurst Street  
www.uhn.ca  
• Emergency department

**Women’s College Hospital**  
416-323-6400  
Patient Relations 416-323-7702  
76 Grenville Street  
www.womenscollegehospital.ca  
• Urgent care centre
COMMUNITY HEALTH CENTRES

Community Health Centres (CHC) provide primary health care and prevention programs. Keep in mind that most community health centres only provide services to people who live within their particular community and/or target populations and that there may be a waiting list for services. Community Health Centres can provide general medical services to people without an OHIP card, but they must meet eligibility guidelines. Contact the CHC directly for more information.

Etobicoke/York
1. Access Alliance Multicultural Community Health Centre
   416-760-8677
   761 Jane Street, 2nd Floor
   Monday, Wednesday, Friday 9 a.m.-5 p.m.
   Tuesday, Thursday 9 a.m.-8 p.m.
   Also at this location
   West End Non-Insured Walk-in Clinic
   Monday 4-7:30 p.m. (last client at 7:15 p.m.)
   Wednesday 1-4:30 p.m. (last client at 4:15 p.m.)
   • Provides episodic care which means care for a particular or specific medical issue, without an ongoing relationship being established between the person and health care professionals – if medically required, there will be follow-up.
   • Anyone matching these criteria can use the clinic:
     • People with no-status/the non-insured
     • People who are in the 3 month OHIP wait period
     • People who do not have a primary care provider (i.e. no doctor or nurse practitioner)
     • People who live west of Yonge Street and in the City of Toronto.

2. The Four Villages Community Health Centre
   416-604-3361
   3446 Dundas Street West
   Monday to Wednesday 9 a.m.-8 p.m.
   Thursday 8:30 a.m.-noon
   Friday 8:30 a.m.-5 p.m.

3. LAMP Community Health Centre
   416-252-6475
   185 Fifth Street
   www.lampchc.org
   Monday to Wednesday 9 a.m.-8 p.m.
   Thursday 8:30 a.m.-noon
   Friday 8:30 a.m.-5 p.m.

4. Rexdale Community Health Centre
   416-744-0066
   8 Taber Road
   www.rexdalechc.com
   Monday, Wednesday 8:30 a.m.-8 p.m.
   Tuesday, Thursday, Friday 8:30 a.m.-5 p.m.
   Saturday 9 a.m.-2 p.m.

5. Stonegate Community Health Centre
   416-231-7070
   150 Berry Road
   Stonegate Plaza
   www.stonegatechc.org
   Monday-Wednesday 9 a.m.-5 p.m.
   Thursday-Friday 9 a.m.-5 p.m.

6. Unison Health and Community Services
   Keele-Rogers
   416-653-5400
   1651 Keele Street
   www.unisonhcs.org
   Monday 8:30 a.m.-5 p.m.
   Tuesday, Wednesday, Thursday 8:30 a.m.-8:30 p.m.
   Friday 8:30 a.m.-5 p.m.
North York

1. **Black Creek Community Health Centre**
   416-249-8000
   2202 Jane Street, Unit 5
   Sheridan Mall
   www.bcchc.com
   Monday, Wednesday, Friday 9 a.m.-5 p.m.
   Tuesday 9 a.m.-8:30 p.m.

2. **Black Creek Community Health Centre**
   416-246-2388
   1 Yorkgate Boulevard, Unit 202
   Yorkgate Mall
   www.bcchc.com
   Monday-Friday 10 a.m-6 p.m.

3. **Flemingdon Health Centre**
   416-429-4991
   10 Gateway Boulevard
   www.fhc-chc.com
   Monday-Thursday 8:30 a.m-9 p.m.
   Saturday 9 a.m.-2 p.m.

4. **Unison Health and Community Services Bathurst-Finch**
   *5987 Bathurst Street, Suite 104
   647-436-0385
   www.unisonhcs.org
   Monday-Friday 9 a.m.-5 p.m.
   *moving to a new location in the fall, call to confirm

5. **Unison Health and Community Services Jane-Trethewey**
   416-645-7575 ext 3
   1541 Jane Street
   www.unisonhcs.org
   Monday, Wednesday, Thursday, Friday
   9 a.m.-5 p.m.
   Tuesday 9 a.m.-8:30 p.m.

6. **Unison Health and Community Services Lawrence Heights**
   416-787-1661
   12 Flemington Road
   www.unisonhcs.org
   Monday, Tuesday, Thursday
   8:30 a.m-8:30 p.m.
   Friday 8:30 a.m.-5 p.m.
   Wednesday 8:30 a.m-12:30 p.m.

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**Community Health Centres**

- Community Health Centre in North York
- Community Health Centre on another map

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**Scarborough**

1. **Access Alliance Multicultural Community Health Centre**
   - 416-693-8677
   - 3079 Danforth Avenue
   - www.accessalliance.ca
   - Monday-Thursday 9 a.m.-8 p.m.
   - Friday 9 a.m. to 5 p.m.
   - Saturday 10 a.m. to 5 p.m.

2. **Scarborough Centre for Healthy Communities**
   - Mid-Scarborough Community Hub
   - 416-642-9445
   - 2660 Eglinton Avenue East
   - www.schcontario.ca
   - Monday, Wednesday, Friday 9 a.m.-5 p.m.
   - Tuesday 8 a.m.-8 p.m.
   - Thursday 8 a.m.-6 p.m.

3. **TAIBU Community Health Centre**
   - 416-644-3536
   - 27 Tapscott Road, Unit 1
   - www.taibuchc.ca
   - Monday, Wednesday, Friday 9 a.m.-5 p.m.
   - Tuesday, Thursday 9 a.m.-8 p.m.
Toronto/East York

1 Access Alliance Multicultural Community Health Centre
416-324-8677
340 College Street, Suite 500
www.accessalliance.ca
Monday, Tuesday, Thursday, Friday 9 a.m.-5 p.m.
Wednesday 1-8 p.m.

2 Anishnawbe Health Toronto
416-360-0486
225 Queen Street East
www.aht.ca
Monday, Wednesday 9 a.m.-8 p.m.
Tuesday, Thursday, Friday 9 a.m.-5 p.m.
• Provides Traditional Healing within a
  multidisciplinary health care model to
  improve the health and well-being of
  Aboriginal people.

3 The Anne Johnston Health Station
416-486-8666
TTY 416-486-6759
2398 Yonge Street
www.ajhs.ca
Monday, Tuesday, Thursday, Friday
8:30 a.m.-5:30 p.m.
Wednesday 8:30 a.m.-7 p.m.
Saturday 9 a.m.-4 p.m.
• A range of programs and services
  promotes the health and well-being
  of seniors, youth and people with
  physical disabilities requiring an
  accessible, barrier free environment.

4 Centre Francophone de Toronto
416-922-2672
22 College Street, Main Floor
www.centrefranco.org
Monday, Tuesday, Wednesday, Friday
8:30 a.m.-4:30 p.m.
Thursday 8:30 a.m.-7:30 p.m.
• No Ontario Health Insurance required for
  general services.
• Offers primary medical care services in
  French.

5 Davenport-Perth Neighbourhood and Community Health Centre
416-656-8025
1900 Davenport Road
http://dpnchc.ca
Monday, Tuesday, Wednesday 9 a.m.-8 p.m.
Thursday 1-5 p.m., Friday 9 a.m.-5 p.m.

6 East End Community Health Centre
416-778-5858
1619 Queen Street East
www.eastendchc.on.ca
Monday, Wednesday 9 a.m.-8 p.m.
Tuesday, Thursday 8 a.m.-8 p.m.
Friday, Saturday 9 a.m.-5 p.m.

7 The Four Villages Community Health Centre
416-604-3361
1700 Bloor Street West
www.4villageschc.ca
Monday-Thursday 8 a.m.-8 p.m.
Friday 8 a.m.-5 p.m.

8 Parkdale Community Health Centre
416-537-2455
1229 Queen Street West
www.pchc.on.ca
Monday, Tuesday, Thursday 9 a.m.-8 p.m.
Wednesday 9 a.m.-noon and 3-8 p.m.
Friday 9 a.m.-5 p.m.
Saturday 10 a.m.-1 p.m.

9 Queen West Health Centre
416-703-8482
168 Bathurst Street
www.ctchc.com
Monday, Wednesday, Thursday, Friday 9 a.m.-4 p.m.
Tuesday 1:30-4 p.m.

10 Regent Park Community Health Centre
416-364-2261
465 Dundas Street East
www.regentparkchc.org
Monday 9 a.m.-6 p.m.
Tuesday noon-7:30 p.m.
Wednesday, Thursday 9 a.m.-7:30 p.m.
Friday 9 a.m.-5 p.m.
Community Health Centres

11 Sherbourne Health Centre
416-324-4180
333 Sherbourne Street
www.sherbourne.on.ca
Monday, Tuesday, Wednesday 9 a.m.-8 p.m.
Thursday 9 a.m.-noon and 5-8 p.m.
Friday 9 a.m.-5 p.m.
Saturday 9 a.m.-1 p.m.
  • Primary health care services for persons who do not have a family doctor.
  • Primary health care and counselling services for lesbian, gay, bisexual and trans individuals.

12 Shout Clinic
Queen West Community Health Centre
416-703-8482
168 Bathurst Street
www.ctchc.com
Monday, Wednesday, Thursday, Friday 9 a.m.-4 p.m.
Tuesday 1:30-4 p.m.
• Serves homeless and street-involved youth under 25 years.

13 South Riverdale Community Health Centre
416-461-1925
955 Queen Street East
www.srchc.ca
Monday, Tuesday, Thursday 9 a.m.-8 p.m.
Wednesday, Friday 9 a.m.-5 p.m.
• Priority is given to people who are not insured, and/or have to overcome barriers such as low income or literacy, housing family or social problems as well as gender, culture or mental health issues.

14 Women’s Health in Women’s Hands
416-593-7655 ext 7
TTY 416-593-5835
2 Carlton Street, Suite 500
www.whiwh.com
Monday-Thursday 9 a.m.-8 p.m.,
Friday 9 a.m.-5 p.m.
• Provides primary healthcare to women of colour from the Caribbean, African, Latin American and South Asian communities.

See also Community Hubs pages 62-63.
SEXUAL HEALTH CLINICS

Women’s College Hospital
Sexual Assault and Domestic Violence Care Centre
416-323-6040
76 Grenville Street (entrance on Grosvenor Street west of Bay Street)
www.womenscollegehospital.ca
• Medical assessment and treatment.
• Psychological and social support.
• Collection of medical and legal evidence at request of client.

AIDS & Sexual Health Info Line
416-392-2437
Toll Free 1-800-668-2437
• A province-wide, free and anonymous service staffed by professional, multidisciplinary and multicultural counsellors who offer assistance in different languages.

Sexual Health Clinics
Toronto Public Health Sexual Health Clinics offer birth control counselling, low cost or free birth control, free condoms, Plan B (emergency contraceptive pill), STI testing and free treatment, HIV testing, pregnancy testing, counselling and referral, sexuality and relationship counselling. You do not need OHIP coverage or a referral to visit a clinic.

For clinic hours, call the Aids & Sexual Health Info Line, contact the clinic directly or visit the Toronto Public Health website at www.toronto.ca/health.

North Toronto

Birth Control and Sexual Health Centre
416-789-4541
960 Lawrence Ave. West, Suite 403

The Talk Shop
416-338-7000
Mel Lastman Square
5110 Yonge Street

Black Creek Community Health Centre
416-246-2388
1 Yorkgate Boulevard, Suite 202
Yorkgate Mall

Black Creek Community Health Centre
416-249-8000
2202 Jane Street, Unit 5
Sheridan Mall

East Toronto

Scarborough Sexual Health Clinic
416-338-7438
Scarborough Civic Centre
160 Borough Drive

The Gate
416-429-4991
Flemingdon Health Centre
10 Gateway Boulevard

Taibu Community Health Centre
416-644-3536
27 Tapscott Road

South Toronto

Crossways Clinic
416-392-0999
Crossways Mall
2340 Dundas Street West

Hassle Free Clinic
416-922-0566
66 Gerrard Street East, 2nd Floor
HPV (Human Papilloma Virus) Vaccine Clinic
416-480-5367
Sunnybrook Health Sciences Centre
2075 Bayview Avenue, M-wing, 4th Floor

Immigrant Women’s Health Centre
416-323-9986
489 College Street, Suite 200

Special Treatment Clinic
416-351-3800 ext 2207
790 Bay Street, 8th Floor

West Toronto

The Jane Street Clinic
416-338-7272
662 Jane Street

Rexdale Community Health Centre
416-744-0066
8 Taber Road

Rexdale Youth Resource Centre
416-741-8714
1530 Albion Road

Additional Clinics

Bay Centre for Birth Control
416-351-3700
790 Bay Street, 8th Floor
www.womenscollegehospital.ca

LAMP Community Health Centre
416-252-6471
185 Fifth Street
www.lampchc.org

Planned Parenthood of Toronto
416-961-0113 ext 121
36B Prince Arthur Avenue
www.ppt.on.ca

Canadian Hearing Society
271 Spadina Road
416-928-2504
TTY Toll Free 877-215-9530
Hearing Aid Program 416-928-2501
Mandarin/Cantonese 416-928-2508
www.chs.ca

• The Canadian Hearing Aid Society provides a range of services including accessibility services, hearing health care, counselling services and educational programs.

Canadian National Institute for the Blind
1929 Bayview Avenue
Toll Free 1-800-563-2642
www.cnib.ca

• CNIB provides free rehabilitation and support services to children and adults with all degrees of vision loss.
• You do not have to be legally blind and you do not need a medical referral.

PEOPLE WITH A DISABILITY

The following organizations provide assistance with assessments, assistive devices and information and advocacy for individuals with a disability. This list is very basic and there are many more organizations dedicated to specific conditions. Please contact 211 or your local Community Care Access Centre for further information.
**Canadian Paraplegic Association Ontario**  
416-422-5644  
Toll Free 1-877-422-1112  
520 Sutherland Drive (Provincial and Toronto Office)  
416-241-1433 Attendant Services  
1120 Finch Avenue, Suite 306 (West Office)  
Toll Free 1-866-318-9990  
www.cpaont.org

- Information and referral, peer support and employment programs.

**Centre for Independent Living in Toronto**  
416-599-2458  
TTY 416-599-5077  
365 Bloor Street East, Suite 902  
www.cilt.ca  
cilt@cilt.ca

- Information and referral on subjects such as attendant services, specialty clothing and peer support.

**Developmental Services Ontario**  
Toll Free 1-855-372-3858  
TTY 416-925-0295  
www.dsontario.ca

- Single access point to developmental services such as residential supports, professional and specialized services, community participation supports.  
- Must meet eligibility requirements including a psychological assessment.

**Toronto Acquired Brain Injury Network**  
416-597-3057  
520 Sutherland Drive  
www.abinetwork.ca

- Information and referral to organizations providing ABI service and/or support, including acute care, rehabilitation, community support and advocacy services.  
- Staff at ABIN will consult with you and refer you to the appropriate service provider for your needs.

**War Amps**  
416 412-0600  
1 Maybrook Drive  
www.waramps.ca

- War Amps provides counselling, self-help, employment and practical assistance to improve the quality of life for child and adult amputees.

**Arch Disability Law Centre**  
416-482-8255  
TTY 416-482-1254  
425 Bloor Street East, Suite 110  
www.archdisabilitylaw.ca

- ARCH is a specialty legal aid clinic dedicated to defending and advancing the equality rights of persons with disabilities.  
- ARCH provides free confidential legal advice and information by telephone in the following areas of law as they relate to disability:  
  - Abuse of people  
  - Accessibility laws  
  - Legal Capacity  
  - Discrimination/Human Rights  
  - Education and Employment  
- To qualify for legal representation by an ARCH lawyer, clients must be eligible for Legal Aid.

**Assistive Devices**

Assistive devices include sensory aids and mobility supplies and some medical supplies. When your doctor diagnoses a condition that requires an assistive device you will be referred to an authorizer who assesses your specific needs and who prescribes the appropriate equipment or supplies. The person who authorizes the device usually works in a hospital or is sent by your local CCAC to assess your needs. Assistive Devices Program (ADP) pays up to 75 per cent of the cost of equipment, such as wheelchairs and breathing aids and varying amounts for other needs.
There are many sources of funding for costs not covered by ADP:

- Charitable organizations such as March of Dimes, Kiwanis and The Easter Seals Society
- OW/ODSP (you do not have to be receiving OW/ODSP to be eligible)
- Veterans Affairs
- Insurance
- Employee Benefit Plans

**Revenue Canada**
Toll Free 1-800-959-8281
www.cra-arc.gc.ca/disability
- See the website for information about tax credits and deductions available to people with disabilities.

**COUNSELLING/FAMILY SERVICES**

The organizations listed here provide counselling for issues such as relationship conflicts, abuse, managing stress and dealing with the loss of a loved one. Most have fees on a sliding scale, although some offer free services. Call to confirm details.

**Catholic Family Services of Toronto**
416-921-1163
1155 Yonge Street, Suite 200
and
416-222-0048
5799 Yonge Street, Suite 300
www.cfsofto.org
- Individual, couple, family and group counselling.

**Chinese Family Services of Ontario**
416-979-8299
Toll Free 1-866-979-8298
330 Midland Avenue, Suite 229
www.chinesefamilyso.com
- Individual, couple, family and group counselling.
- Counselling issues include elder abuse, family violence, bereavement, gambling and substance use.
- Service in English, Mandarin and Cantonese.

**Eva’s Initiatives**
**Family Reconnect Program**
360 Lesmill Road
416-441-3162 ext. 242
www.evasinitiatives.com
- Provides intervention, support and counselling to homeless and at-risk youth aged 16-24 and their families.
- Assists youth to safely reconnect with their families.
- Information, referrals and advocacy.
- Free
Family Service Toronto
416-595-9230
Intake 416-595-9618
355 Church Street
www.familyservicetoronto.org
- Offers individual, couple, family counselling
  and therapy at locations in downtown Toronto, Scarborough, North York, South Etobicoke and Rexdale.

Islamic Social Services and Resources Association
416-767-1531
TTY 416-767-9358
2375 St. Clair Avenue West
www.isssa.ca
- Information and referral as well as individual and family counselling.

Jewish Family and Child
416-638-7800
Lipa Green Centre, 4600 Bathurst Street
www.jfandcs.com
- Individual, couple and family counselling.
- Group programs addressing issues such as divorce and separation, effective parenting, bereavement, anger management.

Native Child and Family Services of Toronto
416-969-8510
30 College Street
www.nativechild.org
- Counselling for families (individual and groups).
- Counselling for women leaving abusive relationships.
- Men’s healing program.

Salvation Army Community and Family Services
416-321-2654
1645 Warden Avenue (administrative office)
www.salvationarmy.ca
- Referrals to family counselling and support groups as well as to emergency food and clothing.

See also the services listed under Mental Health on pages 36-40.
For support to families dealing with mental illness, see pages 40-41.

MENTAL HEALTH

Supports for mental health issues include short-term crisis response, long term case management, peer support and social/recreational programs. If you aren’t sure which program would best suit your needs, start with one of the agencies listed under General Information and Referral section for some suggestions.

Crisis Lines
Anishnawbe Health Mental Health Crisis Line (Aboriginal clients)
416-891-8606

Distress Centres of Toronto
416-408-HELP (4357)

Gerstein Crisis Centre
416-929-5200

Kids Help Phone
Toll Free 1-800-668-6868

Seniors Crisis Access Line
416-619-5001

Youthdale Psychiatric Crisis Services
416-363-9990
Mental health services to children aged 6 to 18 and their families, including crisis response.
General Information and Referral

There are many small agencies that provide specialized mental health services. To locate an agency that provides service in your language or neighbourhood, contact one of the organizations listed here.

**Canadian Mental Health Association, Toronto Branch**
Intake, Information and Referral Services
416-289-6285 ext 243 (East of Yonge Street)
416-789-6880 (West of Yonge Street)
www.toronto.cmha.ca
- Offers community support services for people living with severe and persistent mental illnesses like schizophrenia and mood disorders.

**Centre for Addiction and Mental Health Information Centre**
416-595-6111
Toll Free 1-800-463-6273
www.camh.net
camh_mic@camh.net
- Information on mental health and substance use programs and services.
- Service in English and French.

**Children’s Mental Health Ontario**
416-921-2109
Toll Free 1-888-234-7054
www.kidsmentalhealth.ca
- Call or visit the website for information about children's mental health services in Toronto.

**Community Resource Connections of Toronto (CRCT)**
416-482-4103
www.crct.org
- Community-based mental health support services, information and mental health promotion.
- Also provides case management and outreach services.
- Website has searchable database of mental health services and supports.

**Mental Health Helpline**
Toll Free 1-866-531-2600
www.mentalhealthhelpline.ca
- Information and referral service providing detailed information on mental health services and supports ranging from hospital based to community and self-help groups.
- Confidential and anonymous.
- Access to interpreters for over 170 languages.

**Consumer/Survivor Information Resource Centre of Toronto**
416-595-2882
1001 Queen Street West, the Mall
www.csinfo.ca
- Walk-in resource centre has free literature, books and videos for use at the centre.
- Information about and referrals to mental health and addictions services provided over the phone or in person.

**Concerns and Complaints**

**Psychiatric Patient Advocate Office**
416-327-7000
Toll Free 1-800-578-2343
55 St. Clair Avenue West, Suite 802
www.see.gov.on.ca
- Through advocacy, advice and education, the Psychiatric Patient Advocate Office protects and promotes the rights and entitlements of Ontarians with mental illness.
Case Management and Support Services

416 Community Support for Women
416-928-3334
416 Dundas Street East
www.416communitysupportforwomen.com
• Case management, counselling and social recreation.

Access1 Intake Network for Downtown, North York and Scarborough
Toll Free 1-888-640-1934
www.access1.ca
• The Access 1 office processes applications for case management or assertive community treatment teams in Downtown, Northern Toronto and Scarborough.
• Applicants will be contacted to discuss eligibility for services.

Across Boundaries
416-787-3007
51 Clarkson Avenue
www.acrossboundaries.ca
• Individual and community support (case management).
• Support groups for consumers/survivors and initiatives to address economic and social barriers. Alternative models of support and services, art therapy, drop-in, life skills, and community kitchen.
• Provides service in languages other than English.

Alternatives: East York Mental Health Counselling Services Agency
416-285-7996
777 Danforth Avenue
www.alternativestoronto.org
• Case management and community support.
• Supportive counselling.
• Information and referral.

