

2007 **GUIDE TO SERVICES**



FOR PEOPLE WHO ARE HOMELESS

 **Toronto** Shelter, Support & Housing Administration

www.toronto.ca/housing

2007 GUIDE TO SERVICES

FOR PEOPLE WHO ARE HOMELESS

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*Note about this guide

Although all efforts are made to ensure information in this guide is accurate, please call ahead to verify times of operation and other important details.



Home is where it starts.



INTRODUCTION

365 days a year, people who are homeless in Toronto can access a comprehensive network of services provided by city staff and by community agencies working in partnership with the City of Toronto. These services range from supports that meet immediate needs, such as street outreach and emergency shelter, to long term supports, such as drop-in centres and housing help. This guide provides a brief overview of the year-round services and supports available to people who are homeless, along with a description of winter services. Contact information is provided for each service and people are encouraged to call for more information, or to access services. This guide is just one of the ways the City of Toronto is demonstrating its commitment to end homelessness by helping people to find and keep housing.

To access any of the services described in this guide, or to help someone else access these services, please call the Street Helpline at 1-866-392-3777 – free from any pay phone.

PARTNERSHIPS

Partnerships are key to addressing homelessness and assisting some of Toronto's most vulnerable citizens. Partnerships between community agencies and the City of Toronto make services happen and show others what can be achieved by working together. Businesses, neighbourhood associations and community groups can play a role in solving homelessness. Partnerships make solutions to homelessness possible.

211 Community Information Toronto

To find out more about the comprehensive range of services and organizations that provide assistance to those in need, including health services and government programs such as income assistance, please contact 211 Community Information Toronto. 211 Community Information Toronto is an information and referral service that can help link you or someone you know to the appropriate organization or service. By dialing 211 in the 416 and 647 area codes, a trained information specialist can assess your situation, answer questions and provide options and referrals to community, social, health and government services in Toronto. Information is also available at their website: www.211toronto.ca.

211 Community Information Toronto is free 24 hours a day, is confidential and available in many languages. To access this service just dial 211 in the 416 and 647 area codes.

YEAR-ROUND SERVICES

Street Helpline

Street Helpline is a phone service that provides centralized program information and helps people to access shelter, housing, food and street outreach workers. Calls are free from any pay phone.

Monday-Sunday 8 a.m.-12 midnight

If you or someone you know is homeless and in need of help, call Street Helpline at 1-866-392-3777. (After 12 midnight call Community Information Toronto by dialing 211.)



Street Outreach

Across the entire City, seven days a week, 365 days a year, street outreach workers from the City's Streets to Homes Unit as well as community-based service providers help homeless people living outside get a safer place to sleep and find long term housing. Street outreach workers also arrange for the follow-up supports that help keep people housed. Some of these providers work from vans and can transport people to the services they need and safe places indoors.

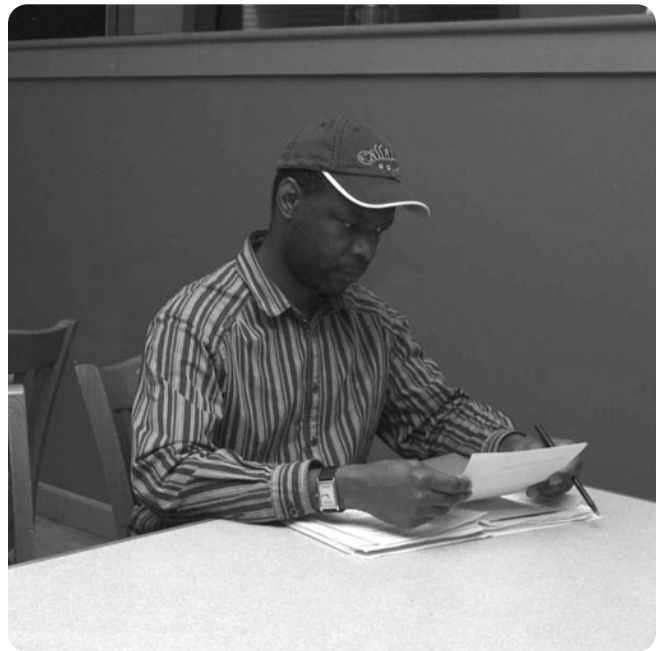
If you or someone you know needs the help of a street outreach team, call Street Helpline at 1-866-392-3777 – Free from any pay phone.



Emergency Shelter

Over 60 shelters, with a total capacity of more than 4000 beds provide emergency accommodation to people who are homeless in Toronto. Not only do shelters provide a safe place to sleep and nutritious meals, they also provide counselling and support to help families, youth, couples, adult men and adult women find and keep housing. Some shelters offer specialized services focused on employment, health care, harm reduction and addictions, and high risk pregnancies. For a complete list of shelters and contact information see page 10.

If you or someone you know needs shelter, call Street Helpline at 1-866-392-3777. To access a family shelter, call Central Family Intake at 416-397-5637.



***110 Edward Street Assessment and Referral Centre**

Located downtown, the overnight Assessment and Referral Centre provides a welcoming and safe place for many people deciding to leave the streets or looking for shelter. The Assessment and Referral Centre focuses on meeting the needs of people living on the street and those who traditionally don't use the shelter system. The centre stays open all night to serve people who need respite from the streets. Counsellors at the Assessment and Referral Centre work with Street Helpline and street outreach teams to help people access shelter, housing and support services.

