

2010

STREET OUTREACH	ONTARIO WORKS	HEALTH CENTRES	BEDBUGS AND PEST CONTROL
SHELTERS	LIBRARIES	CANADA PENSION PLAN	OLD AGE SECURITY
OUT OF THE COLD	YOUTH SERVICES	HEALTH BUS	IDENTIFICATION
ONTARIO DISABILITY SUPPORT PROGRAM	HOSPITALS	EXTREME WEATHER PLANS	CRISIS INFORMATION
HOUSING	MEALS	WITHDRAWAL MANAGEMENT	DROP-INS
MENTAL HEALTH SERVICES	ABORIGINAL SERVICES AND HOUSING	HEALTH	TRANS RESOURCES
FINANCIAL ASSISTANCE	DENTAL CARE	ADDICTION SERVICES	CLOTHING
QUICK REFERENCE	HOUSING HELP	COMMUNITY SERVICES	EMPLOYMENT

Guide to services for people who are homeless



Home is where it starts.

Table of Contents

Introduction	3
Crisis/Emergency Information	4
Quick Reference	4
Services	
Aboriginal Services and Housing	5
Addiction Services	7
• General Information	7
• Recovery and Harm Reduction Programs	7
• Withdrawal Management	8
Bedbugs and Pest Control	9
Clothing	10
Dental	11
Drop-ins (TDIN brochure)	13
Employment	29
Extreme Weather Plans	30
Financial Assistance/Income	30
• Canada Child Tax Benefit	30
• Canada Pension Plan	30
• Employment Insurance	30
• GST/HST Credit	31
• Guaranteed Income Supplement	31
• Old Age Security	31
• Ontario Child Benefit	31
• Ontario Disability Support Program	31
• Ontario Works	31
Health	33

• General Information	33
• Assistive Devices and Special Diet	34
• Community Health Centres and Medical Centres	35
• Specialty Health Service Providers	36
• Sexual Health Clinics	37
• Hospitals with Emergency Rooms	37
• Sherbourne Health Centre, Health Bus	38
Housing and Housing Help	38
Identification	40
Libraries	41
Meals (see also Toronto Drop-in Network brochure)	47
Mental Health	51
• General Information and Referral Services	51
• Case Management and Support Services	51
Out OfThe Cold Site Schedule 2010	53
Services for People with Disabilities	55
Sex Trade Worker Supports	56
Shelters	57
Street Outreach	59
Trans Resources	60
Voice Mail and E-mail	60
Youth Services	61
• Drop-ins	61
• Employment	61
• Housing Help and Other Supports	61

Welcome to Shelter, Support and Housing Administration Division's 2010 Guide to Services. In it you will find listings for many of the services that assist people experiencing homelessness. You are welcome to download the guide from our website www.toronto.ca/housing.

Services supporting tenants can be found in our Welcome Home guide which is also on our website. If the information you are looking for is not in either guide, please contact 311 for City services or 211 for community-based services.

If you have questions or comments about either of our guides, please contact us at ssha@toronto.ca or 416-397-4328.

Important note

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

www.toronto.ca/housing

Dial 9-1-1 for all emergencies (police, fire, ambulance)

Crisis Lines

Anishnawbe Health Mental Health Crisis Line (Aboriginal clients)	416-891-8606
Assaulted Women's Helpline	416-863-0511; Toll Free: 1-866-863-0511
Centre for Addiction and Mental Health	416-535-8501 ext. 6885
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

Emergency Shelter

Assessment and Referral Centre (single adults, youth and couples)	416-338-4766; Toll Free 1-877-338-3398
Central Family Intake (families)	416-397-5637

Quick Reference

211 Community Information

- Dial 2-1-1 for information on community, social, health and government services or go online at www.211toronto.ca

311 Toronto

Outside city limits: 416-392-CITY (2489); TTY: 416-338-0TTY (0889)
www.toronto.ca/311

- Dial 3-1-1 for non-emergency City services, programs and information.

Government of Ontario

General Inquiry: 416-326-1234; Toll Free: 1-800-267-8097
TTY: 416-325-3408; TTY Toll Free: 1-800-268-7095
www.ontario.ca

- Information on provincial services, including health services and income assistance.

Service Canada

Toll Free: 1-800-622-6232; TTY Toll Free: 1-800-926-9105
www.servicecanada.gc.ca

- Information on Government of Canada services.

Telehealth Ontario

Toll Free: 1-866-797-0000; TTY: 1-866-797-0007

24 hours a day, 7 days a week.

- A free, confidential telephone service for general health information or advice from a registered nurse.
- Callers do not need a health card.

Toronto Employment and Social Services

Client Services and Information Unit: 416-392-2956; Toll Free: 1-888-465-4478

www.toronto.ca/socialservices

- Toronto Employment and Social Services delivers the Ontario Works program and provides employment training.

Toronto Police Services

Non-emergency number: 416-808-2222

www.torontopolice.on.ca

Toronto Transit Commission (TTC)

416-393-4636

www.toronto.ca/ttc

- Information on bus and subway fares, routes and schedules.

Wheeltrans

Trip Reservations: 416-393-4222

RideLine Automated Touch Tone Service: 416-397-8000

Priority Line: 416-393-4311, TTY Service: 416-393-4555

- Customer Service and Wheel-Trans Registration, weekdays from 8:00 a.m.-4:00 p.m., call 416-393-4111 or email wheeltrans.customerservice@ttc.ca

Aboriginal Services and Housing**Aboriginal Services****Aboriginal Legal Services Toronto**

416-408-3967

415 Yonge Street, Suite 803

Anishnawbe Health Toronto

416-360-0486

225 Queen Street East

- Primary health services

416-920-2605

179 Gerrard Street East

- Mental health and traditional healing

416-657-0379

22 Vaughan Road

- Mental health and addiction services

Anduhyaun (Native Women's Shelter)

416-920-1492

1296 Weston Road (mailing address)

Council Fire Native Cultural Centre

416-360-4350
439 Dundas Street East

**Metis Nation of Ontario
– Toronto Regional Office**

416-977-9881
75 Sherbourne Street, Ste 222

**Miziwe Biik Aboriginal Employment
and Training**

416-591-2310
167 Gerrard Street East

Native Canadian Centre of Toronto

416-964-9087
16 Spadina Road

Native Child & Family Services

416-969-8510
30 College Street

Native Men's Residence (Na-Me-Res)

416-652-0334
14 Vaughan Road

**Native Men's Residence (Na-Me-Res)
Sagatay**

416-651-6750
26 Vaughan Road

Native Men's Residence (Na-Me-Res)

Outreach Services
416-653-4794
20A Vaughan Road

Native Women's Resource Centre

416-963-9963
191 Gerrard Street East

2 Spirited People of the First Nations

416-944-9300
593 Yonge Street, Ste 202

Aboriginal Housing**Aboriginal Housing Support Centre
– Scarborough North**

416-281-2057
20 Sewells Road

**Akwa Honsta Non-Profit
Aboriginal Homes**

416-413-1300
136 Kingston Road

Amik – Frontiers Foundation

416-778-0822
419 Coxwell Ave.

Gabriel Dumont Non-Profit Homes

416-286-5277
4201 Kingston Road, Unit 114A

Nekenaan (Second Stage Housing)

416-243-7669
1296 Weston Road

Nishnawbe Homes Inc.

416-975-5451
244 Church Street

Wigwamen Inc. (Native Housing Main Office)

416-481-4451
25 Imperial Street, Suite 310

Wigwamen Terrace (Seniors Housing)

416-925-9165
14 Spadina Road

Wigwamen Waabnong

416-481-4451
20 Sewells Road

General information and referral

Centre for Addiction and Mental Health

416-535-8501

33 Russell 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 and referral.

Drug and Alcohol Treatment Infoline

Toll Free: 1-800-565-8603

www.dart.on.ca

- Information about treatment services.
- Confidential.

Metro Addiction Assessment Referral Service

416-599-1448

175 College Street

www.camh.net

- Information sessions on addiction treatment options and in-person assessment.

Recovery and harm reduction programs

Anishnawbe Health

416-657-0379

22 Vaughan Road

www.aht.ca

- Mental health and addiction program for Aboriginal clients.

Alcoholics Anonymous

416-487-5591; TTY: 416-487-5062

234 Eglinton Avenue East

www.aatoronto.org

- 12-step recovery program. Call or visit website for a list of open meetings.

Breaking the Cycle

416-364-7373

761 Queen Street West, Suite 107

www.breakingthecycle.ca

- Counselling and support for women involved with drugs or alcohol and pregnant or have children 6 years and under.

Cocaine Anonymous

416-927-7858; Toll Free: 1-866-622-4636

www.ca-on.org

- 12-step recovery program. Call or visit website for a list of open meetings.

Gamblers Anonymous

416-366-7613

www.gamblersanonymous.org

- 12-step recovery program. Call or visit website for a list of open meetings.

Narcotics Anonymous

416-236-8956

www.torontona.org

- 12-step recovery program. Call or visit website for a list of meetings.

Overeaters Anonymous

416-588-6134; Toll Free: 1-888-221-5061

www.ooantario.org

- 12-step recovery program. Call or visit website for a list of open meetings.

Shout Clinic

Central Toronto Community Health Centres

416-927-8553

467 Jarvis Street

- Offers a harm reduction program for homeless and street involved youth under 25

The Works

416-392-0520 (collect calls accepted)

277 Victoria Street, Main Floor

www.toronto.ca/health/sexualhealth/sh_the_works.htm

Office hours: Monday-Friday 10:00 a.m.-5:00 p.m.

Van hours: Monday-Saturday 6:30 p.m.-11:30 p.m.

- Needle exchange program run by Toronto Public Health.
 - Services include distribution of condoms, needles and other materials, methadone maintenance, testing for hepatitis A, B and C, HIV, and syphilis.
 - Client support and referral.
-

Withdrawal Management

Central Access

Toll Free: 1-866-366-9513

- For admission to a detox or withdrawal management program, call Central Access.

Toronto East General Hospital

Information: 416-461-2010; Central Access

Toll Free: 1-866-366-9513

985 Danforth Avenue

- Residential withdrawal management, assessment and referral.
- Day-tox (outpatient) withdrawal management.

Toronto Western Hospital

Ossington Withdrawal Management Centre

Information: 416-533-7945; Central Access Toll

Free: 1-866-366-9513

16 Ossington Avenue

- Residential non-medical alcohol and drug withdrawal management for men over 16.

Toronto Western Hospital

Woman's Own Withdrawal Management Centre

Information: 416-603-1462; Central Access Toll

Free: 1-866-366-9513

892 Dundas Street West

- Residential non-medical alcohol and drug withdrawal management for women over 16.

St. Joseph's Health Centre

Information: 416-530-6400; Central Access Toll

Free: 1-866-366-9513

30 The Queensway

- Residential alcohol and drug withdrawal management, assessment and referral.

St. Michael's Hospital

Withdrawal Management Services at Maxwell

Meighen Centre

Information: 416-864-5078; Central Access Toll

Free: 1-866-366-9513

135 Sherbourne Street, 3rd Floor

- Residential withdrawal management, assessment and referral.
- Day-tox (outpatient) withdrawal management.

Centre for Addiction and Mental Health

416-535-8501 ext. 7296 or 7297

501 Queen Street West, Main Floor

- Medical and psychosocial withdrawal management services.

What are Bed bugs?

Bed bugs are small, oval insects that feed on human blood. They can be found almost anywhere—in crevices of floors and walls, bedding, and upholstered furniture. Bed bugs do not spread disease, but the bites can be very itchy.

Bed bugs can happen to anyone. The important thing is to get help quickly.

What to look for:

- Bites on the skin (raised bumps like the bites of mosquitoes or fleas, or raised welts).
- Waste matter (reddish brown spots or black spots on sleeping areas, or furniture).
- Bloodstains or spots on bedding.
- Eggs or eggshells (about the size of a grain of rice).
- A sickly sweet smell.

What to do if you think you may have bed bugs:

If you are living in a shelter...

- Notify shelter staff immediately. (They can make sure beds, bedframes, walls, and floors are properly treated.)
- Some shelters ask everyone to wash their clothes and have a shower when admitted to help control the spread of bed bugs.
- Wash and dry your clothes and bed linens at hot temperatures. (The heat will kill the bed bugs.)
- Try not to scratch.
- If the bites become infected, or your skin is very itchy, see a doctor or nurse.

If you are living on the street...

- Some drop-ins have showers and washers and dryers you can use free of charge. (For more information, please see the Toronto Drop-in Network brochure listed on pages 13-28.)
- If you do go to a drop-in let staff know so they can help you.
- Try not to scratch.
- If the bites become infected or your skin is very itchy, see a doctor or nurse.
- If you need help, but don't know where to get it, call the Assessment and Referral Centre: 416-338-4766; Toll Free: 1-877-338-3398.

If you are concerned or want more information, please contact Toronto Health Connection: 416-338-7600; TTY 416-392-0658.

Monday - Friday 8:30 a.m.- 4:30 p.m.

- Translation services available.

Clothing banks often rely on donations and have limited storage space. If possible, call ahead to avoid disappointment. (Clothing banks are also listed in the Toronto Drop-in Network brochure on pages 13-28)

416 Community Support for Women

416-928-3334
416 Dundas St E

519 Drop-in

416-392-6874
519 Church Street

- The clothing bank is temporarily closed due to construction. Phone for details.

Covenant House (Youth aged 16-24)

416-598-4898 or 416-204-7037
20 Gerrard Street East
Tuesday 1:30 p.m.-3:00 p.m. and 4:00 p.m.-6:30 p.m.

Fred Victor Drop-in

416-369-1199 ext. 354
145 Queen Street East

- The clothing bank is temporarily closed due to construction. Phone for details.

Metropolitan United Church

416-363-0331 ext. 41 or 43
56 Queen Street East
Monday, Wednesday, Friday 10:00 a.m.-2:00 p.m.

Salvation Army, Gateway

416-368-0324
107 Jarvis Street
Monday, Thursday 5:30 p.m.-6:30 p.m.

- Must sign up at 3:00 p.m.
- Serves only the first 25 people on the list.

Sanctuary

416-922-0628
25 Charles St E
Tuesday 3:30p.m.-7:30 p.m. (women only),
Wednesday 10:30 a.m.-3:00p.m.,
Thursday 4:30 p.m.-9:00 p.m.

Scott Mission

416-923-3916
502 Spadina Ave
Monday, Tuesday, Thursday, Friday 9:30 a.m.-11:15 a.m., 1:30 p.m.-3:15 p.m.

Sistering

416-926-9762
962 Bloor St W
Tuesday 1:30 p.m.-4:00 p.m.,
Saturday 10:00 a.m.-11:30 a.m.

West Hill Community Services, Family Resource Centre

416-282-4538
4110 Lawrence Ave E
Monday and Tuesday 9:30 a.m.-11:30 a.m.

The following sites offer free or low-cost dental treatment. For more information call the number listed or see the Toronto Public Health website at www.toronto.ca/health/dental/index.htm

Institutions offering low-cost dental treatment

Toronto/East York

Faculty of Dentistry, University of Toronto

416-979-4927 (adults)

101 Elm Street

- Open September-June.

George Brown College, Casa Loma Campus

416-415-4547

175 Kendal Avenue

- Low-cost cleanings, small fillings and dentures.

Queen West Community Health Centre

416-703-8481

168 Bathurst Street

- All Toronto residents, reduced prices.

Regent Park Community Health Centre

416-364-2261 ext. 7019

465 Dundas Street East

- All Toronto residents.

Shout, Dental Treatment Clinic

416-927-8553

467 Jarvis Street

- Free services for youth 16-25.