Anishnawbe Health Toronto
416-360-0486
225 Queen Street East
www.aht.ca
• Crisis intervention, counselling and case management.

Barbara Schliffer Clinic
Childhood Sexual Abuse and Sexual Assault Programs
416-323-9149 ext 234
489 College Street, Suite 503
www.schliferclinic.com
• Individual and group counselling.

Central Toronto Youth Services
New Outlook
416-924-2100
65 Wellesley Street East, Suite 205
www.ctys.org
• Community support, early psychosis intervention and day programs for youth 15-24.

Community Outreach Programs in Addictions (COPA)
49 Bathurst Street, Suite 200
416-516-2982
www.copacommunity.ca
• Case management and addictions treatment.
• Crisis outreach for seniors in south east Toronto.

Community Resource Connections of Toronto (CRCT)
416-482-4103
366 Adelaide Street East, Suite 230
www.crct.org
• Community-based mental health support services, information and mental health promotion.
• Outreach and case management.
• Publishes “Making Choices”, a guide to mental health services, supports and resources in Toronto.
COTA Health
416-785-9230
Toll Free 1-888-785-2779
2901 Dufferin Street (head office)
www.cotahealth.ca
  • Case management, supportive housing, short term residential beds, day program and court and justice related services.
  • Outreach to individuals who are homeless or living in shelters.

Friends and Advocates Centre Etobicoke
416-234-9245
2340 Dundas Street West, G27
  • Member-run consumer/survivor programs.
  • Drop-in and social activities.

Hong Fook
416-493-4242
260 Spadina Avenue, Suite 408
and
416-493-4242
3320 Midland Avenue, Suite 201
www.hongfook.ca
  • Case management and on-site programs in various Asian languages.

Jane Finch Community and Family Centre
Community Mental Health Program
416-663-2733
4400 Jane Street, Suite 108
www.janefinchcentre.org
  • Support groups and social/recreational mental health programs.

Lakeshore Area Multi-Service Project (LAMP) Among Friends
416-252-6471
185 Fifth Street
www.lampchc.org
  • Social recreation.

Loft Community Services
416-979-1994
15 Toronto Street, 9th Floor
www.loftcs.org
  • Provides supportive housing and case management and support.

Mood Disorders Association of Ontario
Support Line 416-486-8046
Toll Free 1-888-486-8236
36 Eglinton Avenue West, Suite 602
www.mooddisorders.ca
  • Peer support groups.
  • Recovery programs offering recreational and educational activities.

Parkdale Activity Recreation Centre (PARC)
416-537-2262
1499 Queen Street West
http://parc.on.ca
  • Social recreational programs.

Progress Place
416-323-0223
Warm Line 416-960-9276 (peer support)
576 Church Street
www.progressplace.org
  • Social recreation and peer support based on clubhouse model.

Reconnect Mental Health Services
416-248-2050
56 Aberfoyle Crescent, Suite 400
www.reconnect.on.ca
  • Rehabilitation and support services.
  • Case management/community support.
  • Service provided in over 20 languages.

Sistering
416-926-9762
962 Bloor Street West
www.sistering.org
  • Social recreational programs and case management.

Sound Times
416-979-1700
280 Parliament Street
www.soundtimes.com
  • Consumer/survivor run.
  • Provides peer support, recreation, service coordination and referral.
Supports for Families and Friends of People with Mental Illness

The following resources provide supportive counselling and education to families affected by mental illness and/or addictions. They can assist family members navigate complex systems – psychiatric, legal, financial and housing, etc.

Family Association for Mental Health Everywhere
416-207-5036
4214 Dundas Street West, Suite 209
www.famefamilies.com
- Resources, education and coping strategies for families where mental illness is an issue.
- Free supportive counselling in groups or one on one.
- Support groups are located in Scarborough, North York, and Etobicoke, call or see website for details.

Family Outreach and Response
416-599-9449
233 Dundas Street West, Suite 501
416-535-8501 ext 7852
2100 Ellesmere Road, Suite 302
www.familymentalhealthrecovery.org
- Support and information and referral to friends and family of people recovering from serious mental illness.

Toronto East General Family Support Program
416-461-2000
177 Danforth Avenue, Suite 203
www.tegh.on.ca
- 8-week group session for family and friends of individuals diagnosed with a major psychotic disorder.
- Includes education, support, family coping strategies, community resources and advocacy issues.
To access or find out more about these programs, please contact them directly.

The Schizophrenia Society has produced an online guide which provides an overview of how the justice system works, from the time of the offence to sentencing, so that you will know what to expect at each stage. This guide also includes helpful tips for family members on things you can do and the role you can play at different stages of the process. The Justice Process: A Guide for Families can be downloaded from www.familymattersresourcecentre.ca.

**SUBSTANCE USE TREATMENT**

This section has information on crisis services, withdrawal management, 12-step meetings, treatment programs and harm reduction. If you are not sure which service would be most appropriate, call one of the organizations listed under General Information and Referral.

**Crisis Lines**

**Gerstein Crisis Centre**
Downtown Toronto
416-929-5200

**Kids Help Phone**
Toll Free 1-800-668-6868

**Seniors Crisis Access Line**
416-619-5001

**Crisis Response**

**Gerstein Crisis Centre**
Downtown Toronto
416-929-5200

**WoodGreen Community Services**
**Crisis Outreach Service for Seniors**
416-640-1459
www.woodgreen.org

- Mobile crisis intervention and outreach to adults with mental illness and/or addiction.
- Short-term intensive case management.

**St. Elizabeth**
**Mobile Crisis/Integrated Community Mental Health Crisis Response Program**
North York and Etobicoke
416-498-0043

- Crisis intervention and outreach to those over 16 with mental illness, addiction and/or other.
- Short-term intensive case management.

**Mobile Crisis Program for Scarborough and East York**
Scarborough Hospital
416-495-2891
www.tsh.to

- Crisis intervention and outreach to those over 16 with mental illness, addiction and/or other.
- Short-term intensive case management.
General Information and Referral

Centre for Addiction and Mental Health
416-535-8501
Toll Free 1-800-463-2338
100 Stokes Street and 1001 Queen Street West
www.camh.net
• Specialized treatment and prevention related to alcohol and other drug abuse.
• Outpatient and day programs.
• Information, guides and publications.

Drug and Alcohol Helpline
Toll Free 1-800-565-8603
www.drugandalcoholhelpline.ca
• Information about drug and alcohol addiction.
• Confidential.

Metro Addiction Assessment Referral Service
416-599-1448
100 Stokes Street, 3rd Floor
www.camh.net
• Information sessions on addiction treatment options and in-person assessment.

Detox and Withdrawal

Toronto Withdrawal Management Services System
Central Access
Toll Free 1-866-366-9513
• Call for admission to a detox or withdrawal management program, day programs and residential services.

Centre for Addiction and Mental Health Inpatient Withdrawal Management Unit
416-535-8501 ext 6071
501 Queen Street West, Main Floor
• Medical and psychosocial withdrawal management services.

12-Step Programs
Call or visit the websites listed for more information and details of open meetings.

Alcoholics Anonymous
416-487-5591
Toll Free 1-877-404-5591
www.aatoronto.org

Cocaine Anonymous
416-927-7858
Toll Free 1-866-622-4636
www.ca-on.org

Gamblers Anonymous
416-366-7613
gamblersanonymousontario.org

Narcotics Anonymous
416-236-8956
www.torontona.org

Overeaters Anonymous
416-588-6134
www.oaontario.org

CAMH
Nicotine Dependence Clinic
416-535-8501 ext 7400
175 College Street, 2nd Floor
and
60 White Squirrel Way, Main Floor
• No referral required.
• Call to book appointment.

Treatment and Recovery Programs

ALPHA House
416-469-1700
647 Broadview Avenue
www.alphahouserecovery.org
• Residential treatment program for men over 25 with addictions.
Anishnawbe Health
416-657-0379
22 Vaughan Road
www.aht.ca
• Mental health and addiction treatment program for Aboriginal clients.

Bellwood Health Services
416-495-0926
Toll Free 1-800-387-6198
1020 McNicoll Avenue
www.bellwood.ca/
• Community and residential treatment program for alcohol addiction.

Breakaway Addiction Services
416-234-1942
Toll Free 1-800-836-6209
2 Billingham Road, 4th Floor
www.breakawayaddictions.ca
• Family and youth community treatment program for addictions.
• Harm reduction outreach team provides individual and group counselling.

Breaking the Cycle
416-364-7373
761 Queen Street West, Suite 107
www.breakingthecycle.ca
• Community treatment program for women involved with drugs or alcohol and pregnant or have children 6 years and under.

Humber River Regional Hospital
Bridgeway Chemical Dependency Services
416-658-2029
2175 Keele Street
www.hrrh.on.ca
• Residential withdrawal program and community treatment for chemically dependent individuals.

CAMH
Aboriginal Services
416-535-8501 ext 33988
60 White Squirrel Way, 2nd Floor
www.camh.net
• Day programs and residential treatment options.

Community Outreach Programs in Addictions
416-516-2982 ext 221
49 Bathurst Street, Suite 200
www.copacommunity.ca
• Community treatment program for seniors over 55 who have problems related to alcohol or drug dependence.

Elizabeth Fry Society of Toronto
Substance Abuse Assessment and Treatment Program
416-924-3708
Toll Free 1-855-924-3708
215 Wellesley Street East
www.efrytoronto.org
• Community treatment program for women with substance use issues who risk being in conflict with the law.

George Hull Centre for Children and Families
Clear Direction Program
416-622-8833
600 The East Mall, 3rd Floor
www.georgehullcentre.on.ca
• Community treatment program for adolescents with mental health and substance abuse issues.

Griffin Centre
416-222-1153
24 Silverview Drive (Head office)
www.griffin-centre.org
• Community treatment program for adolescents and adults with mental health and/or substance abuse issues.

LOFT Community Services
416-979-1994
15 Toronto Street, 9th Floor
www.loftcs.org
• Housing and support programs for youth with mental health and addiction issues.
Jean Tweed Centre
416-255-7359
215 Evans Avenue
www.jeantweed.com
- Community and residential treatment program for women with substance abuse and gambling problems.
- Includes a 21-day residential program, trauma program and programs for pregnant/parenting women.

Native Men’s Residence
416-652-0334
14 Vaughan Road
www.nameres.org
- Community and residential treatment program for Aboriginal clients with mental health and substance abuse problems.

North York General Hospital Substance Abuse Program
416-756-6642
555 Finch Avenue West
www.nygh.on.ca
- Community treatment program for people with substance abuse issues.

Salvation Army Homestead Addiction Services
416-921-0953
78 Admiral Road
www.salvationarmyhomestead.org
- Community and residential treatment program for women recovering from substance abuse.

Scarborough Hospital
416-431-8248
2425 Eglinton Avenue East
www.tsh.to
- Community treatment program for addictions.

St. Michael’s Homes
416-535-3131
277 Rusholme Road
www.stmichaelshomes.org
- Residential treatment program for people recovering from alcohol and/or drug addiction.

St. Stephen’s Community House
Corner Drop-in
416-964-8747 ext 266
260 Augusta Avenue
www.ststephenshouse.com/dropin.shtml
- Drop-in and community treatment program for people recovering from mental health and/or substance abuse issues.
- Toronto Community Addiction Team: Case management supports for people who frequently use withdrawal management and/or hospital emergency departments.

St. Stephen’s Community House Corner Drop-in
416-964-8747 ext 266
260 Augusta Avenue
www.ststephenshouse.com/dropin.shtml
- Drop-in and community treatment program for people recovering from mental health and/or substance abuse issues.
- Toronto Community Addiction Team: Case management supports for people who frequently use withdrawal management and/or hospital emergency departments.

Street Haven Addiction Services
416-960-9430
87 Pembrooke Street
www.streethaven.com
- Community and residential treatment program for women with substance use issues.

The Hospital for Sick Children Substance Abuse Outreach Program
416-813-5097
555 University Avenue
www.sickkids.ca
- Community treatment program for youth aged 8-18 with substance use issues.

Transition House
416-925-4531
162 Madison Avenue
www.thousetoronto.org
- Residential treatment program for men with addiction challenges.

What Next Peer Support Drop-in Centre
416-482-4103
366 Adelaide Street East, Suite 230
- Drop-in for people recovering from mental health and/or addictions.
YMCA
Youth Substance Abuse Program
416-504-1710 ext 206
485 Queen Street West
www.ymcatoronto.org
• Community treatment program for youth aged 14-24 with substance abuse problems.

Harm Reduction

Mainline
Toll Free 1-800-686-7544
• Call the Mainline for issues related to harm reduction, injection drug use and needle exchange programs.

Toronto Public Health
The Works
416-392-0520 (collect calls accepted)
277 Victoria Street, Main Floor
www.toronto.ca/health
Office Monday-Friday 10 a.m.-5 p.m.
Van Monday-Saturday 6:30-11:30 p.m.
• Needle exchange program helps to prevent the spread of communicable disease.
• Testing for HIV, Hepatitis C, Hepatitis B and syphilis.

Toronto Public Health offers safer drug use supplies through a number of community agencies. For a map and detailed list see www.toronto.ca/health/sexualhealth/pdf/sh_needle_exchange.pdf or call The Works (311 after hours).

Breakaway Addiction Services
416-234-1942
Toll Free 1-800-836-6209
2 Billingham Road, 4th Floor
www.breakawayaddictions.ca
• Provides a variety of harm reduction and addiction services including individual counselling, groups, distribution of safer-use supplies and street outreach.

COUNTERfit Harm Reduction Program
416-451-1925 ext 240
955 Queen Street East
www.srchc.ca/program-group/street-outreach-harm-reduction
• Outreach, counselling and support to adults and sex trade workers who have problems related to homelessness, drug use and/or mental health.

Shout Clinic
Queen West Community Health Centre
416-703-8480
168 Bathurst Street
www.ctchc.com
• Offers a harm reduction program for homeless and street involved youth under 29.
DENTAL

Toronto Public Health Dental Clinics provide free dental care for eligible low-income children, youth up to 18 and seniors. For more information about Toronto Public Health dental services call 416-338-7600 or visit their website www.toronto.ca/health. The provincial programs, Healthy Smiles Ontario and Children in Need of Treatment, provide emergency dental care to children up to 18. Services offered include examinations, fillings, cleanings and fluoride treatment.

**Etobicoke**

416-338-1790  
8 Taber Road  

416-338-1486  
399 The West Mall  

416-252-8576  
185 Fifth Street  

**North York**

416-338-8399  
5100 Yonge Street, Ground Floor, North Entrance  

416-338-2025  
12 Flemington Road  

416-338-1224  
1651 Keele Street  

416-338-1008  
5 Fairview Mall Drive, Suite 357  

416-338-1254  
1541 Jane Street  

**Scarborough**

416-338-7442  
160 Borough Drive  

416-338-5400  
27 Tapscott Road, Unit 1  

416-338-3764  
2660 Eglinton Avenue East  

**Toronto/East York**

416-392-0907  
2398 Yonge Street  

416-392-6683  
791 Queen Street East  

416-392-0934  
235 Danforth Avenue  

416-392-6680  
277 Victoria Street, 2nd Floor  

416-338-6984  
179 Gerrard Street East  

416-392-1410  
340 College Street, Suite 370  

416-392-0988  
2340 Dundas Street West  

416-392-1777  
95 Lavinia Avenue  

416-338-3764  
2660 Eglinton Avenue East  

416-338-5652  
1229 Queen Street West  

416-338-0905  
80 Bond Street  
(St. Michael’s Hospital)
Institutions offering low cost dental treatment

Scarborough Hospital
Volunteer Dental Clinic
416-289-4349
3000 Lawrence Avenue East, Building A, 2nd Floor
• Urgent dental care for youth and low income adults without any dental coverage.
• By appointment only.

University of Toronto
Faculty of Dentistry
416-979-4927 (adults)
101 Elm Street
Open September-June

George Brown College
Casa Loma Campus
416-415-4547
175 Kendal Avenue
(Moving in September 2012 to 51 Dockside Drive)
• Cleanings, dentures and small fillings.
• Call to check when services are offered.

Queen West Community Health Centre
416-703-8481
168 Bathurst Street

Regent Park Community Health Centre
416-364-7019
465 Dundas Street East

Shout Dental Treatment Clinic
416-703-8481
168 Bathurst Street
• Free services for youth 16-25

Yonge St. Mission
Evergreen Centre
416-929-9614
381 Yonge Street
• Free dental services for street youth under 25.

Hygiene Services Only

Canadian Business College
Dental Hygiene Clinic
2 Bloor Street West, Upper Cumberland Terrace
416-925-6594

Maddison Centre Hygiene
4950 Yonge Street, Unit 15 (Concourse level)
416-222-0500

Oxford College of Arts and Business
416-439-8668
670 Progress Avenue

Regency Dental Hygiene Academy
416-341-0100
481 University Avenue

Toronto College of Hygiene
416-423-3099
300 Steep Rock Drive
• No fixed schedule, appointment to be booked with student.
Bed bugs are small, oval insects that feed on human blood. They do not spread disease but the bites can be very itchy.

What to look for:
- Bites on the skin
- Waste matter (reddish brown or black spots)
- Bloodstains or spots on bedding
- Eggs or eggshells (about the size of a grain of rice)
- A sickly sweet smell

Dealing with bed bugs

If you think you might have bed bugs, call Toronto Health Connection for information about identifying and treating an infestation. If necessary, a Public Health Inspector will conduct a site visit. They may contact the building management to ensure proper treatment. In severe infestations, they may also contact agencies to help with de-cluttering and preparing the unit for treatment.

Notify the landlord or building manager. Landlords have a legal obligation to maintain the property. Tenants are responsible for preparing for pest control treatment if they able to do so physically. If a landlord fails to address the issue, a tenant can make a Maintenance Application to the Landlord Tenant Board. (For more information, contact the customer service line for the Landlord and Tenant Board at 416-645-8080 or toll free 1-888-332-3234.)

Tenants who receive Ontario Works or Ontario Disability Support Program should talk to their worker about possible supports.

If you have a vacuum, use a nozzle attachment and vacuum all crevices on your mattress, bed frame, baseboards and any objects close to the bed. It is essential to vacuum daily, empty the vacuum immediately and get rid of the contents.

Wash all your linens in the hottest water possible and place them in a hot dryer for 20 minutes. High heat is needed to kill the bugs.

Consider covering your pillows and mattress with a plastic cover. Move the bed away from the wall and keep sheets and bed covers from touching the floor.

Remove all unnecessary clutter. Carefully inspect used clothing or furniture before bringing it into your home.

For more information contact
Toronto Public Health
Toronto Health Connection
416-338-7600
www.toronto.ca/health
Calls may be forwarded to a Public Health Inspector for follow up.
HEAT ALERTS

High heat and high humidity can be dangerous to the health of people and pets. The following safety tips are courtesy of Toronto Public Health. For more information, including a partial list of air conditioned public places, visit www.toronto.ca/health

Summer Safety Tips to Beat the Heat

People at risk during these weather conditions include:
• The elderly.
• People with chronic illnesses (such as diabetes, heart and respiratory conditions) or people unable to move or change position by themselves.
• Infants and preschool children.
• People who exercise vigorously or are involved in strenuous outdoor work for prolonged periods.
• People taking certain medications, for example, for mental health conditions.
• Homeless or marginally housed persons.

How to avoid heat-related illness:
• Drink lots of water and natural fruit juices even if you don’t feel very thirsty.
• Avoid alcoholic beverages, coffee and cola.
• Avoid going out in the blazing sun or heat when possible.
• If you must go outside, stay in the shade as much as possible and plan to go out early in the morning or evening when it is cooler and smog levels may not be as high.
• Go to air conditioned or cool places such as shopping malls, libraries or community centres.
• If you don’t have air conditioning, keep windows covered on the sunny side of your home, but keep them slightly open.
• Wear loose fitting, light clothing.
• Wear a hat.

• Keep lights off or turned down low.
• Take a cool bath or shower periodically or cool down with cool, wet towels.
• Avoid heavy meals and using your oven.
• Avoid intense physical activity.
• Never leave a child or a pet in a parked car or asleep in direct sunlight.
• Fans alone may not provide enough cooling when the temperature is high.
• Consult your doctor or pharmacist regarding the heat side effects on your medications.

Get help from a friend, relative or doctor if you have these symptoms of heat illness:
• Rapid breathing or difficulty breathing
• Weakness, dizziness or fainting
• More tiredness than usual
• Headache
• Confusion
• Nausea

Friends and relatives can help someone with heat illness by doing the following:
• Call for help.
• Remove extra clothing from the person.
• Cool the person with lukewarm water by sponging or bathing.
• Move the person to a cooler location.
• Give the person sips of cool water, not ice cold water.
• Even a few hours in a cooler environment during extremely hot weather lowers the core body temperature and helps save lives.
• If you feel ill, faint, have difficulty breathing or feel disoriented, visit your doctor or nearest hospital right away.
Cooling Centres

In addition to using air conditioned shopping malls, local libraries and neighbourhood community centres as places to cool off, Cooling Centres are open during Extreme Heat Alerts from May 15 to September 30. Water and snacks are available at the Cooling Centres. Check www.toronto.ca/health to confirm hours and availability.

- **Metro Hall** – 55 John St. (24 hours)
- **East York Civic Centre** – 850 Coxwell Avenue
- **North York Civic Centre** – 5100 Yonge Street
- **Driftwood Community Centre** – 4401 Jane Street
- **Etobicoke Olympium** – 590 Rathburn Road
- **McGregor Community Centre** – 2231 Lawrence Avenue East
- **Centennial Park Community Centre** – 1967 Ellesmere Road

In an emergency call 911

For more information on summer safety call 311 or Toronto Health Connection 416-338-7600.

MEALS

In this section you will find information about food banks, free and low cost meals, and community kitchens and gardens.

General Information and Referral

- **211 Toronto**
  **Findhelp Information Service**
  211
  TTY Toll Free 1-888-340-1001
  www.211toronto.ca
  - Call 211 Toronto for information about food programs in your area.
  - Information about services provided in languages other than English.

Food Banks

There are many food banks throughout Toronto, each with their own area of service. Call Daily Bread at 416-203-0050 for a referral to a member food bank near you. Please note that most food banks require proof of address, identification and income verification. Rules for using food banks can vary. Please ask about the rules when calling to make an appointment.