If you or someone you know needs the services of the 110 Edward Assessment and Referral Centre, call 416-338-4766. Open seven nights a week from 6:30pm-8am. (4pm-8am in winter)



110 Edward Street Emergency Shelter

In addition to its assessment and referral services, 110 Edward Street offers an 80-bed mixed adult shelter specifically designed for people with multiple needs. The shelter can accommodate couples as well as people with pets and has the flexibility to respond to service demands as needed. Services provided at 110 Edward include food and lodging, counselling, referrals, health and mental health supports, addiction and harm reduction services, and specialized housing supports to help people find permanent housing.

If you or someone you know needs to access services at the 110 Edward Street Shelter, call 416-338-4992. Open 24 hours a day, seven days a week.

*** PLEASE NOTE: 110 Edward Street is scheduled for redevelopment as affordable housing in spring 2007. Recognizing the importance of these services, at presstime the City of Toronto is continuing to examine options for relocation of the Assessment and Referral Centre and Shelter. For up to date information please visit our website: www.toronto.ca/housing or call 416-338-4766.**

Drop-in Centres

Over 40 drop-in centres across Toronto provide services to people who are homeless or at risk of losing their homes. Most drop-in centres provide food, laundry and showers as well as additional supports such as help to find housing and access shelters. For people at risk of homelessness, drop-in centres help them keep their housing by providing a range of supports and eviction prevention assistance including mediation with landlords and referrals to rent banks, food banks and income support programs. Some drop-in centres are open to all while others serve women, youth or older men. For a list of drop-in centres and contact information see page 14.



If you or someone you know needs to find the nearest drop-in centre, call Street Helpline at 1-866-392-3777 – Free from any pay phone.

Social Housing

Social Housing provides people with housing they can afford. Many buildings have rents geared to the income of the household. The City is responsible for the majority of the funding, and administration of most social housing units in Toronto.

Housing Connections

The City has contracted with Housing Connections to manage the centralized waiting list for rent geared-to-income (RGI) housing. People who need RGI housing must apply for a unit through Housing Connections. It is important to be on the centralized waiting list. If you, or someone you know is homeless, have them fill out an application and keep the information up-to-date. Help with filling out an application is available from Housing Connections, from housing help centres, or many shelters.



To fill out or update an application, visit Housing Connections on-line at www.housingconnections.ca or go to:

**Housing Connections
176 Elm St, Main Floor
Monday, Wednesday, Thursday & Friday 8:30a.m. 4:30p.m.
Tuesday 2p.m.-5p.m.
Phone: 416-981-6111**



Housing Help

Housing Help Workers assist people in finding and keeping their housing. They provide information on available housing, liaise with landlords and provide advice on housing issues, income support programs and eviction prevention. They also help people fill out applications for social housing and access rent bank loans. They work with people in shelters, drop-in centres and a number of community agencies and Housing Help Centres throughout the city.

If you or someone you know needs help finding or keeping housing, contact a Housing Help Centre. A list of Housing Help Centres and contact information can be found on page 18.

WINTER SERVICES

The City provides additional winter services for people who are homeless and on the street. Through a coordinated response, people who stay outside are actively encouraged and helped to access shelter, housing and a range of supports. Additional coordinated services that are available in the winter include extended Street Helpline hours, increased street outreach, the Out of the Cold program, extended drop-in centre services, and the Extreme Cold Weather Alert system.



Extended Street Helpline hours

During the winter, Street Helpline is available 24 hours a day, seven days a week from November 15 to April 15, to help link homeless people with the services they need.

If you or someone you know is homeless and in need of help, call Street Helpline at 1-866-392-3777 – Free from any pay phone.

Street Outreach

During Extreme Cold Weather Alerts, street outreach is enhanced by the addition of three vans and emergency response street outreach services operating overnight to inform people living on the street of the alert and provide transportation to shelter.

If you or someone you know needs the help of a street outreach team, call Street Helpline at 1-866-392-3777 – Free from any pay phone.



Out of the Cold

The Out of the Cold program provides about 100 additional temporary shelter spaces each night in churches, synagogues and mosques throughout Toronto. Funded by the City, Dixon Hall, a community non-profit organization, provides the staff support and coordination for Out of the Cold sites. Host sites are operated in conjunction with Dixon Hall and volunteers who work each winter from November to April to provide services for people who are homeless, at risk of homelessness and socially isolated. People are invited to come in out of the cold and receive a meal and overnight accommodation along with emotional, housing and health care support.

Out of the Cold (OOTC) coordinates transportation of people who are homeless. Their vans will pick up and take people to the nearest available shelter or OOTC program. For a complete list of OOTC sites and contact information see pg 13.

Out of the Cold runs from November 15 to April 15

For more information contact Dixon Hall at 416-699-OOTC (6682) or www.ootc.ca

110 Edward Street Assessment and Referral Centre

During the winter months, the Assessment and Referral Centre opens its doors at 4:00 p.m. providing people who are homeless with a place to go when daytime programs close so no one has to stay out in the cold. The Centre coordinates with outreach teams and the Out of the Cold program to help homeless people brought in off the streets access shelter and other services.