Yonge St. Mission, Evergreen Centre

416-977-7259

381 Yonge Street

- Free dental services for street youth under 25.
-

Scarborough

Scarborough Hospital, Urban Dental Clinic

416-438-3872

3000 Lawrence Avenue East, Building A, 2nd Floor

- For youth and low-income adults.
 - Free emergency dental care.
-

The following provide hygiene services only

North York

Toronto College of Hygiene

416-423-3099

300 Steep Rock Drive

- No fixed schedule, appointment to be booked with student
-

Scarborough

Oxford College of Arts and Business

416-439-8668

670 Progress Avenue

Toronto/East York

Canadian Business College Dental Hygiene Clinic

416-925-6594

2 Bloor Street West, Upper Cumberland Terrace

Regency Dental Hygiene Academy

416-341-0100

481 University Avenue

- Anyone is eligible

Yorkville College

416-929-0121

94 Cumberland Street

Toronto Public Health Dental Clinics

The provincial program, Children in Need of Treatment, now provides emergency dental care to children up to 18 through Toronto Public Health Dental Clinics. These clinics also provide free basic dental services to eligible low-income children, high school students and seniors.

Etobicoke

416-338-1790
8 Taber Road

416-338-8399
399 The West Mall

416-252-6471
185 Fifth Street

North York

416-338-8399
5100 Yonge Street, Ground Floor

416-338-2025
12 Flemington Road

416-338-1224
1651 Keele Street

Scarborough

416-338-7442
160 Borough Drive

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

416-392-1410
340 College Street, Suite 370

416-392-0988
2340 Dundas Street West

416-392-1777
95 Lavinia Avenue

TORONTO DROP-IN NETWORK MEMBER SERVICE INFO BROCHURE FALL 2009/WINTER 2010



The **Toronto Drop-In Network (TDIN)** is an active coalition of 45+ drop-in centres working with people who are homeless, marginally housed or socially isolated in Toronto. Our Network includes drop-ins of all sizes and diverse philosophies serving men, women, youth, seniors and families. Member agencies are located throughout the City of Toronto.

TDIN works to increase the capacity of Toronto's drop-in centres to serve their clients through training, communication, coordination, advocacy and engagement with other member agencies, related service providers and government.

Funding for this project is provided by the Government of Canada's Homelessness Partnership Initiative, administered by the City of Toronto.

Brochure Layout and Map Renderings created by Rich Yuzon

TDIN EAST

Yonge Street to Bellamy Road
Sheppard Avenue East to Lake Shore Boulevard East

#	Name & Address	Serves Only	Hours	Career Help	Housing Help	Health Care	Income Referral	Laundry	Shower	Meals	Food Bank	Other Help:
01	Agincourt Community Services Association (ACSA) 4155 Sheppard Ave. East 416-321-6912 www.agincourtcommunityservices.com		Mon:9-4pm (ACSA); Thu: 9-4pm (ACSA) Tue: 9-11:30am Sat & Sun: 10am-4pm ^Extended Holiday Hours: 10am-4pm (closed Christmas Day - Dec. 25, 09)	NO	YES	2 nd Thu. Foot Nurse – St. Tim's 11:30am-1pm	YES	NO	Yes	Mon.11:30am-1pm, ACSA; Tue 11:30am-1pm, Knox Presbyterian Church 4156 Sheppard Ave E. (Sept-June 30); 11:30am-1pm, St. Timothy's Anglican Church 4125 Sheppard Ave E.	Yes	phone; computer access; harm reduction supplies; lockers; mail service; street outreach; nutrition workshops; settlement worker: Thu afternoons; - multi service agency
02	Hot Lunch Program Knox United Church 2569 Midland Avenue		Tue: 11:30am-1:30pm	NO	YES	NO	same as ACSA	at ACSA offices	at ACSA offices	Lunch	at ACSA offices	services at ACSA offices
03	Mustard Seed 791 Queen Street East 416-465-6069 www.csi-to.ca	Adults	Wed: 10:30am-2:30pm (women only) Fri: 12:30pm-3pm (no lunch) Sat: 10am-3pm (Sat drop-in open: Oct.17-May15)	NO	NO	NO	NO	NO	NO	Lunch noon	NO	foot care by appt; computers
04	Red Cross Drop-In – Scarborough 700 Kennedy Road 416-267-0115 www.redcross.ca		Mon-Thu: 10am-3:30pm Fri: 10am-3:30 pm	NO	Tue: 1pm-3pm	Foot / General Nurse every other Thu pm	referred to ACSA	NO	NO	Noon	NO	harm reduction worker & supplies; I. D. replacement & clothing
05	St. John the Compassionate 155 Broadview Avenue 416-466-1357 www.stjohnsmisson.org		Wed-Fri: 9am-4pm Sat:11am-2pm ^Extended Holiday Hours: Dec. 25, 26 & 27 only Out Of The Cold: Breakfast Prog: (Dec.1 st -Mar26: Mon-Fri:7am-9am) Winter Nights Prog. (Dec4th-Mar21st Fri-Sun: 5pm-9pm	YES	Appt. Only	Nurse visits: every other Thursday Noon-1pm		NO	NO	Lunch: Wed-Noon Thu & Fri: Noon (Families with children ONLY 5:30pm) Sat:11am-1pm	NO	job training; group activities; pastoral counseling & Staff speak Spanish, French, Italian, Greek

#	Name & Address	Serves Only	Hours	Career Help	Housing Help	Health Care	Income Referral	Laundry	Shower	Meals	Food Bank	Other Help:
06	Second Base Youth Shelter Drop-In - Scarborough 702 Kennedy Road 416-261-2733 Ext. 9 www.secondbaseyouthshelter.org	Youth 16-21	Mon-Fri: 9am-3:30pm	YES	YES	Mon: psychiatrist*	Assistance with OW/ODSP	YES	YES	Lunch: 12-1pm	NO	Free education & employment counseling; Medical clinic support – medical counselling through testing & care; Youth workshops & legal services*; computers; GED program; cooking apprenticeship
07	Touchstone Youth Centre Drop-In 1076 Pape Avenue 416-696-6932 www.touchstoneyc.org	Youth 16 – 24	Mon-Wed: 9am-5pm; Thu: noon-8pm Fri: 9am-5pm	Yes - up to 30yrs	YES	NO	YES	YES	NO	Lunch: Noon - noon; Dinner: 5pm	YES*	Variety of recreational activities daily (i.e. pool, internet, gym room, etc.)
08	Warden Woods Community Centre: Teesdale Centre Drop-In 40 Teesdale Place, 1st Floor 416-694-1138 www.wardenwoods.com		Wed: 10am-4pm	NO	Application Only	Nurse*		NO	NO	Lunch: noon		
09	Woodgreen Community Services Drop-In 835 Queen Street East 416-469-5211 www.woodgreen.org Please note - Woodgreen Community Services Drop-In will be moving to: 650 Queen Street East in January 2010 (Just West of Broadview on the North side)		Mon, Wed, Friday Lounge open Tue, Thu: 8:30am-11am	Referrals	Rent Bank, Housing Help Centre	Harm Reduction Workers; CAMH Shared Care Team on site; Nurse; Case worker; Doctor	YES OW/ODSP	NO	NO	Brown bag lunches: daily, Hot lunch: Tues, Thu& Fri: 11am-1 pm	YES	multi service agency Counseling; referral to shelters; harm reduction; phones, I.D. & legal clinics, social & recreational activities, guitar workshop; info & referral desk open daily: 9:30am – noon

* Service is closed to certain groups of people, or happens every so often. Please call the location for details.

^ **Extended Holiday Hours: 2009:** Christmas Day – Fri. Dec. 25th; Boxing Day – Sat. Dec. 26th
Family Day – Mon. Feb 15th; Good Friday – Apr. 2nd; Easter Monday – Apr. 5th; Victoria Day – Mon. May 24th; Canada Day – Thurs. July 1st;
Civic Holiday – Mon. Aug. 2nd; Labour Day – Mon. Sept. 6th; Thanksgiving – Mon. Oct. 11th; Remembrance Day – Thurs. Nov. 11th

TDIN EAST

Yonge Street to Bellamy Road
Sheppard Avenue East to Lake Shore
Boulevard East



01	Agin court Community Services Association (ACSA) 4155 Sheppard Ave. East 416 321-6912 www.agincourtcommunityservices.com
02	Hot Lunch Program Knox United Church 2569 Midland Avenue Mustard Seed 791 Queen Street East 416 465-6069 www.csj-to.ca
03	Red Cross Drop-In – Scarborough 700 Kennedy Road 416 267-0115 www.redcross.ca
04	St. John the Compassionate 155 Broadview Avenue 416 466-1357 www.stjohnsmisson.org
05	Second Base Youth Shelter Drop-In - Scarborough 702 Kennedy Road 416 261-2733 www.secondbaseyouthshelter.org
06	Touchstone Youth Centre Drop-In 1076 Pape Avenue 416 696-6932 www.touchstoneyc.org
07	Warden Woods Community Centre: Teesdale Centre Drop-In 40 Teesdale Place, 1st Floor 416 694-1138 www.wardenwoods.com
08	Woodgreen Community Services Drop-In 835 Queen Street East 416 469-0825 www.woodgreen.org
09	

TDIN WEST

Kipling Road to Yonge Street
Wilson Avenue to Lake Shore Boulevard West

#	Name & Address	Serves Only	Hours of Operation	Career Help	Housing Help	Health Care	Income Referral	Laundry	Showers	Meals	Food Bank	Other Help:
10	Christie-Ossington Neighborhood Centre 854 Bloor Street West 416-534-8941 www.conccommunity.org		Mon-Thu: 10am-5pm Sat & Sun: 11am-4pm ^Extended Holiday Hours: 11am-4pm (closed Christmas Day - Dec. 25, 09)	YES*	YES*	NO	YES	YES	YES	Lunch noon-1pm	Single Parents	Peer nutrition; workshops; arts; haircuts; computer & ESL support
11	Davenport-Perth Neighborhood Centre 1900 Davenport Road 416-656-8025 www.dpncc.ca		Mon & Thu: 1pm-4pm	YES*	YES	NO	YES	NO	NO	Snacks only	NO	Multi-service agency; Community dining: (Nov-Apr: Mon & Wed Dinner: 5pm Lunch: Fri only Noon)
12	Davenport-Perth Neighborhood Centre (Part-Time Site) 61 Pulham Park Gardens 416-656-8025		Wed only 1pm-3pm	NO	NO	NO	NO	NO	NO	Snack only		
13	HouseLink Drop-In Centre 805 Bloor Street West 416-539-0690 www.houselink.on.ca	Members	Mon, Tue, Thu: 9am-4pm Sat, Sun: 12-5pm	YES	YES	NO	YES	NO	NO	YES*	NO	community kitchens; social rec. activities & supportive housing
14	LAMP Community Health Centre 185 Fifth Street 416-252-6471 www.lampchc.org	Adults	Mon & Wed: 8am-2:30pm	YES	YES		YES		YES	Breakfast: 8am Lunch: noon		Multi-Service Community Health Centre, includes: information & referral, housing help centre, settlement services, computer access, in-house health services
15	New Hope Drop-In: St. Christopher House, c/o Parkdale Community Health Center ±1499 Queen Street West 416 891-3396	Adults	Wed-Thu: 5:15pm-8:45pm	NO	NO	YES*		YES	YES	YES	NO	group activities; Harm Reduction services & equipment

* Service is closed to certain groups of people, or happens every so often. Please call the location for details.

^Extended Holiday Hours: 2009: Christmas Day – Fri. Dec. 25th; Boxing Day – Sat. Dec. 26th

2010: Family Day – Mon. Feb 15th; Good Friday – Apr. 2nd; Easter Monday – Apr. 5th; Victoria Day – Mon. May 24th; Canada Day – Thurs. July 1st; Civic Holiday – Mon. Aug. 2nd; Labour Day – Mon. Sept. 6th; Thanksgiving – Mon. Oct. 11th; Remembrance Day – Thurs. Nov. 11th

#	Name & Address	Serves Only	Hours of Operation	Career Help	Housing Help	Health Care	Income Referral	Laundry	Showers	Meals	Food Bank	Other Help:
16	Parkdale Activity & Recreation Centre 1499 Queen Street West 416-537-2591 www.parc.on.ca	Adults	Mon-Thu: 9am-1pm Fri: 12:30-4:30pm Sat & Sun: 11am-3pm ^Extended Holiday Hours: 11am-3pm	YES	YES	Nurse (Mon-Fri 10am- 1pm)	YES	YES	YES	9:30am, 12:30pm Sat: noon	YES	group activities; legal services & supportive housing
17	Sistering, A Women's Place 962 Bloor Street West 416-926-1946 www.sistering.org	Women	Mon: 11:30am-3pm Tue: 9:30am-5pm Wed & Thu: 9:30am-3pm Fri: 9:30am-5pm Sat & Sun: 9:30am-3pm ^Extended Holiday Hours: 9:30am-3pm	YES	YES	YES*	YES	YES	YES	Mon, Wed, Thu, Sat & Sun 9:30am- 11:30am & noon-2:45pm Tue & Fri 9:30am- 11:30am & noon-4:45pm	NO	Group activities; staff speak Spanish, Mandarin, Cantonese; settlement worker 9:30am-11:30am
18	Sistering Parkdale Drop-In c/o Masaryk/Cowan Community Centre 220 Cowan Avenue 416-588-3939	Women	Mon-Fri: 9am-1:30pm	NO	YES	YES*	YES	NO	YES	9:30am & noon	NO	group activities & health workshops
19	The Stop: Community Food Centre 1884 Davenport Road 416-652-7867 www.thestop.org		Mon, Tue, Thu, Fri: 9am-3pm	YES*	YES	Prenatal & Family Support Workers	NO	NO	NO	Breakfast: Mon, Tue, Thu & Fri: 9am – 10am Lunch: Mon & Thu (only) noon-1PM	YES*	legal services; gardening; healthy beginnings (Wed); ID Clinic & settlement worker
20	Syme-Wooler Neighbourhood & Family Centre 2468 Eglinton Avenue West 416-766-4634 www.symewoolher.org		Mon-Fri: 10am-2pm Sat. & Sun. 10am-2pm ^Extended Holiday Hours: 11am-4pm	YES	YES	Harm Reduction Worker		NO	NO	Breakfast: 10am - 11am Lunch: noon-1pm Dinner: 6pm - 7pm	Appoint ment Only*	movies; cooking programs sewing group
21	Wychwood Open Door 729 St. Clair Avenue West 416-652-0857 www.wychwoodopendoor.org		Mon, Wed, Fri: 9am-3pm	No	Yes*	No		No	No	Soup: 12:30pm Lunch:1pm		harm reduction worker; Wed:noon-2pm

* Service is restricted to certain groups of people, or happens every so often. Please call the location for details.

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2010: Family Day – Mon. Feb 15th; Good Friday – Apr. 2nd; Easter Monday – Apr. 5th; Victoria Day – Mon. May 24th; Canada Day – Thurs. July 1st;
Civic Holiday – Mon. Aug. 2nd; Labour Day – Mon. Sept. 6th; Thanksgiving – Mon. Oct. 11th; Remembrance Day – Thurs. Nov. 11th

TDIN WEST

Kipling Road to Yonge Street
Wilson Avenue to Lake Shore
Boulevard West.

10	Christie-Ossington Neighborhood Centre 854 Bloor Street West 416 534-8941 www.cooccommunity.org
11	Davenport-Perth Neighborhood Centre 1900 Davenport Road 416 656-8025 www.dpnc.ca
12	Davenport-Perth Neighborhood Centre (Part-Time Site) 1307 Bloor Street West 416 656-8025
13	Houselink Drop-In Centre 805 Bloor Street West 416 539-0690 www.houselink.on.ca
14	Lakeshore Area Multi-Service Project 185 Fifth Street 416 252-6471 www.lampchc.org
15	New Hope Drop-In: St. Christopher House, c/o Parkdale Community Health Centre ±1499 Queen Street West 416 891-3396
16	Parkdale Activity & Recreation Centre 1499 Queen Street West 416 537-2591 www.parc.on.ca
17	Sistering, A Women's Place 962 Bloor Street West 416 926-1946 www.sistering.org
18	Sistering Parkdale Drop-In c/o Masaryk/Cowan Community Centre 220 Cowan Avenue 416 588-3939
19	The Stop: Community Food Centre 1884 Davenport Road 416 652-7867 www.thestop.org
20	Syme-Wooler Neighbourhood & Family Centre 2468 Eglinton Avenue West 416 766-4634 www.symewooler.org
21	Wychwood Open Door 729 St. Clair Avenue West 416 652-0857 www.wychwoodopendoor.org



± Please note: New Hope Drop-In has moved to 1499 Queen Street West.