- **Daily Bread Food Bank**
  416-203-0050
  191 New Toronto Street
  www.dailybread.ca
  - If you are referred to a food bank by Daily Bread, expect to bring identification, proof of income and expenditures such as rent and utilities, along with proof of address.
  - Food banks usually provide a two-three day supply of food, based on the number of people in the family.

- **North York Harvest Food Bank**
  416-635-7771
  640 Lawrence Avenue West
  www.northyorkharvest.com
  - Information on food banks and community gardens in North York.

- **Salvation Army Community and Family Services**
  416-321-2654
  www.salvationarmy.ca
  - The Salvation Army operates a number of
food banks in the GTA.

- Call for a referral to one in your area.

### Specialty Food Banks

**Halal Food and Essential Items Bank**
**Muslim Welfare Centre of Toronto**
416-335-9994
100 McLevin Avenue, Suite 4A
www.muslimwelfarecentre.com
Monday-Thursday 2-4 p.m.
- Identification and proof of income and rent required; please call for an appointment.

**Ontario Vegetarian Food Bank**
416-744-4357
www.vegfoodbank.ca
2370 Midland Avenue, Main Floor, Suite B5
Saturday 3-6 p.m.
2400 Finch Avenue West, Suite 10
Monday-Saturday 10 a.m.-12:30 p.m.
- Identification and proof of income required; please call for an appointment.

### Community Kitchens

Community kitchens are programs where people cook food together. If you are unable to find a community kitchen in your community, call the Foodlink Hotline at 416-392-6655 or 211.

**Etobicoke/York**
**West Indian Volunteer Community Support Services**
416-743-3658
248 Jamestown Crescent
Thursday 1-4 p.m.

**North York**
**Delta Family Resource Centre**
416-747-1172 ext 77
2650 Finch Avenue West
www.dfrc.ca
Tuesday 9:30-11:30 a.m.
- Pre-registration required.

**Unison Health & Community Services**
416-653-5400
1651 Keele Street
Monday, Friday 9 a.m.-5 p.m.
Tuesday, Wednesday, Thursday 9 a.m.-8 p.m.

**Scarborough**
**Agincourt Community Services Association**
416-321-6912
4155 Sheppard Avenue East
www.agincourtcommunityservices.com
Monday-Friday 9 a.m.-5 p.m.

**HeartBeatz – Cliffcrest Community Centre**
416-267-6293
400 McCowan Road
Wednesday 10 a.m.-1 p.m.
Hours may vary; please call ahead.

**Good Food at Home-Foodshare’s Community Kitchen Program**
416-583-5416
90 Croatia Street
www.foodshare.net
- Please call for more information.

**Growing Together –Let’s Cook Together**
**Hincks-Dellcrest Centre**
416-921-8716
260 Wellesley Street East, Suite 104
www.hincksdellcrest.org
Tuesday, Thursday 9 a.m.-noon (for newcomers)

**The Stop Community Food Centre**
**Community Cooking Program**
416-651-7867 ext 23
1884 Davenport Road
www.thestop.org/community-cooking
2nd and 4th Tuesday of the month 3-6 p.m.
**Mustard Seed Community Kitchen**  
Fontbonne Ministries, Sisters of St. Joseph of Toronto  
416-465-6069  
791 Queen Street East  
www.fontbonneministries.ca  
Tuesday 3-6 p.m.  
- Registration required; please call to make an appointment.

**Scadding Court Community Centre and Kitchen**  
416-392-0335  
707 Dundas Street West  
www.scaddingcourt.org  
Monday, Thursday noon-4 p.m.  
Community Family Lunch the last Sunday of each month noon-2 p.m.

**South Riverdale Community Health Centre**  
416-461-1925  
955 Queen Street East  
English 3rd Saturday of every month, 10 a.m.-1 p.m.  
(called for other times)  
Cantonese/Mandarin 3rd Monday of every month, 10 a.m.-2 p.m.  
- Free but registration is required; please call for an appointment.

**The Meeting Place, St. Christopher House**  
416-504-4275  
588 Queen Street West  
www.stchrishouse.org  
Thursday-Friday 8:30-11:30 a.m.  
- Please call for more information.

**Yonge Street Mission**  
416-929-9614 ext 3230  
270 Gerrard Street East  
www.ysm.on.ca  
Friday 10:30 a.m.-1 p.m. (program hours vary)

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**Community Gardens**  
Community gardens are located in public parks or private lands where neighbours grow and care for vegetables, flowers and native plant species.

**Toronto Parks, Forestry & Recreation**  
416-392-8188  
www.toronto.ca/parks/permits  
- Garden plots are available for community members to plant vegetables or flowers.  
- There may be a waiting list. Rental fees apply.  
- Various locations across Toronto – check the FUN Guide (available online) or phone.  
- For more information on how to join a community garden go to the website at www.toronto.ca/parks.

**North York Harvest**  
416-635-7771  
640 Lawrence Avenue West  
www.northyorkharvest.com  
- See the website or call for details about community gardens in North York.

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**Fresh Vegetables and Fruit**

**Food Share Toronto-Good Food Box**  
416-363-6441  
90 Croatia Street  
www.foodshare.net  
A fresh produce buying club.  
- Depending on box size and type, customers pay between $13 and $34 for their box.

**Not Far from the Tree**  
647-774-7425  
139-639 Dupont Street  
www.notfarfromthetree.org  
- A program where locally picked fruit is shared with volunteer fruit pickers, tree owners, food banks, shelters and community kitchens.
### Weekly Meals List - Free or Low Cost Meals

<table>
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<tr>
<th>NORTH</th>
<th>Sunday</th>
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<tr>
<td>Weston-King Neighborhood Centre</td>
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<td>2017 Weston Rd. 416-241-9898</td>
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<tr>
<td>Agincourt Community Services Association (ACSA)</td>
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<tr>
<td>4155 Sheppard Ave. E. 416-321-6912</td>
<td>ACSA</td>
<td>2569 Midland Ave</td>
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<td>4156 Sheppard Ave. E.</td>
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<td>Beach Drop-In Centres</td>
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<td>Woodbine Ave./Queen St. E</td>
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<td>St John’s Norway</td>
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<td>Beaches Hebrew Institute</td>
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<td>1810 Queen St E</td>
<td>470 Woodbine Ave.</td>
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<td>109 Kenilworth Ave.</td>
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<td>East End Meeting Place</td>
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<td>4100 Lawrence Ave. E. 416-847-4141</td>
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<tr>
<td>Glen Rhodes United Church</td>
<td>closed</td>
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<td>B 9-11:30am</td>
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<td>closed</td>
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<td>1470 Gerrard St. E. 416-694-0811</td>
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<td>4th Mon. of each month</td>
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<tr>
<td>Red Cross Drop-In Scarborough</td>
<td>closed</td>
<td>B 10am</td>
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<td>Scarborough 702 Kennedy Rd. 416-267-0115</td>
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<td>Agincourt Community Services Association (ACSA)</td>
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<td>2569 Midland Ave</td>
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<td>Woodbine Ave./Queen St. E</td>
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<td>St John’s Norway</td>
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<td>Beach United Church Silverbirch Ave.</td>
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<td>East End Meeting Place</td>
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<td>4100 Lawrence Ave. E. 416-847-4141</td>
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<td>Glen Rhodes United Church</td>
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<td>Red Cross Drop-In Scarborough</td>
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<tr>
<td><strong>St. John the Compassionate</strong></td>
<td>closed</td>
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<td>D 4:45pm</td>
<td>L noon-1 pm</td>
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<td>155 Broadview Ave. 416-466-1357</td>
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<tr>
<td><strong>Second Base Youth Shelter Drop-In</strong></td>
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<tr>
<td>702 Kennedy Rd. 416-261-2733 (youth only, 16-21 yrs)</td>
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<td><strong>Touchstone Youth Centre Drop-In</strong></td>
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<td>1076 Pape Ave. 416-696-6932 (youth 16-24)</td>
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<tr>
<td><strong>Warden Woods CC Teesdale Drop-In Centre</strong></td>
<td>closed</td>
<td>L noon-1:30pm</td>
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<td>L noon-1 pm (bag lunch)</td>
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<td>40 Teesdale Pl. 416-694-1138</td>
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<tr>
<td><strong>Woodbine Heights Baptist Church</strong></td>
<td>closed</td>
<td>closed</td>
<td>L 11:45am-1 pm</td>
<td>closed</td>
<td>D 6:30-7pm 3rd Thursday of each month</td>
<td>closed</td>
<td>closed</td>
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<tr>
<td>1171 Woodbine Ave. 416-467-1462</td>
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<tr>
<td><strong>WoodGreen Community Services Drop-In</strong></td>
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<td>650 Queen St. E. 416-645-6000</td>
<td></td>
<td>B 9am</td>
<td>L 11:30am (bagged lunch)</td>
<td>B 9am</td>
<td>L 10:45am</td>
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<tr>
<td></td>
<td></td>
<td>L 11:30am (bagged lunch)</td>
<td></td>
<td>L 2pm</td>
<td></td>
<td>L noon-1 pm</td>
<td></td>
</tr>
<tr>
<td>WEST</td>
<td>Sunday</td>
<td>Monday</td>
<td>Tuesday</td>
<td>Wednesday</td>
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<tr>
<td>Church of Nazarene</td>
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<td>closed</td>
<td>closed</td>
<td>B 10am</td>
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<tr>
<td>624 Annette Street</td>
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<td></td>
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<td>416-762-3322</td>
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<tr>
<td>Christie-Ossington</td>
<td>L 1-2pm</td>
<td>L noon-1pm</td>
<td>L noon-1pm</td>
<td>L noon-1pm</td>
<td>L noon-1pm</td>
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<td>L noon-1pm (and Statutory holidays)</td>
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<td>Neighbourhood Ctr</td>
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<tr>
<td>Davenport - Perth</td>
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<td>D 5pm</td>
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<td>L noon</td>
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<tr>
<td>Neighbourhood Centre</td>
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<td>1900 Davenport Rd.</td>
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<td>416-656-8025</td>
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<tr>
<td>Emmanuel Howard</td>
<td>L 2-4pm</td>
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<td>Park United Church</td>
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<td>214 Wright Ave.</td>
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<tr>
<td>LAMP Community Health Centre</td>
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<td>B 8-9:30am</td>
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<td>185 Fifth St.</td>
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<td>L noon-12:30pm (Sept-June)</td>
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<td>416-252-6471</td>
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<tr>
<td>New Hope Drop-In St. Christopher House</td>
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<td>closed</td>
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<td>D 6pm</td>
<td>D 6pm</td>
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<tr>
<td>1499 Queen St. W.</td>
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<td>Parkdale Activity &amp;</td>
<td>L 1pm</td>
<td>B 9:30am</td>
<td>B 9:30am</td>
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<td>Recreation Centre</td>
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<tr>
<td>Salvation Army</td>
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<td>closed</td>
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<td>L 11am-4pm</td>
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<tr>
<td>789 Dovercourt Rd.</td>
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<td></td>
<td>D 6-8pm</td>
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<td>416-532-4511</td>
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</table>
### Weekly Meals List - Free or Low Cost Meals

<table>
<thead>
<tr>
<th>WEST</th>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
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</thead>
<tbody>
<tr>
<td>Sistering, A Women’s Place (women only)</td>
<td>B 9:30-11:30am L noon-2:45pm</td>
<td>L noon-2:45pm</td>
<td>B 9:30-11:30am L noon-2:45pm</td>
<td>B 9:30-11:30am L noon-2:45pm</td>
<td>B 9:30-11:30am L noon-2:45pm</td>
<td>B 9:30-11:30am L noon-2:45pm</td>
<td>B 9:30-11:30am L noon-2:45pm</td>
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<tr>
<td>962 Bloor St. W. 416-926-9762</td>
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<tr>
<td>Sistering Parkdale (women only)</td>
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<td>B 9 am L noon-1 pm</td>
<td>B 9 am L noon-1 pm</td>
<td>B 9 am L noon-1 pm</td>
<td>B 9 am L noon-1 pm</td>
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<td>220 Cowan Ave. 416-588-3939</td>
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<td>St. Francis Table</td>
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<td>L noon-1 pm D 4:30-6pm</td>
<td>L noon-1 pm D 4:30-6pm</td>
<td>L noon-1 pm D 4:30-6pm</td>
<td>L noon-1 pm D 4:30-6pm</td>
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<td>1322 Queen St. W. 416-532-4172</td>
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<tr>
<td>Syme-Wooler Neighbourhood &amp; Family Centre</td>
<td>B 9:30-10:30am L 12:30-1:30pm</td>
<td>B 9:10am L noon-1 pm</td>
<td>B 9:10am L noon-1 pm</td>
<td>B 9:10am L noon-1 pm</td>
<td>B 9:10am L noon-1 pm</td>
<td>B 9:10am L noon-1 pm</td>
<td>B 9:30-10:30am L 12:30-1:30pm</td>
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<td>2468 Eglinton Ave. W. 416-766-4634</td>
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<td>The Stop Community Food Centre</td>
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<td>B 9:10am L noon-1 pm</td>
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<td>1884 Davenport Rd. 416-652-7867</td>
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<tr>
<td>Trinity Temple</td>
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<td>B 9-10:30am L noon-1 pm</td>
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<tr>
<td>46 Denison Rd. E. 416-243-9502</td>
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<td>Wellesley Mimico United Church</td>
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<td>D 6pm (Sept-June)</td>
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<tr>
<td>2 Station Rd. 416-251-5811</td>
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<tr>
<td>Wychwood Open Door</td>
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<td>B 9:11am L 12:30-2pm</td>
<td>closed</td>
<td>B 9:11am L 12:30-2pm</td>
<td>closed</td>
<td>B 9:11am L 12:30-2pm</td>
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<tr>
<td>729 St. Clair Ave. W. 416-652-0857</td>
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</tr>
<tr>
<td>Day</td>
<td>Time</td>
<td>Location</td>
<td>Contact Information</td>
<td>Notes</td>
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<tr>
<td>Monday</td>
<td>8:30</td>
<td>416 Community Support for Women</td>
<td>416-928-3334</td>
<td>Women only, closed</td>
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<td></td>
<td>10</td>
<td>Community Centre 519 Church St.</td>
<td>416-392-6878</td>
<td>Noon-1:45pm, closed</td>
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<td></td>
<td>6</td>
<td>Bloor-Bathurst Interchurch Gathering Spot - Walmer Road Baptist Church</td>
<td>416-924-1121</td>
<td>6:30pm, $3 meal, closed</td>
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<tr>
<td></td>
<td>9</td>
<td>Calvin Presbyterian Church</td>
<td>416-923-9030</td>
<td>Women only, closed</td>
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<td>10</td>
<td>Caribbean Canadian Catholic Church</td>
<td>416-535-3028</td>
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<td></td>
<td>10</td>
<td>Church of the Holy Trinity</td>
<td>416-598-4521</td>
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</table>

**Weekly Meals List - Free or Low Cost Meals**

**MEALS**
### Weekly Meals List - Free or Low Cost Meals

<table>
<thead>
<tr>
<th>CENTRAL</th>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
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<tbody>
<tr>
<td>Cornerstone Urban Church</td>
<td>closed</td>
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<td>closed</td>
<td>closed</td>
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<tr>
<td>Council Fire Drop-In Program</td>
<td>L noon-12:30pm</td>
<td>L noon-12:30pm</td>
<td>L noon-12:30pm</td>
<td>L noon-12:30pm</td>
<td>L noon-12:30pm</td>
<td>L noon-12:30pm</td>
<td>L noon-12:30pm</td>
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<tr>
<td>Covenant House Community Support Services</td>
<td>closed</td>
<td>L 1:15-4pm D 4-6:45pm</td>
<td>L 1:15-4pm D 4-6:45pm</td>
<td>L 1:15-4pm D 4-6:45pm</td>
<td>L 1:15-4pm D 4-6:45pm</td>
<td>L 1:15-4pm D 4-6:45pm</td>
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<tr>
<td>Evangel Hall</td>
<td>B 9am-10:30am</td>
<td>B 9am-10:30am</td>
<td>B 9am-10:30am</td>
<td>B 9am-10:30am</td>
<td>B 9am-10:30am</td>
<td>B 9am-10:30am</td>
<td>B 9am-noon</td>
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<tr>
<td>Fort York Food Bank</td>
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<td>L noon-2pm</td>
<td>L noon-2pm</td>
<td>L noon-2pm</td>
<td>L noon-2pm</td>
<td>L noon-2pm</td>
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<tr>
<td>Fred Victor Women's Day Program</td>
<td>closed</td>
<td>B 10am</td>
<td>B 10am</td>
<td>B 10am</td>
<td>B 10am</td>
<td>B 10am</td>
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</tbody>
</table>

**MEALS**

- **Church of the Redeemer**: 162 Bloor St. W., 416-922-4948
  - Lower level
- **Cornerstone Urban Church**: 188 Carlton St., 416-203-7117
- **Council Fire Drop-In Program**: 439 Dundas St. E., 416-360-4350
- **Covenant House Community Support Services**: 20 Gerrard St. E., 416-420-7037 (youth 16-24 yrs.)
- **Evangel Hall**: 552 Adelaide St. W., 416-504-3563
- **Fort York Food Bank**: 797 Dundas St. W., 416-203-3011
- **Fred Victor Women's Day Program**: 67 Adelaide St. E., 416-392-9292
## Weekly Meals List - Free or Low Cost Meals

<table>
<thead>
<tr>
<th>CENTRAL</th>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
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</thead>
<tbody>
<tr>
<td><strong>Fred Victor Centre</strong>&lt;br&gt;Open House Drop-In&lt;br&gt;145 Queen St. E.&lt;br&gt;416-364-8228</td>
<td>closed</td>
<td>B 10:11am&lt;br&gt;$1.50&lt;br&gt;D 4:50pm $2.50</td>
<td>B 10:11am&lt;br&gt;$1.50&lt;br&gt;D 4:50pm $2.50</td>
<td>B 10:11am&lt;br&gt;$1.50&lt;br&gt;D 4:50pm $2.50</td>
<td>B 10:11am&lt;br&gt;$1.50&lt;br&gt;D 4:50pm $2.50</td>
<td>B 10:11am&lt;br&gt;$1.50&lt;br&gt;D 4:50pm $2.50</td>
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<tr>
<td><strong>Good Neighbours Club</strong>&lt;br&gt;(men age 50+)&lt;br&gt;170 Jarvis St.&lt;br&gt;416-366-5377</td>
<td>B 8:15am&lt;br&gt;L noon</td>
<td>B 8:15am&lt;br&gt;L noon</td>
<td>B 8:15am&lt;br&gt;L noon</td>
<td>B 8:15am&lt;br&gt;L noon</td>
<td>B 8:15am&lt;br&gt;L noon</td>
<td>B 8:15am&lt;br&gt;L noon</td>
<td>B 8:15am&lt;br&gt;L noon&lt;br&gt;D 5pm (any age)</td>
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<tr>
<td><strong>Good Shepherd Drop-In</strong>&lt;br&gt;412 Queen St. E.&lt;br&gt;416-869-3619</td>
<td>B 9:11am&lt;br&gt;L 2:40pm</td>
<td>B 9:11am&lt;br&gt;L 2:40pm</td>
<td>B 9:11am&lt;br&gt;L 2:40pm</td>
<td>B 9:11am&lt;br&gt;L 2:40pm</td>
<td>B 9:11am&lt;br&gt;L 2:40pm</td>
<td>B 9:11am&lt;br&gt;L 2:40pm</td>
<td>B 9:11am&lt;br&gt;L 2:40pm</td>
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<tr>
<td><strong>Metropolitan United Church</strong>&lt;br&gt;56 Queen St. E.&lt;br&gt;416-363-0331</td>
<td>closed</td>
<td>L 11am</td>
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<td>L 11am</td>
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<td>L 11am</td>
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<tr>
<td><strong>Native Canadian Centre</strong>&lt;br&gt;16 Spadina Rd.&lt;br&gt;416-964-9087</td>
<td>closed</td>
<td>B 8-9am&lt;br&gt;(Jan-Mar 31 only)&lt;br&gt;L noon-12:30pm</td>
<td>B 8-9am&lt;br&gt;(Jan-Mar 31 only)&lt;br&gt;L noon-12:30pm</td>
<td>B 8-9am&lt;br&gt;(Jan-Mar 31 only)&lt;br&gt;L noon-12:30pm</td>
<td>B 8-9am&lt;br&gt;(Jan-Mar 31 only)&lt;br&gt;L noon-12:30pm</td>
<td>B 8-9am&lt;br&gt;(Jan-Mar 31 only)&lt;br&gt;L noon-12:30pm</td>
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<tr>
<td><strong>Native Child &amp; Family Services of Toronto - Youth Drop-In</strong>&lt;br&gt;1 Wood St.&lt;br&gt;416-850-6110&lt;br&gt;(Native, Métis and Inuit youth 16-24yrs)</td>
<td>closed</td>
<td>B 8:30-9:30am&lt;br&gt;L noon-1pm&lt;br&gt;D 5:30-6:30pm</td>
<td>B 8:30-9:30am&lt;br&gt;L noon-1pm&lt;br&gt;D 5:30-6:30pm</td>
<td>B 8:30-9:30am&lt;br&gt;L noon-1pm&lt;br&gt;D 5:30-6:30pm</td>
<td>B 8:30-9:30am&lt;br&gt;L noon-1pm&lt;br&gt;D 5:30-6:30pm</td>
<td>B 8:30-9:30am&lt;br&gt;L noon-1pm&lt;br&gt;D 5:30-6:30pm</td>
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<tr>
<td><strong>Osgoode Hall</strong>&lt;br&gt;130 Queen St. W.&lt;br&gt;416-947-3439</td>
<td>B 10-11am&lt;br&gt;take-out bag</td>
<td>closed</td>
<td>closed</td>
<td>D 5-6pm</td>
<td>B 6:45-7:30am&lt;br&gt;take-out bag</td>
<td>D 5-6pm&lt;br&gt;take-out bag</td>
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</tbody>
</table>
### Weekly Meals List - Free or Low Cost Meals

