



2006 GUIDE TO SERVICES

| FOR PEOPLE WHO ARE HOMELESS |

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■ Introduction

People who are homeless in Toronto can access a comprehensive network of services provided by community agencies working in partnership with the City of Toronto. This guide provides a brief overview of the year-round services and supports available to people who are homeless in Toronto, along with a description of winter services. Contact information is provided for each service and people are encouraged to call for more information, or to access services. This guide is just one of the ways the City of Toronto is demonstrating its commitment to end homelessness by helping people find and keep housing.

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

■ Partnerships

Partnerships are key to addressing homelessness and assisting some of Toronto's most vulnerable citizens. Community agencies work in partnership with the City of Toronto to deliver services to people who are homeless across the city, 365 days a year. Without the dedication and commitment of our community partners, finding solutions to homelessness would not be possible. Partnerships between community agencies and the City of Toronto make services happen and show others what can be achieved by working together. Businesses, neighbourhood associations and community groups can each play a role in solving homelessness. Partnerships make solutions to homelessness possible.



To find out more about the range of services and organizations that provide assistance to those in need, including health services and government programs such as income assistance, please contact 211 Community Information Toronto.

211 Community Information Toronto is an information and referral service that can help link you or someone you know to the appropriate organization or service. By dialing 211 in the 416 and 647 area codes, a trained information specialist can assess your situation, answer questions and provide options and referrals to community, social, health and government services in Toronto.

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

■ Year-Round Services

| Street Helpline |

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

If you or someone you know is homeless and in need of help call Street Helpline at 1-866-392-3777. (After 12 midnight call Community Information Toronto by dialing 211.) Monday-Sunday 8am-12 midnight



| Street Outreach |

Across the entire City, seven days a week, 365 days a year, street outreach workers help homeless people living outside. Working with each homeless person, outreach workers help them get a safer place to sleep and find long-term housing. Street outreach workers also arrange for the follow-up supports that help keep people housed.

Street outreach teams are staffed by workers from ten community-based service providers and the City's Streets to Homes Unit. Eight of these service providers work from vans and can transport people to the services they need and safe places indoors.



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



| Emergency Shelter |

Over 60 shelters in Toronto provide emergency accommodation and assistance to over 4,000 people nightly who are homeless. Shelters do more than provide a bed and a meal. They help people make positive changes in their lives by providing counselling and support to find and keep housing. Some shelters offer specialized services focused on employment, harm reduction and addictions, and high-risk pregnancies. There are shelters for families, youth, couples, adult men and adult women. For a complete list of shelters and contact information see page 10.

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

| 110 Edward Street Assessment and Referral Centre |

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

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

| **110 Edward Street Emergency Shelter** |

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



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

| **Drop-in Centres** |

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



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

| **Housing Connections** |

Social Housing provides people with housing they can afford. Many units have rents geared to the income of the household. The City is responsible for the administration and



system management of almost all social housing in Toronto. People who need affordable housing can apply for a unit through Housing Connections. Housing Connections maintains a centralized waiting list for all social housing units. If you, or someone you know is homeless, have them fill out an application and keep their information up to date. Help with filling out a form is available from Housing Connections, or from Housing Help Centres.

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

Housing Connections
176 Elm St, Main Floor
416-981-6111
Monday, Wednesday, Thursday and Friday
8:30am-4:30pm
Tuesday 2pm-5pm

| Housing Help Services |

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

If you or someone you know needs help finding or keeping housing, contact a Housing Help Centre. A list of Housing Help Centres and contact information can be found on page 19.



■ Winter Services

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

| Extended Street Helpline hours |

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

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



| Street Outreach |

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



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

| Out of the Cold |

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

Out of the Cold (OOTC) coordinates with the Assessment and Referral Centre at 110

Edward Street, and its vans pick up and take people living on the street to the nearest available shelter. For a complete list of OOTC sites and contact information see pg 13.

**Out of the Cold runs from November 15 to April 15
For more information contact Dixon Hall at 416-699-OOTC (6682) or www.ootc.ca**

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

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

If you or someone you know needs to access services at the 110 Edward Street Assessment and Referral Centre, call 416-338-4766.

Open seven nights a week from 4pm-8am



| **110 Edward Street Shelter** |

As of December 2005, 110 Edward implemented a new 40 bed overflow program. These overflow beds will be used when the 110 Edward Shelter is full and a client is either not able to access the regular shelter system, or wants to stay at 110 Edward because of the specialized programs and services that are offered.

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

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

| **Extended Drop-in Centre Services** |

During the winter months, three drop-in centres extend their operating hours during the evenings on Friday, Saturday and Sunday to ensure that there is always a warm place for

people who are homeless to go. Staff at the drop-in centres provide warm meals, and help people who are homeless to find overnight accommodation. For a complete list of drop-in centres and contact information see page 14.