TDIN NORTH

Weston Road to Yonge Street
Steeles Avenue West to Lawrence Avenue West

#	Name & Address	Serves Only	Hours of Operation	Career Help	Housing Help	Health Care	Income Referral	Laundry	Showers	Meals	Food Bank	Other Help:
22	COSTI North York Drop-In 1700 Wilson Avenue #114 416-244-0480 www.costi.org		Mon: 1-6pm Tue, Thu: 1-4pm Wed: 10am-12:30pm (men only) 1-6pm (women only) Fri: 10am-12:30pm (men only) 1-4pm (women only)	YES	Rent Bank; Winter & Share the Warmth Funds	NO	YES	NO	NO	NO	NO	workshops*; sewing group; computer classes & settlement workers
24	Weston-King Neighborhood Centre 2017 Weston Road 416-241-9898 www.wknc.ca	Adults	Mon: 10am-2pm; Tue: 3-7pm; Thu: 10am-2pm (women only) Sat: 10am-1pm ^Extended Holiday Hours: 10am-1pm	No	Yes			Yes	Yes	Mon: Breakfast & Lunch; Tues: 5:30pm Thu, Fri: Community Dinner	Emergency Food Cupboard	harm reduction information and supplies; sewing group (1st Thu); replacement ID (4th Fri) & volunteer opportunities

* Service is restricted to certain groups of people, or happens every so often. Please call the location for details.

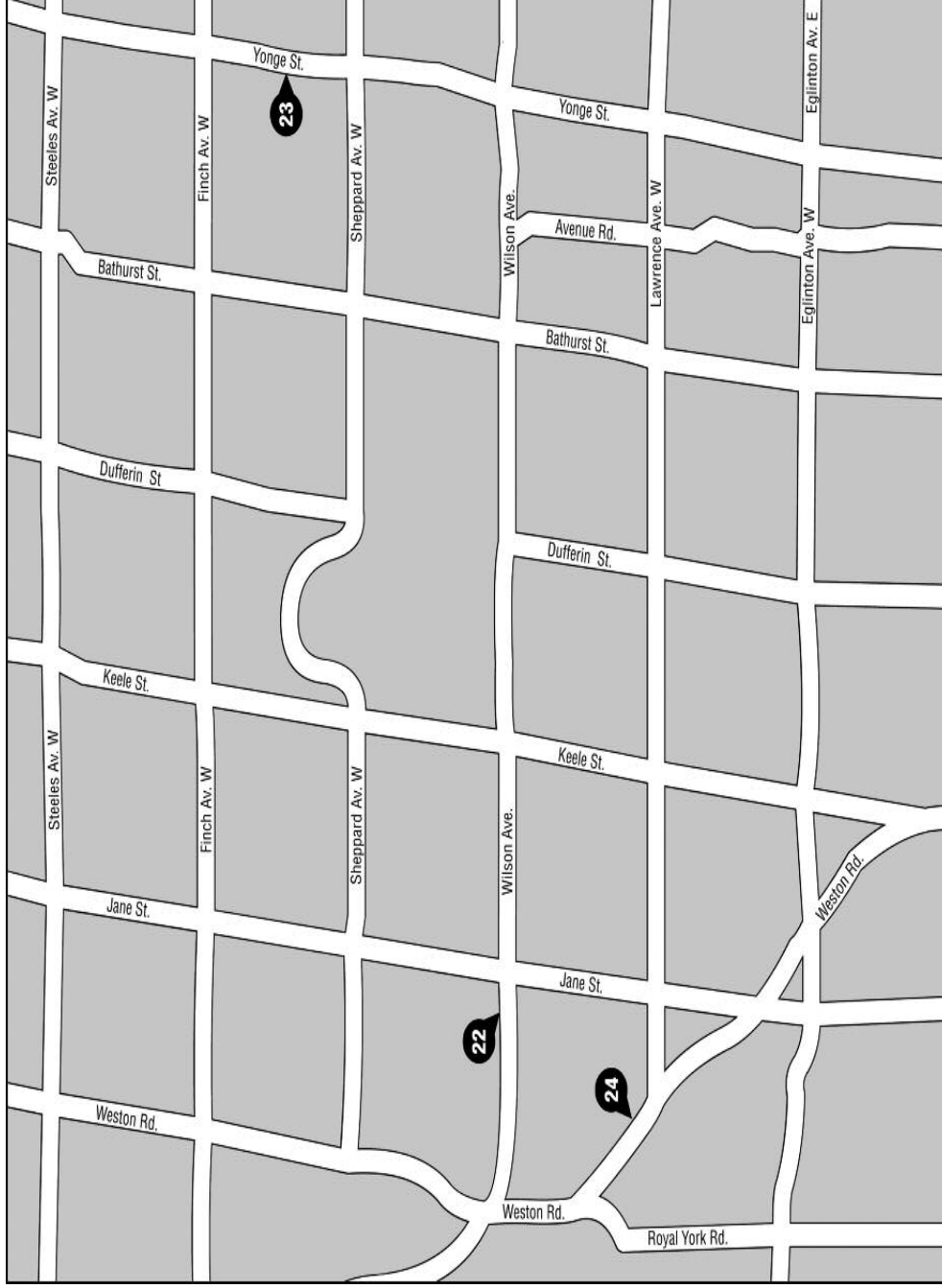
^Extended Holiday Hours: 2009: Christmas Day – Fri. Dec. 25th; Boxing Day – Sat. Dec. 26th

2010: Family Day – Mon. Feb 15th; Good Friday – Apr. 2nd; Easter Monday – Apr. 5th; Victoria Day – Mon. May 24th; Canada Day – Thurs. July 1st;
Civic Holiday – Mon. Aug. 2nd; Labour Day – Mon. Sept. 6th; Thanksgiving – Mon. Oct. 1st; Remembrance Day – Thurs. Nov. 11th

TDIN NORTH

Weston Road to Yonge Street
 Steeles Avenue West to
 Lawrence Avenue West

22	COSTI North York Drop-In 1700 Wilson Avenue #114 416-244-0480 www.costi.org
23	+No Drop-In facility at this location
24	Weston-King Neighborhood Centre 2017 Weston Road 416-241-9898 www.wknc.ca



+Please note: there is no Drop-In facility at icon # 23

TDIN CENTRAL (1 of 5)

Bathurst Street to Parliament Street
Bloor Street to Lake Shore Boulevard

#	Name & Address	Serves Only	Hours of Operation	Career Help	Housing Help	Health Care	Income Referral	Laundry	Showers	Meals	Food Bank	Other Help:
25	Adelaide Resource Centre for Women 67 Adelaide Street East 416-392-9243 www.toronto.ca/housing/index.html	Women	Mon-Fri: 10am-3pm	Street Haven Learning Centre On Site	Pending	Nurse*, Doctor*, Podiatrist*, Psychiatrist*	Pending	YES	NO	Noon	NO	literacy skills; computer access; support groups & art
26	(In partnership with the Adelaide Resource Centre for Women) Fred Victor Women's Day Program 67 Adelaide Street East 416-392-9245 www.fredvictor.org/womens.html	Women	Mon-Fri: 10am-3pm	YES	YES	YES*	YES	YES	YES	10am	NO	Harm reduction information and supplies; group programs; workshops
27	All Saints Drop-In Centre 315 Dundas Street East 416-368-7768 www.allsaintstoronto.com	16 +	Mon, Wed, Thu, Fri: 8am-4pm Tue:10:30am-4pm	NO	YES	Nurse*		NO	NO	NO	NO	ID Clinic* & needle exchange
28	Church of the Redeemer 162 Bloor Street West 416-922-4948 www.theredeemer.ca		Mon-Fri: 9am-noon	No	Yes*	Yes*	Yes*	No	No	9am&10:30am	YES*	Clothing bank*; haircuts* & pastoral counseling
29	The Corner Drop-In 260 Augusta Avenue 416-964-8747 www.ststephenshouse.com/dropin.shtml		Mon: 1-3pm (women's drop-in) Mon-Fri: 7:30am-11:30am Sun: 8:30am-noon, plus afternoon movie	Yes	Yes	Nurse: 4days/wk Psychiatrist; Concurrent Disorders Clinician	Yes	Yes	Yes	7:30am & 10:45am	No	Addiction services; housing placement; money management; trustee & mental health case mgmt
30	Covenant House Community Support Services 20 Gerrard Street East 416-204-7037 www.covenanthouse.on.ca	Youth 16-25	Mon, Tue & Thu: 1:15pm-6:45pm Wed: 1:15-7:45pm Fri: 1:15-4:45pm	YES	YES	Nurse & Doctors		NO	YES	YES*	YES*	other services available*
32	Evangel Hall 552 Adelaide Street West 416-504-3563 www.evangelhall.ca	Adults	Mon-Fri: 9am-12:30pm Sat: 10am-4pm ^ Extended Holiday Hours: 10am-4pm	Yes*	Yes	Nurse: Tue&Fri 10am-11:30am Doctor: Mon&Tue 9am-Noon Hygienist: call for times Dentist: call for times	Trustee Program	YES	YES	Mon-Fri: 10:30am Lunch: Sat & Extended Hours: (Nov-Apr: 12:30pm)	NO	AA, Wed: 7:30, Sun: 2:30; & NA noon daily; community dinner: every 2nd & 3rd Thu; & every Sun:5:30pm

TDIN CENTRAL (2 of 5)

Bathurst Street to Parliament Street
Bloor Street to Lake Shore Boulevard

#	Name & Address	Serves Only	Hours of Operation	Career Help	Housing Help	Health Care	Income Referral	Laundry	Showers	Meals	Food Bank	Other Help:
33	Yonge Street Mission's Evergreen Centre for Street Youth 381 Yonge Street 416-977-7259 www.vsm.on.ca	Youth 16-24	Mon-Fri: 12-6pm	YES	YES	Daily Doctor, Dentist & much more*	Ontario Works Help	YES	YES	Lunch: 1pm Dinner: 5pm	For Baby Needs only*	ID Clinic; legal; pre-natal; addictions; HIV/AIDS awareness; art
34	519 Church Street Community Centre 519 Church Street 416-392-6878 www.the519.org		Sun: 8am-5:30pm (will be open 10am-3pm on Sunday after Easter weekend) ^ Extended Holiday Hours: Good Friday(ONLY) April 2: 9am-5pm	NO	NO	Health Bus*		NO	NO	noon & 4pm	NO	clothing bank* & ID Clinic*
..	519 Church Street Community Centre 519 Church Street 416 392-6878	Transgender / Transsexual People		NO	YES*	NO	NO	NO	NO	Monday: 6pm*	NO	clothing bank*; legal Clinic* & peer support*
35	Fred Victor Centre Open House Drop-In 145 Queen Street East 416-364-8228 www.fredvictor.org	Adults	Mon-Fri: 2-4pm	YES	YES*	YES*	* YES Bank Assistance	NO	NO	Snacks, Coffee, Tea: 2pm	NO	ID clinic; Mental Health and Justice Workers; harm reduction information and supplies; phone; emergency voluntary clothing; trusteeship; groups; outings; workshops
36	Gateway Drop-In (Salvation Army) 107 Jarvis Street 416-368-0324 www.thegateway.ca	Adults 21 +	Mon, Wed, Thurs, Sat & Sun 1-8:30pm (Winter hours: Dec. 14 th -Mar31 st)	No	No	Nurse (3 days / wk) & Doctor (1 day / wk)	Yes (sign up required)	No	No	No	No	clothing room: Mon & Thu: 5:30pm (sign up any time after 3:30).

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Civic Holiday – Mon. Aug. 2nd; Labour Day – Mon. Sept. 6th; Thanksgiving – Mon. Oct. 11th; Remembrance Day – Thurs. Nov. 11th

TDIN CENTRAL (3 of 5)

Bathurst Street to Parliament Street
Bloor Street to Lake Shore Boulevard

#	Name & Address	Serves Only	Hours of Operation	Career Help	Housing Help	Health Care	Income Referral	Laundry	Showers	Meals	Food Bank	Other Help:
37	Good Neighbours' Club 170 Jarvis Street 416-366-5377	Men Over 50	(Open 7 days) 8am-5pm ^ Extended Holiday Hours: 8am-5pm	NO	YES	Nurse: Monday Morning		YES	YES	Breakfast: 8:15am-9am Lunch: Noon 1:30pm Snack: 3-3:30pm	NO	Meals/clothing, friendly visits, barber, volunteer opp's, foot care, library & counseling/crisis support
38	Good Shepherd Drop-In 412 Queen Street East 416-869-3619 www.goodshepherd.ca	All	(Open 7 days) 9am-11am	NO	YES	Nurse* Podiatrist* Mental Health Nurse	YES	NO	Mon-Fri: 9am-11am	(7 days) 2pm-4pm	NO	Clothing Room: Mon-Fri: 9am-11am; income tax clinic*; pre & post addiction support
39	The Meeting Place: St. Christopher House 588 Queen Street West 416-504-4275 www.stchristhouse.org/adults/meeting-place	Adults Over 19	Mon - Fri: 11:30am-4pm Evening hours: (Dec.15 th -Mar31): Mon-Fri: 4:00pm-8:30pm ^ Extended Holiday Hours (Nov.7 th -Apr.30 th): Sat & Sun: 11:30 am-4 pm	YES	YES	Mental Health Nurse	Trustee Program*	YES	YES	NO	NO	community kitchen; harm reduction & group activities
40	Anishnaabeg Youth Centre formally known as - Native Child and Family Services of Toronto-Youth Drop In ± 1 Wood Street 416-850-6110 www.nativechild.org	Native, Métis and Inuit ages:16-24	Mon-Fri: 8am-5pm	YES	YES	NO	YES	NO	YES	Until 5:30pm	NO	street outreach; life skills & cultural activities
41	Neighbourhood Information Post 169 Gerrard Street, East, 2nd Floor www.nlpost.com 416-924-2543		Mon-Fri: 10am-4:30pm Wed: 1-4:30pm* Mon: 8:30-10am Wed: 5:30-7:30pm Sat: 12:30-2:30pm (Nov-Apr)	YES	Rent Bank	NO		NO	NO	NO	NO	
42	Red Cross-Downtown A 41 Earl Street 647-883-7133 www.redcross.ca			NO	YES	Foot Care	NO	NO	NO	8:30am & 5:30pm	NO	Hygiene supplies (Monday Mornings)
43	Red Cross-Downtown B 54 Hayden Street 647-883-7133 www.redcross.ca			NO	NO	Sherbourne Health Bus	NO	NO	NO	YES	NO	

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2010: Family Day – Mon. Feb 15th; Good Friday – Apr. 2nd; Easter Monday – Apr. 5th; Victoria Day – Mon. May 24th; Canada Day – Thurs. July 1st;
Civic Holiday – Mon. Aug. 2nd; Labour Day – Mon. Sept. 6th; Thanksgiving – Mon. Oct. 11th; Remembrance Day – Thurs. Nov. 11th

TDIN CENTRAL (4 of 5)