<table>
<thead>
<tr>
<th>CENTRAL</th>
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<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
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</thead>
<tbody>
<tr>
<td><strong>Our Place Community of Hope Centre</strong>&lt;br&gt;1183 Davenport Road&lt;br&gt;416-598-2919</td>
<td>closed</td>
<td>closed</td>
<td>D 5:30-6:15pm</td>
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<td>D 5:30-6:15pm</td>
<td>closed</td>
</tr>
<tr>
<td><strong>Red Cross Downtown A</strong>&lt;br&gt;41 Earl St.&lt;br&gt;647-883-7133</td>
<td>closed</td>
<td>B 8:30-10:30am</td>
<td>closed</td>
<td>D 5:30-7pm</td>
<td>closed</td>
<td>closed</td>
<td>closed</td>
</tr>
<tr>
<td><strong>Red Cross Downtown B</strong>&lt;br&gt;54 Hayden St.&lt;br&gt;647-883-7133</td>
<td>closed</td>
<td>closed</td>
<td>closed</td>
<td>closed</td>
<td>closed</td>
<td>closed</td>
<td>closed</td>
</tr>
<tr>
<td><strong>Saint Luke’s United Church</strong>&lt;br&gt;353 Sherbourne Street&lt;br&gt;416-924-9619 x 221</td>
<td>closed</td>
<td>closed</td>
<td>D 6pm (Community Dinner)</td>
<td>closed</td>
<td>closed</td>
<td>closed</td>
<td>closed</td>
</tr>
<tr>
<td><strong>Salvation Army Gateway Drop-In</strong>&lt;br&gt;107 Jarvis St.&lt;br&gt;416-368-0324</td>
<td>D 4:30-5:30pm Tickets given out at 1pm</td>
<td>D 4:30-5:30pm Tickets given out at 1pm</td>
<td>closed</td>
<td>D 4:30-5:30pm Tickets given out at 1pm</td>
<td>D 4:30-5:30pm Tickets given out at 1pm</td>
<td>closed</td>
<td>D 4:30-5:30pm Tickets given out at 1pm</td>
</tr>
<tr>
<td><strong>Salvation Army Street Van &amp; Street Youth Van</strong>&lt;br&gt;call for location&lt;br&gt;416-627-5284</td>
<td>closed</td>
<td>B van 5-8am D van (youth) 8-10:30pm</td>
<td>B van 5-8am D van (youth) 8-10:30pm</td>
<td>B van 5-8am D van (youth) 8-10:30pm</td>
<td>B van 5-8am D van (youth) 8-10:30pm</td>
<td>B van 5-8am</td>
<td>closed</td>
</tr>
<tr>
<td><strong>Salvation Army Maxwell Meighan</strong>&lt;br&gt;135 Sherbourne St.&lt;br&gt;416-366-2733 x 246</td>
<td>B 6:30-7:30am L noon-1pm D 5pm</td>
<td>B 6:30-7:30am L noon-1pm D 5pm</td>
<td>B 6:30-7:30am L noon-1pm D 5pm</td>
<td>B 6:30-7:30am L noon-1pm D 5pm</td>
<td>B 6:30-7:30am L noon-1pm D 5pm</td>
<td>B 6:30-7:30am L noon-1pm D 5pm</td>
<td>B 6:30-7:30am L noon-1pm D 5pm</td>
</tr>
<tr>
<td><strong>Sanctuary</strong>&lt;br&gt;25 Charles St. E.&lt;br&gt;416-922-0628</td>
<td>closed</td>
<td>closed</td>
<td>closed</td>
<td>L 12:30-2pm</td>
<td>D 6-7:30pm</td>
<td>closed</td>
<td>closed</td>
</tr>
<tr>
<td><strong>Scott Mission</strong>&lt;br&gt;502 Spadina Ave.&lt;br&gt;416-923-8872</td>
<td>Bag Lunch 8:45-9:45am</td>
<td>B 10:30am + 11:30am Bag Lunch 4pm</td>
<td>B 10:30am + 11:30am Bag Lunch 4pm</td>
<td>B 10:30am + 11:30am Bag Lunch 4pm</td>
<td>B 10:30am + 11:30am Bag Lunch 4pm</td>
<td>B 10:30am + 11:30am Bag Lunch 4pm</td>
<td>B 10:30am + 11:30am Bag Lunch 4pm</td>
</tr>
</tbody>
</table>
### Weekly Meals List - Free or Low Cost Meals

<table>
<thead>
<tr>
<th>CENTRAL</th>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Bart’s Breakfast 509 Dundas St. E. 416-368-9180</td>
<td>closed</td>
<td>closed</td>
<td>closed</td>
<td>closed</td>
<td>B 6-8am</td>
<td>closed</td>
<td>closed</td>
</tr>
<tr>
<td>St. Felix Centre 25 Augusta Ave. 416-203-1624</td>
<td>closed</td>
<td>B 7-10:30am L 11 am-12:30pm D 5:30-6:45pm (adults $1)</td>
<td>B 7-10:30am L 11 am-12:30pm D 5:30-6:45pm (adults $1)</td>
<td>B 7-10:30am L 11 am-12:30pm D 5:30-6:45pm (adults $1)</td>
<td>B 7-10:30am L 11 am-12:30pm D 5:30-6:45pm (adults $1)</td>
<td>B 7-10:30am L 11 am-12:30pm D 5:30-6:45pm (adults $1)</td>
<td>closed</td>
</tr>
<tr>
<td>The Corner Drop-In 260 Augusta Ave. 416-964-8743</td>
<td>B 8-9am L 10:45-11:30am</td>
<td>B 7:30-9am L 10:45-11:30pm</td>
<td>B 7:30-9am L 10:45-11:30pm</td>
<td>B 7:30-9am L 10:45-11:30pm</td>
<td>B 7:30-9am L 10:45-11:30pm</td>
<td>B 7:30-9am L 10:45-11:30pm</td>
<td>closed</td>
</tr>
<tr>
<td>Toronto Christian Resource Centre 40 Oak St. 416-363-4234</td>
<td>closed</td>
<td>B 9-10am L 11:30am-1:30pm</td>
<td>B 9-10am L 11:30am-1:30pm</td>
<td>B 9-10am L 11:30am-1:30pm</td>
<td>B 9-10am L 11:30am-1:30pm</td>
<td>B 9-10am L 11:30am-1:30pm</td>
<td>closed</td>
</tr>
<tr>
<td>Toronto Friendship Centre 323 Dundas St. E. 416-363-8179</td>
<td>B 8 am + 10 am Bag Lunch 7-11am</td>
<td>B 7am, 9am + 10:30am Bag Lunch 6-11am</td>
<td>B 7am, 9am + 10:30am Bag Lunch 6-11am</td>
<td>B 7am, 9am + 10:30am Bag Lunch 6-11am</td>
<td>B 7am, 9am + 10:30am Bag Lunch 6-11am</td>
<td>closed</td>
<td>B 8 am + 10 am Bag Lunch 7-11am</td>
</tr>
<tr>
<td>Warehouse Mission 47 Rose Ave. 647-228-3472</td>
<td>L 12:30pm (252 Carlton St)</td>
<td>closed</td>
<td>D 4:30pm (for members of literacy program)</td>
<td>L noon (women’s program) (252 Carlton St)</td>
<td>D 5-6pm</td>
<td>closed</td>
<td>B 9-11am D 7pm 3rd Sat. of each month (Jan - Apr)</td>
</tr>
<tr>
<td>Yonge Street Mission’s Evergreen Centre for Street Youth (16-24) 381 Yonge St. 416-977-7259</td>
<td>closed</td>
<td>L noon-2pm D 5-5:45pm (Oct-May)</td>
<td>L noon-2pm D 5-5:45pm (Oct-May)</td>
<td>L noon-2pm D 5-5:45pm (Oct-May)</td>
<td>L noon-2pm D 5-5:45pm (Oct-May)</td>
<td>L noon-2pm D 5-5:45pm (Oct-May)</td>
<td>closed</td>
</tr>
<tr>
<td>Yonge Street Mission 270 Gerrard St. E. 416-929-9614</td>
<td>closed</td>
<td>closed</td>
<td>L 12:30-3:30pm D 6-6:30pm (seniors only, $2) (Sep-Jun)</td>
<td>closed</td>
<td>D 6-6:30pm (adults only) (Sep-Jun)</td>
<td>closed</td>
<td>closed</td>
</tr>
</tbody>
</table>
COMMUNITY HUBS

Community Hubs are places where people living in some priority neighbourhoods can connect to a variety of services. Each hub has a slightly different mix of resources including health care, counselling and newcomer assistance. For more information about agencies at each hub, see The United Way of Greater Toronto website at www.unitedwaytoronto.com/whatWeDo/communityHubs.php.

1 AccessPoint on Danforth
416-693-8677
3079 Danforth Avenue
Programs and services:
• Community Health Centre
• Newcomer settlement services
• Youth programs
• Conflict resolution
• Ontario Early Years Centre
• Teaching kitchen
• Case management
• Lead agency: Access Alliance Multicultural Health and Community Services

2 Dorset Park Hub
Opening Fall 2012
1911 Kennedy Road
Programs and services:
• Walk-in mental health clinic for youth
• Support for families facing mental health issues
• Employment counselling and job search workshops
• Vision health services
• Skill-building workshops for newcomers
• Crime prevention and counseling for men
• Lead agency: Agincourt Community Services Association

3 The Hub @ Victoria Park
416-750-9600
1527 Victoria Park Avenue
Programs and services:
• Programs for seniors including nutrition, stretching class, and emergency home maintenance

4 The Jane Street Hub
416-645-7575
1541 Jane Street
Programs and services:
• Family doctors and other health services
• Child and parent programs
• Settlement services for newcomers
• Women’s programs and support workshops
• Child, youth and family counseling
• Ontario Early Years satellite
• Lead agency: Unison Health and Community Services

5 The Hub Mid-Scarborough
416-640-7390
2660 Eglinton Avenue East
Programs and services:
• Newcomer assistance
• Primary health care, health promotion, dietitian services
• Dental and oral services
• Community kitchen
• Family and youth counselling
• Seniors' wellness centre
• Employment assistance services
• Diabetes prevention program
• Lead agency: Scarborough Centre for Healthy Communities

6 The Rexdale Hub
416-741-3000
21 Panorama Court
Programs and services:
• Community health centre

• Family and women’s centres
• Employment services
• Legal clinic
• Big Brother and Big Sisters, recreational services
• Free access to state-of-the-art technology including digital arts for youth
• Business development centre
• Lead agency: Albion Neighbourhood Services

Community Hubs
The following organizations provide services such as health care, counselling, workshops, youth programs and community activities to transgendered, transsexual, gay, lesbian, bisexual, two-spirited, and intersex people as well as those who work in the sex-trade.

**Crisis**
**Lesbian Gay Bi Trans Youth Line**
416-962-9688
Toll Free 1-800-268-9688
Sunday-Friday 4-9:30 pm
- Peer support by telephone, e-mail and instant messaging.
- Anonymous and confidential.

**2-Spirit People of the First Nations**
416-944-9300
593 Yonge Street, Suite 202
www.2spirits.com
Monday-Thursday 9 a.m.-4 p.m.
- Accepts collect calls.

**519 Church Street Community Centre**
416-392-6874
519 Church Street
www.the519.org
- Short term counselling, queer parenting courses, older LGBTQ drop-in, Meal Trans drop-in, and trans youth drop-in.

**Centre for Addiction and Mental Health Rainbow Services**
416-535-8501 ext 6781
Toll Free 1-800-463-2338 ext 6781
60 White Squirrel Way, 1st Floor
www.camh.net/rainbow_services
Monday-Friday 9 a.m.-5 p.m.
- Inpatient and outpatient services available.
- Addiction and Concurrent Disorders program.

**Fred Victor Employment and Training Services - Thrive**
416-364-8986
248 Queen Street East
www.fredvictor.org
Monday 1:30-4:30 p.m.
- Employment, life skills and housing help.

**Maggie’s**
**The Toronto Sex Workers’ Action Project**
416-964-0150
298 Gerrard Street East, 2nd Floor
www.maggiestoronto.ca
- Drop-in lounge for sex workers only.
- Wednesday 2-5 p.m.
- Informal counselling and support.

**PFLAG**
416-406-6378
Kimbourne Park United Church
200 Wolverleigh Boulevard
www.torontopflag.org
- Peer support for parents and families of LGBT children or siblings
- Support for persons considering coming out to their families.

**Sherbourne Health Centre**
416-324-4180
333 Sherbourne Street
www.sherbourne.on.ca
- Call for information and referral by a client resource worker.

**Health Bus Services for Sex-trade Workers**
416-324-4170
Wednesday 5-9 a.m.
- Nursing care, hygiene supplies, information and referrals.
- Call for stop locations.
FREE EVENTS AND ACTIVITIES

The city is full of things to do for little or no money. You can enjoy music, watch a parade, go on a walking tour or see an art exhibit. The listings here are just some of the options available to you. Check out local events in your community newspaper or in the events calendar available through www.toronto.ca/special_events.

Attractions

Sun Life Financial Museum and Arts Pass
www.torontopubliclibrary.ca/museum-arts-passes/
- With a valid adult Toronto Public Library card, you can borrow a free pass to the Royal Ontario Museum, the Art Gallery of Ontario and more for your family from any Toronto Public Library branch.
- Quantities are limited and borrowing rules apply.

Art Gallery of Ontario
416-979-6648
317 Dundas Street West
www.ago.net
- Free on Wednesdays from 6-8:30 p.m.

Bata Shoe Museum
416-979-7799
327 Bloor Street West
www.batashoemuseum.ca
- Pay what you can on Thursday from 5-8 p.m.

Harbourfront Centre
416-973-4000
www.harbourfrontcentre.com
- Art exhibits, festivals and music.
- Lots of free events.

St. Lawrence Market Gallery
South St. Lawrence Market
95 Front Street East, Second Floor
www.toronto.ca/culture/the_market_gallery
- Exhibitions dedicated to Toronto’s history, art and culture.

Toronto Public Library
416-393-7131
TTY 416-393-7030
www.torontopubliclibrary.ca
- Free programs and events for all ages.
- See the website or visit your local branch for more details.
- Some events require registration with your library card.

Canadian Opera Company
The Four Seasons Centre for the Performing Arts
416-363-8231
145 Queen Street West
www.coc.ca
- Free concerts take place most Tuesdays and Thursdays at noon, and some Wednesdays at noon or 5:30 p.m.
- Admission is on a first-come, first-served basis and seating is limited.

Koerner Hall
416-408-0208
273 Bloor Street West
http://performance.rcmusic.ca
- Discovery Series: Ensembles and Friends of the Glenn Gould School offers free tickets to limited performances.
- Tickets are available 30 days before the performance.

Roy Thomson Hall
416-872-4255
60 Simcoe Street
www.roythomson.com
- Share the Music is an arts and education
outreach program providing free concert tickets to young people.
- Free noon-hour choir and organ concerts.
- Admission is on a first-come, first-served basis and seating is limited.

**Events**

**City of Toronto**
**Special Events**
311
[www.toronto.ca/special_events](http://www.toronto.ca/special_events)

Toronto Special Events (TSE) produces more than 30 festivals and events each year including Doors Open, Canada Day celebrations, Nuit Blanche and Cavalcade of Lights. The online calendar allows you to search for TSE and other events by categories such as sports, family and arts, as well as by cost and district.

Many events such as skating and concerts take place at outdoor squares:

**Scarborough Civic Centre**
Albert Campbell Square
190 Borough Drive

**North York Civic Centre**
Mel Lastman Square
5100 Yonge Street

**Metro Hall**
David Pecaut Square
55 John Street

**City Hall**
Nathan Phillips Square
100 Queen Street West

**Yonge-Dundas Square**
1 Dundas Street East

**Recreation**

**City of Toronto**
**Parks and Recreation**
311
Welcome Policy information line 416-338-2000
[www.toronto.ca/parks](http://www.toronto.ca/parks)

- The City of Toronto’s Welcome Policy allows you to join Toronto’s recreation programs even if you can’t afford the fee. To apply, fill out an application form available at community and civic centres or online.
- For a complete listing of public parks, gardens and trails, visit the Parks and Recreation website.
- Check out the Toronto Fun Guide online for a list of low-cost or free activities.
- For a list of public pools, visit the Parks and Recreation website under “Swimming”.
- $2 fee for an adult leisure swim; $1 fee for children, youth and older adults.

**City of Toronto**
**Discovery Walks**
[www.toronto.ca/parks/trails/discover.htm](http://www.toronto.ca/parks/trails/discover.htm)

- Discovery Walks is a program of self-guided walks that link city ravines, parks gardens, beaches and neighbourhoods.
- Informative signs will help you experience an area’s heritage and environment.
- Maps and brochures are available online.

**Heritage Toronto Walking Tours**
416-338-3886
[www.heritagetoronto.org/discover-toronto/walk](http://www.heritagetoronto.org/discover-toronto/walk)

- Heritage Toronto walks tell the stories behind the people, landscapes and historic buildings that bring Toronto’s neighbourhoods to life.
- Free, no reservations or pre-registration required.
- Visit their website or phone for the schedule.

**Toronto Parks**
[www.toronto.ca/parks](http://www.toronto.ca/parks)

Toronto is known as the city within a park with over 1,400 parks, large and small, covering 73.44 square kilometres of the city’s surface. Look online for a complete list of park locations.

**Bluffer’s Park**
1 Brimley Road South
- Bluffers Park has a day use park including a sandy beach, picnic areas, walks and lookout.
**Guildwood Park**  
201 Guildwood Parkway  
- A sculptural sanctuary, beautiful gardens and a history recounting famous artists and contributions made to the art community.

**High Park**  
1873 Bloor Street West  
- The park is recognized as one of the most significant natural sites within the City of Toronto.

**HTO Park**  
339 Queen’s Quay West  
- The urban beach is the focal point of HTO Park facing the inner harbour with Toronto islands in the distance.

**Humber Bay Butterfly Habitat**  
Humber Bay Shores Park on Marine Parade Drive  
- The Humber Bay Butterfly Habitat is an ecological restoration project that provides critical habitat for a variety of native butterfly species.

**Riverdale Farm**  
201 Winchester Street  
- Riverdale Farm represents a 19th century Ontario farm and is open all year round daily from 9 a.m.-5 p.m.

**Rouge Beach Park**  
195 Rouge Hills Drive  
- The Rouge River is a marsh habitat stopover point for migratory birds that also supports waterfowl breeding.

**Toronto Islands**  
Via Ferrydocks, 9 Queen’s Quay West  
- A waterfront park made up of several islands with tourist features.

**Toronto Music Garden**  
475 Queen’s Quay West  
- The park design is inspired by Bach’s First Suite for Unaccompanied Cello.

**Village of Yorkville Park**  
115 Cumberland Street  
- The park celebrates the history of the Village of Yorkville and reflects the diversity of the Canadian landscape.

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**DROP-INS**

Drop-ins provide a range of services that can include meals, social/recreational programs and housing support. For more information on drop-in programs, please see the Toronto Drop-In Network website at www.tdin.ca or contact the agency directly.

**Central**  
**519 Church Street Community Centre**  
416-392-6874  
519 Church Street  
www.the519.org  
Monday 6-9 p.m. (trans adults)  
Wednesday 6-9 p.m. (trans youth)  
Sunday 9 a.m.-4 p.m. November-April (all adults)  
Sunday 10 a.m.-3 p.m. May-October (all adults)

**Adelaide Resource Centre for Women**  
416-392-9243  
67 Adelaide Street East  
www.toronto.ca/housing  
Monday-Friday 10 a.m.-3 p.m.
All Saints Church-Community Centre  
416-368-7768  
315 Dundas Street East  
www.allsaintstoronto.com  
Monday, Wednesday, Thursday 8 a.m.-4 p.m.  
Tuesday 10:30 a.m.-4 p.m.  
Friday 8 a.m.-noon (women)

Artheart Community Art Centre  
416-203-0034  
237 Sackville Street  
(moving in August 2012-check website for details)  
www.artheart.ca  
Call ahead for hours or check the website.

Bloor-Bathurst Interchurch Gathering Spot  
416-924-1121  
188 Lowther Avenue  
www.gatheringspot.weebly.com  
Tuesday 4-9 p.m.

Church of the Holy Trinity  
416-598-4521  
10 Trinity Square  
www.holytrinitytoronto.org  
Monday-Friday 11 a.m.-3 p.m.  
Sunday 8-9:30 a.m.

Church of the Redeemer  
416-922-4948  
162 Bloor Street West  
www.theredeemer.ca  
Monday-Friday 9-11:45 a.m.

Covenant House Community Support Services  
416-204-7037  
20 Gerrard Street East  
www.covenanthouse.on.ca  
Monday-Thursday 1:15-7 p.m.  
Friday 1:15-5 p.m.  
• Youth 16-25.

Evangel Hall  
416-504-3563  
552 Adelaide Street West  
www.evangelhall.ca  
Monday-Friday 9 a.m.-12:30 p.m.  
Saturday, Holidays 9 a.m.-2:30 p.m.

Fred Victor Centre, Open House Drop-In  
416-364-8228  
145 Queen Street East  
www.fredvictor.org  
Monday-Friday noon-4 p.m.

Fred Victor Women’s Day Program  
416-392-9292  
67 Adelaide Street East  
www.fredvictor.org  
Monday-Friday 10 a.m.-3 p.m.

Good Neighbours’ Club  
416-366-5377  
170 Jarvis Street  
www.goodneighboursclub.org  
Monday-Sunday, Holidays 8 a.m.-5 p.m.  
• Men over 50.

Good Shepherd Drop-In  
416-869-3619  
412 Queen Street East  
www.goodshepherd.ca  
Monday-Sunday, Holidays 9-11:00 a.m.

Metropolitan United Church  
416-363-0331  
56 Queen Street East  
www.metunited.org  
Monday-Friday 10 a.m.-1 p.m.

Native Child and Family Services  
Youth Drop-In  
416-850-6110  
1 Wood Street  
www.nativechild.org  
Monday-Friday 8 a.m.-9 p.m.  
Saturday 10 a.m.-5 p.m.  
• Native, Métis and Inuit youth 16-24.

Salvation Army Gateway Drop-In  
416-368-0324  
107 Jarvis Street  
www.thegateway.ca  
Monday, Wednesday, Thursday, Saturday,  
Sunday 1-7 p.m.
Sanctuary Ministries
416-922-0628
25 Charles Street East
www.sanctuarytoronto.ca
Tuesday 1-5 p.m.
Wednesday 10:30 a.m.-3 p.m. (women)
Thursday 4:30-9 p.m.
Friday 12:30-4 p.m.

Scott Mission
416-923-8872
502 Spadina Avenue
www.scottmission.com
Monday-Saturday, Holidays 8-11:45 a.m.