If you or someone you know needs to access services at the 110 Edward Street Assessment and Referral Centre, call 416-338-4766. Open seven nights a week from 4 p.m. to 8 a.m.

110 Edward Street Shelter

The shelter program at 110 Edward Street coordinates with other shelters, street outreach services, drop-in centres and Out of the Cold programs throughout the winter. Because the shelter operates 24 hours a day, street outreach workers can make referrals to the program any time, day or night.

If you or someone you know needs to access services at the 110 Edward Street Shelter, call 416-338-4992. Open 24 hours a day, seven days a week.

***Please Note: 110 Edward Street is scheduled for redevelopment as affordable housing in spring of 2007. Recognizing the importance of these services, at presstime the City of Toronto is continuing to examine options for relocation of the Assessment and Referral Centre and Shelter. For up to date information please see visit our website: www.toronto.ca/housing or call 416-338-4766**



Extended Drop-in Centre Services

Beginning December 22, 2006 and continuing until March 31, 2007, the City is funding extended drop-in hours at several centres to make sure there are services and warm places for people who need them. Staff at the drop-in centres provide warm meals, and help people who are homeless to find overnight accommodation.

The following drop-in centres will have extended weekend winter hours:

Evangel Hall 552 Adelaide Street West 416-504-3563

Friday 9 a.m. - 12:30 p.m. and 5 p.m. - 9 p.m. • Saturday 3 p.m. - 9 p.m. • Sunday 5 p.m. - 9 p.m.

Second Base (youth only) 702 Kennedy Road 416-261-2733

Friday 9a.m. - 5p.m. • Saturday 10a.m. - 6p.m.

Street Haven (women only) 87 Pembroke St. 416-967-6060

Friday 12p.m. - 9p.m. • Saturday & Sunday 5p.m. - 9p.m.

Toronto Christian Resource Centre 40 Oak St. 416-363-4234

Friday 6a.m. - 2p.m. & 5p.m. - 9p.m. • Saturday 7a.m. - 2p.m. • Sunday 7a.m. - 2p.m. & 5p.m. - 9p.m.

For a complete list of drop-in centres and contact information see page 14.

Extreme Cold Weather Alerts

The City monitors weather conditions year round for possible adverse affects on people who are homeless and staying outdoors, and notifies community agencies in cases of severe weather. Between November 15 and April 15, the Emergency Planning Office of the Shelter, Support & Housing Administration Division monitors the Environment Canada website daily. If Environment Canada predicts a low of -15 degrees Celsius without wind chill; or issues a wind chill warning for outdoor activity for people in the Toronto area; or predicts extreme weather conditions such as a blizzard or ice storm, the Director of Hostel Services is notified and an Extreme Cold Weather Alert is issued. During an alert, services are enhanced to ensure the immediate safety of people who are homeless and to assist them come indoors. These include:

- Issuing notice of the Extreme Cold Weather to over 140 contacts & agencies working with homeless people
- The addition of 80 spaces in shelters across the City
- Shelters relaxing curfews and other service restrictions
- Enhanced street outreach with additional Emergency Response Street Outreach Teams advising people living on the street of the alert and providing transportation to shelter
- Making TTC tickets available at some drop-in centres and agencies working with people who are homeless to help them reach shelter.
- Increasing staff on duty at the Street Helpline to handle a higher volume of calls and to coordinate the Emergency Response Street Outreach Service



For more information on the Extreme Cold Weather Alerts contact the Emergency Planning Office at 416-392-9206.

Emergency Shelters

| SHELTER | PHONE NUMBER | ADDRESS | BEDS | WARD |
|---|--------------|---|------------|------|
| Family | | | | |
| Central Family Intake (please call this number first) | 416-397-5637 | | | |
| Beatrice House | 416-652-0077 | 177 Caledonia Road, Toronto M6E 4S8 | 80 | 17 |
| Birkdale Residence | 416-392-5650 | 1229 Ellesmere Road, Toronto M1P 4V8 | 160 | 37 |
| Family Residence | 416-397-1318 | 4222 Kingston Road, Toronto M1E 2M6 | 150 | 43 |
| Robertson House | 416-392-5662 | 291 Sherbourne Street, Toronto M5A 2R9 | 90 | 28 |
| Sojourn House | 416-864-0515 | 321 Jarvis Street, Toronto M5B 2C2 | 50 | 28 |
| Toronto Community Hostel | 416-925-4431 | 191 Spadina Road, Toronto M5R 2T9 | 24 | 20 |
| Woodgreen Red Door Queen | 416-469-3457 | 875 Queen St. East, Toronto M4M 1J2 | 120 | 30 |
| World Vision Reception Centre | 416-588-9277 | 43 Christie Street, Toronto M6G 3B1 | 80 | 20 |
| | | | 754 | |
| Mixed Adult | | | | |
| 110 Edward Assessment & Referral Centre | 416-338-4992 | 110 Edward Street, Toronto M5G 2A5 | | 27 |
| 110 Edward Street Shelter | 416-338-4992 | 110 Edward Street, Toronto M5G 2A5 | 80 | 27 |
| Costi | 416-922-6688 | 100 Lippincott Street, Toronto M5S 2P1 | 16 | 20 |
| Dixon Hall - 60 Richmond Shelter | 416-304-0018 | 60 Richmond St. East, Toronto M5C 1N8 | 70 | 28 |
| Dixon Hall - Heyworth House | 416-691-0012 | 2714 Danforth Ave., Toronto M4C 1L7 | 70 | 31 |
| Fife House - Denison | 416-205-9888 | Confidential Address | 5 | 20 |
| Fife House - Hastings | 416-205-9888 | Confidential Address | 5 | 30 |
| Homes First Society - Strachan House | 416-395-0928 | 805 A Wellington St. W, Toronto M5V 1G8 | 76 | 19 |
| Scarborough Hope | 416-269-1717 | 3576 St. Clair Ave. East, Toronto M1K 1M2 | 60 | 35 |
| University Settlement-Part time Shelter | 416-598-3444 | 23 Grange Road, Toronto M5T 1C3 | 65 | 20 |
| | | | 447 | |