Bathurst Street to Parliament Street
Bloor Street to Lake Shore Boulevard

#	Name & Address	Serves Only	Hours of Operation	Career Help	Housing Help	Health Care	Income Referral	Laundry	Showers	Meals	Food Bank	Other Help:
44	Regent Park Community Health Centre 465 Dundas Street East 416-364-2261 www.regentparkchc.org		Mon: 9am-6pm Tue: 12-7:30pm Wed: Thu: 9am-7:30pm Fri: 9am-5pm	NO	YES	YES	NO	YES	YES	NO	NO	ID Clinic* & trustee program*
45	St. Felix Centre 25 Augusta Avenue 416-203-1624 www.stfelixcentre.ca		Mon-Fri: 7am-6pm Mentoring program: Sat	YES*	YES*	NO	YES	NO	NO	11am	NO	Clothing; personal & grooming supplies; limited take home-food; Monday movie afternoons; counseling; children & youth group programs*
46	Sanctuary 25 Charles Street East 416-922-0628 www.sanctuarytoronto.ca		Tue 3:30pm-7:30pm (women only) Wed: 10:30am-3pm Thu: 4:30-9pm	Informal	Informal	Doctor & Nurse*		NO	YES	12:30pm & 6pm	NO	AA
47	Scott Mission 502 Spadina Avenue 416-923-8872 www.scottmission.com	Men	Mon-Sun: 8am-11:45am Any closures will be posted ^ Extended Holiday Hours: 8am-11:45am	Informal	Informal	NO		YES	YES	10:30am & 11:30am	YES	Mon-Fri emergency assistance/programming 2pm- 5pm Overnight program; group activities; bible study; ID clinic*; counseling
48	SKETCH: Working Arts for Street Involved and Homeless Youth 580 King Street West, 2nd Floor 416-516-5889 www.sketch.ca	Youth 15-29	Tues-Thu:2pm-6pm	YES*	NO	NO	NO	NO	NO	YES	NO	Arts workshops, exhibition & art sale opportunities, community garden programming, and music recording
50	Toronto Christian Resource Centre 415 Gerrard Street 416-364-1997 www.tcrcc.ca **Location not as indicated on map	Adults	Mon-Fri: 9am-1:30pm	YES	YES	NO	YES	NO	NO	Breakfast: 9am-10am Lunch: Noon-1pm	NO	Housing connections: Mon-Wed: 9am-11am, Tues & Thu: 1pm-3pm; workers co-op

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2010: Family Day – Mon. Feb. 15th; Good Friday – Apr. 2nd; Easter Monday – Apr. 5th; Victoria Day – Mon. May 24th; Canada Day – Thurs. July 1st; Civic Holiday – Mon. Aug. 2nd; Labour Day – Mon. Sept. 6th; Thanksgiving – Mon. Oct. 11th; Remembrance Day – Thurs. Nov. 11th

TDIN CENTRAL (5 of 5)

Bathurst Street to Parliament Street
Bloor Street to Lake Shore Boulevard

#	Name & Address	Serves Only	Hours of Operation	Career Help	Housing Help	Health Care	Income Referral	Laundry	Showers	Meals	Food Bank	Other Help:
51	YouthLink Inner City 7 Vanauley Street 416-703-3361 www.youthlink.ca	Youth 16-25	Mon, Wed, Thu: 9am-noon, 1pm-4pm; Tue: 9am-1pm; Fri: 9am-noon, 1-3 pm	YES	YES	Tues, Thu 9am-noon		YES	YES	All Day	NO	harm reduction info & supplies; legal & employment services; mental health worker; ID Clinic* & HIV /AIDS support; housing support services
52	Toronto Council Fire-Drop-In Program 439 Dundas Street East 416-360-4350 www.councilfire.ca/Dropin.htm		Mon-Thu: 8:30am-4pm Fri: 9am-2pm Sat & Sun: 9am-4pm ^ Extended Holiday Hours: 10am-3pm		YES	Health Bus*		YES*	YES*	Breakfast:6am Lunch: noon Dinner: 5pm	YES*	addiction & legal services*
53	Bloor-Bathurst Gathering Spot 188 Lowther Avenue Walmer Road Baptist Church 416 924-5883 x 5 (voice mail)	Adults	Tue: 4-10 pm	NO	NO	NO	NO	NO	NO	Supper \$2.00 or pay what you can	NO	social and recreational prgms, counselling geared toward referral
54	Metropolitan United Church 56 Queen Street East 416 363-0331 www.metunited.org	Adults	Mon, Wed, Fri: 10am to 1pm	YES	YES	Nurse: Mon, Wed, Fri	YES	NO	NO	Brunch: 11am Lunch: 11am (Tue & Thu November to End of March)	Food Cupboard to supplement food banks	crisis intervention & supportive counselling, clothing, computer access, telephone, art program
55	Toronto Friendship Centre 323 Dundas Street East, 416-368-8179 www.thetorontofriendshipcentre.com	Adults	Mon-Fri 6am-5pm Thu, men's group: 5pm-8pm Sat & Sun: 7am-11am ^ Extended Holiday Hours: 6am-11am (not Christmas Day)	NO	YES	Diabetes clinic Tue: 11am-1pm Nurse Wed: Noon-2pm Thu: 11am-2pm		YES	YES	Community kitchen: Mon-Wed & Fri: 2:30pm-4:30pm	NO	social & recreational programs, counselling geared toward referral

* Service is restricted to certain groups of people, or happens every so often. Please call the location for details.

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2010: Family Day – Mon. Feb 15th; Good Friday – Apr. 2nd; Easter Monday – Mon. May 24th; Canada Day – Thurs. July 1st; Civic Holiday – Mon. Aug. 2nd; Labour Day – Mon. Sept. 6th; Thanksgiving – Mon. Oct. 11th; Remembrance Day – Thurs. Nov. 11th

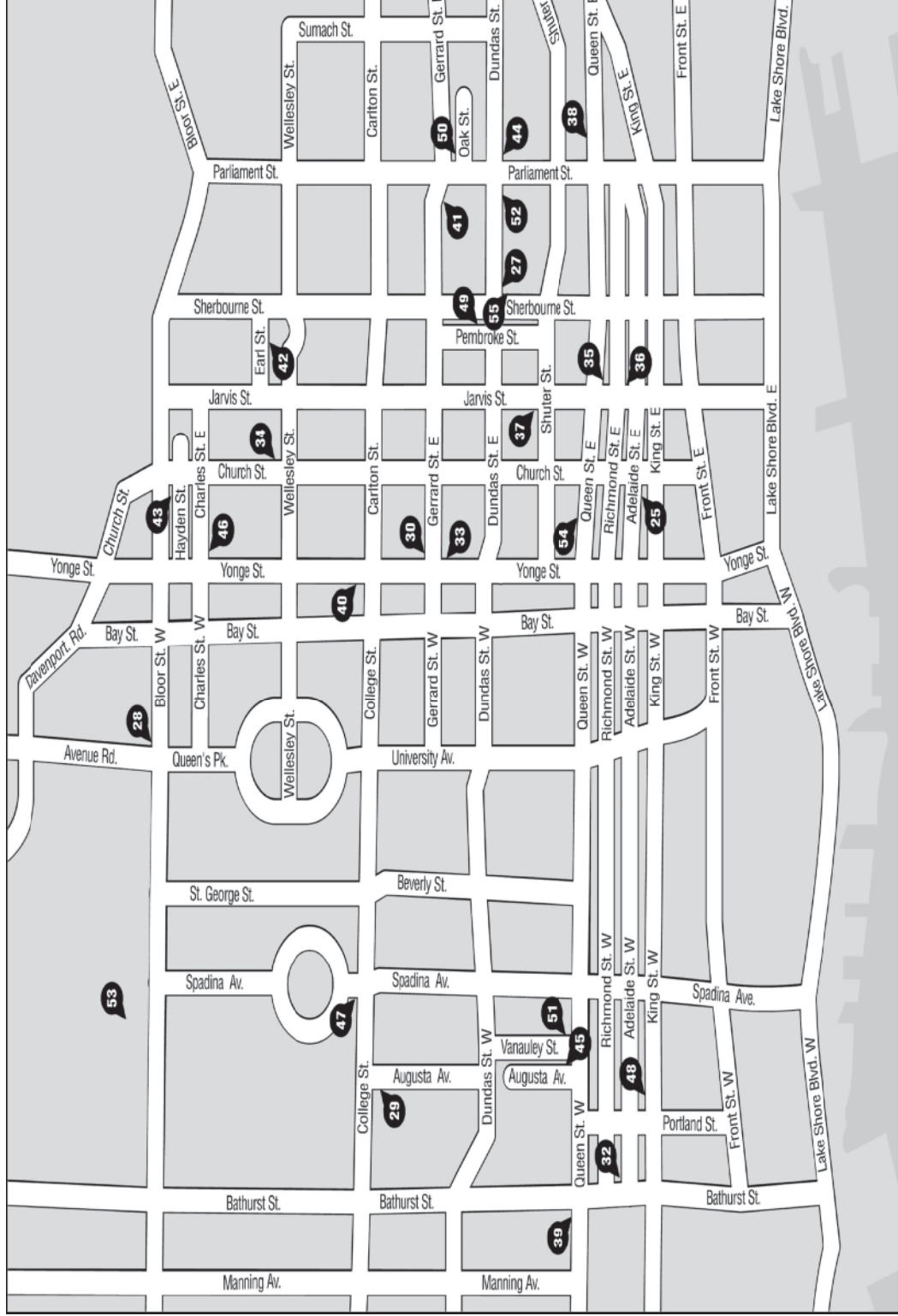
TDIN CENTRAL

Bathurst Street to Parliament Street - Bloor Street to Lake Shore Boulevard

25	Adelaide Resource Centre for Women 67 Adelaide Street East 416-392-9243 www.toronto.ca/housing/index.htm	39	The Meeting Place: St. Christopher House 588 Queen Street West 416 504-4275 www.stchristhouse.org/adults/meeting-place	53	Bloor-Bathurst Gathering Spot Walmer Road Baptist Church 188 Lowther Avenue 416 924-5883 x 5 (voice mail only)
	(In partnership with the Adelaide Resource Centre for Women) Fred Victor Women's Day Program 67 Adelaide Street East 416-392-9245 www.fredvictor.org/womens.html	40	Anishnaabeg Youth Centre formally known as - Native Child and Family Services of Toronto – Youth Drop In www.nativechild.org ± 1 Wood Street 416-850-6110	54	Metropolitan United Church 56 Queen Street East 416 363-0331 www.metunited.org
27	All Saints Drop-In Centre 315 Dundas Street East 416 368-7768 www.allsaintstoronto.com	41	Neighbourhood Information Post 169 Gerrard Street, East, 2nd Floor www.nipost.com	55	Toronto Friendship Centre 323 Dundas Street East, 416-368-8179 www.thetorontofriendshipcentre.com
28	Church of the Redeemer 162 Bloor Street West 416 922-4948 www.theredeemer.ca	42	Red Cross-Downtown A 41 Earl Street www.redcross.ca		
29	The Corner Drop-In 260 Augusta Street 416 964-8747 www.ststephenshouse.com/dropin.shtml	43	Red Cross-Downtown B 54 Hayden Street www.redcross.ca		
30	Covenant House Community Support Services www.covenanthouse.on.ca 20 Gerrard Street East 416 204-7037	44	Regent Park Community Health Centre 465 Dundas Street East 416 364-2261 www.regentparkchc.org		
32	Evangel Hall www.evangelhall.ca 552 Adelaide Street West 416 504-3563	45	St. Felix Community Centre 25 Augusta Avenue 416 203-1624 www.stfelixcentre.ca		
33	Yonge Street Mission's Evergreen Centre for Street Youth www.ysm.on.ca 381 Yonge Street 416 977-7259	46	Sanctuary www.sanctuarytoronto.ca 25 Charles Street East 416 922-0628		
34	519 Church Street Community Centre www.the519.org 519 Church Street 416 392-6878	47	Scott Mission www.scottmission.com 502 Spadina Ave 416 923-8872		
35	519 Church Street Community Centre – Trans 519 Church Street 416 392-6878 Fred Victor Centre Open House Drop-In 416 364-8228 145 Queen Street East	48	SKETCH: Working Arts for Street Involved & Homeless Youth 580 King Street West, 2nd Flr, www.sketch.ca		
36	Gateway Drop-In (Salvation Army) www.thegateway.ca 416 368-0324 107 Jarvis Street	49	++ There is no Drop-In facility located at this location.		
37	Good Neighbours Club 170 Jarvis Street 416 366-5377	50	** Toronto Christian Resource Centre 415 Gerrard Street 416 364-1997 tcrc.ca ** Location not as indicated on map		
38	Good Shepherd Drop-In 412 Queen Street East 416 869-3619 www.goodshepherd.ca	51	YouthLink Inner City youthlink.ca 7 Vanauley Street 416 703-3361		
		52	Council Fire-Drop-In Program 439 Dundas Street East 416-360-4350 www.councilfire.ca/Dropin.htm		

TDIN CENTRAL

Bathurst Street to Parliament Street
 Bloor Street to Lake Shore Boulevard



± Please note: **Anishnaabeg Youth Centre** formally known as - Native Child and Family Services of Toronto - Youth Drop In has moved to 1 Wood Street

++ Please note: there is **no** drop-in facility at icon #49.

** Toronto Christian Resource Centre has temporarily moved to: 415 Gerrard Street (icon #50)

The following community-based programs provide help finding work. Employment Resource Centres are also located in each of the Toronto Employment and Social Services offices listed on page 32. For a more comprehensive listing of employment programs, visit www.toronto.ca/socialservices or www.211toronto.ca.

Costi Employment Counselling Centre
416-588-2240
Dufferin Mall, 900 Dufferin Street, Suite 1
www.costi.org

Dixon Hall, Labourlink
416-860-9991
7 Labatt Avenue, Suite 203
www.dixonhall.org/labourlink

- Program finds casual or temporary work for homeless or marginally housed individuals.

Dixon Hall, Career Steps
416-864-1511
58 Sumach Street
www.dixonhall.org/CE&D.html#CareerSteps

- Computer training, workshops and job placement services for sole support mothers and women on social assistance.

Fred Victor Centre, Employment Resource Centre
416-364-8986
248 Queen Street East
www.fredvictor.org

- Tuesday – Thursday 11:00 a.m.-8:00 p.m., Friday and Saturday 11:00 a.m.-5:00 p.m.
- Walk-in job search centre with access to computers, Internet, phone and fax.

Learning Enrichment Foundation, Action Centre for Employment
416-769-0830
116 Industry Street
www.lefca.org

- Current job postings available at www.lefjobs.com.

Miziwe Biik Aboriginal Employment and Training
416-591-2310; Toll Free: 1-877-980-6961
167 Gerrard Street East
www.miziwebiik.com

- Employment counselling and assistance.

Skills for Change
Employment Resource Centre
416-572-0790

1139 College Street
www.skillsforchange.org

- Employment programs and training for immigrants and refugees.

St. Christopher House, Employment and Education Services
416-848-7980
1033 King Street West
www.stchrishouse.org

- Employment preparation including help looking for a job, counselling and assessment.

St. Stephen's Community House Employment Resource Centre
416-531-4631
1415 Bathurst Street, Main Floor
www.ststephenshouse.com

- For youth 16-29.
- Monday and Thursday, 9:15 a.m.-7:30 p.m.
Tuesday, Wednesday and Saturday, 9:15 a.m.-4:30 p.m. Friday, 9:15 a.m.-1:00 p.m.

Times Change Women's Employment Service
416-927-1900
365 Bloor Street East, Suite 1704
www.timeschange.org

- Workshops and resource centre for women.
- Monday – Thursday 9:00 a.m.-5:00 p.m.
Friday 9:00 a.m.-2:30 p.m.

WoodGreen Community Services East York Employment Centre
416-615-1515
1450 O'Connor Drive, Building 1, Unit 4
www.woodgreen.org

WoodGreen Community Services East Toronto Employment Resource Centre
416-462-3110 ext. 2316
1080 Queen Street East
www.woodgreen.org

- Monday – Thursday 9:00 a.m.-4:30 p.m.
Friday and Saturday 9:00 a.m.-12:30 p.m.

Yonge Street Mission, Evergreen Centre for Youth
416-977-7259
381 Yonge Street, Basement
www.ysm.on.ca

- Employment resource centre for street-involved youth under 25.

Many of the services assisting people who are homeless and at risk operate year round, including drop-ins, shelters, street outreach and overnight respite at the Assessment and Referral Centre.

If you need emergency shelter

- Call 311. Or contact one of the following directly as appropriate:
- Adults and youth should call 416-338-4766, or 1-877-338-3398 toll free from any pay phone, both 24 hours.
- Families should call Central Family Intake 416- 397-5637, 24 hours.

Cold Weather Plan

No one needs to stay outside, especially not when the cold weather can make it dangerous. The Out of the Cold program provides 120 beds per night on average from mid-November to mid-April. Extreme Cold Weather Alerts trigger additional services:

- 168 additional shelter beds.
- Tokens in several drop-ins for travel to shelter.
- Relaxing of shelter curfews and service restrictions.
- Additional overnight street outreach.