SKETCH: Working Arts for Street Involved and Homeless Youth
416-516-1559
www.sketch.ca
Tuesday-Thursday, (call for times and locations)
• Youth 15-29.

St. Felix Centre
416-203-1624
25 Augusta Avenue
www.stfelixcentre.ca
Monday-Friday 7 a.m.-2:30 p.m. (adults)
Monday-Friday 2:30-6:45 p.m. (children)

The Corner Drop-in
416-964-8747
260 Augusta Avenue
www.ststephenshouse.com
Monday-Friday 7:30 a.m.-noon
Monday 1-2:30 p.m. (women)
Sunday 8:30-11:30 a.m., noon-2 p.m.

The Meeting Place St. Christopher House
416-504-4275
588 Queen Street West
www.stchrishouse.org
Monday-Friday 11:30 a.m.-4 p.m.
Saturday 11:30 a.m.-4 p.m. (November-April)

Toronto Christian Resource Centre
416-363-4234
40 Oak Street
www.tcrc.ca

Monday-Friday 9 a.m.-1:30 p.m.

Toronto Council Fire Drop-In Program
416-360-4350
439 Dundas Street East
www.councilfire.ca
Monday-Thursday 8:30 a.m.-5 p.m.
Friday 8:30 a.m.-4 p.m.
Saturday, Sunday 9 a.m.-3 p.m.

Toronto Friendship Centre
416-368-8179
323 Dundas Street East
Monday-Friday 6 a.m.-1 p.m.
Saturday, Sunday 7-11 a.m.

YMCA, Vanauley Drop-in
416-603-6366
7 Vanauley Street
Monday-Friday 9 a.m.-noon, 1-4 p.m.
• Youth 16-24.

Yonge Street Mission’s
Evergreen Centre for Street Youth
416-977-7259
381 Yonge Street
www.ysm.on.ca
Monday-Friday noon-5 p.m.
• Youth 16-24.

East
Agincourt Community Services Association
416-321-6912
4155 Sheppard Avenue East
www.agincourtcommunityservices.com
Monday, Tuesday, Thursday-Sunday,
Holidays 9 a.m.-4 p.m.

Mustard Seed
416-465-6069
791 Queen Street East
www.fontbonneministries.ca
Monday, Tuesday 10 a.m.-3 p.m.
Wednesday 10 a.m.-4 p.m. (women)
Friday 12:30-3 p.m.
Saturday 10 a.m.-3 p.m. (October-May)
Red Cross Drop-In Scarborough
416-267-0115
702 Kennedy Road
www.redcross.ca
Monday-Friday 10 a.m.-3:30 p.m.

Second Base
416-261-2733
702 Kennedy Road
www.secondbase.ca
Monday-Friday 9 a.m.-3:30 p.m.
• Youth 16-21.

St. John the Compassionate
416-466-1357
155 Broadview Avenue
www.stjohnsmission.org
Wednesday-Friday 8 a.m.-4 p.m.
Saturday 11 a.m.-2 p.m.

Touchstone Youth Centre Drop-in
416-696-6932 ext 33
1076 Pape Avenue
www.touchstoneyc.org
Monday-Sunday, Holidays 1-9 p.m.
Wednesday 1-3 p.m. (females only)
• Youth 16-24.

Warden Woods Community Centre
Teesdale Centre Drop-In
416-694-1138
40 Teesdale Place, 1st Floor
www.wardenwoods.com
Monday, Wednesday, Thursday 10 a.m.-6 p.m.

Woodgreen Community Services Drop-In
416-645-6000
650 Queen Street East
www.woodgreen.org
Monday-Friday 9 a.m.-5 p.m.

West
Christie-Ossington Neighborhood Centre
416-534-8941
854 Bloor Street West
www.conccommunity.org
Monday-Thursday 10 a.m.-5 p.m.

Saturday, Sunday, Holidays 11 a.m.-4 p.m.

Davenport-Perth Neighbourhood and Community Health Centre
416-656-8025
1900 Davenport Road
www.dpnc.ca
Monday, Thursday 1-4 p.m.
and
416-656-8025
61 Pelham Park Gardens
Wednesday 1-3 p.m.

LAMP Community Health Centre
416-252-6471
185 Fifth Street
www.lampchc.org
Monday, Wednesday 8 a.m.-2:30 p.m.
(September-June)

Parkdale Meeting Place
St. Christopher House
416-891-3396
1499 Queen Street West
www.stchrishouse.org/adults/new-hope/
Wednesday, Thursday 5:15-8:30 p.m.

Parkdale Activity & Recreation Centre
416-537-2591
1499 Queen Street West
www.parc.on.ca
Monday-Thursday 9 a.m.-1 p.m.
Friday 12:30-4:30 p.m., 6-9 p.m.
Saturday, Sunday, Holidays 11 a.m.-3 p.m.

Sistering, Main Site
416-926-9762
962 Bloor Street
www.sistering.org
Monday 11:30 a.m.-3 p.m.
Tuesday, Friday 9:30 a.m.-5 p.m.
Wednesday, Thursday, Saturday, Sunday, Holidays 9:30 a.m.-3 p.m.

Sistering, Parkdale Site
416-588-3939
220 Cowan Avenue
www.sistering.org
Monday-Friday 9 a.m.-2 p.m.

Syme-Wooler Neighbourhood & Family Centre
416-766-4634
2468 Eglinton Avenue West
www.symewoolner.org
Monday-Friday 9 a.m.-3 p.m.
Saturday, Sunday 10 a.m.-3 p.m.
Holidays 11 a.m.-4 p.m.

The Stop Community Food Centre
416-652-7867
1883 Davenport Road
www.thestop.org
Monday, Tuesday, Thursday, Friday
7:30 a.m.-3 p.m. (November-March)
9 a.m.-3 p.m. (April-October)

Wychwood Open Door
416-652-0857
729 St. Clair Avenue West
www.wychwoodopendoor.org
Monday, Wednesday, Friday 9 a.m.-3 p.m.

North

COSTI North York Housing Drop-in
416-244-0480 ext 230
1700 Wilson Avenue, Suite 114
www.costi.org
Monday, Wednesday 1-5 p.m. (women)
Tuesday, Thursday, Friday 1-4 p.m. (women)
Wednesday, Friday 10 a.m.-12:30 p.m.

North York Women’s Centre (Storefront)
416-781-0479
2446 Dufferin Street
www.nywc.org
Tuesday, Thursday noon-4 p.m. (women)

Weston King Neighbourhood Centre
416-241-9898
2017 Weston Road
www.wknc.ca
Monday, Friday 10 a.m.-2 p.m.
Tuesday 3-7 p.m.
Thursday 10 a.m.-2 p.m. (women)
Saturday and Holidays 10 a.m.-1 p.m.

VOLUNTEERING
Volunteering can be a good way to gain skills,
meet people and help others.

Board Match
www.boardmatch.org
• Boardmatch helps place volunteers on
the Boards of Directors of charitable
organizations.

Charity Village
www.charityvillage.com
• Search volunteer opportunities by location,
type of job, sector, and whether kids and
teens are welcome.

Live Green Toronto Volunteers
416-397-4838
City Hall
100 Queen Street West, 21st Floor, East Tower
www.toronto.ca/environment/volunteer.htm
• Volunteers raise awareness of Live Green
Toronto programs and services through
education and outreach.
• See the website for information about
upcoming information sessions.

Volunteer Toronto
416-961-6888
344 Bloor Street West, Suite 404
www.volunteertoronto.ca
• See the website for information about
available volunteer positions.
Library materials and Internet access are available for free at ALL Toronto Public Library locations. They also have all sorts of interesting seminars, workshops and events, including ESL classes, book clubs and children’s programs. If you want to use the Internet, a library card provides access. Most libraries also offer free WiFi and are wheelchair accessible, unless otherwise noted. To get a library card, bring identification showing your name and address to a library branch. See the website for more details, or visit your local branch.

### Etobicoke/York

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1 Albion</strong></td>
<td>416-394-5170</td>
<td>1515 Albion Road</td>
</tr>
<tr>
<td><strong>2 Alderwood</strong></td>
<td>416-394-5310</td>
<td>2 Orianna Drive</td>
</tr>
<tr>
<td><strong>3 Brentwood</strong></td>
<td>Closed for renovations</td>
<td></td>
</tr>
<tr>
<td><strong>4 Eatonville</strong></td>
<td>416-394-5270</td>
<td>430 Burnhamthorpe Road</td>
</tr>
<tr>
<td><strong>5 Elmbrook Park</strong></td>
<td>416-394-5290</td>
<td>2 Elmbrook Crescent</td>
</tr>
<tr>
<td><strong>6 Evelyn Gregory</strong></td>
<td>416-394-1006</td>
<td>120 Trowell Avenue</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Not Wheelchair Accessible</td>
</tr>
<tr>
<td><strong>7 Humber Bay</strong></td>
<td>416-394-5300</td>
<td>200 Park Lawn Road</td>
</tr>
<tr>
<td><strong>8 Humberwood</strong></td>
<td>416-394-5210</td>
<td>850 Humberwood Boulevard</td>
</tr>
<tr>
<td><strong>9 Jane/Dundas</strong></td>
<td>416-394-101</td>
<td>620 Jane Street</td>
</tr>
<tr>
<td><strong>10 Long Branch</strong></td>
<td>416-394-5320</td>
<td>3500 Lake Shore Boulevard West</td>
</tr>
<tr>
<td><strong>11 Maria A. Shchuka</strong></td>
<td>416-394-1000</td>
<td>1745 Eglinton Avenue West</td>
</tr>
<tr>
<td><strong>12 Mimico Centennial</strong></td>
<td>416-394-5330</td>
<td>47 Station Road</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Not Wheelchair Accessible</td>
</tr>
<tr>
<td><strong>13 Mount Dennis</strong></td>
<td>Closed, reopening 2013</td>
<td></td>
</tr>
<tr>
<td><strong>14 New Toronto</strong></td>
<td>416-394-5350</td>
<td>110 Eleventh Street</td>
</tr>
<tr>
<td><strong>15 Northern Elms</strong></td>
<td>416-394-5230</td>
<td>123B Rexdale Boulevard, Unit 5</td>
</tr>
<tr>
<td><strong>16 Oakwood Village Library and Arts Centre</strong></td>
<td>416-394-1040</td>
<td>341 Oakwood Avenue</td>
</tr>
<tr>
<td><strong>17 Rexdale</strong></td>
<td>416-394-5200</td>
<td>2243 Kipling Avenue</td>
</tr>
<tr>
<td><strong>18 Richview</strong></td>
<td>416-394-5120</td>
<td>1806 Islington Avenue</td>
</tr>
<tr>
<td><strong>19 Weston</strong></td>
<td>416-394-1016</td>
<td>2 King Street</td>
</tr>
</tbody>
</table>
North York

1. Amesbury Park
   416-395-5420
   1565 Lawrence Avenue West

2. Armour Heights
   416-395-5430
   2140 Avenue Road

3. Barbara Frum
   416-395-5440
   20 Covington Road

4. Bayview Village Shopping Centre
   416-395-5460
   2901 Bayview Avenue, 123A

5. Black Creek
   416-395-5470
   North York Sheridan Mall
   1700 Wilson Avenue

6. Brookbanks
   416-395-5480
   210 Brookbanks Drive

7. Centennial
   416-395-5490
   578 Finch Avenue West

8. Don Mills
   416-395-5710
   888 Lawrence Avenue East

9. Downsview
   416-395-5720
   2793 Keele Street

10. Fairview
    416-395-5750
    35 Fairview Mall Drive

11. Flemingdon Park
    416-395-5820
    29 St. Dennis Drive

12. Hillcrest
    416-395-5830
    5801 Leslie Street

13. Humber Summit
    416-395-5840
    2990 Islington Avenue

14. Jane/Sheppard
    416-395-5966
    1906 Sheppard Avenue West

15. North York Central Library
    416-395-5535
    5120 Yonge Street

16. Pleasant View
    416-395-5940
    575 Van Horne Avenue

17. Victoria Village
    416-395-5950
    184 Sloane Avenue

18. Woodview Park
    416-395-5960
    16 Bradstock Road

19. York Woods
    416-395-5980
    1785 Finch Avenue West
Scarborough

1 Agincourt
   416-396-8943
   155 Bonis Avenue

2 Albert Campbell
   416-396-8890
   496 Birchmount Road

3 Bendale
   416-396-8910
   1515 Danforth Road

4 Bridlewood
   416-396-8960
   Bridlewood Mall, 2900 Warden Avenue

5 Burrows Hall
   416-396-8740
   1081 Progress Avenue

6 Cedarbrae
   416-396-8850
   545 Markham Road

7 Cliffcrest
   416-396-8916
   3017 Kingston Road

8 Eglinton Square
   416-396-8920
   Eglinton Square Mall
   2 Eglinton Square, Unit 126

9 Goldhawk Park
   416-396-8964
   295 Alton Towers Circle

10 Guildwood
    416-396-8872
    Guildwood Plaza, 123 Guildwood Parkway

11 Highland Creek
    416-396-8876
    3550 Ellesmere Road

12 Kennedy/Eglinton
    416-396-8924
    Liberty Square Shopping Plaza
    2380 Eglinton Avenue East

13 Malvern
    416-396-8969
    30 Sewells Road

14 Maryvale
    416-396-8931
    Parkway Mall
    85 Ellesmere Road, Unit 16

15 McGregor Park
    416-396-8935
    2219 Lawrence Avenue East

16 Morningside
    416-396-8881
    4279 Lawrence Avenue East

17 Port Union
    416-396-8885
    5450 Lawrence Avenue East

18 Steeles
    416-396-8975
    Bamburgh Gardens Plaza, 375 Bamburgh Circle

19 Taylor Memorial
    416-396-8939
    1440 Kingston Road

20 Woodside Square
    416-396-8979
    Woodside Square Mall
    1571 Sandhurst Circle
Toronto/East York

1. Annette Street
   416-393-7692
   145 Annette Street

2. Beaches
   416-393-7703
   2161 Queen Street East

3. Bloor/Gladstone
   416-393-7674
   1101 Bloor Street West

4. City Hall
   416-393-7650
   Nathan Phillips Square
   100 Queen Street West

5. College/Shaw
   416-393-7668
   766 College Street

6. Danforth/Coxwell
   416-393-7783
   1675 Danforth Avenue

7. Davenport
   416-393-7732
   1246 Shaw Street

8. Dawes Road
   416-396-3820
   416 Dawes Road

9. Deer Park
   416-393-7657
   40 St. Clair Avenue East

10. Dufferin/St. Clair
    416-393-7712
    1625 Dufferin Street

11. Forest Hill
    416-393-7706
    700 Eglinton Avenue West

12. Gerrard/Ashdale
    416-393-7717
    1432 Gerrard Street East

13. High Park
    416-393-7671
    228 Roncesvalles Avenue

14. Jones
    416-393-7715
    118 Jones Avenue

15. Leaside
    416-396-3835
    165 McRae Drive

16. Lillian H. Smith
    416-393-7746
    239 College Street

17. Locke
    416-393-7730
    3083 Yonge Street

18. Main Street
    416-393-7700
    137 Main Street

19. Mount Pleasant
    416-393-7737
    599 Mt. Pleasant Road

20. Northern District
    416-393-7610
    40 Orchard View Boulevard

21. Palmerston
    416-393-7680
    560 Palmerston Avenue

22. Pape/Danforth
    416-393-7727
    701 Pape Avenue

23. Parkdale
    416-393-7686
    1303 Queen Street West

24. Parliament
    416-393-7663
    269 Gerrard Street East

25. Perth/Dupont
    416-393-7677
    1589 Dupont Street
    *Not Wheelchair Accessible

26. Queen/Saulte
    416-393-7723
    765 Queen Street East
    *Not Wheelchair Accessible

27. Riverdale
    416-393-7720
    370 Broadview Avenue

28. Runnymede
    416-393-7697
    2178 Bloor Street West

29. S. Walter Stewart
    416-396-3975
    170 Memorial Park Avenue

30. Sanderson
    416-393-7653
    327 Bathurst Street

31. Spadina Road
    416-393-7666
    10 Spadina Road
    *No Wifi

32. St. Clair/Silverthorn
    416-393-7709
    1748 St. Clair Avenue West
    *Not Wheelchair Accessible

33. St. James Town
    416-393-7744
    495 Sherbourne Street

34. St. Lawrence
    416-393-7655
    171 Front Street East

35. Swansea Memorial
    416-393-7695
    95 Lavinia Avenue

36. Thorncliffe
    416-396-3865
    48 Thorncliffe Park Drive
    *No Wifi
COMMUNITY CENTRES

Community centres can be places to exercise, swim, get information or learn new skills, have fun and meet new friends. The listings here include centres run by the City as well as other organizations. If you are on a limited income and unable to pay the full membership or program rate, ask the centre about assistance programs.

Toronto Parks and Recreation

311
Welcome Policy information line 416-338-2000
www.toronto.ca/parks

The City of Toronto’s Welcome Policy allows you to join Toronto’s recreation programs even if you can’t afford the fee. To apply, fill out an application form available at community and civic centres or online.

Check out the Toronto Fun Guide online for a list of low-cost or free activities.

Clients 60 years and over, who register for adult programs at City-run facilities are eligible to receive a 50 per cent discount off the full adult rate. Older adult discounts do not apply to Older Adult programs, contracted, partnership or third-party programs.

Etobicoke/York

1 Amesbury Community Centre
416-395-0145
1507 Lawrence Avenue West
• Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.

2 Annette Community Recreation Centre
416-392-0736
333 Annette Street
• Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

3 Bloordale Community School
416-394-8699
10 Toledo Road
• Registered programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

4 Carmine Stephano Community Centre
416-395-6127
3100 Weston Road
• Registered programs in arts, camps, fitness and wellness, general interest and sports.

5 Centennial Recreational Centre West
416-392-2476
2694 Eglinton Avenue West
• Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and swimming.

6 Chalkfarm Community Centre
416-395-7802
180 Chalkfarm Drive
• Registered and drop-in programs in arts, camps, fitness and wellness and general interest.

7 Domenico DiLuca Community Centre
416-395-6673
25 Stanley Road
• Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

8 David Appleton Community Centre
416-394-2747
33 Pritchard Avenue
• Registered programs in arts and sports.

9 Edenbridge Centre
416-392-2451
232 Edenbridge Drive
• Registered programs in arts, camps, fitness and wellness and general interest.
10 Edgehill House
416-392-2724
61 Edgehill Road
- Registered programs in arts, fitness and wellness and general interest.

11 Elmbank Community Centre
416-394-8671
10 Rampart Road
- Registered and drop-in programs in arts, fitness and wellness, general interest and sports.

12 Etobicoke Olympium
416-394-8111
590 Rathburn Road
- Registered and drop-in programs in camps, sports, fitness and wellness, general interest and sports.

13 Etobicoke YMCA
416-741-8714 ext 218
1530 Albion Road, Unit 83
www.ymcagta.org
- Centres for child care, employment and newcomers.

14 Fairfield Seniors Centre
416-394-8687
80 Lothian Ave
- Registered programs in arts, fitness and wellness, general interest and swimming.

15 Falstaff Community Centre
416-395-7924
50 Falstaff Avenue
- Registered programs in arts, camps, fitness and wellness, general interest and sports.

16 Franklin Horner Community Centre
416-252-6822
432 Horner Avenue
www.franklinhorner.org
- Cultural, social, education and recreation programs for all ages and abilities.
- Community meals for seniors.

17 Gord and Irene Risk Community Centre
416-395-7953
2650 Finch Avenue West
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.

18 Hilltop Community School
416-394-8701
35 Trehoorne Drive
- Registered programs in arts, camps, fitness and wellness, general interest and sports.

19 Hollycrest Community School
416-394-8703
630 Renforth Drive
- Registered programs in arts, camps, fitness and wellness, general interest and sports.

20 Horner Avenue Seniors’ Centre
416-394-6000
320 Horner Avenue
- Registered and drop-in programs in arts, fitness and wellness and general interest.

21 Humberwood Recreational Community Centre
416-394-5700
850 Humberwood Boulevard
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.

22 Islington Community School
416-394-8705
44 Cordova Avenue
- Registered and drop-in programs in arts, camps, fitness and wellness, sports and youth leadership.

23 Islington Seniors’ Centre
416-231-3431
4968 Dundas Street West
- Registered programs in arts and fitness and wellness.

24 James S. Bell Community School
416-394-8707
90 Thirty-First Street
- Registered programs in arts, camps, fitness and wellness, general interest and sports.

25 John English Community School
416-394-8711
95 Mimico Avenue
- Registered programs in arts, camps, fitness and wellness, general interest and sports.

26 John G. Althouse Community School
416-394-8709
130 Lloyd Manor Road
- Registered programs in arts, camps, fitness and wellness, sports and youth leadership.

27 Joseph J. Piccininni Community Recreation Centre
416-392-0036
1369 St. Clair Avenue West
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

28 Keele Community Centre
416-392-0695
181 Glenlake Avenue
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.
29 Ken Cox Community Centre
416-392-6355
20 Colonel Samuel Smith Park Drive
- Registered and drop-in programs in arts, camps, fitness and wellness and sports.

30 Kingsview Village Community School
416-394-5540
1 York Road
- Registered programs in arts, camps, fitness and wellness, general interest and sports.

31 Mount Dennis Community Hall
416-394-2747
4 Hollis Street
- Registered programs in arts and fitness and wellness.

32 Norseman Community School and Pool
416-394-8719
105 Norseman Street
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

33 North Kipling Community Centre
416-394-8679
2 Rowntree Road
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.

34 Ourland Community Centre
416-394-8673
18 Ourland Avenue
- Registered and drop-in programs in arts, camps and sports.

35 Park Lawn Community School
416-394-8713
71 Ballacaine Drive
- Registered programs in arts, camps, fitness and wellness, general interest and sports.

36 Pelmo Park Community Centre
416-394-2747
171 Pellatt Avenue
- Registered programs in arts, camps and general interest.

37 Smithfield Community School
416-394-8715
175 Mount Olive Drive
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

38 St. Marcellus Community School
416-394-5490
15 Denfield Street
- Registered programs in arts, camps, fitness and wellness, general interest and sports.
### Swansea Community Recreation Centre
416-392-6796
15 Waller Avenue
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, and sports.

### The Elms Community School and Pool
416-394-8722
45 Golfdown Drive
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, and sports.

### Thistletown Community Centre
416-394-8717
925 Albion Road
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, and sports.