Single Men

| | | | | |
|---|--------------|--|-----|----|
| Christie-Ossington Neighbourhood Centre | 416-516-8642 | 973 Lansdowne Avenue, Toronto M6H 3Z5 | 45 | 18 |
| Cornerstone Baptist Tabernacle of Ontario | 416-658-5224 | 833 St. Clair Ave West, Toronto M6C 1C2 | 50 | 21 |
| Dixon Hall - School House | 416-960-9240 | 349 George Street, Toronto M5A 2N2 | 55 | 27 |
| Good Shepherd Centre | 416-869-3619 | 412 Queen St. East, Toronto M5A 1T3 | 91 | 28 |
| Good Shepherd Refuge - Barrett House | 416-864-1627 | 35 Sydenham Street, Toronto M5A 4H4 | 5 | 28 |
| Native Men's Residence | 416-652-0334 | 14 Vaughan Road, Toronto M6G 2N1 | 63 | 21 |
| Salvation Army – Gateway | 416-368-0324 | 107 Jarvis Street, Toronto M5C 2H4 | 108 | 28 |
| Salvation Army – Hope | 416-979-7058 | 167 College Street, Toronto M5T 1P7 | 110 | 20 |
| Salvation Army – Maxwell Meighen | 416-366-2733 | 135 Sherbourne Street, Toronto M5A 2R5 | 260 | 28 |
| Salvation Army – Riverdale | 416-465-6970 | 312 Broadview Avenue, Toronto M4M 2G9 | 45 | 30 |
| Scott Mission | 416-923-8872 | 502 Spadina Avenue, Toronto M5S 2H1 | 45 | 20 |
| Seaton House Main Site | 416-392-5522 | 339 George Street, Toronto M5A 2N2 | 580 | 27 |
| Seaton House/Birchmount Residence | 416-392-5797 | 1673 Kingston Road, Toronto MIN 1S6 | 60 | 36 |
| Seaton House/Downsview Dells | 416-392-5452 | 1651 Sheppard Ave. West, Toronto M3M 2X4 | 28 | 9 |
| Seaton House/Fort York | 416-338-8800 | 38 Bathurst Street, Toronto M5V 3W3 | 74 | 19 |
| St. Simon's | 416-925-7475 | 525 Bloor St. East, Toronto M4W 1J1 | 60 | 28 |
| Treasure House Ministries | 416-603-4187 | 184 Spadina Avenue, Toronto M5T 2C2 | 48 | 20 |

1727

Single Women

| | | | | |
|---|--------------|--|----|----|
| Christie-Ossington Neighbourhood Centre | 416-534-8941 | 854 Bloor Street West, Toronto M6G 1M2 | 17 | 19 |
| Fife House - Gladstone | 416-205-9888 | Confidential Address | 6 | 18 |
| Fred Victor Centre for Women | 416-368-2642 | 86 Lombard Street, Toronto M5C 1M3 | 40 | 28 |
| Homes First Society - Savard's | 416-395-0932 | 1322 Bloor St. West, Toronto M6H 1P2 | 30 | 18 |
| Nellie's | 416-461-1084 | Confidential Address | 20 | 30 |
| Salvation Army – Evangeline | 416-762-9636 | 2808 Dundas St. West, Toronto M6P 1Y5 | 77 | 14 |