Hot Weather Plan

Hot weather can be especially dangerous for the elderly, infants, people with chronic illness and those taking medications. A list of air conditioned public buildings, including drop-ins, is available on the City of Toronto's Public Health website, www.toronto.ca/health/heatalerts/index.htm. Heat and Extreme Heat Alerts trigger additional services:

- Canadian Red Cross Heat Information Line 416-480-2616.
- Cooling centres are opened.
- Tokens in several drop-ins for travel.

Cooling Centres in Toronto during an Extreme Heat Alert

Metro Hall is open 24 hours during an Extreme Heat Alert. All other locations are open 11:00 am to 7:00 pm, seven days a week during an Extreme Heat Alert:

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

Financial Assistance/Income

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.

Canada Pension Plan (CPP)

Frequently Asked Questions: Toll Free: 1-800-277-9914; TTY Toll Free: 1-800-255-4786

www.servicecanada.gc.ca

- Retirement Pension
 - Disability Benefits
 - Death Benefit
 - Children's Benefits
 - Survivor's Pension
-

Employment Insurance (EI)

Frequently Asked Questions: Toll Free:

1-800-206-7218; TTY Toll Free: 1-800-529-3742

www.servicecanada.gc.ca

- Regular Benefits
 - Maternity and Parental Benefits
 - Sickness Benefits
 - Compassionate Care Benefits
 - Fishing Benefits
 - Workers and/or Residents Outside Canada
 - Family Supplement
-

GST 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 Web site provides information on application procedures, eligibility, payment of the GST/HST credit and procedures to follow in case of overpayment.

Guaranteed Income Supplement (GIS)

Toll Free: 1-800-277-9914; TTY

Toll Free: 1-800-926-9105

www.servicecanada.gc.ca

- Provides additional money, on top of the Old Age Security pension, to low-income seniors living in Canada.

Old Age Security (OAS)

Frequently Asked Questions: Toll Free: 1-800-277-9914; TTY Toll Free: 1-800-255-4786

www.servicecanada.gc.ca

- Old Age Security Pension
- Allowance Program
- Allowance for the Survivor
- Guaranteed Income Supplement
- Old Age Security Identification Card

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.

The Ontario Disability Support Program (ODSP)

Toll Free: 1-800-808-2268

www.mcass.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.

ODSP Offices:**North York**

General Inquiry: 416-325-5900;

TTY: 416-325-5846

1870 Wilson Avenue

Scarborough

General Inquiry: 416-325-0123;

TTY: 416-326-7290

770 Birchmount Road, Unit #30

Toronto/East York

General Inquiry: 416-314-6514;

TTY: 416-314-6521

47 Sheppard Avenue East, 6th Floor

Downtown

General Inquiry: 416-314-5700;

TTY: 416-314-3393

385 Yonge Street, 2nd Floor

Ontario Works (OW)

Toronto Employment and Social Services Client Services and Information Unit: 416-392-2956

www.toronto.ca/socialservices

- Toronto Employment and Social Services delivers the OW program for youth and adults in financial need.
- Applications can be made in person, by phone or online. You will need to attend an in-person follow-up interview.
- Use the online eligibility estimator to find out if you qualify for OW or ODSP.

Toronto Employment and Social Services Offices

Office by	Address	Service Area Postal Code
Scarborough West Social Services	1225 Kennedy Rd, Unit 1, Toronto M1P 2L4 General Inquiries: 416-392-2800 Intake: 416-392-2725	M1K M1L M1M M1N M1P M1R
Scarborough North Social Services	5639 Finch Ave E, Toronto M1B 5L1 General Inquiries: 416-397-1000 Intake: 416-397-1010	M1B M1C M1E M1G M1H M1J M1S M1T M1V M1W M1X
North York East Social Services	20 Lesmill Rd, Toronto M3B 2T5 General Inquiries: 416-392-2850 Intake: 416-392-2811	M2H M2J M2K M2L M2M M2N M2P M2R M3A M3B M4N M5M
North York West Social Services	1860 Wilson Ave, Toronto M9M 3A7 General Inquiries: 416-392-6500 Intake: 416-397-0185	M3L M3N M9L M9M M9N
North York Central Social Services	1117 Finch Ave W, Toronto M3J 2P7 General Inquiries: 416-397-9450 Intake: 416-397-9451	M3H M3J M3K M3M M6A M6L
East York Social Services	1450 O'Connor Dr, Bldg 1 Unit 33 Toronto M4B 2T8 General Inquiries: 416-392-3400 Intake: 416-392-3421	M3C M4A M4B M4C M4G M4H M4J M4K
East Toronto Social Services	1631 Queen St E, Toronto M4L 1G4 General Inquiries: 416-392-3200 Intake: 416-392-3213	M4E M4L M4M
Central Toronto Social Services	150 Eglinton Ave E, Suite 900, Toronto M4P 3E2 General Inquiries: 416-397-1800 Intake: 416-397-5100	M4P M4R M4S M4T M4V M5N M5P M5R M6B M6C M6E
Downtown Toronto Social Services	111 Wellesley St E, Toronto M4Y 3A7 General Inquiries: 416-392-5300 Intake: 416-392-5100	M4W M4X M4Y M5A
High Park / Parkdale Social Services	1900 Dundas St W, Toronto M6R 3B6 General Inquiries: 416-397-7800 Intake: 416-397-7900	M6J M6K M6R
Metro Hall Social Services	214 Wellington St W, Toronto M5V 3C6 General Inquiries: 416-392-2600 Intake: 416-392-2635	M5B M5C M5E M5G M5H M5J M5K M5L M5S M5T M5V M5W M5X M6G
Etobicoke North Social Services	220 Attwell Dr, Unit 4, Toronto M9W 6T9 General Inquiries: 416-392-6400 Intake: 416-392-6405	M9R M9V M9W
York/Humber Social Services	605 Rogers Rd, Toronto M6M 1B9 General Inquiries: 416-392-6200 Intake: 416-392-6242	M6H M6M M6N
Etobicoke South Social Services	779 The Queensway, Toronto M8Z 1N4 General Inquiries: 416-392-6550 Intake: 416-397-0330	M6P M6S M8V M8W M8X M8Y M8Z M9A M9B M9C M9P

Employment and Social Services Information in Other Languages

To get information on Ontario Works in a language other than English, please refer to the numbers listed below for service in various languages. Staff will provide general information about the Employment and Social Services Division and details on where to apply. Written requests for information can also be sent to:

Toronto Employment and Social Services

Client Services and Information Unit
55 John Street, 12th Floor
Metro Hall Station | 123
Toronto Ontario
M5V 3C6

Language Lines

English	416-392-8623
Chinese	416-397-7383
Farsi/Persian	416-392-2987
French	416-397-7385
Polish	416-392-4225
Portuguese	416-397-7381
Russian	416-397-0123
Somali	416-397-7384
Spanish	416-397-7382
Vietnamese	416-397-1787
TTY	416-392-2594 or 416-392-2823

Health

For emergencies please dial 9-1-1.

General Information

College of Physicians and Surgeons of Ontario

General Inquiries: 416-967-2603;
Toll Free: 1-800-268-7096 ext. 603
To find a new doctor: 416-967-2626;
www.cpso.on.ca

- Online search tool has a list of doctors accepting new patients.

Community Care Resources

416-506-9888; Toll Free: 1-866-243-0061
www.toronto.communitycareresources.ca

- An access point to health and personal support services in the community.

Healthy Ontario

www.healthyontario.com

- General health information.
- Includes listings of doctors, medical providers and a database with information on prescription and over-the-counter drugs.

MedVisit Doctors Housecall Service

416-631-3000

www.medvisit.ca

- Doctors make house calls for non-emergency situations.
- All charges covered by Ontario Health Insurance.

Ontario Ministry of Health

INFOline Toll Free: 1-800-664-8988; TTY

Toll Free: 1-800-387-5559

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.
- 24 hours a day, 7 days a week.

Toronto Public Health

Toronto Health Connection Information Line:

416-338-7600; TTY: 416-392-0658

www.toronto.ca/health/thc_index.htm

- Information and access to all Toronto Public Health programs and services.
- Free, confidential information and advice from a public health professional.

Assistive Devices and Special Diet**Ontario Ministry of Health and Long-Term Care**

Assistive Devices Program

416-327-8804 or 416-327-4282;

TTY Toll Free: 1-800-268-6021

www.health.gov.on.ca/english/public/pub/pub_menus/pub_adp.html

- Ontario residents with long-term physical disabilities and valid health cards can apply for help in paying for medical equipment and devices.
- Program covers eye glasses, hearing aids, diabetes supplies, prosthetic devices and mobility devices.

Toronto Employment and Social Services

Special Services Items

General Inquiry: 416-392-8623

www.toronto.ca/socialservices

- OW clients with special needs should contact their caseworker.
- Items covered include prescription drugs, diabetes supplies, dentures, wheelchairs, scooters, prosthesis, and respiratory supplies.

Toronto Employment and Social Services

Special Needs Items for Persons Not in Receipt of Social Assistance (Hardship Fund)

General Inquiry: 416-392-8623

www.toronto.ca/socialservices

- Toronto Employment and Social Services administers the Hardship Fund, which is meant to help residents purchase medical supplies they otherwise could not afford.
- Items covered include eyeglasses, prescription drugs, dentures and dental services.

Toronto Employment and Social Services

Special Diet

General Inquiry: 416-392-8623

www.toronto.ca/socialservices

- If you are receiving Ontario Works and have a medical condition that requires a special diet, you may be eligible for added benefits.
- Condition must be confirmed by an approved health professional such as a doctor, nurse or dietician.

Community Health Centres and Medical Centres

Etobicoke/York

Albion Thistledown Medical Centre

416-740-7272
900 Albion Road

Etobicoke Medical Clinic

416-621-2220
400 The East Mall

The Four Villages Community Health Centre

416-604-3361
1700 Bloor Street West
www.4villageschc.ca

Kingsway Walk-In Clinic

416-207-9818
2939 Bloor Street West

Lakeshore Area Multi-Service Project (LAMP)

416-252-6471
185 Fifth Street
www.lampchc.org

Westway Medical Centre

416-244-8404
1723 Kipling Avenue, Unit 4A
• Walk-in for adults and children by appointment.

York Community Services

416-653-5400
1651 Keele Street
www.ycservices.com

North York

Avenue Medical Clinic

416-482-2111
190 Wilson Avenue

Don Mills Walk-in Centre

416-383-1251

Loblaws Superstore, 825 Don Mills Road

• After hours available – call first.

North York Family Physicians After Hours Clinic

416-491-6338
Bayview Village Shopping Centre, Loblaws Complex
2901 Bayview Avenue, Main Floor
Saturday, Sunday 10:00 a.m.-4:00 p.m.

Scarborough

Boniface Park Medical Centre

416-264-3443
700 Markham Road, Unit 8

One Stop Medical Centre

416-431-0736
3585 Lawrence Avenue East, Suite 1A

Toronto/East York

Danforth Main Street Clinic

416-699-3619
2494 Danforth Avenue, Ste 203

Davenport-Perth Neighbourhood Centre

416-656-8025
1900 Davenport Road
www.dpnc.ca

East End Community Health Centre

416-778-5858
1619 Queen Street East

Fairlawn Medical Centre

416-322-9933
2401 Yonge Street, Ste 209

Flemingdon Health Centre

416-429-4991
10 Gateway Boulevard
www.fhc-chc.com

New Heights Community Health Centre

416-787-1661
12 Flemington Road
www.newheightshealth.org

Parkdale Community Health Centre

416-537-2455
1229 Queen Street West
www.parkdalehealth.ca

- General medical services, mental health and addiction programs.
- No Ontario Health Insurance required for general services.

Sherbourne Health Centre

416-324-4180
333 Sherbourne Street
www.sherbourne.on.ca
Tuesdays 12:30 p.m., Fridays 8:30 a.m.

- Unscheduled care clinics for homeless and underhoused people.
- No appointment required.

St. Lawrence Community Health Centre

416-864-6000
140 The Esplanade, Unit 3, 1st Floor
www.stmichaelshospital.com

Specialty Health Service Providers**Access Alliance Multicultural Health and Community Services**

416-324-8677
340 College Street, Ste 500
www.accessalliance.ca

- A community health team of social workers, recreationists, dieticians, community workers and peer outreach workers strives to be accessible to immigrants and refugees.

Anishnawbe Health Toronto

416-360-0486
225 Queen Street East
www.aht.ca

- Provides Traditional Healing within a multi-disciplinary health care model to improve the health and well being of Aboriginal people.

The Anne Johnston Health Station

416-486-8666
2398 Yonge Street
www.ajhs.ca

- A wide range of programs and services promote the health and well-being of seniors, youth, and people with physical disabilities requiring an accessible, barrier-free environment.

Centre Francophone de Toronto

www.centrefranco.org

- French-speaking physicians, nurse practitioners and registered nurses provide primary health care and counselling.
- If you have trouble in English, you can obtain medical interpretation services through the Centre Francophone.

Locations:

416-922-2672
22 College Street, Main Floor

416-203-1220
20 Lower Spadina Road

416-492-2672
5 Fairview Mall Drive, Ste 280

Street Health

416-921-8668
338 Dundas Street East
www.streethealth.ca

- Nurses at clinics assess health complaints and make referrals to doctors, dentists and social services.
- If needed, nurses can provide some over-the-counter medications, as well as supplies such as socks, vitamins, hygiene supplies, and clothes.

- Nurses will accompany clients to medical appointments when necessary.

Street Health Clinics:
The Good Neighbours Club
(drop-in for men over 50)
170 Jarvis Street
Monday 10:00 a.m.-11:00 a.m.

All Saints Church
315 Dundas Street East
Tuesday noon-2:00 p.m.

Toronto Friendship Centre
323 Dundas Street East
Thursday 11:00 a.m.-1:00 p.m.

Sexual Health Clinics

Aids and Sexual Health Information Line Toronto Public Health

416-392-2437; Toll Free: 1-800-668-2437

- Call to speak to a counsellor or to locate a nearby sexual health clinic.
- Anonymous.

Hassle Free Clinic

Men: 416-922-0603

Women: 416-922-0566

66 Gerrard Street East, 2nd Floor

www.hasslefreeclinic.org

Men: Monday, Wednesday 4:00 p.m.-8:00 p.m.;

Tuesday, Thursday 10:00 a.m.-3:00 p.m.;

Friday 4:00 p.m.-7:00 p.m.;

Saturday 10:00 a.m.-2:00 p.m.

Women: Monday, Wednesday, Friday 10:00 a.m.-3:00 p.m.;

Tuesday, Thursday 4:00 p.m.-8:00 p.m.

- Counselling and medical services for birth control and sexually transmitted diseases.
- Confidential, no Ontario Health Insurance required.
- Free condoms, needle exchange.

Planned Parenthood of Toronto Community Health Centre

416-961-0113

36B Prince Arthur Avenue

www.ppt.on.ca

- Testing for sexually transmitted infections, counselling and sexual education services.
- For adults in their reproductive years and youth age 13-29.

Hospitals with Emergency Rooms

Etobicoke

William Osler Health Centre, Etobicoke General Hospital

416-747-3528 ext. 1

101 Humber College Boulevard (Highway 27-Finch Avenue West)

North York

Humber River Regional Hospital, Finch Avenue Site

416-747-3833

2111 Finch Avenue West (at Highway 400)

North York General Hospital

416-756-6000

4001 Leslie Street (at Sheppard Avenue East)

Sunnybrook Health Sciences Centre

416-480-4207 ext. 0

2075 Bayview Avenue (at Lawrence Avenue East)

Scarborough

Scarborough Hospital, General Campus

416-431-8181 ext. 0

3050 Lawrence Avenue East (at McCowan Road)

Scarborough Hospital, Birchmount Campus

416-495-2550 ext. 0

3030 Birchmount Road (at Finch Avenue East)

Toronto/East York

Hospital for Sick Children (up to age 17)
416-813-1500
555 University Avenue (at Gerrard Street West)

Mount Sinai Hospital
416-586-5054
600 University Avenue (at College Street)

St. Joseph's Health Centre
416-530-6003
30 The Queensway (at Roncesvalles Avenue)

St. Michael's Hospital
416-864-5094
30 Bond Street (Church Street-Queen Street East)

Toronto East General Hospital
416-469-6435
825 Coxwell Avenue (at Mortimer Avenue)

Toronto General Hospital
416-340-3947
200 Elizabeth Street (University Avenue-Gerrard Street West)

Toronto Western Hospital
416-603-5190
399 Bathurst Street (at Dundas Street West)

Sherbourne Health Centre, Health Bus

Office: 416-324-4170

Mobile: 416-881-3300

www.sherbourne.on.ca/programs/programs

- Delivers mobile on-the-spot nursing care to homeless and underhoused individuals in southeast Toronto.
- The Health Bus makes regular stops during days and evenings at a number of community locations.
- Confidential, no Health Card required.
- For more details, or a weekly schedule, see their website.