The following three drop-in centres will have extended weekend winter hours from December 16, 2005 to March 31, 2006:

Toronto Christian Resource Centre 40 Oak St. (east from Parliament between Dundas and Gerrard) 416-363-4234 Extended Hours: Friday and Sunday 5:00pm-9:00pm

Evangel Hall 573 Queen St. West (east of Bathurst) 416-504-3563 Extended Hours: Friday, Saturday, Sunday 5:00pm-9:00pm

Street Haven (women only) 87 Pembroke St. (between Gerrard and Dundas) 416-967-6060 Extended Hours: Friday, Saturday, and Sunday 5:00pm-9:00pm

| Extreme Cold Weather Alerts |

The City monitors weather conditions year round for possible adverse affects on people who are homeless and staying outdoors, and notifies community agencies in cases of severe weather. Between November 15 and April 15 the Emergency Planning Office of the City of Toronto monitors the Environment Canada web site daily. If Environment Canada predicts a low of -15 degrees Celsius without wind chill; or issues a wind chill warning for outdoor activity for people in the Toronto area; or predicts extreme weather conditions such as a blizzard or ice storm, the Director of Hostel Services is notified and an Extreme Cold Weather Alert is issued.

During an alert, services are activated to ensure the immediate safety of people who are homeless and to assist them access shelter. These include:

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

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

Emergency Shelters

SHELTER	PHONE NUMBER	ADDRESS	BEDS	WARD
 Family 				
Beatrice House	416-652-0077	177 Caledonia Road, Toronto M6E 4S8	80	17
Birkdale Residence	416-392-5650	1229 Ellesmere Road, Toronto M1P 4V8	160	37
Family Residence	416-397-1318	4222 Kingston Road, Toronto M1E 2M6	150	43
Robertson House	416-392-5662	291 Sherbourne Street, Toronto M5A 2R9	90	28
Sojourn House	416-864-0515	321 Jarvis Street, Toronto M5B 2C2	50	27
Toronto Community Hostel	416-925-4431	191 Spadina Road, Toronto M5R 2T9	24	20
Woodgreen Red Door Lawrence	416-750-3800	1731 Lawrence Ave. East, Toronto M1R 2X7	75	37
Woodgreen Red Door Queen	416-469-3457	875 Queen St. East, Toronto M4M 1J2	70	30
Woodgreen Red Door Woverleigh	416-423-0310	302 Woverleigh Blvd., Toronto M4C 1S6	50	31
World Vision Reception Centre	416-588-9277	43 Christie Street, Toronto M6G 3B1	80	20
 Mixed Adult 				
110 Edward Street Shelter	416-338-4992	110 Edward Street, Toronto M5G 2A5	80	27
Costi	416-922-6688	100 Lippincott Street, Toronto M5S 2P1	16	20
Council Fire	416-360-4350	439 Dundas St. East, Toronto M5A 2B1	61	28
Dixon Hall - 60 Richmond Shelter	416-304-0018	60 Richmond St. East, Toronto M5C 1N8	70	28
Dixon Hall - Heyworth House	416-691-0012	2714 Danforth Ave., Toronto M4C 1L7	70	31
Fife House - Denison	416-205-9888	Confidential Address	5	
Fife House - Hastings	416-205-9888	Confidential Address	5	
Homes First Society - Strachan House	416-395-0928	805 A Wellington St. W, Toronto M5V 1G8	76	19
Scarborough Hope	416-269-1717	3576 St. Clair Ave. East, Toronto M1K 1M2	60	35
University Settlement-Part time Shelter	416-598-3444	23 Grange Road, Toronto M5T 1C3	65	20
829				
508				