### Thistletown Seniors’ Centre
416-394-8869
925 Albion Road
- Registered programs in arts, fitness and wellness, general interest, and sports.

### West Acres Seniors’ Recreation Centre
416-394-8680
65 Hinton Road
- Registered programs in arts and fitness and wellness.

## North York

### 1 Ancaster Park Community Centre
416-395-6057
41 Ancaster Road
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, and sports.

### 2 Antibes Community Centre
416-395-0475
40 Antibes Drive
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, and sports.

### 3 Armour Heights Community Centre
416-395-7848
2140 Avenue Road
- Registered and drop-in programs in fitness and wellness and sports.

### 4 Banbury Community Centre
416-395-6101
120 Banbury Road
- Registered programs in arts, fitness and wellness, general interest, and sports.

### 5 Barbara Frum Recreation Centre
416-395-6123
20 Covington Road
- Registered and drop-in programs in arts, fitness and wellness, general interest, and sports.

### 6 Bedford Park Community Centre
416-392-0618
81 Ranleigh Avenue
- Registered programs in arts, camps, fitness and wellness, general interest, sports, and swimming.

### 7 Broadlands Park Community Centre
416-395-7966
19 Castlegrove Boulevard
- Registered programs in arts, camps, fitness and wellness, general interest, sports, and swimming.

### 8 Central Eglinton Community Centre
416-392-0511
160 Eglinton Avenue East
www.centraleglinton.com
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest.

### 9 Cummer Park Community Centre
416-395-7803
6000 Leslie Street
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

### 10 Dennis R. Timbrell Recreation Centre
416-395-7972
29 St. Dennis Drive
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.
11 Driftwood Community Centre
416-395-7944
4401 Jane Street
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

12 Earl Bales Park Community Centre
416-395-7873
4169 Bathurst Street
- Registered programs in arts, fitness and wellness, general interest and sports.

13 Edithvale Park Community Centre
416-395-6164
13 Finch Avenue West
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

14 Fairbank Memorial Community Centre
416-394-2473
2213 Dufferin Street
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

15 Flemingdon Park Community Centre
416-395-6014
150 Grenoble Drive
- Registered and drop-in programs in arts and general interest.

16 Fairlawn Neighbourhood Centre
416-488-3446
28 Fairlawn Avenue
www.fairlawnneighbourhoodcentre.com
- Cultural, social, education and recreation programs for all ages.

17 Glen Long Community Centre
416-395-7961
35 Glen Long Avenue
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.

18 Goulding Park Community Centre
416-395-7826
45 Goulding Avenue
- Registered and drop-in programs in arts, camps, fitness and wellness, sports.

19 Grandravine Park Community Centre
416-395-6171
23 Grandravine Drive
- Registered programs in arts, camps, fitness and wellness, sports.

20 Irving W. Chapley Community Centre
416-395-6016
205 Wilmington Avenue
- Registered programs in arts and general interest.

21 Jenner Jean-Marie Community Centre
416-396-2874
48 Thorncliffe Park Drive
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.

22 Lawrence Heights Community Centre
416-395-6120
5 Replin Road
- Registered and drop-in programs in arts, fitness and wellness, general interest and sports.

23 Mitchell Field Community Centre
416-395-0262
89 Church Avenue
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

24 North Toronto Memorial Community Recreation Centre
416-392-6590
200 Eglinton Avenue West
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

25 North York YMCA
416-225-9622
567 Sheppard Avenue East
www.ymcagta.org
- Camps, fitness and recreation and centres for child care, employment, family development, health and newcomers.

26 Northwood Community Recreation Centre
416-395-7876
15 Clubhouse Court
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

27 Oakdale Community Centre
416-395-0484
350 Grandravine Drive
- Registered and drop-in programs in arts, camps, health and wellness, general interest and sports.
O’Connor Community Centre
416-395-7957
1386 Victoria Park Avenue
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and swimming.

Oriole Park Community Centre
416-395-7968
2975 Don Mills Road West
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and swimming.

Pleasantview Community Centre
416-395-6006
545 Van Horne Avenue
- Registered and drop-in programs in camps, fitness and wellness, general interest and youth leadership.

Prosserman Jewish Community Centre
416-638-1881
4588 Bathurst Street
http://prossermanjcc.com
- Cultural, social, education and recreation programs for all ages and abilities, daycare, camps, health, fitness, swimming, social clubs and hobby groups.

Roding Park Community Centre
416-395-7964
600 Roding Street
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.

Seneca Village Community Centre
416-395-6011
1700 Finch Avenue East
- Registered programs in arts, camps, fitness and wellness, general interest and sports.

Trace Manes Park Centennial Building
416-396-2853
110 Rumsey Road
- Registered programs in arts, camps, fitness and wellness, general interest and sports.

Viewmount Community Centre
416-395-7941
169 Viewmount Avenue
- Registered programs in sports.

Community Centres
- Community Centre in North York
- Community Centre on another map
Scarborough

1. Agincourt Recreation Centre
   416-396-4037
   31 Glen Watford Drive
   • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

2. Birchmount Community Centre
   416-396-4311
   93 Birchmount Road
   • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

3. Birkdale Community Centre
   416-396-4069
   1299 Ellesmere Road
   • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

4. Burrows Hall Community Centre
   416-396-4670
   1081 Progress Avenue
   • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

5. Cedarbrook Community Centre
   416-396-4028
   91 Eastpark Boulevard
   • Registered and drop-in programs in arts, camps, fitness and wellness, sports, swimming and youth leadership.

6. Cedar Ridge Creative Centre
   416-396-4026
   225 Confederation Drive
   • Registered programs in arts and camps.

7. Centennial Recreation Centre
   416-396-4057
   1967 Ellesmere Road
   • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, skating, sports, swimming and youth leadership.

8. Commander Park
   416-396-4024
   140 Commander Boulevard
   • Drop-in programs in arts.

9. Curran Hall Community Centre
   416-396-5156
   277 Orton Park Road
   • Registered programs in arts, camps, fitness and wellness, general interest and sports.

10. Don Montgomery Community Recreation Centre
    416-396-4043
    2467 Eglinton Avenue East
    • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, skating, sports and youth leadership.

11. Ellesmere Community Centre
    416-396-5536
    20 Canadian Road
    • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

12. Heart Beatz Cliffcrest Community Centre
    4161-267-6293
    2938 Eglinton Avenue East
    www.heartbeatz.ca
    • Child care, community kitchens, family resource centre and youth services.

13. Heron Park Recreation Centre
    416-396-4035
    292 Manse Road
    • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

14. Jack Goodland Centre
    416-396-7566
    929 Kennedy Road
    • Registered programs in camps.

15. L’Amoreaux Community Recreation Centre
    416-396-4510
    2000 McNicoll Avenue
    • Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.

16. Malvern Community Recreation Centre
    416-396-4054
    30 Sewells Road
    • Registered and drop-in programs in arts, camps, fitness and wellness, skating, sports and youth leadership.

17. McGregor Recreation Centre
    416-396-4023
    2231 Lawrence Avenue East
    • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.
Milliken Park Community Recreation Centre
416-396-7757
4325 McCowan Road
• Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

Oakridge Community Recreation Centre
416-338-1966
63 Pharmacy Avenue
• Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.

Port Union Recreation Centre
416-396-4031
5450 Lawrence Avenue East
• Registered and drop-in programs in arts, fitness and wellness, general interest and sports.

Scarborough Village Recreation Centre
416-396-4048
3600 Kingston Road
• Registered and drop-in programs in arts, camps, fitness and wellness, general interest, skating, sports and youth leadership.

Scarborough YMCA
416-296-9622
230 Town Centre Court
www.ymcagta.org
• Camps, child care, employment, family development, health, fitness and recreation.

Stephen Leacock Community Recreation Centre
416-396-4040
2520 Birchmount Road
• Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

West Rouge Community Centre
416-396-4147
270 Rouge Hills Drive
• Registered and drop-in programs in arts, camps, fitness and wellness and general interest.

Tall Pines Community Centre
416-396-4350
64 Rylander Boulevard
• Registered and drop-in programs in arts, camps, fitness and wellness and general interest.

Warden Hilltop Community Centre
416-392-7640
25 Mendelssohn Street
• Registered and drop-in programs in arts, camps, fitness and wellness, sports, swimming and youth leadership.

West Scarborough Neighbourhood Centre
416-755-9215
313 Pharmacy Avenue
• Registered and drop-in programs in arts, camps, fitness and wellness, sports, swimming and youth leadership.
Toronto/East York

1. 519 Church Street Community Centre
   416-392-6874
   519 Church Street
   www.the519.org
   • Registered and drop-in programs in arts, camps, fitness and general interest with a focus on the LGBTQ community and local neighbourhood.

2. Adam Beck Community Centre
   416-392-0741
   79 Lawlor Avenue
   • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

3. Applegrove Community Complex
   416-461-8143
   60 Woodfield Road
   www.applegrovecc.ca
   • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sport activities and youth leadership.

4. Balmy Beach Community Centre
   416-392-6972
   14 Pine Avenue
   • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

5. Beaches Recreation Centre
   416-392-0740
   6 Williamson Road
   • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

6. Bob Abate Community Recreation Centre
   416-392-0745
   485 Montrose Avenue
   • Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.

7. Brown Community Centre
   416-392-6826
   454 Avenue Road
   • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

8. Cecil Street Community Centre
   416-392-1090
   58 Cecil Street
   • Arts, fitness, general interest and toy library. Membership required.

9. Central YMCA
   416-975-9622
   20 Grosvenor Street
   www.ymcagta.org
   • Child care, employment, family development, health and fitness and recreation.

10. East York Community Centre
    416-396-2880
    1081 1/2 Pape Avenue
    • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

11. Earl Beatty Community Centre
    416-392-0752
    455 Glebeholme Boulevard
    • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

12. East City YMCA
    416 694-1159
    907 Kingston Road
    www.ymcagta.org
    • Child care, employment, family development, health and fitness and recreation.

13. Eastview Neighbourhood Community Centre
    416-392-1750
    86 Blake Street
    www.eastviewcentre.com
    • Drop-in programs in crafts, fitness, sports and youth leadership. Registered programs in summer camps.

14. Fairmount Park Community Centre
    416-392-7060
    88 Bowmore Road
    • Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and swimming.
16 Frankland Community Centre
416-392-0749
816 Logan Avenue
- Registered and drop-in programs in arts, camps, general interest, sports and swimming.

17 Harbourfront Community Centre
416-392-1509
627 Queen's Quay West
www.harbourfrontcc.ca
- Registered programs in arts, camps, fitness and wellness, sports and youth leadership.

18 Hillcrest Community Centre
416-392-0746
1339 Bathurst Street
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

19 Holy Family Community Centre
416-392-6695
139 Close Avenue
- Registered and drop-in programs in arts, general interest and sports.

20 Jimmie Simpson Recreation Centre
416-392-0751
870 Queen Street East
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

21 John Innes Community Recreation Centre
416-392-6779
150 Sherbourne Street
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

22 Main Square Community Centre
416-392-1070
245 Main Street
- Registered and drop-in programs in arts, camps,
fitness and wellness, general interest, sports, swimming and youth leadership.

23 Mary McCormick Recreation Centre
416-392-0742
66 Sheridan Avenue
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

24 Masaryk-Cowan Community Recreation Centre
416-392-6928
220 Cowan Avenue
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.

25 Matty Eckler Community Recreation Centre
416-392-0750
953 Gerrard Street East
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

26 Maurice Cody Community Centre
416-392-0747
181 Cleveland Street
- Registered and drop-in programs in arts, camps, general interest, sports and youth leadership.

27 Miles Nadal Jewish Community Centre
416-924-6211
20 Spadina Avenue
www.mnjcc.org
- Daycare, camps, fitness and wellness, swimming, social clubs and hobby groups.
- Programs for persons with physical and developmental disabilities.

28 Parkdale Community Recreation Centre
416-392-6696
75 Lansdowne Avenue
- Registered and drop-in programs in arts, camps, general interest, sports, swimming and youth leadership.

29 Ralph Thornton Community Centre
416-392-6810
765 Queen Street East
www.ralphthornton.org
- Registered and drop-in programs in arts, camps, general interest and sports.

30 Regent Park North Recreation Centre
416-392-0753
415 Gerrard Street East
- Registered and drop-in programs in camps, general interest and sports.

31 Regent Park South Community Recreation Centre
416-392-5490
203 Sackville Green
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest and sports.

32 S.H. Armstrong Community Recreation Centre
416-392-0734
56 Woodfield Road
- Registered and drop-in programs in arts, camps, general interest, sports and swimming.

33 Scadding Court Community Centre
416-392-0335
707 Dundas Street West
- Registered and drop-in programs in fitness and wellness and swimming.

34 Secord Community Centre
416-396-2857
91 Barrington Avenue
- Registered programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

35 St. Lawrence Community Recreation Centre
416-392-1347
230 The Esplanade
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

36 Stan Wadlow Clubhouse
416-396-2842
373 Cedarvale Avenue
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

37 Terry Fox Community Centre
416-392-0199
2 Gledhill Avenue
- Registered programs in general interest.

38 Trinity Community Recreation Centre
416-392-0743
155 Crawford Street
- Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.
Wallace Emerson Community Centre
416-392-0039
1260 Dufferin Street
• Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports, swimming and youth leadership.

Wellesley Community Recreation Centre
416-392-0227
495 Sherbourne Street
• Registered and drop-in programs in arts, camps, fitness and wellness, general interest, sports and youth leadership.

West End YMCA
416-536-9622
931 College Street
www.ymcagta.org
• Health, fitness and recreation.
EDUCATION & TRAINING

This section has information about continuing education, literacy and basic skills programs, English as a Second Language (ESL) classes and apprenticeships. For more detailed information, please contact the programs directly or visit their websites.

**General Information and Referral**

Metro Toronto Movement for Literacy  
416-961-4013  
Literacy Hotline 416-961-5557  
344 Bloor Street West, Suite 405  
www.mtml.ca/lan
- The website hosts the Literacy Program Map, an interactive, online referral database with detailed, up-to-date information on literacy and upgrading programs, classes, schools and tutor associations for adults.
- Telephone information and referral for adult literacy, upgrading and English as a Second Language (ESL) programs.

Ontario Ministry of Education and Training  
416-325-2929  
Toll Free 1-800-387-5514  
TTY Toll Free 1-800-263-2892  
www.edu.gov.on.ca/eng
- Website has information on education and training programs and how to access them, as well as Frequently Asked Questions.

**School Boards**

School boards in Toronto offer day and evening programs that help learners improve their reading, writing and basic mathematics so they can go to high school or college and find suitable employment. Options include ESL, English, math, science, co-op, hairstyling and pre-apprenticeship classes.

The Language Instruction for Newcomers to Canada (LINC) program is designed for permanent residents and convention refugees to help learners achieve basic to high intermediate levels of English proficiency. Day, evening and weekend classes. To register, call or visit the location of your choice.

Toronto Catholic District School Board  
General Enquiries 416-222-8282 ext 5314  
Adult Education (ESL, LINC, Citizenship, Literacy, ISAP) 416-222-8282 ext 5348, 2513, 2429, 2491, 2499  
www.tcdsb.org

Toronto District School Board  
General Line  
416-397-3000  
Continuing Education and ESL  
416-338-4000

Language Instruction for Newcomers to Canada (LINC) 416-925-5462  
Key to Learn, Virtual School (E-learning)  
416-396-8481

Continuing Education – Night High School Classes, General Registration  
416-338-4222  
www.tdsb.on.ca

**Apprenticeships**

Apprenticeship is an on-the-job training program for people who want to work in a skilled trade or occupation and includes learning new skills from skilled journeypersons. There are over 130 trades to choose from. Visit an Employment Ontario office and talk to a counsellor, visit the website or phone.  
www.ontario.ca/employment  
416-325-2929  
Toll Free 1-800-387-5514  
TTY Toll Free 1-800-263-2892
Community Colleges
Community Colleges provide training in a wide range of practical and technical skills. Programs are planned in cooperation with industry to provide maximum employment opportunities.

Etobicoke/York
Humber College – Various Campuses
416-675-3111
www.humber.ca

North York
Seneca College – Various Campuses
416-491-5050 ext 2800
www.senecac.on.ca

Scarborough
Centennial College
416-289-5000
Toll Free 1-800-268-4419
www.centennialcollege.ca

Toronto/East York
Collège Boréal
416-962-4600
Toll Free 1-800-361-6673
1 Yonge Street, 3rd Floor

George Brown College – Various Campuses
416-415-2000
Toll Free 1-800-265-2002
TTY Toll Free 1-877-515-5559
www.georgebrown.ca

School of Work and College Preparation
416-415-5000 ext 3560
• The School of Work and Preparation offers skills upgrading in English, math or science, programs for people who have experienced mental health issues and/or addictions histories to prepare them for work re-entry or further education
• It also has programs that assist high school graduates who have faced academic challenges to upgrade their workplace entry skills.

• Some programs are free. See website or call for more information.

Reading, writing, math and computer skills

Toronto Public Library
416-393-7131
www.torontopubliclibrary.ca
• Computer, literacy and ESL training is offered in many branches and Learning Centres across Toronto. For dates, times and locations, call or speak to staff at a local branch.

Etobicoke/York
Belka Enrichment Center
416-744-3430
Toll Free 1-888-344-3430
95 Eddystone Avenue
www.belkaecenter.com
Monday-Saturday 9 a.m.-7 p.m.
• Open to all, focus on African and Caribbean Canadian communities.

Lamp Community Health Centre
416-252-6471
185 Fifth Street
www.lampchc.org
Monday-Thursday 9 a.m.-8 p.m.
Friday 9 a.m.-5 p.m.
• One-on-one and small group tutoring in reading, writing and basic math.
• Participants must be over age 19 and fluent in English.
• TTC tickets and childcare costs can be covered.
• Free.

The Learning Enrichment Foundation
416-769-0830
116 Industry Street
www.lefca.org
• Provides skills training and job placement services to adults age 16-30.
• Free to OAS and OW clients.
Toronto/East York

**Alpha-Toronto (Conseil d’alphabetisation Toronto inc)**
416-542-1574
90 Richmond Street East, Suite 302
http://www.bdaa.ca/alpha/accueil.htm
Monday-Friday 8:30 a.m.-4:30 p.m.
- Offers French literacy and basic skills to Francophone adults who have not completed their high school education.
- Free.

**Alexandra Park Neighbourhood Learning Centre**
416-591-7384
Scadding Court Community Centre
707 Dundas Street West, Room 2
www.apnlc.org
Monday-Thursday 9 a.m.-6 p.m.
Friday 9 a.m.-5 p.m.
- Offers Literacy and Basic Skills (LBS) programs to adults free of charge.
- Assistance is available to anyone who needs to improve reading, writing, math or basic computer skills.
- Free.

**Canadian Hearing Society**
416-928-2504
Toll Free TTY 1-877-215-9530
271 Spadina Road
www.chs.ca/offices/toronto
Monday-Friday 9 a.m.-5 p.m.
- Eligibility: deaf, deafened and hard of hearing adults with limited English or ASL.
- Educational support for part-time postsecondary studies is available in the form of American Sign Language.
- Free.
- Interpreters, Computerized Note takers and Assistive Listening Devices.

**Centre for Community Learning & Development**
416-968-6989
Parliament Library
269 Gerrard Street East, 2nd Floor
www.tcclld.org
Monday-Friday 9 a.m.-5 p.m.
- Academic skills upgrading includes Language Arts, College Math Preparation, GED, Job Readiness/Employability Skills Training.
- Free.

**CNIB**
416-486-2500 ext 8286
1929 Bayview Avenue
www.cnib.ca
Monday-Friday 8:30 a.m.-4:30 p.m.
- Programs available for individuals with impaired vision who are out of school.
- Free.

**Daniels Centre for Learning**
647-349-2244
540 Dundas Street East
www.tccld.org/
- Programs to improve literacy and academic skills: reading, writing, numeracy and computer skills.
- Free.

**Davenport Perth Neighbourhood and Community Health Centre**
416-656-8025 ext 421
1900 Davenport Road
www.dpnchc.ca
Monday-Thursday 1-3 p.m. and 7-9 p.m.
- Available to individuals age 19 and older with no high school diploma.
- Literacy program helps to improve reading, writing and math skills.
- Tutors, group learning and afternoon/evening classes.
- Free.
Dixon Hall Regent Park Learning Centre
416-363-3920
417 Gerrard Street East
www.dixonhall.org
- Programs include the Literacy Program for basic skills and Social Enterprise and Employment Development (SEED).
- Free.

East York Learning Experience
416-425-2666
266 Donlands Avenue
http://eyle.toronto.on.ca
Monday 2:30.-9 p.m.
Tuesday 9 a.m.-9 p.m.
Wednesday, Thursday 9 a.m.-5 p.m.
- Adult skill development and enrichment programs in literacy, basic math and computer skills.
- Free.

Frontier College
416-923-3591
35 Jackes Avenue
www.frontiercollege.ca
- Operates a variety of literacy programs across the city in both French and English.
- One-to-one tutoring with adults and ESL for new Canadians.
- Beat the Street program includes literacy upgrading, a GED preparation course and computer skills training.
- Free.

Parkdale Project Read
416-531-6308
1209 King Street West
Monday-Thursday 10 a.m.-9 p.m.
http://parkdaleprojectread.org
- Drop-in learning times, small group or one-to-one tutoring learning methods are available to adults for reading, writing, basic math and basic computer skills.
- Specialty learning groups include science and history, women’s studies, seniors and community in action.
- Free.

St. Christopher House
416-848-7980
1033 King Street West
Monday, Tuesday 9 a.m.-9 p.m.
Wednesday, Thursday 9 a.m.-8 p.m.
Friday 9 a.m.-5 p.m.
www.stchrishouse.org
- Programs include one-to-one and small group learning for reading, writing and math skills.
- GED and ACE Upgrading Program.
- Free.

Street Haven at the Crossroads
416-392-9230
Adelaide Resource Centre for Women
67 Adelaide Street East, 3rd Floor
Monday-Thursday 10 a.m.-5 p.m.
www.streethaven.com
- Women only.
- Literacy, math, and academic upgrading.
- Computer training access and job readiness.
- Free.

See also Employment Centres pages 96-100.
EMPLOYMENT CENTRES

Employment centres offer a full range of employment services such as job search information and interview preparation. For more information about employment programs, visit the Ministry of Training, Colleges and Universities website www.edu.gov.on.ca/eng/tcu or call 1-800-387-5656 to speak to an employment counsellor.