Housing and Housing Help**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 10:00 a.m.-6:00 p.m.

- Housing Connections manages the centralized waiting list for rent-geared-to-income (RGI) units.
- People who need rent-geared-to-income housing must apply through Housing Connections and keep their information up-to-date.

- To fill out or update an application, visit Housing Connections online or go to their office.
- Help with filling out an application is available from Housing Connections or from Housing Help Centres.

Housing Help Centres

Housing help workers have information about available housing and can help fill out applications. They can also help talk to landlords or give advice on housing issues, income support programs and eviction prevention.

Etobicoke/York

Albion-North Etobicoke

416-741-1553
1530 Albion Road, Suite 205
Monday-Friday 9:30 a.m.-5:00 p.m.

West Toronto Housing Help Services, West Toronto Community Legal Services

416-531-0841
672 Dupont Street, Suite 315 (Note: Mobile Unit)
Monday, Wednesday, Thursday 9:00 a.m.-5:00 p.m.;
Tuesday, Friday 9:00 a.m.-1:00 p.m.

South Etobicoke

416-252-6471
185 Fifth Street
Monday-Friday 9:30 a.m.-5:00 p.m.

York Community Services

416-653-5400
1651 Keele Street
Monday, Friday 9:00 a.m.-5:00 p.m.;
Tuesday – Thursday 9:00 a.m.-8:00 p.m.
• Please call for an appointment

North York

COSTI - North York Housing Help Centre

416-244-0480
North York Sheridan Mall
1700 Wilson Avenue, Suite 114
www.costi.org
Monday, Wednesday, Friday 10:00 a.m.-12:30 p.m.
Women and families: Monday – Friday 1:00 p.m.-4:00 p.m.

Scarborough

Scarborough Housing Help Centre

416-285-8070
2500 Lawrence Avenue East, Unit 205
www.shhc.ca
Monday-Thursday 8:30 a.m.-4:30 p.m.
Friday 8:30 a.m.-2:00 p.m.

Toronto/East York

East York Housing Help Centre

(East York East Toronto Family Resources Organization)
416-698-9306
71 Gough Avenue
www.eastyorkhousinghelp.ca
Monday-Friday 9:00 a.m.-4:30 p.m.
• By appointment.

Flemingdon Neighbourhood Services

416-424-2900
10 Gateway Boulevard, Suite 104
www.fnservices.org
Monday-Friday 9:00 a.m.-5:00 p.m.

WoodGreen Community Centre

416-469-5211
835 Queen Street East
www.woodgreen.org
Monday 9:00 a.m.-1:00 p.m. drop-in
Thursday 1:00 p.m.-4:30 p.m. drop-in
Friday closed.

Housing Help in Shelters

Most shelters have housing help workers who can help clients search for housing, assist with filling out applications and accompany them on appointments.

Streets to Homes

416-392-0090
112 Elizabeth Street
Monday-Friday 9:00 a.m.-noon (walk-in service)
Arrive by 11:30 a.m. for last intake appointment.
• Assistance to find and keep housing for people who are street involved.

Service Canada

Toll Free: 1-800-622-6232; TTY Toll Free: 1-800-926-9106

www.servicecanada.gc.ca

- For general information on getting or replacing a passport, Social Insurance Number or Permanent Resident Card.

Etobicoke/York

Toronto Rogers Road
605 Rogers Road

- Scheduled outreach site. See website for details

North York

Toronto Flemington Park
29 St. Dennis Drive

- Scheduled outreach site. See website for details

Toronto Lawrence Square
700 Lawrence Avenue West

Toronto Willowdale
4900 Yonge Street

Toronto/East York

Toronto Canada Quay
235 Queen's Quay West

Toronto Cecil Street Community Centre
58 Cecil Street

- Scheduled outreach site. See website for details

Toronto Centre
25 St. Clair Avenue East

Toronto City Hall
100 Queen Street West

Toronto Gerrard Square
1000 Gerrard Street East

Toronto Dufferin Mall
900 Dufferin Street

Service Ontario

Toll Free: 1-800-268-8758

- Health Card renewal and replacement as well as general information and referral for government programs and services.

Service Ontario Centres:

1-800-267-8097

777 Bay Street

3737 Chesswood Drive

Health card (OHIP) offices:

1-888-376-5197

3300 Bloor Street West, Unit 142

4400 Dufferin Street North, Unit 4A

2063 Lawrence Avenue East

47 Sheppard Avenue East, Unit 417

Street Health, I.D. Replacement

416-921-8668 for information on ID clinics.

- Street Health can help clients get birth certificates, Social Insurance cards, Ontario Health Cards, landed immigration documents, and other documents.

Street Health, I.D. Safe

416-925-0043

338 Dundas Street East

Mon., Wed., Thurs., Fri. 9:00 a.m.-5 p.m.; Tues. 11 a.m. - 5 p.m.

- Street Health's I.D. Safe is secure place to store identification and related documents.

Toronto Public Libraries

416-393-7131; TTY: 416-393-7030
www.torontopubliclibrary.ca

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. Check out their online calendar. If you want to use the Internet, a library card provides unlimited access. A temporary ID number can be issued for single use.

Newly housed tenants who want a library card can present a current bill, invoice, government cheque or any current legal document with their name and address on it. If none of these options are available please speak to your local library staff about additional options.

Etobicoke/York**Albion**

416-394-5170
1515 Albion Road
Wheelchair Accessible/Wifi

Alderwood

416-394-5310
2 Orianna Drive
Wheelchair Accessible

Brentwood

416-394-5240
36 Brentwood Road North
Wifi

Centennial

416-395-5490
578 Finch Avenue West
Wheelchair Accessible/Wifi

Downsview

416-395-5720
2793 Keele Street
Wheelchair Accessible/Wifi

Eatonville

416-394-5270
430 Burnhamthorpe Road
Wheelchair Accessible/Wifi

Elmbrook Park

416-394-5290
2 Elmbrook Crescent
Wheelchair Accessible/Wifi

Evelyn Gregory

416-394-1006
120 Trowell Avenue
Wifi

Humber Bay

416-394-5300
200 Park Lawn Road
Wheelchair Accessible

Humberwood

416-394-5210
850 Humberwood Boulevard
Wheelchair Accessible/Wifi

Humber Summit

416-395-5840
2990 Islington Avenue
Wheelchair Accessible/Wifi

Jane/Dundas

416-394-1014
620 Jane Street
Wheelchair Accessible/Wifi

Long Branch

416-394-5320
3500 Lake Shore Boulevard West
Wheelchair Accessible/Wifi

Maria A. Shchuka

416-394-1000
1745 Eglinton Avenue West
Wheelchair Accessible/Wifi

Mimico Centennial

416-394-5330
47 Station Road
Wifi

Mount Dennis

416-394-1008
1123 Weston Road
Wheelchair Accessible/Wifi

New Toronto

416-394-5350
110 Eleventh Street
Wheelchair Accessible/Wifi

Northern Elms

416-394-5230
123B Rexdale Boulevard, Unit 5
Wheelchair Accessible/Wifi

Oakwood Village Library and Arts Centre

416-394-1040
341 Oakwood Avenue
Wheelchair Accessible/Wifi

Rexdale

416-394-5200
2243 Kipling Avenue
Wheelchair Accessible

Richview

416-394-5120
1806 Islington Avenue
Wheelchair Accessible/Wifi

Runnymede

416-393-7697
2178 Bloor Street West
Wheelchair Accessible/Wifi

Weston

416-394-1016
2 King Street
Wheelchair Accessible/Wifi

North York**Amesbury Park**

416-395-5420
1565 Lawrence Avenue West
Wheelchair Accessible/Wifi

Armour Heights

416-395-5430
2140 Avenue Road
Wheelchair Accessible/Wifi

Barbara Frum

416-395-5440
20 Covington Road
Wheelchair Accessible/Wifi

Bayview Village Shopping Centre

416-395-5460
2901 Bayview Avenue
Wheelchair Accessible/Wifi

Black Creek

416-395-5470

North York Sheridan Mall

1700 Wilson Avenue
Wheelchair Accessible/Wifi

Brookbanks

416-395-5480
210 Brookbanks Drive
Wheelchair Accessible/Wifi

Don Mills

416-395-5710
888 Lawrence Avenue East
Wheelchair Accessible/Wifi

Fairview

416-395-5750
35 Fairview Mall Drive
Wheelchair Accessible/Wifi

Flemingdon Park

416-395-5820
29 St. Dennis Drive
Wheelchair Accessible/Wifi

Hillcrest

416-395-5830
5801 Leslie Street
Wheelchair Accessible/Wifi

Jane/Sheppard

416-395-5966
1906 Sheppard Avenue West
Wheelchair Accessible/Wifi

North York Central Library

416-395-5535
5120 Yonge Street
Wheelchair Accessible/Wifi

Pleasant View

416-395-5940
575 Van Horne Avenue
Wheelchair Accessible/Wifi

Victoria Village

416-395-5950
184 Sloane Avenue
Wheelchair Accessible/Wifi

Woodview Park

416-395-5960
16 Bradstock Road
Wheelchair Accessible/Wifi

Yorkville

416-393-7660
22 Yorkville Avenue
Wheelchair Accessible/Wifi

York Woods

416-395-5980
1785 Finch Avenue West
Wheelchair Accessible/Wifi

Scarborough**Agincourt**

416-396-8943; TTY: 416-396-8953
155 Bonis Avenue
Wheelchair Accessible/Wifi

Albert Campbell

416-396-8890
496 Birchmount Road
Wifi

Bendale

416-396-8910
1515 Danforth Road
Wheelchair Accessible/Wifi

Bridlewood

416-396-8960
Bridlewood Mall
2900 Warden Avenue
Wheelchair Accessible/Wifi

Burrows Hall

416-396-8740
1081 Progress Avenue
Wheelchair Accessible/Wifi

Cedarbrae

416-396-8850
545 Markham Road
Wheelchair Accessible
• Closed for renovation

Cliffcrest

416-396-8916
3017 Kingston Road
Wheelchair Accessible/Wifi

Eglinton Square

416-396-8920
Eglinton Square Mall
1 Eglinton Square, Unit 126
Wheelchair Accessible/Wifi

Goldhawk Park

416-396-8964
295 Alton Towers Circle
Wheelchair Accessible/Wifi

Guildwood

416-396-8872
Guildwood Plaza
123 Guildwood Parkway
Wheelchair Accessible/Wifi

Highland Creek

416-396-8876
3550 Ellesmere Road
Wheelchair Accessible/Wifi

Kennedy/Eglinton

416-396-8924
Liberty Square Shopping Plaza
2380 Eglinton Avenue East
Wheelchair Accessible/Wifi

Malvern

416-396-8969
30 Sewells Road
Wheelchair Accessible/Wifi

Maryvale

416-396-8931
Parkway Mall
85 Ellesmere Road
Wheelchair Accessible/Wifi

McGregor Park

416-396-8935
2219 Lawrence Avenue East
Wheelchair Accessible/Wifi

Morningside

416-396-8881
4279 Lawrence Avenue East
Wheelchair Accessible/Wifi

Port Union

416-396-8885
5450 Lawrence Avenue East
Wheelchair Accessible/Wifi

Steeles

416-396-8975
Bamburgh Gardens Plaza
375 Bamburgh Circle
Wheelchair Accessible/Wifi

Taylor Memorial

416-396-8939
1440 Kingston Road
Wheelchair Accessible/Wifi

Woodside Square

416-396-8979
Woodside Square Mall
1571 Sandhurst Circle
Wheelchair Accessible/Wifi

Toronto/East York**Annette Street**

416-393-7692
145 Annette Street
Wheelchair Accessible

Beaches

416-393-7703
2161 Queen Street East
Wheelchair Accessible/Wifi

Bloor/Gladstone

416-393-7674
1101 Bloor Street West
Wheelchair Accessible/Wifi

City Hall

416-393-7650
Nathan Phillips Square
100 Queen Street West
Wheelchair Accessible/Wifi