| Single Men |

Christie-Ossington Neighbourhood Centre	416-516-8642	973 Lansdowne Avenue, Toronto M6H 3Z5	45	18
Cornerstone Baptist Tabernacle of Ontario	416-658-5224	833 St. Clair Ave West, Toronto M6C 1C2	50	21
Dixon Hall - School House	416-960-9240	349 George Street, Toronto M5A 2N2	55	27
Good Shepherd Centre	416-869-3619	412 Queen St. East, Toronto M5A 1T3	91	28
Good Shepherd Refuge - Barrett House	416-864-1627	35 Sydenham Street, Toronto M5A 4H4	5	28
Native Men's Residence	416-652-0334	14 Vaughan Road, Toronto M6G 2N1	63	21
Salvation Army – Gateway	416-368-0324	107 Jarvis Street, Toronto M5C 2H4	108	28
Salvation Army – Hope	416-979-7058	167 College Street, Toronto M5T 1P7	108	20
Salvation Army – Maxwell Meighen	416-366-2733	135 Sherbourne Street, Toronto M5A 2R5	260	28
Salvation Army – Riverdale	416-465-6970	312 Broadview Avenue, Toronto M4M 2G9	60	30
Scott Mission	416-923-8872	502 Spadina Avenue, Toronto M5S 2H1	45	20
Seaton House Main Site	416-392-5522	339 George Street, Toronto M5A 2N2	580	27
Seaton House/Birchmount Residence	416-392-5797	1673 Kingston Road, Toronto M1N 1S6	60	36
Seaton House/Downsview Dells	416-392-5452	1651 Sheppard Ave. West, Toronto M3M 2X4	28	9
Seaton House/Fort York	416-338-8800	38 Bathurst Street, Toronto M5V 3W3	74	19
St. Simon's	416-925-7475	525 Bloor St. East, Toronto M4W 1J1	60	28
Treasure House Ministries	416-603-4187	184 Spadina Avenue, Toronto M5T 2C2	48	20
			1740	

| Women |

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

continued

Emergency Shelters *continued*

SHELTER	PHONE NUMBER	ADDRESS	BEDS	WARD
Women				
Salvation Army – Florence Booth	416-603-9800	723 Queen St. West, Toronto M6J 1E6	60	19
St. Vincent De Paul - Amelie House	416-465-0475	126 Pape Avenue, Toronto M4M 2V8	20	30
St. Vincent De Paul - Elisa House	416-259-2528	60 Newcastle Street, Toronto M8Y 1A3	40	6
St. Vincent De Paul - Mary's Home	416-595-1578	70 Gerrard St. East, Toronto M5B 1G6	38	27
St. Vincent De Paul - St. Clare's Residence	416-225-3466	3410 Bayview Avenue, North York M2M 3S3	28	24
Street Haven at the Crossroads	416-967-6060	87 Pembroke Street, Toronto M5A 2N9	30	27
Women's Residence - Main Site	416-392-5500	674 Dundas St. West, Toronto M5T 1H9	118	20
Women's Residence - Bellwoods House	416-392-5791	63 Bellwoods Avenue, Toronto M6J 3N4	10	19
YWCA - First Stop Woodlawn-Women's Unit	416-923-8454	80 Woodlawn Ave. East, Toronto M4T 1C1	28	22
			562	
Youth				
Covenant House	416-593-4849	20 Gerrard St. East, Toronto M5B 2P3	94	27
Covenant House - McGill Residence	416-593-4849	Confidential	28	27
Eva's Phoenix	416-364-4716	11 Ordhance Street, Toronto M6K 1A1	50	19
Eva's Place	416-441-1414	360 Lesmill Road, Toronto M3B 2T5	32	34
Eva's Place – Satellite	416-229-1874	5248 Yonge Street, Toronto M2N 5P6	30	23
Horizons for Youth	416-781-9898	422 Gilbert Avenue, Toronto M6E 4X3	35	17
Native Child & Family Youth Shelter	416-323-1840	558 Bathurst Street, Toronto M5S 2P9	12	19
Second Base Youth Shelter	416-261-2733	702 Kennedy Road, Toronto M1K 2B5	56	35
Touchstone Youth Shelter	416-696-6932	1076 Pape Avenue, Toronto M4K 3W5	33	29
Tumivut Youth Shelter	416-651-6750	26 Vaughan Road, Toronto M6G 2C4	52	21
Turning Point Youth Services	416-925-9250	95 Wellesley St. East, Toronto M4Y 2X9	50	27
YMCA House	416-504-9700	485 Queen St. West, Toronto M5V 2A9	50	22
Youth Without Shelter	416-748-0110	6 Warrendale Court, Toronto M9V 1P9	30	1
YWCA - First Stop Woodlawn Youth Unit	416-922-3271	80 Woodlawn Ave. East, Toronto M4T1C1	27	20
			579	
Total Beds including University Settlement				4073