continued

Emergency Shelters Continued

| SHELTER | PHONE NUMBER | ADDRESS | BEDS | WARD |
|---|--------------|---|-------------|------|
| Single Women Continued | | | | |
| Salvation Army – Florence Booth | 416-603-9800 | 723 Queen St. West, Toronto M6J 1E6 | 60 | 19 |
| St. Vincent De Paul - Amelie House | 416-465-0475 | 126 Pape Avenue, Toronto M4M 2V8 | 20 | 30 |
| St. Vincent De Paul - Elisa House | 416-259-2528 | 60 Newcastle Street, Toronto M8Y 1A3 | 40 | 6 |
| St. Vincent De Paul - Mary's Home | 416-595-1578 | 70 Gerrard St. East, Toronto M5B 1G6 | 38 | 27 |
| St. Vincent De Paul - St. Clare's Residence | 416-225-3466 | 3410 Bayview Avenue, North York M2M 3S3 | 28 | 24 |
| Street Haven at the Crossroads | 416-967-6060 | 87 Pembroke Street, Toronto M5A 2N9 | 27 | 27 |
| Women's Residence - Main Site | 416-392-5500 | 674 Dundas St. West, Toronto M5T 1H9 | 116 | 20 |
| Women's Residence - Bellwoods House | 416-392-5791 | 63 Bellwoods Avenue, Toronto M6J 3N4 | 10 | 19 |
| YWCA - First Stop Woodlawn-Women's Unit | 416-923-8454 | 80 Woodlawn Ave. East, Toronto M4T 1C1 | 28 | 22 |
| | | | 557 | |
| Youth | | | | |
| Covenant House | 416-593-4849 | 20 Gerrard St. East, Toronto M5B 2P3 | 94 | 27 |
| Covenant House - McGill Residence | 416-593-4849 | Confidential | 28 | 27 |
| Eva's Phoenix | 416-364-4716 | 11 Ordhance Street, Toronto M6K 1A1 | 50 | 19 |
| Eva's Place | 416-441-1414 | 360 Lesmill Road, Toronto M3B 2T5 | 32 | 34 |
| Eva's Place – Satellite | 416-229-1874 | 5248 Yonge Street, Toronto M2N 5P6 | 30 | 23 |
| Horizons for Youth | 416-781-9898 | 422 Gilbert Avenue, Toronto M6E 4X3 | 35 | 17 |
| Native Child & Family Youth Shelter | 416-323-1840 | 558 Bathurst Street, Toronto M5S 2P9 | 12 | 19 |
| Second Base Youth Shelter | 416-261-2733 | 702 Kennedy Road, Toronto M1K 2B5 | 56 | 35 |
| Touchstone Youth Shelter | 416-696-6932 | 1076 Pape Avenue, Toronto M4K 3W5 | 33 | 29 |
| Turnivut Youth Shelter | 416-651-6750 | 26 Vaughan Road, Toronto M6G 2C4 | 52 | 21 |
| Turning Point Youth Services | 416-925-9250 | 95 Wellesley St. East, Toronto M4Y 2X9 | 50 | 27 |
| YMCA House | 416-504-9700 | 485 Queen St. West, Toronto M5V 2A9 | 50 | 22 |
| Youth Without Shelter | 416-748-0110 | 6 Warrendale Court, Toronto M9V 1P9 | 30 | 1 |
| YWCA - First Stop Woodlawn Youth Unit | 416-922-3271 | 80 Woodlawn Ave. East, Toronto M4 T1C1 | 27 | 20 |
| | | | 583 | |
| Total Beds including University Settlement | | | 4068 | |



OUT OF THE COLD SITE SCHEDULE 2006-07

Updated Oct. 17th 2006

| SUNDAY | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY |
|--|--|--|---|--|---|--|
| Blessed Sacrament 24 Cheritan Avenue Lawrence /Yonge 65 Guests Nov 5 to March 25 3:00pm - 7:30am | Lakeshore@ St. Margaret's Church 156 6 th Street Islington/Birmingham 20 Guests Men only Nov 20 - Apr 9 6:00pm - 8:00am | Bloor West @ Trinity St. Paul's 427 Bloor St. W W of Spadina 40 Guests Oct 31 - Apr 10 5:30pm-8:00am | Yorkminster Park Baptist 1585 Yonge Street N of St Clair 60 Guests Nov 1 - Apr. 4 7:00pm-8:00am | Holy Blossom Temple 1950 Bathurst S of Eglinton 47 Guests Nov 2 - Mar 29 6:00pm - 7:00am | Eastminster United 310 Danforth Ave. W of Chester 45 Guests Nov 3 - Mar 30 6:00pm - 8:00am | Blythwood Road Baptist 80 Blythwood Road N of Yonge/Eglinton 55 Guests Nov 4 - March 31 6:00pm-8:00am |
| St. Matthew Our Lady Peace 3962 Bloor St W @ Kipling 25 Guests Men only Nov 19 - Apr. 1 5:00pm - 7:30am | St. Brigid's 300 Wolverleigh Ave Woodbine/Danforth 60 Guests Nov. 13 - Apr. 9 4:00pm - 8:00am | Beth Sholom 1445 Eglinton W (Allen Expressway) 30 Guests TBA | First interfaith@ St. Matthew's 729 St. Clair Ave. W 45 Guests Nov. 2 - Apr. 5 5:30 pm-7:30am | Chinese Gospel 450 Dundas St. West 15 Guests Men Only TBA | All Saints Kingsway Anglican 2850 Bloor W (Royal York) 20 Guests Men Only Nov 17 - Apr 6 6:00pm-8:00am | NEED HELP? CALL STREET HELP LINE FREE FROM ANY PAY PHONE 1.866.392.3777 www.211toronto.ca |
| Additional OOTC Programs below* No support services provided by Dixon Hall | Beth Emeth 100 Elder Street Wilmington and Sheppard 30 Guests TBA | Evangel Hall 552 Adelaide St E of Bathurst 15 men/10 women Nov 7 - Mar 27 7:00pm - 7:00am | | | Knox United 2569 Midland Ave Midland /Sheppard 20 Guests Nov 3 - Mar 30 6:30pm - 8:00pm | |
| | St. Aidan's 70 Silver Birch Ave 12 Guests Jan 3 - Mar 28 6:00pm - 8:00am | | | | | |