College/Shaw

416-393-7668
766 College Street
Wheelchair Accessible

Danforth/Coxwell

416-393-7783
1675 Danforth Avenue
Wheelchair Accessible/Wifi

Davenport

416-393-7732
1246 Shaw Street
Wheelchair Accessible

Dawes Road

416-396-3820
416 Dawes Road
Wheelchair Accessible/Wifi

Deer Park

416-393-7657
40 St. Clair Avenue East
Wheelchair Accessible/Wifi

Dufferin

416-393-7712
1625 Dufferin Street
Wheelchair Accessible/Wifi

Forest Hill

416-393-7706
700 Eglinton Avenue West
Wheelchair Accessible/Wifi

Gerrard/Ashdale

416-393-7717
1432 Gerrard Street East
Wheelchair Accessible/Wifi

High Park

416-393-7671
228 Roncesvalles Avenue
Wheelchair Accessible/Wifi

Jones

416-393-7715
118 Jones Avenue
Wheelchair Accessible/Wifi

Leaside

416-396-3835
165 McRae Drive
Wheelchair Accessible/Wifi

Lillian H. Smith

416-393-7746
239 College Street
Wheelchair Accessible/Wifi

Locke

416-393-7730
3083 Yonge Street
Wheelchair Accessible/Wifi

Main Street

416-393-7700
137 Main Street
Wheelchair Accessible/Wifi

Mount Pleasant

416-393-7737
599 Mt. Pleasant Road
Wheelchair Accessible

Northern District

416-393-7610
40 Orchard View Boulevard
Wheelchair Accessible/Wifi

Palmerston

416-393-7680
560 Palmerston Avenue
Wheelchair Accessible/Wifi

Pape/Danforth

416-393-7727
701 Pape Avenue
Wheelchair Accessible/Wifi

Parkdale

416-393-7686
1303 Queen Street West
Wheelchair Accessible/Wifi

Parliament

416-393-7663
269 Gerrard Street East
Wheelchair Accessible/Wifi

Perth/Dupont

416-393-7677
1589 Dupont Street
Wheelchair Accessible

Queen/Saulter

416-393-7723

765 Queen Street East

Wheelchair Accessible

Riverdale

416-393-7720

370 Broadview Avenue

Wheelchair Accessible/Wifi

S. Walter Stewart

416-396-3975

170 Memorial Park Avenue

Wheelchair Accessible/Wifi

Sanderson

416-393-7653

327 Bathurst Street

Wheelchair Accessible/Wifi

Spadina Road

416-393-7666

10 Spadina Road

Wheelchair Accessible

St. Clair/Silverthorn

416-393-7709

1748 St. Clair Avenue West

St. James Town

416-393-7744

495 Sherbourne Street

Wheelchair Accessible /Wifi

St. Lawrence

416-393-7655

171 Front Street East

Wheelchair Accessible

Swansea Memorial

416-393-7695

95 Lavinia Avenue

Wheelchair Accessible

Thorncliffe

416-396-3865

48 Thorncliffe Park Drive

Wheelchair Accessible

- Closed for renovation

Todmorden Room

416-396-3875

1081 1/2 Pape Avenue

Wheelchair Accessible

Toronto Reference Library

416-395-5577

789 Yonge Street

Wheelchair Accessible/Wifi

Urban Affairs

416-397-7241

Metro Hall

55 John Street

Wheelchair Accessible/Wifi

Wychwood

416-393-7683

1431 Bathurst Street

Wheelchair Accessible

Free or Low Cost Meals

Name	Address & intersection	Phone	Hours	Meals and Cost
416 Community Support for Women (416 Drop-in Centre)	416 Dundas St E (Parliament St-Dundas St E)	416-928-3334	Mon-Sun 8 am-4 pm and open statutory holidays	Free breakfast 8 am-10am, Free lunch 12 pm-2pm
519 Church Street Community Centre	519 Church St (Church St-Wellesley St)	416-392-6874	Sun 9 am-4 pm	Free coffee and pastry Free hot meal noon
AIDS Committee of Toronto	St. Peter's Anglican Church 188 Carlton St (Carlton-Bleeker Sts)	416-340-2437	Fri noon	Free hot meal – must register with agency
Bloor-Bathurst Inter-church Gathering Spot	Walmer Road Baptist Church 188 Lowther Ave (Bloor St-Spadina Rd)	416-924-5883 ext. 5	Tue 6:30 meal served Meal preparation at 4 pm	\$2 full course meal with shared preparation and clean up
Canadian Red Cross	Our Lady of Lourdes Church 41 Earl St (Sherbourne St-Wellesley St)	416-480-0195 ext. 2206	Mon 8:30 am-10 am Wed 5:30 pm-7 pm	Mon breakfast Wed dinner
Calvin Presbyterian Church	26 Delisle Ave (Yonge St-St Clair Ave W)	416-923-9030	2nd and last Sat of each month, 8:30 -9:45 am	Free community breakfast
Capuchin Outreach St. Francis Table	1322 Queen St W (West of Dufferin St)	416-532-4172	Tue-Fri & Sun noon-1 pm Mon-Fri 4:30-6 pm	\$1 nutritious meal, offering two entrees for dinner and many lunches
Caribbean Canadian Catholic Centre	867 College St (Ossington Ave-College St)	416-534-1145	Wed 9-12 pm	Soup kitchen, bag of groceries available to anyone
Christie Ossington Neighbourhood Centre	854 Bloor St W (Ossington Ave-Bloor St W)	416-534-8941 ext. 301	Noon-1 pm	Free year-round lunch, Food bank for sole parents on Wed 1:30-3:30 pm
Church of Redeemer	162 Bloor St	416-922-4948	Mon-Fri 9 am-noon	Free meal
Community Action Resource Centre	1900 Davenport Rd, (Lansdowne Ave-Davenport Rd)	416-656-8025	Wed 5pm Fri noon	Community dining – \$1 donation welcome but not necessary
Cornerstone Urban Church	170 Jarvis St. (Good neighbours Club)	416-203-7117	Sat 5-7 pm	Free year-round dinner
Covenant House (youth 16-24)	20 Gerrard St. E (Yonge-Gerrard)	416-598-4898	Mon-Fri 1:15-3 pm 5-7 pm	Free lunch Free dinner

Name	Address & intersection	Phone	Hours	Meals and Cost
Davenport Perth Neighbourhood Centre	1900 Davenport Rd (Lansdowne Ave-Davenport Rd)	416-656-8025	Mon, Wed 5-6:30 pm Fri noon-1:30 pm	\$1 or pay what you can
Doorsteps Neighbourhood Services	Chalkfarm Community Centre 180 Chalkfarm Dr (Jane St-Wilson Ave)	416-241-6384	Thu noon-2 pm	Healthy Heart Lunch
Evergreen Youth Centre (youth 16-24)	381 Yonge St,	416-977-7259	Mon-Fri 1-3pm 5-6pm	Free lunch Free dinner
Fred Victor Centre Friends Restaurant	145 Queen St E (Jarvis St-Queen St E)	416-364-8228	Mon-Fri 10 am-noon Mon-Sun 4-5:30 pm	\$1.50 brunch \$2.50 dinner *credit available
Fort York Food Bank	797 Dundas St (Dundas St-Palmerstone Ave)	416-203-3011	Tue-Sat noon-2 pm	Free community meals/snack
Good Neighbours Club (men over 50)	170 Jarvis St (Jarvis St-Queen St E)	416-366-5377	Mon-Fri 11:15 am-12:30 pm Wed-Fri 3:00-4:30 pm Sun 11:15am-12:30 pm	Lunch \$0.25 (men only) Dinner \$0.25 Free Sunday lunch
Good Shepherd Centre	412 Queen St E (Parliament St-Queen St E)	416-869-3619	Mon-Sun 2-4 pm	Free
LAMP Community Health Centre	185 Fifth St (Islington Ave-Lake Shore Blvd W)	416-252-6471	Mon, Wed noon	Free
Lawyers Feed the Hungry	Osgoode Hall 130 Queen St W (University Ave-Queen St W)	416-947-3412	Wed, Fri 5-6 pm Thu 6:45-7:30 am Sun 9-11 am	Free dinner Free breakfast *bagged lunches with the meal when available
Metropolitan United Church	56 Queen St E (Church St-Queen St E)	416-363-0331	Tue, Thu 11:30 am-2pm Mon 6-7:30 pm	Free hot brunch Free dinner
Mid-Toronto Community Services	192 Carlton St (Sherbourne St-Carlton St)	416-962-9449	Fri 10 am-1 pm	Meet and eat lunch for persons living with HIV/AIDS
Native Canadian Centre of Toronto	16 Spadina Rd (Spadina Rd-Bloor St W)	416-964-9087	Mon-Fri noon-12:30 pm	\$2 if employed \$1 if unemployed/student
Neighbourhood Link Support Services	Secord CC 91 Barrington Av (Barrington Ave-Doncaster Ave)	416-691-7407	Thu 5-6 pm	Free

Name	Address & intersection	Phone	Hours	Meals and Cost
Parkdale Activity Recreation Centre	1499 Queen St W (Lansdowne Ave-Queen St W)	416-537-2262	Mon-Fri 9:30 am Mon-Thu 11:30 am Fri-Sun 1 pm	Free breakfast Free lunch Free lunch
Salvation Army Bloor Central	789 Dovercourt Rd (Dovercourt Rd-Bloor St W)	416-532-4511	Thu 11 am-4 pm Thu 6-8 pm	Free lunch Free dinner
Salvation Army Gateway	107 Jarvis St	416-368-0324	Mon, Wed, Thu, Sat, Sun 4:30-5:30 pm	Free dinner (tickets must be picked up between 1-4 pm)
Salvation Army Maxwell Meighen Centre	135 Sherbourne St (Sherbourne St-Queen St E)	416-366-2733	Mon, Wed, Thu, Fri, Sat 12:30 pm	Free. Pick up ticket by 11:30 am for free lunch
Sanctuary	25 Charles St. E	416-922-0628	Wed 12:30 pm Thu 6:30 pm	Free lunch Free dinner
Scott Mission	502 Spadina Ave (Spadina Ave-College St)	416-923-8872	Mon-Sun 10:30 & 11:30 am Mon-Fri 4 pm	Free hot meal Free bag meal
Seventh Day Adventist Church	235 Poplar Rd (Galloway Rd-Kingston Rd)	416-284-9475	Thu 3 pm	Not a sit down meal. Bring your own container
Sistering (women only)	962 Bloor St. W	416-926-1946	Mon, Wed, Thu, Sat, Sun 9:30-11:30 am Tue, Fri 9:30-11:30, noon-4:45	Free breakfast Free lunch (women only)
St. Bartholomew's Church	509 Dundas St E (Parliament St-Dundas St E)	416-368-9180	Thu 6-8:00 am	Free breakfast, all ages
St. Felix Centre	25 Augusta Ave, Rear Building (Spadina Ave-Queen St W)	416-203-1624	Mon-Fri 11 am-12:30 pm	Free lunch Closed last 2 weeks in August
St. James' Cathedral	65 Church St (Church St-King St E)	416-364-7865	Tue 1:30-4:30 pm	Soup and snack in cathedral
St. John the Compassionate	155 Broadview Ave (Queen-Broadview)	416-466-1357	Mon-Fri 7 am-9 am Wed, Thu, Fri noon	Free breakfast (Dec-Mar) Free lunch
St. Simon's Shelter & St. Simon the Apostle Anglican Church	525 Bloor St (Sherbourne St-Bloor St)	416-925-7475	Wed 6:30 pm	Free community dinner
St. Stephen's Corner Drop-in	260 Augusta Ave (Spadina-College)	416-964-8747	Mon-Fri 7:30-11:30 am Sun 8:30-11:30 am	Free breakfast

50 Meals

Name	Address & intersection	Phone	Hours	Meals and Cost
Syme-Wooner Neighbourhood & Family Centre	2468 Eglinton Ave W (Caledonia Rd-Eglinton Ave)	416-766-4634 ext. 232	Mon-Fri 10 am Mon-Fri noon Sat-Sun 1:30 pm	Free breakfast Free lunch
Taiwanese and Newtonbrook United Church	53 Cummer Ave (Yonge St-Cummer Ave)	416-229-5454	Wed 11 am	Free lunch
The Stop Community Food Centre	1884 Davenport Rd (Davenport-Symington)	416-652-7867	Mon, Tue, Thu, Fri 9-10 am Mon, Thu noon-1 pm	Free breakfast Free lunch
Toronto Christian Resource Centre	415 Gerrard St.	416-364-1997	Mon-Fri 9-10 am noon-1 pm	Free breakfast Free lunch
Toronto Council Fire Native Cultural Centre	439 Dundas St E (Parliament St-Dundas St E)	416-360-4350	Mon-Sun noon-12:30 pm Mon-Thu 3:45-4:15 pm	Free lunch Free dinner
Toronto Friendship Centre	323 Dundas St E (Sherbourne St-Dundas St E)	416-368-8179	Mon-Sun 6:30-10:45 am	Free breakfast
Warden Woods Community Centre	Teesdale Centre 40 Teesdale Place (Pharmacy Ave-Victoria Park Ave)	416-694-1138	Mon, Wed noon-1:30 pm Thu noon	Free lunch Bag lunch
Warehouse Mission	47 Rose Ave (Wellesley - Parliament)	647-228-3472	Sat 9-11 am Wed noon-2pm Thu 4:50 pm	Free breakfast Free lunch (women only) Free dinner
Wychwood Open Door	St Matthew's United Church 729 St Clair Ave W, Basement (Christie St-St Clair Ave W)	416-652-0857	Mon, Wed, Fri 9:30 am-10:30am 12:30-1 pm	Free breakfast Free hot lunch
Yonge Street Mission Christian Community Centre	270 Gerrard St E (Parliament St-Gerrard St E)	416-929-9614	Tue 12:30-3 pm Thu 12:15-1:30 pm	\$2 Seniors' Club & lunch Free seniors lunch

General Information and Referral Services:

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 below.

Canadian Mental Health Association, Toronto Branch

Intake, Information and Referral Services:
416-289-6285 x 243 (East of Yonge Street)
416-789-6880 (West of Yonge Street)
www.toronto.cmha.ca

- Information, intake and referral.
- Case management
- Employment services.
- Peer support drop in.

Centre for Addiction and Mental Health, McLaughlin Information Centre

416-595-6111; Toll Free 1-800-463-6273
www.camh.net

- Information related to mental health, drugs or alcohol at high risk.

Community Care Resources, Toronto Central Community Care Access Centre

416-506-9888; Toll Free 866-243-0061.
www.toronto.communitycareresources.ca

- Call or visit the website to connect to local health care service providers.

Community Resource Connections of Toronto (CRCT)

416-482-4103
www.crct.org

- Community-based mental health support services, information and mental health promotion.
- Website has searchable database of mental health services and supports.
- Also provides case management and outreach services.

ConnexOntario Health Services Information Mental Health Service Ontario

Toll Free: 1-866-531-2600

(access to interpreters for over 140 languages)
www.connexontario.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.

Consumer/Survivor Information Resource Centre of Toronto

416-595-2882
1001 Queen Street West
www.csinfo.ca

- Walk-in resource centre has free literature related to mental health and addictions; books and videos related to mental health and addictions for use at the centre.
- Information about and referral to mental health and addictions services, over the phone or in person.

Case Management and Support Services

Across Boundaries, an Ethnoracial Mental Health Centre

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.

Alternatives: East York Mental Health Counselling Services Agency

416-285-7996

2034 Danforth Avenue

www.alternativestoronto.org

- Case management/community support.
- Supportive counselling.
- Information and referral.

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.

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, 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

www.friendsandadvocates.org

- Member run consumer/survivor programs.
- Drop in and social activities.

Gerstein Crisis Centre

416 929-0149

100 Charles Street East

www.gersteincentre.org/

- Telephone and short stay support for people with a mental health crisis who do not require hospitalization.

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.

Reconnect Mental Health Services

416-248-2050

2150 Islington Avenue, Suite 202

www.reconnect.on.ca

- Rehabilitation and support services.
- Case management/community support.
- Service provided in over 20 languages.

Sound Times

416 979-1700

280 Parliament Street

www.soundtimes.com

- Consumer/survivor run.
- Provides peer support, recreation, service coordination and referral.

Woodgreen Community Centre of Toronto

416-469-5211

835 Queen Street East

www.woodgreen.org

- Case management.
- Supportive counseling.
- Housing program.
- Social and recreational groups.

Out of the Cold is a volunteer initiative by 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.

NEED HELP? Call the Assessment and Referral Centre free from and pay phone | 877 338 3398

Dixon Hall Resource and Support Services for Out of the Cold
 Phone 416 699-OOTC (6682)
 Fax 416 691-0024
www.ootc.ca

SUNDAY

St Patrick's
 139 McCaul St.
 (at Dundas)
 75 Guests
 Nov 22 - Apr 4
 4:00 pm to 7:00am

St. Matthew Our Lady
 Peace
 3962 Bloor St.W
 (at Kipling)
 25 (Men only)
 Nov 15 - Mar 28
 5:00pm - 7:30am

* Programs not serviced by Dixon Hall:

University Settlement
 House
 23 Grange Rd.
 (McCaul N of Queen)
 75 Guests
 5:30pm – 6:30am

MONDAY

Lakeshore at
 St. Margaret's Church
 156 6th St.
 (Islington/Birmingham)
 20 (Men only)
 Nov 23 - Apr 6
 6:00pm - 8:00am

St. Brigid's Annex
 1099 Danforth Ave.
 (at Greenwood)
 60 Guests
 Nov 16 - Apr 12
 3:30pm - 8:00am

Beth Emeth
 100 Elder St.
 (Wilmington/Sheppard)
 30 Guests
 Jan 11 - Mar 1
 6:30pm - 7:00am

St. Aidan's
 70 Silver Birch Ave.
 (Queen E/Silver Birch)
 16 Guests
 Nov 9 - Mar 29
 4:00pm - 8:00am

TUESDAY

Evangel Hall
 552 Adelaide St.W
 (E of Bathurst)
 25 Guests
 Nov 3 - Mar 30
 5:00pm - 7:00am

Beth Sholom
 1445 Eglinton Ave.W
 (at Allen Expressway)
 30 Guests
 Jan 5 - Mar 25
 5:00pm - 7:00am

WEDNESDAY

Yorkminster Park
Baptist
1585 Yonge St.
(N of St. Clair)
60 Guests
Nov 4 - Apr 8
7:00pm - 8:00am

Evangel Hall
552 Adelaide St.
(E of Bathurst)
25 Guests
Nov 4 - Mar 31
5:00pm - 7:00am

THURSDAY

Holy Blossom
Temple
1950 Bathurst St.
(S of Eglinton)
47 Guests
Nov 5 - Mar 25
6:30pm - 6:45am

First Interfaith at
St. Matthew's
729 St. Clair Ave. W
(W of Christie)
45 Guests
Nov. 5 - Mar 25
4:00 pm - 8:00am

Chinese Gospel
450 Dundas St. W
(E of Spadina)
15 (Men only)
Jan 7 - Mar 25
6:00pm - 7:30am

FRIDAY

Eastminster United
310 Danforth Ave.
(W of Chester)
45 Guests
Nov 6 - Mar 28
6:00pm - 8:00am

All Saints
Kingsway Anglican
2850 Bloor St. W
(at Royal York)
20 Men Only
Nov 20 - Apr 2
6:00pm - 8:00am

Knox United
2569 Midland Ave.
(at Sheppard)
20 Guests
Nov 6 - Mar 26
6:30pm - 8:00am

* Programs not serviced by Dixon Hall:

University Settlement
House
23 Grange Rd.
(McCaul N of Queen)
75 Guests
6:30pm - 6:30am

St. Michael's Cathedral
66 Bond St.
(Shuter/Victoria)
Starts Nov 6

Mosaic Interfaith
York Region
Wed-Fri
Times and dates vary.
Call 416-948-6682

SATURDAY

Blythwood Rd. Baptist
80 Blythwood Rd.
(N of Yonge/Eglinton)
55 Guests
Nov 7 - Mar 27
6:00pm - 8:00am

* Programs not serviced by Dixon Hall:

University Settlement
House
23 Grange Rd.
(McCaul N of Queen)
75 Guests
5:30pm - 6:30am

The following agencies provide supports to people with physical and other disabilities. See also Health and Mental Health sections. For a list of wheelchair accessible libraries, see pages 41-46. A more comprehensive listing of services can be found at www.211toronto.ca.