City of York
Career Foundation
Lawrence Avenue West
416-243-0066
2100 Lawrence Avenue West, Suite 100
www.careerfoundation.com

COSTI
Caledonia Road
647-827-1425, 416-789-7925
700 Caledonia Road
www.costi.org

Learning Enrichment Foundation
416-769-0830
116 Industry Street
www.lefca.org

East York
Neighbourhood Link Support Services
Danforth Avenue
416-691-7407
3036 Danforth Avenue
www.neighbourhoodlink.org

PTP Adult Learning and Employment Programs
416-510-3266
815 Danforth Avenue, Suite 106
www.ptp.ca

Thorncliffe Neighbourhood Office
416-467-0126
1 Leaside Park Drive, Unit 7
www.thorncliffe.org

WoodGreen Community Services
WoodGreen East York Employment Centre
416-615-1515
1533 Victoria Park Avenue
www.woodgreen.org

Etobicoke Central
Career Foundation Islington Avenue
416-235-1091
2150 Islington Avenue, Suite 210
www.careerfoundation.com

Humber College Central Etobicoke
416-234-8942
555 Burnthamthorpe Road, Suite 500
www.look4work.humber.ca

Humber College North Etobicoke
416-748-7200
1620 Albion Road, 2nd Floor
www.look4work.humber.ca

YMCA of Greater Toronto Employment and Community Services – Etobicoke
416-741-8714
Albion Mall
1530 Albion Road, Unit 83
www.rexdaleyouth.org

VPI Inc.
Etobicoke Centre
416-255-8400
56 Aberfoyle Crescent, Suite 600
www.vpi-inc.com

Etobicoke North
Community MicroSkills Development Centre
416-247-7181
1 Vulcan Street
www.microskills.ca

PTP Adult Learning and Employment Programs
416-239-8802
5415 Dundas Street West, Suite 106
www.ptp.ca

WoodGreen Community Services
WoodGreen East York Employment Centre
416-615-1515
1533 Victoria Park Avenue
www.woodgreen.org

Etobicoke South
JobStart
Lake Shore Boulevard
416-231-2295
2930 Lake Shore Boulevard West
www.jobstartworks.org
### North York East

**ACCES Employment**  
Don Mills Road  
416-443-9008  
1500 Don Mills Road, Suite 102  
www.accestrain.com

**Centre for Education & Training**  
Don Mills Road  
416-444-8744  
RBC Building  
1090 Don Mills Road, Suite 406  
www.tcet.com

**Labour Education Centre**  
Employment Assessment Centre  
416-537-6532  
15 Gervais Drive, Suite 100  
www.laboureducation.org

**Skills for Change**  
Flemingdon Park  
416-645-2489  
10 Gateway Boulevard, Unit 105  
www.skillsforchange.org

**Toronto District School Board**  
Don Mills/Peanut Plaza  
416-395-5101  
3030 Don Mills Road  
www.next-steps.ca

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### North York West

**Career Foundation**  
Lawrence Square  
416-789-4862  
Lawrence Square Mall  
700 Lawrence Avenue West, Suite 435  
www.careerfoundation.com

**Humber College**  
Jane and Wilson  
416-631-7600  
Sheridan Mall  
1700 Wilson Avenue, Ground Floor, N2  
www.look4work.humber.ca

**Jamaican Canadian Association**  
416-746-5772  
995 Arrow Road  
www.jcaontario.org

**JVS Toronto**  
Finch Avenue West  
416-661-3010  
1280 Finch Avenue West, Suite 607  
www.jvstoronto.org

**JVS Toronto**  
Jane Finch Mall  
416-636-2481  
1911 Finch Avenue West, Unit 3  
www.jvstoronto.org

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### Scarborough Central

**ACCES Employment**  
Ellesmere Road  
416-431-5326  
2100 Ellesmere Road, Suite 250  
www.accestrain.com

**Career Foundation**  
Scarborough  
416-264-2100  
2437 Kingston Road, Suite 102  
www.careerfoundation.com

**Centennial College**  
Midland Avenue  
416-289-5000 ext 7540  
1450 Midland Avenue, Suite 300  
www.centennialcollege.ca

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**Toronto District School Board**  
Chesswood  
416-395-9559  
3701 Chesswood Drive, Suite 100  
www.next-steps.ca

**vpi Inc.**  
North York  
416-784-9544  
970 Lawrence Avenue West, Suite 203  
www.vpi-inc.com

**YMCA of Greater Toronto**  
Employment and Community Services – North York  
416-635-9622  
4580 Dufferin Street, 2nd Floor  
www.ymcatorontogta.org
Goodwill Toronto
Eglinton Avenue East
416-285-4320 ext 221
416-285-8876 ext 240
2425 Eglinton Avenue East, Suite 303
www.goodwill.on.ca

Operation Springboard
416-849-4421
3195 Sheppard Avenue East, Unit 1A
www.operationspringboard.on.ca

Progress Career Planning Institute
416-439-8448
1200 Markham Road, Suite 400
www.pcpi.ca

Scarborough North
Community Microskills Development Centre
416-247-7181
200 Consumers Road, 9th Floor
www.microskills.ca

JVS Toronto
Ellesmere Road
416-286-0505
2868 Ellesmere Road
www.jvstoronto.org

On-Track Career and Employment Services
416-283-5229
1371 Neilson Road, Suite 113
http://get-on-track.net

Seneca College
416-293-3722
3660 Midland Avenue, 2nd Floor
www.workforceready.ca

Toronto District School Board
Scarborough Rouge
416-396-8110
91 Rylander Boulevard, Unit 102
www.next-steps.ca

vpi Inc.
North Scarborough
416-293-7489
3443 Finch Avenue East, Suite 102
www.vpi-inc.com

YMCA of Greater Toronto
Employment and Community Services – Scarborough North East
416-335-5490
5635 Finch Avenue East, Units 9 and 10
www.ymcatorontogta.org

YMCA of Greater Toronto
Employment and Community Services – Scarborough North East
416-609-9622
10 Milner Business Court, Suite 600
www.ymcatorontogta.org

Scarborough South
East Scarborough Storefront
416-208-9889
4040 Lawrence Avenue East
www.thestorefront.org

YWCA Toronto Employment and Skills Development
Cliffcrest
416-269-0090
3090 Kingston Road, 3rd Floor
www.ywctoronto.org

Toronto Central
Collège BoréaI
416-962-4600
1 Yonge Street, 3rd Floor
www.jobboreal.com

Miziwe Biik Aboriginal Employment and Training
416-591-2310
167 Gerrard Street East
www.miziwebiik.com

Times Change Women’s Employment Service
416-927-1900
365 Bloor Street East, Suite 1704
www.timeschange.org

Yonge Street Mission
Evergreen Centre for Street Youth
416-929-9614
381 Yonge Street, Basement
www.ysm.ca

Youth Employment Services
Richmond Street West Site
416-504-5516
555 Richmond Street West, Suite 711
www.yes.on.ca

YWCA Toronto Employment and Skills Development
Scarborough Village
416-264-5788
3730 Kingston Road, 2nd Floor
www.ywctoronto.org
**Toronto East**
Centre for Education & Training Parliament Street
416-964-9797
595 Parliament Street, Main Floor
www.tcet.com

**Dixon Hall**
416-956-4949
489 Queen Street East, Suite 300
www.dhesc.org

**Fred Victor**
416-364-8986
248 Queen Street East
www.fredvictor.org

**JVS Toronto**
Regent Park
416-929-4331
111 Wellesley Street East
www.jvstoronto.org

**Newcomer Women’s Services Toronto**
416-751-8886
705 Danforth Avenue
www.newcomerwomen.org

**Toronto District School Board**
Riverdale Centre
416-396-2313
997 Gerrard Street East
www.next-steps.ca

**WoodGreen Community Services**
Danforth Avenue Site
416-462-3110
989 Danforth Avenue
www.woodgreenjobs.com

**WoodGreen Community Services**
Queen Street East Site
416-462-3110 ext 2316
1080 Queen Street East
www.woodgreenjobs.com

**Toronto North**
Career Foundation
St. Clair Avenue East
416-920-5144
21 St. Clair Avenue East, Suite 1200
www.careerfoundation.com

**Toronto Community Employment Services**
416-488-0084 ext 300
2221 Yonge Street, Suite 201
www.toronto-jobs.org

**Toronto West**
ACCES Employment College Street
416-921-1800
489 College Street, Suite 100
www.accestrain.com

**Humber College**
St. Clair Avenue West
416-654-5566
1345 St. Clair Avenue West, 2nd Floor
www.look4work.humber.ca

**JobStart Dufferin Street**
416-231-2295 ext 5721
219 Dufferin Street, Suite 1C, Building 201
www.jobstartworks.org

**Skills for Change Employment Programs**
416-658-3101
Information Line 416-658-7090
791 St. Clair Avenue West
www.skillsforchange.org

**Skills for Change Employment Programs**
416-572-0490
Dufferin Mall
900 Dufferin Street, Suite 3
www.skillsforchange.org

**St. Stephen’s Community House Employment and Training Centre**
Bathurst Street Site
416-531-4631
1415 Bathurst Street, Suite 100
www.ststephenshouse.com

**Youth Employment Services**
Bloor-Dundas Site
416-535-8448
1610 Bloor Street West, Main Floor
www.yes.on.ca
**Toronto Employment and Social Services**

Career and Employment Information Specialists can assist with career development, résumé and cover letter writing, interview skills and program referrals. Resources and services offered include computers, printers, telephones, job postings, workshops and presentations. General information 416-392-8623

www.toronto.on.ca/socialservices

**East District**

**Scarborough East**
416-392-1460
2985 Kingston Road

**Scarborough West**
416-392-2749
1225 Kennedy Road, Unit 1

**Scarborough North YMCA**
416-335-5490
5635 Finch Avenue East

**Consillium Place**
416-397-4986
100 Consillium Place, 10th floor

**Central District**

**East Toronto**
416-397-5837
1631 Queen Street East
*Closed for renovations*

**Central Toronto**
416-397-1788
150 Eglinton Avenue East, 9th floor

**Golden Mile**
416-397-5060
1880 Eglinton Avenue East, Unit 139

**North District**

**North York East**
416-392-4107
20 Lesmill Road

**Lawrence Square**
416-397-1590
700 Lawrence Avenue West, Suite 330

**North York Central**
416-397-9551
1117 Finch Avenue West

**South District**

**Crossways Employment Services**
416-338-1818
2340 Dundas Street West, Suite 302

**Downtown**
416-392-3430
111 Wellesley Street East

**HighPark/Parkdale**
416-397-7380
1900 Dundas Street West

**Metro Hall**
416-388-2749
55 John Street, Main Floor

**Regent Park Employment Services**
416-392-3456
530 Dundas Street East

**West District**

**Attwell**
416-392-6402
220 Attwell Drive

**Etobicoke South**
416-397-9539
779 The Queensway

**York Humber**
416-392-6195
605 Rogers Road
IDENTIFICATION

If you need to get or replace identification such as a passport, driver’s licence or health card, you will need to apply at a government office.

Service Canada
Toll Free 1-800-622-6232
TTY Toll Free 1-800-926-9105
www.servicecanada.gc.ca
   • General information on getting or replacing a passport, Social Insurance Number or Permanent Resident Card.

Service Canada Centres
Full-service locations,
Monday-Friday 8:30 a.m.-4 p.m.

Toronto Centre
25 St. Clair Avenue East

Toronto City Hall
100 Queen Street West

Toronto Dufferin Mall
900 Dufferin Street

Toronto Etobicoke
5343 Dundas Street West

Toronto Gerrard Square
1000 Gerrard Street East

Toronto Lawrence Square
700 Lawrence Avenue West

Toronto Malvern
31 Tapscott Road

Toronto North
3737 Chesswood Drive

Toronto Scarborough
200 Town Centre

Toronto Willowdale
4900 Yonge Street

Service Canada outreach services are delivered to communities on a part-time basis. Hours vary by location.

Toronto Attwell
220 Attwell Drive
Wednesday 10 a.m.-1 p.m.

Toronto Cecil Street Community Centre
58 Cecil Street
Thursday 10 a.m.-3:30 p.m.

Toronto Etobicoke South
779 The Queensway
Monday 12:30-3:30 p.m.

Toronto Flemingdon Park
29 St. Dennis Drive
1st Wednesday/month noon-4 p.m.

Toronto Jane/Finch 3
25 Daystrom Drive
1st and 3rd Wednesday/month 10 a.m.-noon

Toronto Metro Hall
55 John Street
Tuesday, Wednesday 12:30-3:30 p.m.

Toronto Rexdale/Jamestown 1
1620 Albion Road
Wednesdays 1-4 p.m.

Toronto Rexdale/Jamestown 2
925 Albion Road
1st and 3rd Tuesday/month 10 a.m.-noon

Toronto Rexdale/Jamestown 3
23 Westmore Drive
1st and 3rd Tuesday/month 1-4 p.m.
Toronto Rogers Road
605 Rogers Road
Wednesday-Friday 12:30-3:30 p.m.

Toronto Steeles L’Amoreaux
2900 Warden Avenue
2nd Wednesday/month 10 a.m.-2 p.m.

ServiceOntario
416-326-1234
TTY 416-325-3408
Toll Free 1-800-267-8097
TTY Toll Free 1-800-268-7095
www.serviceontario.ca
• ServiceOntario provides a wide range of government information and services: get or renew a Driver’s Licence, an Ontario Photo Card or OHIP card.

ServiceOntario Centres
3495 Lawrence Avenue East, Scarborough
988 Albion Road, Rexdale
777 Bay Street, Lower Level, College Park
3300 Bloor Street West, Unit 142, Etobicoke
534 College Street, College
3555 Don Mills Road, Unit 8, Don Mills
2700 Dufferin Street, Unit 54, Midtown
4400 Dufferin Street, Unit 4A, North York
854 Eglinton Avenue East, Leaside
3025 Kingston Road, Scarborough South
1025 Lake Shore Boulevard East, Lakeshore East
2300 Lawrence Avenue East, Unit 7, Scarborough North
1871 O’Connor Drive, Units 3 and 4, Golden Mile
605 Rogers Road, Unit D4, Mount Dennis
4800 Sheppard Avenue East, Unit 112, Agincourt
47 Sheppard Avenue East, 4th floor Unit 417
1170 Sheppard Avenue West, Unit 51, North York
250 The East Mall, Unit 193, Etobicoke
1255 The Queensway, Unit 16B, Etobicoke South
33 Victoria Street, Unit 150, Downtown
250 Wincott Drive, Unit 19B, Weston

I.D. Clinics and storage

Street Health
416-921-8668
338 Dundas Street East
www.streethealth.ca
• I.D. replacement assistance with applying for replacement of personal identification.
• Call for upcoming I.D. clinics.

I.D. Safe
416-921-8668
• Operates weekdays, providing a secure place to store identification.
• Call for more information and hours.

Partners for Access and Identification (PAID) Project
416-691-7407
• City-wide program, operated by Neighbourhood Link Support Services, that helps people get the identification they need.
• Call to find the nearest PAID clinic site.
FINANCIAL ASSISTANCE, LITERACY AND TRUSTEESHIP

Applying for and understanding eligibility requirements of income support programs can be complex and it is in your best interest to contact the government agency directly to make sure you have correct information and avoid delays. Many programs are based on information provided on income tax forms. You should file a tax return even if you have no income in order to receive benefits. Notify the government agency of changes in your circumstances (for example, death of a spouse, change of address) as soon as possible.

Where to get help to apply for government benefits:
For legal help and advice, contact your community legal clinic. To find the legal clinic that serves your area you can go to www.yourlegalrights.on.ca and click on “Find Services” at the top of the page. You can also go to the Legal Aid Ontario (LAO) website at www.legalaid.on.ca or call them at 416-979-1446.

Additionally, many community agencies provide assistance with filling out forms. To find one in your area, call 211. See also Income Tax on page 107.

Trusteeship refers to having an agency or individual look after a person’s affairs if they are unable to do so.

Income Programs

Canada Child Tax Benefit
Toll Free 1-800-387-1193
www.cra-arc.gc.ca
• A tax-free monthly payment made to eligible families to help them with the cost of raising children under 18.
• You must file an income tax return to receive the benefit.

Canada Pension Plan (CPP)
Toll Free 1-800-277-9914
TTY Toll Free 1-800-255-4786
www.servicecanada.gc.ca
• CPP is an employment-based contributory pension plan.
• You must apply in writing for benefits.
• Contact CPP directly and speak to a consultant about what information you need to provide for the following programs.

CPP Retirement Pension
• You can apply for reduced benefits at age 60 and full benefits, based on your employment contributions to CPP, at age 65.
• You must apply in writing. CPP is a taxable benefit.

CPP Disability Benefits
• Available to people who have made enough contributions to CPP, and whose disability prevents them from working at any job on a regular basis.
• The disability must be long lasting or likely to result in death.
• People who qualify for disability benefits from other programs may not qualify for the CPP disability benefit.
• You must apply for a disability benefit in writing.
• There are also benefits available to the children of a person who receives a CPP disability benefit.
CPP Children’s Benefits
• Provide a monthly benefit to the dependent children of disabled or deceased contributors.

CPP Death Benefit
• Provides a one-time payment to, or on behalf of, the estate of a deceased contributor.

CPP Survivor’s Pension
• The Canada Pension Plan death benefit is a one-time, lump-sum payment made to the deceased contributor’s estate.
• If there is no estate, the person responsible for the funeral expenses, the surviving spouse or common-law partner or the next of kin may be eligible, in that order.

Employment Insurance (EI)
Toll Free 1-800-206-7218
TTY Toll Free 1-800-529-3742
www.servicecanada.gc.ca
• You can fill out an application at a Service Canada Centre or online at www.servicecanada.ca.
• To find the Service Canada Centre where you live call 1-800-622-6232 or see page 101 for a list.

EI Regular Benefits
Employment Insurance provides regular benefits to eligible individuals who lose their jobs through no fault of their own (for example, due to lay-offs or business closings) and who are available for work but can’t find a job. There are 5 kinds of EI benefits:
• regular unemployment benefits for people who are looking for work
• re-employment benefits to help unemployed people return to work
• sickness benefits for people who are off work because of illness or accident
• compassionate care benefits for people who must be off work to care for a gravely ill family member or close friend
• pregnancy and parental benefits for people who are pregnant or have a new baby or adopted a child.
Contact the Office for Client Satisfaction if you have a problem with your EI claim that cannot be solved at the local office. See www.servicecanada.gc.ca/eng/ocs/contactus.shtml for more information.
Toll Free 1-866-506-6806
TTY Toll Free 1-866-506-6803

GST/HST Credit
Toll Free 1-800-959-1953
www.cra-arc.gc.ca
• The GST/HST Credit program issues payments to Canadians with low and modest incomes to help offset all or part of the GST/HST they pay on the purchase of goods and services.
• The Canada Revenue Agency website provides information on application procedures, eligibility and payment of the GST/HST credit. You must file an income tax return to receive the benefit.

Guaranteed Income Supplement (GIS)
Toll Free 1-800-277-9914
TTY Toll Free 1-800-926-4786
www.servicecanada.gc.ca
• Provides a monthly non-taxable benefit, on top of the Old Age Security pension, to low-income seniors living in Canada.
• GIS must be renewed every year.

Old Age Security (OAS)
Toll Free 1-800-277-9914
TTY Toll Free 1-800-255-4786
www.servicecanada.gc.ca
• Old Age Security is a taxable pension based on age, legal status and years of residence in Canada.
• There are two types of OAS – a full and partial pension based on years of residence in Canada.
• You must apply in writing. Contact OAS directly and speak to a consultant to make sure you have the necessary information and to avoid delays.

Allowance for the Survivor / Allowance
• If you are age 60 to 64, have a low income and are widowed or the spouse or common-law partner of an OAS pensioner,
you may qualify for either the Allowance or the Allowance for the Survivor.

**Ontario Guaranteed Annual Income System (GAINS)**
Toll Free 1-866-668-8297
www.fin.gov.on.ca/en/credit/gains

- Once you are receiving OAS and GIS you will automatically be assessed for eligibility for the GAINS benefit.
- Eligibility is based on your previous year’s income tax return.

**Ontario Child Benefit**
Toll Free 1-866-821-7770
TTY Toll Free 1-800-387-5559
www.gov.on.ca/children

- Eligibility is based on the number of children under age 18 in your family and your family's net income.
- You must file an income tax return and receive the Child Tax Benefit to qualify.

**Ontario Disability Support Program (ODSP)**
Toll Free 1-800-808-2268
www.mcss.gov.on.ca

- ODSP is designed to meet the needs of people with disabilities who are in financial need, or who want and are able to work and need support.
- You can contact ODSP directly and make a self-referral.
- If you are receiving Ontario Works your worker will assist you.

**Toronto East**
416-325-0123
TTY 416-326-7290
770 Birchmount Road, Unit 30

**Toronto West**
416-325-5900
TTY 416-325-5846
1870 Wilson Avenue

**Ontario Works (OW)**
**Toronto Employment and Social Services**
General information 416-392-8623
Apply for assistance 416-397-0330
Apply online www.toronto.ca/socialservices

**Client Services & Information Unit**
Metro Hall
55 John Street, 12th Floor
416-392-2956

- Staff at the Client Services & Information Unit (CSIU) provide information on services offered by Toronto Employment & Social Services as well as answer questions about legislation and procedures related to Ontario Works.

**Multilingual Access Lines—Services in other languages**
Multilingual Access Lines Employment and Social Services staff provide general information about Employment and Social Services and Ontario Works in the languages listed below. When you call one of these numbers you may leave a message and a staff person will call you back to give you information about Ontario Works, and tell you how to apply, or give you
information about services and supports in your community. When applying for Ontario Works, if you do not speak English you will need an interpreter when you call. For help finding an interpreter visit www.211toronto.ca or call one of the multilingual access lines.

Chinese 416-397-7383
French 416-397-7385
Persian/Farsi 416-392-2987
Polish 416-392-4225
Portuguese 416-397-7381
Russian 416-397-0123
Somali 416-397-7384
Spanish 416-397-7382
TTY 416-392-2823

Financial Literacy Programs
The following programs can help people with money management skills.

St. Christopher House
Financial Advocacy and Problem Solving (FAPS)
416-848-7980
1033 King Street West
www.stchrishouse.org
  • Assistance managing personal resources, getting a bank account, filing tax returns and dealing with debt problems.