This Schedule has been produced by Dixon Hall's Resource and Support Services for the Out of the Cold Program

| Sunday | Wednesday | Friday | Saturday |
|--|---|---|--|
| University Settlement House* McCaul N of Queen 65 Guests 5:30pm - 7:30am | Mosaic Interfaith York Region* 1.866.392.3777 | University Settlement House* 23 Grange Road McCaul N of Queen 65 Guests 8:00pm-7:30am | University Settlement House* 23 Grange Road McCaul N of Queen 65 Guests 8:00pm-7:30am |
| | | St. Michael's Cathedral* 66 Bond Street 60 Guests TBA 6:30pm-8:00am Mosaic Interfaith York Region* 1.866.392.3777 | |

dh
dixon hall

Dixon Hall
Resource and Support
Services for
Out of the Cold
416.699-00TC (6682) Phone
416.690-00TC (6682) Fax

Out of the Cold is a volunteer initiative by Toronto area synagogues, churches and faith communities to serve as Host Sites that offer shelter, hospitality and refuge to people who are homeless in the City of Toronto. Out of the Cold host sites reach out to marginalized individuals and extend a warm invitation to enjoy food, shelter and hospitality. This is made possible through the dedication and support of the many volunteer groups that offer their time, energy and perseverance.

Out of the Cold Resource and Support Services provided by Dixon Hall are funded by the City of Toronto

WWW.ootc.ca

STREET OUTREACH PROVIDERS

To access Street Outreach providers call
Street Helpline 1-866-392-3777

Agincourt Community Services Association

4155 Sheppard Ave. East, Suite 100,
Scarborough, ON M1S 1T4
Service boundaries: North to Steeles, South to
the Lakeshore, East of Victoria Park

Albion Neighbourhood Services

Albion Centre, 1530 Albion Rd., Ste 205,
Toronto, ON M9V 1B4
Service boundaries: North to Steeles, South to
the Lakeshore, West of Jane

Anishnawbe (Outreach to aboriginal clients)

179 Gerrard St. E. Toronto, ON M5A 2E5
Service boundaries: City-wide

Christie-Ossington Neighbourhood Centre

854 Bloor St. W. Toronto, ON M6G 1M2
Service boundaries: North to St. Clair, South to
the Lakeshore, Exclusion: South of Bloor
Between Bathurst and Jarvis

Central Neighbourhood House

517 Parliament St., Toronto, ON M4X 1P3
Service boundaries: North to Bloor, South to
Lakeshore, West to University, East to Jarvis

Salvation Army Gateway

107 Jarvis St., Toronto, ON M5C 2H4
Service boundaries: North to Lawrence, South
to the Lakeshore, West to Bayview, East to
Victoria Park

Native Men's Residence

22 Vaughan Rd., Toronto ON M6G 2N1
Service boundaries: North to Lawrence, South to
St. Clair, Lakeshore to Cherry Beach, West to Jane,
East to Bayview

St. Stephen's Community House

260 Augusta Ave., Toronto, ON M5T 2L9
Service boundaries: North to Bloor, South to
Queen, West to Bathurst, East to University

Streets to Homes Unit

112 Elizabeth Street, 2nd fl., Toronto, ON M5G 1P5

Toronto North Support Services

132 Rainside Rd, Ste. 2, North York ON M3A 1A3
Service boundaries: North to Steeles, South to the
Lakeshore, West to Jane, East to Victoria Park

DROP-IN CENTRES

Full time drop-in programs

Adelaide Resource Centre for Women (women only)

416-392-9243
67 Adelaide Street East
Monday-Friday 10am-4:30pm

All Saints Church Community Centre

416-368-7768
315 Dundas Street East
Monday-Friday 8am-4pm

Christie-Ossington Neighbourhood Centre

416-534-8941
854 Bloor Street West
Monday-Thursday 10am-5pm

Church of the Redeemer

416-922-4948
162 Bloor Street West
Monday-Friday 9am- 12noon

Covenant House, Outreach Drop-In Program (youth only)

416-593-4849
20 Gerrard Street East
Monday, Tuesday, Thursday 1:15pm-7pm
Wednesday 1:15pm-8pm
Friday 1:15pm-5pm

**COSTI Housing Help Drop-In Centre
(Women & Families)**

416-244-0480
1700 Wilson Avenue, #114
Monday 1pm-6pm Tuesday 1pm-4pm
Wednesday 1pm-6pm Thursday & Friday 1pm-4pm

Dixon Hall

416-863-0499
58 Sumach Street
Monday-Thursday 9am-12noon, Friday 8am-12pm

Evangel Hall

416-504-3563
552 Adelaide Street West
Monday-Friday 9am-12:30pm

416 Drop-In Centre (women only)

416-928-3334
416 Dundas Street East
Monday-Sunday 8am-4pm

Fred Victor Centre

416-364-8228
145 Queen Street East
Monday-Friday 2pm-4pm

**Fred Victor Centre Women's Day Program
(women only)**

416-392-9292
67 Adelaide Street East
Monday-Friday 10am-3pm

Good Neighbours' Club (men 50+ only)