The Anne Johnston Health Station

416-486-8666; TTY: 416-486-6759

2398 Yonge Street

www.ajhs.ca

- Programs and services for seniors, youth, and people with physical disabilities.

Canadian Hearing Society

416-928 2504; TTY: 416-964 0023

271 Spadina Road

www.chs.ca

- General support services including help filling out forms
- Counselling
- Literacy and basic skills

CNIB – Toronto Region

Tel: 416-486-2500; Toll-Free: 1-800-563-2642;

TTY: 416-480-8645

1929 Bayview Avenue

www.cnib.ca

Monday-Friday 9:00 a.m.-5:00 p.m.

- Provides a range of specialized services for people living with vision loss

Centre for Independent Living in Toronto

365 Bloor Street East, Suite 902

416-599-2458; TTY: 416-599-5077

www.cilt.ca

- Information and referral on issues pertaining to disabilities including housing information, attendant services options, transportation and employment

Community Living Toronto

416-968-0650; Intake: 647-426-3220

www.communitylivingtoronto.ca

20 Spadina Road

Monday-Friday 9:00 a.m.-4:30 p.m.

- Fully accessible: main entrance and washroom in building.

- Advocates for and provides wide range of supports and services to children, youth and adults with developmental disabilities.

Jewish Family and Child

416-638-7800

www.jfandcs.com

4600 Bathurst Street, 6th Floor (at Sheppard Ave W)

Monday-Thursday 9:00 a.m.-5:00 p.m.;

Friday 9:00 a.m.-4:00 p.m.

- Fully accessible: main entrance and washroom, Braille elevator with lowered buttons, designated parking.
- Range of services for persons with social and emotional problems.

Jewish Family and Child – Gordon S. Wolfe Branch

416-961-9344

750 Spadina Avenue, 1st Floor

Monday-Thursday 9:00 a.m.-5:00 p.m.;

Friday 9:00 a.m.-4:00 p.m.

- Fully accessible: call for details.
- Range of services for persons with social and emotional problems.

Ontario March of Dimes

416-425-3463 or 416-425-DIME;

Toll Free: 1-800-263-3463

www.marchofdimes.ca

10 Overlea Boulevard

Monday-Friday 9:00 a.m.-4:30pm

- Fully accessible: main entrance and wash rooms for children and adults with physical disabilities.
- Provides a variety of services including recreation programs – call for details.

St Christopher House

416-532-4828

www.stchristhouse.org

- Can provide some support services to homeless disabled people – call for details.

**Loft Community Services,
Street Outreach Services**

416-926-0744

622 Yonge Street, 2nd Floor

Monday, Tuesday 10:00 a.m.-1:00 p.m.,

2:00 p.m.-6:00 p.m.; Wednesday noon-4:00 p.m.,

5:00 p.m.-8:00 p.m.; Thursday 10:00 a.m.-1:00 p.m.,

2:00 p.m.-4:00 p.m.; Friday 10:00 a.m.-1:00 p.m.,

2:00 p.m.-6:00 p.m.

- Youth under 25 involved in the sex trade, or at high risk.
- Information, counselling and assistance.
- Medical, legal, housing and employment services.

**Maggie's, Toronto Prostitutes'
Community Service Project**

416-964-0150

298 Gerrard Street East, 2nd Floor

www.maggiestoronto.com

- Peer resource centre.
- Promotion of safer sex practices and materials.
- Referrals to legal and other community services.
- Call for appointment.

**Parkdale Community Health
Centre, Street Health Program**

416-537-2455

1229 Queen Street West

- Health care and outreach services for street involved adults including sex trade workers.

Streetlight Support Services

416-534-5740; Toll Free: 1-877-300-9997

674 Markham Street

- Provides alternatives for those wishing to leave the sex trade.

Toronto Police Service, Bad Date Hotline

416-808-0000

- Anonymous hotline for sex trade workers to report abuse or violence.

For admission to a shelter, please call one of the following numbers:

Assessment and Referral Centre
(single adults, youth and couples)
416-338-4766; Toll Free: 1-877-338-3398

Central Family Intake
(families)
416-397-5637

Shelter List

Name	Phone	Address
Family		
Beatrice House	416-652-0077	177 Caledonia Road
Birkdale Residence	416-392-5650	1229 Ellesmere Road
Family Residence	416-397-1318	4222 Kingston Road
Robertson House	416-392-5662	291 Sherbourne Street
Sojourn House	416-864-0515	101 Ontario Street
Toronto Community Hostel	416-925-4431	191 Spadina Road
Woodgreen Red Door Queen Shelter	416-469-3457	875 Queen Street East
Christie Refugee Welcome Centre (formerly World Vision Reception Centre)	416-588-9277	43 Christie Street
Mixed Adult		
COSTI Reception Centre	416-922-6688	100 Lippincott Street
Dixon Hall Heyworth House	416-691-0012	2714 Danforth Avenue
Fife House	416-205-9888	confidential address
Fred Victor Bethlehem United Shelter	416-644-1734	1161 Caledonia Road
Homes First Society - Strachan House	416-395-0928	805 A Wellington Street West
Homes First Society - 3576 St. Clair Avenue East	416-269-1717	3576 St. Clair Avenue East
University Settlement Part-time Shelter	416-598-3444	23 Grange Road
Single Men		
Christie-Ossington Neighbourhood Centre Men's Shelter	416-534-8941	973 Lansdowne Avenue
Cornerstone Place	416-658-5224	833 St. Clair Avenue West
Dixon Hall Schoolhouse	416-960-9240	349 George Street
Good Shepherd Centre	416-869-3619	412 Queen Street East
Native Men's Residence	416-652-0334	14 Vaughan Road
Sagatay	416-651-6750	26 Vaughan Road
Salvation Army - Gateway	416-368-0324	107 Jarvis Street
Salvation Army - Hope Shelter	416-979-7058	167 College Street
Salvation Army - Maxwell Meighen Centre	416-366-2733	135 Sherbourne Street

Single Men continued

Scott Mission Overnight Shelter	416-923-8872	502 Spadina Avenue
Seaton House Main Site	416-392-5522	339 George Street
Seaton House - Birchmount Residence	416-392-6164	1673 Kingston Road
Seaton House - Downsview Dells	416-392-5452	1651 Sheppard Ave. West
Seaton House - Fort York	416-338-8800	38 Bathurst Street
St. Simon's Shelter	416-925-7475	525 Bloor Street East

Single Women

Fred Victor Centre Women's Hostel	416-368-2642	86 Lombard Street,
Homes First Society - Savard's	416-395-0932	1322 Bloor Street West
Nellie's	416-461-1084	confidential address
Salvation Army - Evangeline Residence	416-762-9636	2808 Dundas Street West
Salvation Army - Florence Booth	416-603-9800	723 Queen Street West
St. Vincent De Paul - Amelie House	416-465-0475	126 Pape Avenue
St. Vincent De Paul - Elisa House	416-259-2528	60 Newcastle Street
St. Vincent De Paul - Mary's Home	416-595-1578	70 Gerrard Street East
St. Vincent De Paul - St. Clare's Residence	416-225-3466	3410 Bayview Avenue
Street Haven at the Crossroads	416-967-6060	87 Pembroke Street
Women's Residence Main Site	416-392-5500	674 Dundas Street West
Women's Residence - Bellwoods House	416-392-5791	63 Bellwoods Avenue
YWCA First Stop Woodlawn	416-923-8454	80 Woodlawn Avenue East

Youth

Covenant House	416-598-4898	20 Gerrard Street East
Eva's Phoenix	416-364-4716	11 Ordnance Street
Eva's Place	416-441-1414	360 Lesmill Road
Eva's Satellite	416-229-1874	25 Canterbury Place
Horizons for Youth	416-781-9898	422 Gilbert Avenue
Native Child & Family Service Transition House	416-323-1840	558 Bathurst Street
Second Base Youth Shelter	416-261-2733	702 Kennedy Road
Touchstone Youth Centre	416-696-6932	1076 Pape Avenue
Turning Point Emergency Shelter	416-925-9250	95 Wellesley Street East
YMCA House	416-504-9700	485 Queen Street West
Youth Without Shelter	416-748-0110	6 Warrendale Court
YWCA First Stop Woodlawn	416-922-3271	80 Woodlawn Avenue East

Shelters that do not have direct admission are not on the list.

Street outreach services in Toronto are available throughout the year.

Streets to Homes, which is funded by all orders of government, coordinates mobile street outreach services in the downtown core and in other parts of the city. The following alpha list also includes street outreach services funded through the provincial Ministry of Health and Long-term Services. Anyone who needs emergency shelter should call one of the following numbers:

Assessment and Referral Centre

(Single adults, youth and couples)
416-338-4766; Toll Free: 1-877-338-3398
67 Adelaide Street East (temporary location)
8:30 p.m.-7:30 a.m. daily
• For street respite and referrals

Central Family Intake (families)

416-397-5637

Outreach programs

Street outreach services in Toronto are available 365 days a year.

Anishnawbe Health

(Aboriginal clients)
416-920-2605; Mental Health Crisis Line
(24 hour): 416-891-8606
179 Gerrard Street East
Monday, Wednesday 9:00 a.m.-8:00 p.m.;
Tuesday, Thursday, Friday 9:00 a.m.-5:00 p.m.

Cota Health

Hostel Outreach Program
General Information 416-785-9230;

Client Service Centre/Referrals: 416-785-8797
700 Lawrence Avenue West, Suite 362

Community Resource Connections of Toronto

Hostel Outreach Program (women)
416-482-4103
366 Adelaide Street East, Suite 230

Loft Community Services

Street Outreach Service (youth under 25)
416-926-0744; Street cell phone: 416-473-8936
622 Yonge Street, 2nd Floor
Monday-Saturday 8:00 p.m.-midnight

Street Health

416-921-8668
338 Dundas Street East
Monday-Friday 9:00 a.m.-5:00 p.m.

Streets to Homes

416-392-0090
For street outreach service after hours: call 311
or dial directly: 647-837-0508
112 Elizabeth Street
Monday-Friday 9:00 a.m.--noon (walk-in service).

Toronto North Support Services

Office: 416-499-5969 ext. 223; Mobile phone for 8-4 shift: 416-990-3317; Mobile phone for 11-7 shift: 416-990-4114
132 Rainside Road, Suite 2,
Monday-Friday, 8:00 a.m.-4:00 p.m.; Monday-Thursday 11:00 a.m.-7:00 p.m.

The following list of organizations provide a variety of services such as health care, trans programs, individual counseling, workshops, groups, youth programs and community activities to transgendered, transsexual, gay, lesbian, bisexual, two-spirit, and intersex people as well as those who work in the sex-trade.

Sherbourne Health Centre

416-324-4180
333 Sherbourne Street
www.sherbourne.on.ca
Monday 12:30 p.m.; Friday 8:30 a.m.
(first come, first served)

519 Church Street Community Centre

416-355-6778
mealtran@the519.org
Weekly drop-in: Monday 6:00 p.m.-9:30 p.m.
Trans youth drop-in: Wednesday 5:00 p.m.-9:00 p.m.

2-Spirit People of the First Nations

416-944-9300
593 Yonge Street, Ste 202 (north of Wellesley Ave)
www.2spirits.com
Monday-Thursday 9:00 a.m.-4:00 p.m.

Rainbow Services at CAMH

416-535-8501 ext. 6781;
Toll Free: 1-800-463-2338 ext. 6781
60 White Squirrel Way, 4th Floor
(at CAMH's Queen Street Site)
www.camh.net/rainbow_services/
Monday-Friday 9:00 a.m.-5:00 p.m.

- Evening group sessions available.

Maggie's, The Toronto Prostitutes' Community Service Project

416-964-0150
298 Gerrard Street East, 2nd Floor
www.maggiestoronto.ca
• Informal counselling and support.
• Legal advocacy.
• HIV and STI education and materials.

Voice Mail and E-mail

Free computer and Internet access is available at all Toronto Public Libraries. See pages 41-46 for details.

Metro Voicemail Project

- Persons without telephones can receive a voicemail number to retrieve messages from any touch-tone phone.
- \$10 for three months.

Sign up locations:
Agincourt Community Services
416-321-6912
4155 Sheppard Avenue East, Suite 100

Central Neighbourhood House
416-928-4363 ext. 103
349 Ontario Street
Monday, Wednesday 12:30 p.m.- 3:30 p.m.

Community Action Resource Centre
416-652-2273
1652 Keele Street

Queen West Community Health Centre
416-703-8482 ext. 100
168 Bathurst Street
Monday, Friday 1:30 – 3:00 p.m.

Wireless Toronto

647-722-3567
contact@wirelesstoronto.ca
http://wirelesstoronto.ca
• Provides free wireless Internet at various hotspots across the city.
• The network username is wirelesstoronto.

For youth shelters, please see the complete shelter listings on pages 53-54.

Drop-ins

(See Toronto Drop-in Network brochure on pages 13-28 for more detail)

Evergreen (Yonge Street Mission)

416-977-7259
381 Yonge Street
www.ysm.on.ca/evergreen

Sketch

416-516-1559
580 King Street West, 2nd Floor
www.sketch.ca

Youthlink Inner City

416-703-3361
7 Vanauley Street
www.youthlink.ca

Employment and Training

Horizons for Youth, Career Horizons

416-781-9898
422 Gilbert Avenue
www.horizonsforyouth.org

Youthlink, Street Involved Youth Program (SIYP)

416-703-3361
7 Vanauley Street
www.youthlink.ca

- 10-week program combining life skills with training in computer repair for youth 16-24.

Youth Employment Services (YES), Streets to Jobs

416-504-5516
555 Richmond Street West, Suite 711
www.yes.on.ca

- Employment services include job postings, counselling, assessment and assistance getting work experience.

Housing Help and Other Supports

Humewood House

416-651-5657
40 Humewood Drive
www.humewoodhouse.com

- Residence, education and counselling for pregnant teens and mothers age 13-21.

June Callwood Centre for Women and Families

416-365-1888
205 Parliament Street
www.junecallwoodcentre.org

- Support for pregnant young women and young mothers and fathers, 18 years and under and their children.

Native Child and Family Services

416-969-8510
30 College Street
www.nativechild.org

- Provides counselling and other programs for children and families in the Toronto Native Community.
- Informal drop-in for Aboriginal street youth.

Oolagen Community Services

416-395-0660
65 Wellesley Street East
www.oolagen.org

- Children's mental health centre with programs for youth age 13-18 and their families.

Eva's Initiatives, Family Reconnect Program

416-441-1414
360 Lesmill Road
www.evasinitiatives.com

- Counselling and support for youth and families to reconnect.

Sherbourne Health Centre, Supporting Our Young (SOY)

333 Sherbourne Street
416-324-5077
www.sherbourne.on.ca

- Provides lesbian, gay, bisexual, transsexual and transgendered youth with mentoring, supportive housing programs, skill building and employment supports.

Canada 

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www.toronto.ca/housing