Agincourt Community Services Association
Financial Literacy
416-321-6912
4155 Sheppard Avenue East
www.agincourtcommunityservices.com
  • Financial literacy and voluntary trusteeship program for homeless and at-risk people with mental health and addictions issues living in Scarborough.

JVS Toronto
Financial Literacy: Lessons for Life
416-649-1754
1911 Finch Avenue West, Unit 3
www.jvstoronto.org
  • Offers one-day workshops on credit, banking, saving and budgeting.
  • Call to register.

Trustee Programs
There are two types of financial trustee programs: government appointed and voluntary. The Office of the Public Guardian and Trustee will appoint a trustee if you are found incompetent to manage your finances by a Community Capacity Assessor and do not have anyone else to act on your behalf.

Ontario Ministry of the Attorney General
Office of the Public Guardian and Trustee
416-314-2800
Toll Free 1-800-366-0335
TTY 416-314-2687
55 Bay Street, Suite 800
www.attorneygeneral.jus.gov.on.ca
  • The trustee will manage your income, complete your taxes, pay your bills and issue you an allowance.

The following three programs are voluntary and do not require a Capacity Assessment. They will assist you to budget, pay your rent and apply for benefits. There may be a waiting list.

Evangel Hall
416-504-3563
552 Adelaide Street West
www.evangelhall.ca
  • Voluntary trusteeships for local residents who want this service.

Neighbourhood Information Post Housing Trusteeship Program
416-924-2543
269 Gerrard Street East, 2nd Floor
www.nipost.org
  • Helps individuals maintain rental accommodation on a pre-authorized basis.
  • Budget counselling.

St. Stephen’s Community Centre
416-964-8747
260 Augusta Avenue
www.ststephenshouse.com
  • Voluntary trusteeship program.
  • There is a waiting list.
INCOME TAX

It is very important to file income tax returns regularly. You must file your taxes to receive a return or the GST/HST credit. Some housing providers require a copy of your tax return in order to qualify for rent-geared-to-income housing. You may qualify to have your income tax prepared for free at one of the clinics held at various locations throughout the GTA each spring. To find out more, contact the organizations listed here or call 211.

Institute of Chartered Accountants of Ontario
Clinic hotline 416-962-1841 ext 462
Toll Free 1-800-387-0735
www.icao.on.ca
• Volunteer chartered accountants prepare income tax returns free of charge at various locations.

Canada Revenue Agency
Toll Free 1-800-959-8281
www.cra-arc.gc.ca
• See the website for a list volunteer tax clinics in your community assisting eligible low income individuals.

Toronto Public Library
416-393-7131
TTY 416-393-7030
www.torontopubliclibrary.ca
• See the website for information about tax clinics, seminars and workshops about personal finance held at various libraries.

FRAUD AND SCAMS

Every year, people lose millions of dollars to fraudsters and scam artists. To learn how to recognize fraud and protect your personal information, visit law enforcement websites.

Types of scams
• Identity theft and fraud
• Debit and credit card fraud
• E-mail fraud, phishing
• False charity scams
• Online shopping fraud
• Money transfer requests
• Emergency call from someone pretending to be friends/family members, often directed at seniors

Toronto Police Service
416-808-2222
www.torontopolice.on.ca
• To report an incident, go to any Toronto Police Station or contact the main Toronto Police switchboard at 416-808-2222.

Ministry of Consumer Services
Consumer Protection Branch
416-326-8800
Toll Free 1-800-889-9768
TTY 416-229-6086
TTY Toll Free 1-877-666-6545
Fax 416-326-8665
E-mail consumer@ontario.ca
www.sse.gov.on.ca/mcs/en/Pages/default.aspx
• If an individual or business has wronged you, the website gives directions on how to report the incident.
Canadian Anti-Fraud Centre
Toll Free 1-888-495-8501
Toll Free Fax 1-888-654-9426
www.antifraudcentre.ca
E-mail info@antifraudcentre.ca
• Updated information on avoiding fraud.

LEGAL SERVICES

This section has information about legal services available to people with little or no income. It includes contact information for Legal Aid offices, Duty Counsel, Community Legal Clinics and clinics that specialize in areas such as Family Law, Refugee Law, Income Security and worker safety.

Crisis Information

Victim Support Line
416-314-2447
Toll Free 1-888-579-2888
www.attorneygeneral.jus.gov.on.ca
• Information and referrals for victims of crime.
• Provides access to interpretation services in over 200 languages.

General Information and Referral

Community Legal Education Ontario
416-408-4420
119 Spadina Avenue, Suite 600
Toronto M5V 2L1
www.cleo.on.ca
• Produces free legal education materials in clear language about different subjects including social assistance, landlord and tenant, refugee and immigration, workers’ compensation, criminal, consumer, family, health and disability, seniors, and youth law.
• Not a legal clinic. Cannot provide legal advice.
• Services also available in French.

Legal Aid Ontario
416-979-1446
Toll Free 1-800-668-8258
Collect calls accepted
TTY 416-598-8867
TTY Toll Free 1-866-641-8867
Fax 416-979-8669
www.legalaid.on.ca
Legal Aid Ontario helps low-income individuals and disadvantaged communities get legal assistance through a broad range of services, including legal representation for low-income people who appear in court without a lawyer, telephone and online assistance, resources, referrals and a certificate program for the most serious cases. Legal aid representatives determine, by an over-the-phone assessment, if a client’s situation warrants a legal aid certificate. Each person’s financial circumstances and their type of legal problem are evaluated to decide on eligibility. Interpreter services are available in over 100 languages.

Legal Aid Ontario Area Office

GTA District Legal Aid Office
416-598-0200
TTY Toll Free 1-866-641-8867
Fax 416-598-0558
20 Dundas Street West, Suite 201
Toronto M5G 2H1
• Services are available in French and English.
Duty Counsel
If you’re at the courthouse and do not have a lawyer, you can get legal help and advice from duty counsel.
You can call Legal Aid Ontario toll free at 1-800-668-8258 or 416-979-1446 during business hours.

Duty Counsel - Criminal
Fax 416-975-5373
311 Jarvis Street, 1st Floor
Toronto M5B 2C4

Duty Counsel - Criminal
College Park
416-598-1260
Fax 416-598-5614
444 Yonge Street, Room 270
Toronto M5B 2H4

Duty Counsel - Criminal
Etobicoke North
416-597-5890
Fax 416-503-0721
2201 Finch Avenue West, Room 126
Toronto M9M 2Y9

Duty Counsel - Criminal
North York
416-663-5560
Fax 416-663-3343
1000 Finch Avenue West
Toronto M3J 2V5

Duty Counsel - Criminal
Old City Hall
416-594-9300
Fax 416-594-9345
60 Queen Street West, Room 251
Toronto M5H 2M4

Duty Counsel - Criminal
Scarborough
Toll Free 1-800-668-8258
Fax 416-757-4374
1911 Eglinton Avenue East
Toronto M1L 2L6

Duty Counsel - Family
311 Jarvis
Toll Free 1-800-668-8258
Fax 416-928-9210
311 Jarvis Street, Room 124
Toronto M5B 2C4

Duty Counsel - Family
North York
416-221-8270
47 Sheppard Avenue East
Toronto M2N 5X5

Duty Counsel - Family
Toll Free 1-800-668-8258
393 University Avenue, 10th floor
Toronto M5G 1E6

Other

Family Law Office - Toronto
416-348-0001
Toll Free 1-800-331-9618
Fax 416-348-0829
20 Dundas Street West, Suite 201
Toronto M5G 2H1
- The Family Law offices are staffed with experienced family lawyers and paralegals who can assist clients with retaining a lawyer.

Refugee Law Office - Toronto
416-977-8111
Fax 416-977-5567
20 Dundas Street West, Suite 202
Toronto M5G 2H1
- The Refugee Law Office serves refugee claimants in Toronto and the surrounding area.
- Its primary function is to provide an alternative service for legally aided refugee claimants and to provide Legal Aid Ontario with expert advice.
Community Legal Clinics
Community legal clinics provide representation to low-income individuals living within a specific area. Areas of service include landlord and tenant law, immigration law and income assistance law. To qualify for legal aid services, the client’s legal issue must be one that Legal Aid Ontario covers, and the client must demonstrate that they have little or no money left after paying for basics necessities like food and housing.

1 CFT French Legal Aid Services
Centre francophone de Toronto
416-922-2672
Fax 416-928-0850
22 College Street, Suite 305
Toronto M5G 1K2
www.centrefranco.org/pages/juridique
- Services available in French.

2 Downview Community Legal Services
416-635-8388
Fax 416-635-6471
893 Sheppard Avenue West
Toronto M3H 2T4

3 East Toronto Community Legal Services
416-461-8102
Fax 416-461-7497
1320 Gerrard Street East
Toronto M4L 3X1

4 Flemingdon Community Legal Services
416-441-1764
TTY 416-441-9156
Fax 416-441-0269
49 The Donway West, Suite 205
Toronto M3C 3M9
www.flemingdonlegal.org

5 Jane Finch Community Legal Services
416-398-0677
Fax 416-398-7172
1315 Finch Avenue West, Suite 409
Toronto M3J 2G6
www.janefinchcommunitylegalservices.ca

6 Kensington-Bellwoods Community Legal Services
416-924-4244
Fax 416-924-5904
489 College Street, Suite 205
Toronto M6G 1A5
www.kbcls.org

7 Neighbourhood Legal Services
416-861-0677
Fax 416-861-1777
333 Queen Street East
Toronto M5A 1S9

8 Parkdale Community Legal Services
416-531-2411
Fax 416-531-0885
1266 Queen Street West
Toronto M6K 1L3
www.parkdalelegal.org

9 Rexdale Community Legal Clinic
416-741-5201
Fax 416-741-6540
21 Panorama Court, Suite 24
Toronto M9V 4E3
www.rexdalecommunitylegalclinic.ca

10 Scarborough Community Legal Services
416-438-7182
Fax 416-438-9869
695 Markham Road, Suite 9
Toronto M1H 2A5
www.scarboroughcommunitylegal.ca

11 South Etobicoke Community Legal Service
416-252-7218
Fax 416-252-1474
5353 Dundas Street West, Suite 210
Toronto M9B 6H8
www.southetobicokelegal.ca

12 West Scarborough Community Legal Services
416-285-4460
Fax 416-285-1070
2425 Eglinton Avenue East, Suite 201
Scarborough M1K 5G8
www.westscarboroughlegal.ca
Community Legal Clinics – Specialty

These legal clinics specialize in areas of law for low-income clients who are marginalized. To qualify for legal aid services, the client's legal issue must be one that Legal Aid Ontario covers, and the client must demonstrate that they have little or no money left after paying for basics necessities like food and housing.

13 West Toronto Community Legal Services
416-531-7376
Fax 416-531-0032
2333 Dundas Street West, Suite 404
Toronto M6R 3A6

14 Willowdale Community Legal Services
416-492-2437
Fax 416-492-6281
245 Fairview Mall Drive, Suite 106
Toronto M2J 4T1
http://willowdalelegal.com

15 Unison Health and Community Services
416-653-5400
Fax 416-653-8049
1651 Keele Street
Toronto M6M 3W2
http://unisonhcs.org

16 ARCH Disability Law Centre
416-482-8255
TTY 416-482-1254
Fax 416-482-2981
425 Bloor Street East, Suite 110
Toronto M4W 3R5
www.archdisabilitylaw.ca
- Defends and advances equality rights of people with disabilities.

17 Aboriginal Legal Services of Toronto
416-408-3967
Fax: 416-408-4268
415 Yonge Street, Suite 803
Toronto M5B 2E7
www.aboriginallegal.ca
- Provides Aboriginal controlled and culturally based justice alternatives.

18 Advocacy Centre for Tenants Ontario
416-597-5855
Fax 416-597-5821
425 Adelaide Street West, 5th Floor
Toronto M5V 3C1
www.acto.ca
- Works to better the housing situation of low income tenants.

19 Advocacy Centre for the Elderly
416-598-2656
Fax 416-598-7924
2 Carlton Street, Suite 701
Toronto M5B 1J3
www.acelaw.ca
- Legal clinic for low income seniors, specializing in the legal problems of seniors.

20 African Canadian Legal Clinic
416-214-4747
Fax 416-214-4748
18 King Street East, Suite 901
Toronto M5C 1C4
www.aclc.net
- Provides advice and represents African Canadians.

21 Canadian Environmental Law Association
416-960-2284
Fax 416-960-9392
130 Spadina Avenue, Suite 301
Toronto M5V 2L4
www.cela.ca
- Works to protect human health and the environment by seeking justice for those harmed by pollution.

22 Centre for Spanish-Speaking Peoples
416-533-8545
Fax 416-533-5731
2141 Jane Street, 2nd Floor
Toronto M3M 1A2
www.spanishservices.org
- Provides advice and assists individuals with issues such as employment rights and immigration/refugee law.
23 Community Legal Education Ontario
416-408-4420
Fax 416-408-4424
119 Spadina Avenue, Suite 600
Toronto M5V 2L1
www.cleo.on.ca
  • Specializes in public legal education.

24 HIV and AIDS Legal Clinic (Ontario)
416-340-7790
Toll Free 1-888-705-8889
Fax 416-340-7248
65 Wellesley Street East, Suite 400
Toronto M4Y 1G7
www.halco.org
  • Provides free legal services for people living with or affected by HIV/AIDS.

25 Income Security Advocacy Centre
416-597-5820
Toll Free 1-866-245-4072
Fax 416-597-5821
425 Adelaide Street West, 5th Floor
Toronto M5V 3C1
www.incomesecurity.org
  • Works with and on behalf of low income communities to address issues of income security and poverty.

26 Industrial Accident Victims Group of Ontario
416-924-6477
Toll Free 1-877-230-6311
Fax 416-924-2472
489 College Street, Suite 203
Toronto M6G 1A5
www.iavgo.org
  • Serves the injured worker community in Ontario.

27 Injured Workers’ Consultants
416-461-2411
Fax 416-461-7138
815 Danforth Avenue, Suite 411
Toronto M4J 1L2
www.injuredworkersonline.org
  • Seeks better treatment of injured workers.

28 Justice for Children and Youth
416-920-1633
Fax 416-920-5855
415 Yonge Street, Suite 1203
Toronto M5B 2E7
www.jfcy.org
  • Represents low income children and youth in the GTA.

29 Metro Toronto Chinese and Southeast Asian Legal Clinic
416-971-9674
Fax 416-971-6780
180 Dundas Street West, Suite 1701
Toronto M5G 1Z8
  • Provides legal services for low income people from the Toronto Chinese and Southeast Asian community.

30 South Asian Legal Clinic of Ontario
416-487-6371
Fax 416-487-6456
45 Sheppard Avenue East
Toronto M2N 5W9
www.salc.on.ca
  • Provides legal services for low income South Asians in the GTA.

31 Toronto Workers’ Health and Safety Legal Clinic
416-971-8832
Fax 416-971-8834
180 Dundas Street West, Suite 2000, P.O. Box 4
Toronto M5G 1Z8
www.worker-safety.com
  • Legal services concerning workers’ health and safety.

32 University of Toronto Downtown Legal Services Student Legal Aid Services Society
416-934-4535
Fax 416-934-4536
655 Spadina Avenue
Toronto M5S 2H9
http://dls.sa.utoronto.ca
  • Law students provide free legal services for low income individuals.
York University - Osgoode Hall Law School
Community Legal Aid Services Program (CLASP)
416-736-5029
Fax 416-736-5564
4700 Keele Street
Toronto M3J 1P3
www.osgoode.yorku.ca
- Law students provide client referrals, advice and representation.

Community Legal Clinics

- Community Legal Clinic

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The Ombudsman, or complaints office, is a method of last resort. Before using the Ombudsman, try to resolve your problem by using the complaint procedures offered by the government organization you are dealing with. If you are uncertain what complaint procedures are available, ask the organization directly.

Remember to
- Get the names and titles of the people you have dealt with.
- Keep track of the dates of your contact with the organization.
- Keep all papers and letters relating to your complaint.

City of Toronto
Office of the Ombudsman
416-392-7062
TTY 416-392-7100
Fax 416-392-7067
375 University Avenue, Suite 203
Toronto, ON M5G 2J5
www.ombudstoronto.ca
E-mail ombuds@toronto.ca
- The Ombudsman addresses concerns about the services delivered by the City of Toronto and its agencies, boards and commissions and investigates complaints of administrative unfairness.
- The Office is independent from the City and impartial.
- Its services are confidential and free of charge.
- It should be used only after all efforts to resolve the issue with the City directly have been exhausted.

How to make a complaint
Complaints can be made online, in person or by phone, mail, e-mail and fax.

Province of Ontario
Ombudsman of Ontario
Toll Free 1-800-263-1830
TTY Toll Free 1-866-411-4211
Fax 416-586-3485
Bell Trinity Square, 483 Bay Street
10th Floor, South Tower
Toronto ON M5G 2C9
www.ombudsman.on.ca
Email info@ombudsman.on.ca
- The Ombudsman investigates complaints about services provided by the government of Ontario and its organizations.
- All complaints are confidential and free of charge.
- If you have already tried to have your complaint addressed by the Ontario public service and are not satisfied at the outcome, make a complaint to the Ombudsman.

How to make a complaint
Complaints can be made online, in person or by phone, mail, e-mail and fax. Appointments are recommended for in-person complaints.
SETTLEMENT SERVICES

If you are a newcomer and have questions about living and working in Toronto, the following websites and organizations are a good place to start. For information on English as a Second Language classes, see the Education section, pages 92-95. For a more comprehensive listing of settlement services see www.211toronto.ca.

General Information and Referral

Citizenship and Immigration Canada
1-888-242-2100
TTY 1-888-576-8502
www.cic.gc.ca
• Information about applying for citizenship, sponsorship, work and study permits.

Ontario Ministry of Citizenship and Immigration
416-327-2422
Toll Free 1-800-267-7329
TTY 416-326-0148
www.citizenship.gov.on.ca
• Information on housing, health care, how to find a job, enter a profession or trade, start a business or go to school.

Settlement.org
www.settlement.org
• Information on finding a job, sponsorship, education, housing and health services.
• Website provides information in 30 different languages.

Canada Mortgage and Housing Corporation,
Housing for newcomers
www.cmhc.ca/newcomers
• Information on renting an apartment, buying a home, and looking after your home.
• Information in eight languages.
Services

COSTI
416-658-1600
1710 Dufferin Street
www.costi.org
- Settlement services, orientation, counselling, education and training.
- See website for service locations.

Culturelink
416-588-6288
2340 Dundas Street West, Suite 301
www.culturelink.net
- Information and referral, counselling, assistance filling out forms.
- Programs for youth and seniors.

Red Cross - First Contact
416-480-2500
Toll Free 1-866-902-4996
21 Randolph Street
www.redcross.ca
- Provides refugee claimants with information on how to find affordable housing, process a refugee claim, secure employment, as well as how to apply for legal aid or social assistance.
- Drop-in centre with resources.

St. Christopher House
Immigrant and Refugee Services
416-532-4828 ext 124, 115
248 Ossington Avenue
www.stchrishouse.org
- Information and support, including ESL, resource centre and workshops.

WoodGreen Community Services
416-645-6000 ext 2100
815 Danforth Avenue, Suite 300
www.woodgreen.org
- Orientation, counselling, employment workshops, social and recreation programs.
  Some programs provided off site.

YMCA Newcomer Information Centre
416-928-6690
42 Charles Street East, 3rd Floor
www.ymcatoronto.org
- See the website for information on housing, social services, learning English, arranging child care and more.
- Registration required.

Veterans

Veterans Affairs Canada
Toll Free 1-866-522-2122 Information
Toll Free 1-800-268-7708 Counselling/Crisis Line
www.veterans.gc.ca
- Veterans and their families may be eligible for a range of supports including pensions, counselling and treatment, rehabilitation, job placement and disability benefits.
- If you are not sure if you or a family member is eligible for supports, please call for more information and an assessment.
TRANSPORTATION

Toronto Transit Commission (TTC)
416-393-4636
TTY 416-481-2523
416-539-5438 Elevator Service Status
www.ttc.ca
- Visit the website for information on fares, schedules, maps and planning your route as well as service changes and alerts.
- The trip planner includes an option to find a wheelchair accessible route.
- Call the Elevator Service Status number for updates about elevators and escalators in service.

TTC Wheeltrans
Registration/Customer Service 416-393-4111
Trip Reservations 416-393-4222
RideLine Automated Touch Tone Service
416-397-8000
Priority Line 416-393-4311
TTY Service 416-393-4555
wheeltrans.customerservice@ttc.ca
- Wheel-Trans provides door-to-door accessible transit service for persons with physical disabilities.
- The TTC has established eligibility guidelines for service, based on an individual’s level of physical functional mobility in the home, within the area immediately surrounding the home, and in the community at large as well as the permanency of the disability. Eligibility is not based on particular disabilities.
- All Wheel-Trans applicants, regardless of mobility status, are required to attend an in-person interview in order to determine eligibility. Call Customer Service to arrange an interview.

Toronto RIDE
416-481-5250
www.torontoride.ca
- Toronto Ride’s 14 partner agencies provide transportation services to frail seniors and adults with disabilities who live within their agency boundaries. See the website for a list.
- Cost of the ride is determined by distance travelled. If required, subsidies may be available.
- To request a ride, contact the Toronto Ride agency in your area.
- For more information, or if you don’t know which agency services your area, call the Toronto RIDE number.

GO Transit
416-869-3200
Toll Free 1-888-438-6646
TTY Toll Free 1-800-387-3652
www.gotransit.com
- Regional public transportation service for the Greater Toronto and Hamilton Area of Southern Ontario.
- Service extends to Niagara Falls and Kitchener-Waterloo, Orangeville, Barrie, and Beaverton, Stouffville, Uxbridge, Oshawa, Peterborough and Newcastle.

VIVA/York Region Transit
905-762-2100
Toll Free 1-866-668-3978
TTY 905-881-5167
TTY Toll Free 1-866-276-7478
www.yrt.ca
- Viva connects Markham, Richmond Hill, Vaughan, Aurora and Newmarket and links York Region with the TTC subway system, GO Transit and the Region of Peel.
- York Region Transit’s local service connects all nine municipalities of York Region with access to Toronto, Durham and Peel.
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VETERANS • HOUSING HELP CENTRES
EMPLOYMENT • LGBT RESOURCES
DROP-INS • EVICTION PREVENTION
FINANCIAL ASSISTANCE