416-366-5377
170 Jarvis Street
(Sept-June) Monday-Sunday 7am-7pm
(July- Aug) Monday-Sunday 7am-3pm

Houselink Community Homes Drop-In

(members only)
416-539-0690
805 Bloor Street West
Monday-Thursday 9am-4pm
Saturday & Sunday 12pm-5pm

**Native Child & Family Services
(Youth Drop-In)**

416-969-8510
456 Yonge Street, Lower level
Monday-Friday 9am-5pm

Neighbourhood Information Post

416-924-2543
269 Gerrard Street East, 2nd fl.
Monday, Tuesday, Thursday, Friday 10am-4:30pm
Wednesday 1pm-4:30pm

Parkdale Activity Recreation Centre

416-537-2591
1499 Queen Street West
Monday-Thursday 9:30am-2pm
Friday 9:30am-4pm
Saturday 11am-3pm

Red Cross Drop-In

416-267-0115
700 Kennedy Road
Monday-Thursday 10am-3:30pm
Friday Noon-3:30pm

Salvation Army Gateway

416-368-0324
107 Jarvis Street
Monday, Wednesday, Thursday, Saturday & Sunday
1pm-7pm

Scott Mission (men only)

416-923-8872
502 Spadina Avenue
Monday, Tuesday, Friday 8am-5pm
Wednesday 8am-12pm
Thursday 8am-3pm Saturday-Sunday 8am-12pm

Second Base Drop-In (youth only)

416-261-2733
702 Kennedy Road
Monday-Friday 9am-3:30pm, (winter)
Saturday 10am-6pm

Sistering (women only)

416-926-1946
962 Bloor Street West
Monday 11:30am-3pm
Tuesday-Sunday 9:30am-3pm

St. Christopher House: The Meeting Place

416-504-4275
588 Queen Street West
(summer) Monday-Friday 11:30am-4pm,
(winter) Monday-Sunday 11:30am-4pm

St. Felix Community Centre

416-203-1624
25 Augusta Avenue
Monday-Friday 11am-12:30pm

St. John the Compassionate Mission

416-466-1357
155 Broadview Avenue
(summer) Wednesday 9am-7pm
Thursday-Friday 8am-4pm, Saturday 11am-2pm,
(winter) Monday-Tuesday 7am-9am
Wednesday 7am-7pm, Thursday 7am-4pm
Friday 7am-9pm, Saturday 11am-2pm; 5pm-9pm,
Sunday 5pm-9pm

St. Stephen's Community House: The Corner Drop-In

416-964-8747
260 Augusta Avenue
Monday-Friday 7:30am-11:30am
Sunday 8am-noon

The Stop: Community Food Centre

416-652-7867
1884 Davenport Road
Monday, Tuesday, Thursday, Friday 9am-3pm,
(pregnant women only) Wednesday 9:30am-1pm

Street Haven at the Crossroads (women only)

416-967-6060
87 Pembroke Street
Monday-Friday 12pm-8pm
(winter) Monday-Thursday 12pm-8pm
Friday 12pm-9pm, Saturday & Sunday 5pm-9pm

SymeWoolner Neighbourhood & Family Centre

416-766-4634
2468 Eglinton Avenue West
Monday-Friday 10am-2pm

Toronto Christian Resource Centre

416-363-4234
40 Oak Street
Monday-Friday 6am-1pm
(winter) Saturday-Sunday 7am-2pm
Friday & Sunday 5pm-9pm

Toronto Council Fire Native Cultural Centre

416-360-4350
439 Dundas Street East
Monday-Thursday 8am-4:30pm
Friday-Sunday 8am-3pm

Toronto Friendship Centre

416-368-8179
323 Dundas Street East
Monday-Friday 6am-11am

Touchstone Youth Centre (youth only)

416-696-6932
1076 Pape Avenue
Monday-Friday 1pm-9pm

Weston-King Neighbourhood Centre

416-241-9898
2017 Weston Road
Monday & Friday 10am-2pm, Tuesday 3pm-7pm,
Thursday 10am-2pm (women only)

Yonge Street Mission: Evergreen Centre for Street Youth (youth only)

416-977-7259
381 Yonge Street
Monday, Tuesday & Thursday 12pm-6pm,
Wednesday & Friday 12pm-5pm

YouthLink Inner City (youth only)

416-703-3361
7 Vanauley Street
Monday, Wednesday, Thursday 9am-12pm & 1pm-4pm
Tuesday 9am-1pm Friday 9am-12pm & 1pm-3pm

PART TIME DROP-IN PROGRAMS

Agincourt Community Services

416-321-6912
4155 Sheppard Ave East
Thursday 9am-3pm

4156 Sheppard Ave East
Tuesday 11:30am-1:30pm (except July & August)

Bloor/Bathurst Interchurch Gathering Spot

416-924-1121
188 Lowther Avenue
Tuesday 4pm-9:30pm (dinner \$2)

Davenport-Perth Neighbourhood Centre (DPNC)

416-656-8025
1900 Davenport Road
Tuesday & Thursday 1:30pm-4pm

1884 Davenport Road (as of March 1, 2007)
Monday 12:30pm-2:30pm

Eva's Satellite Library Drop-In (youth only)

416-229-1874
5248 Yonge Street
Monday 7am-9am, Friday noon-2pm
Tuesday & Wednesday 12pm-2pm
(North York Civic Centre)

519 Church Street Community Centre

416-392-6874
519 Church Street
Sunday 10am-5pm (winter: 8am-5pm),
Monday (trans community) 6pm-10pm,
Wednesday (trans youth) 5pm-9pm, (clothing bank)
Tuesday 5:30pm-8pm & Thursday 1pm-7pm

Good Shepherd Centre

416-869-3619
412 Queen Street East
Monday-Sunday 8:45am-10:45am

Lakeshore Area MultiService Project Adult Drop-In (LAMP)

416-252-6471
185 Fifth Street
Monday & Wednesday 8am-2pm

Mustard Seed: Fontbonne Ministries

416-465-6069
791 Queen Street East
Friday 10am-3pm (women only)
Saturday 10am-3pm

Our Place (adults dealing with mental health issues)

416-598-2919
2A Elm Street
Tuesday-Saturday 3:30pm-10pm

Sanctuary Drop-In

416-922-0628
25 Charles Street East
Wednesday 10:30am-3pm Thursday 4:30pm-9pm
Saturday 7:30am-10:15am

SKETCH: Working Arts for Street Involved and Homeless Youth

416-516-5428
580 King Street West, 2nd floor
Tuesday & Thursday 2pm-6 pm

St Christopher House: New Hope Drop-In

416-575-4673
1229 Queen Street West
Tuesday & Thursday 6pm-8 pm

Warden Woods Community Centre: Teesdale Drop-In Centre

416-694-1138
40 Teesdale Place, 1st floor
Wednesday 10am-4pm

Wychwood Open Door Drop-In

416-652-0857
729 St. Clair Avenue West
Monday, Wednesday, Friday 9am-3pm

HOUSING HELP CENTRES

COSTI - North York Housing Help Centre

416-244-0480
North York Sheridan Mall
1700 Wilson Ave., Suite 114
Monday-Wednesday. 8:30am - 6:30pm
Thursday-Friday 8:30am-4:30pm

EYET Housing Help (East York)

416-698-9306
91 Barrington Ave.
Monday-Wednesday 9:00am-4:00pm
Thursday 9:00am-6:00pm Friday 9:00am-4:00pm

Albion-North Etobicoke

416-741-1553
1530 Albion Rd., Suite 205
Monday-Friday 9:30am-5:00pm

Albion-South Etobicoke

416-252-6471
185 Fifth St.
Monday-Friday 9:30am-5:00pm

Flemingdon Neighbourhood Services

416-424-2900
10 Gateway Blvd., Suite 104
Monday-Friday 9:00am-5:00pm

Scarborough Housing Help Centre

416-285-8070
2500 Lawrence Ave. E., Unit 205
Monday-Thursday 8:30am-4:30pm
Friday 8:30am-2:00pm

West Toronto Housing Help Services, West Toronto Community Legal Services

416-531-0841
672 Dupont St., Ste. 315 (Note: Mobile Unit)
Monday-Friday 9:00am-5:00pm

Woodgreen Community Centre

416-469-5211
835 Queen St. E
Monday 9:00am-1:00pm
Tuesday & Wednesday call for appt.
Thursday 1:00pm-4:30pm
(Friday Closed)

York Community Services

416-653-5400
1651 Keele St.
Monday, Tuesday, Thursday, Friday
10:00am-12:00pm/2:00pm-4:00pm
Wednesday Closed

***Housing Help Services are also available in most shelters.**



City of Toronto Shelter, Support and Housing Administration

For information regarding any of these services please visit our website at www.toronto.ca/housing or contact:

Phil Brown

General Manager
Shelter, Support and Housing Administration
416-392-7885
pbrown1@toronto.ca

Katherine Chislett

Director, Housing and Homelessness Supports and Initiatives
416-397-0260
kchisle@toronto.ca

Anne Longair

Director, Hostel Services
416-392-5417
alongair@toronto.ca

Kathleen Blinkhorn

Director, Social Housing Administration
416-392-0054
kblinkh@toronto.ca

For media enquiries, please contact

Patricia Anderson

Manager, Partnership Development and Support
416-397-4328
panders@toronto.ca

If you would like to comment on the guide, please email us at ssha@toronto.ca

What Torontonians can do to help

Many generous Torontonians regularly ask how they can help end homelessness, and there are many ways to make a difference. Calling the Street Helpline (1-866-392-3777, free from any pay phone) can help someone access any of the services in this guide. On a cold winter night, it could save a life. There are many other ways to help—volunteer and/or donate goods or money to agencies assisting homeless people; attend an event in support of front-line agencies; shop at establishments that provide training and mentoring to homeless people. We've got more suggestions on our website (www.toronto.ca/housing), but if you are reading this guide, you've started on the most important way to solve homelessness: learning more about it.

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