OUT OF THE COLD SITE SCHEDULE 2005-06

Updated Oct. 14th 2005

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

SUN	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Blessed Sacrament 24 Cheritan Avenue Lawrence /Yonge 65 Guests Nov 6 to March 22 3:00pm - 7:30am	Lakeshore@ St. Margaret's Church 156 6 th Street Islington/Birmingham 20 Guests Men only Nov 21 - Apr 10 6:00pm - 8:00am	Bloor West @ Bloor St. United 300 Bloor St. W W of Spadina 40 Guests Nov 1 - Apr 13 5:30pm-8:00am	Knox Presbyterian 630 Spadina Ave @ Harbord 42 Guests Youth 16-24 Nov 2 - Apr. 26 6:30pm-8:00am	Holy Blossom Temple 1950 Bathurst S of Eglinton 47 Guests Nov 3 - Mar 30 6:00pm - 7:00am	Eastminster United 310 Danforth Ave. W of Chester 45 Guests Nov 4 - Mar 31 6:00pm-8:00am	Blythwood Road Baptist 80 Blythwood Road N of Yonge/Eglinton 55 Guests Nov 5 - April 1 6:00pm-8:00am
St. Matthew Our Lady Peace 3962 Bloor St W @ Kipling 25 Guests Men only Nov 20 - Apr. 9 5:00pm - 7:30am	St. Brigid's 300 Wolterleigh Ave Woodbine/Danforth 60 Guests Nov. 14 - Apr. 10 4:00pm - 8:00am	Knox Presbyterian @ Harbord 42 Guests Youth 16-24 Nov. 1 - Apr. 26 6:30pm-8:00am	Yorkminster Park Baptist 1585 Yonge Street N of St Clair 60 Guests Nov 2 - Apr. 5 7:00pm-8:00am	First interfaith@ St. Matthew's 729 St. Clair Ave.W 45 Guests Nov. 3 - Apr. 6 5:30 pm-7:30am	All Saints Kingsway Anglican 2850 Bloor W (Royal York) 20 Guests Men Only Nov 18 - Apr 7 6:00pm-8:00am	

**NEED HELP?
CALL STREET HELP LINE
FREE FROM ANY PAY PHONE
1.866.392.3777**

www.211toronto.ca

Additional OOTC Programs *

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
University Settlement House 23 Grange Road McCaul N of Queen 65 Guests 5:30pm - 7:30am	Beth Emeth 100 Elder Street Wellington and Sheppard 30 Guests Jan.9-Feb. 27 6:30 pm-7:00 am	Beth Shalom 1445 Eglinton W (Allen Expressway) 30 Guests Jan 3 - Mar 28 5:30pm - 7:00am	Mosaic Interfaith York Region 1.866.392.3777	Chinese Gospel 450 Dundas St West 15 Guests Men Only Dec. 8-Mar. 23 5:30pm-7:30am	University Settlement House 23 Grange Road McCaul N of Queen 65 Guests 8:00pm-7:30am	University Settlement House 23 Grange Road McCaul N of Queen 65 Guests 8:00pm-7:30am
	Evangel Hall 573 Queen St. West 20 Guests Nov.10-Mar 30th Couples and Women Only 6:00 pm-8:00 am Sanctuary 25 Charles St E Jan5 - Apr 13 20 Guests 4:30 pm-8:00am					St. Michael's Cathedral 66 Bond Street 60 Guests Nov 4 -Mar 31 6:30pm-8:00am
						St. Michael's Hospital Annex 38 Shuter 37 Guests Nov 4 - April 8th 5:00pm-8:30am
						Mosaic Interfaith York Region 1.866.392.3777



For information Please contact

Dixon Hall
 Resource and Support Services for
 Out of the Cold
 416.699-OOTC (6682) phone
 416.690-OOTC (6682) fax

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

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

www.ootc.ca

■ Street Outreach Providers

To access Street Outreach providers call Street Helpline

Agincourt Community Services Association

2600 Birchmount Rd, Units A & B,
Scarborough, ON M1T 2M5
Ward: 40

Albion Neighbourhood Services

Albion Centre, 1530 Albion Rd., Ste 205,
Toronto, ON M9V 1B4
Ward: 1

Anishnawbe Health Toronto

179 Gerrard St. E. Toronto, ON
M5A 2E5
Ward: 27

Christie-Ossington Neighbourhood Centre

854 Bloor St. W. Toronto, ON, M6G 1M2
Ward: 19

Central Neighbourhood House

321 Jarvis St., Toronto, ON
Ward: 27

Salvation Army Gateway

107 Jarvis St., Toronto, ON M5C 2H4
Ward: 28

Native Men's Residence

22 Vaughan Rd., Toronto ON M6G 2N1
Ward: 21

St. Stephen's Community House

260 Augusta Ave., Toronto, ON M5T 2L9
Ward: 20

Toronto North Support Services

132 Rainside Rd, Ste. 2, North York ON
M3A 1A3
Ward: 25

YouthLink Inner City

7 Vanauley St, Toronto, Ontario, M5T 2V9
Ward: 20

■ Drop-In Centres

| Full time drop-in programs |

Adelaide Resource Centre for Women

(women only)
416-392-9243
67 Adelaide Street East
Monday-Friday 10:00am-3:00pm
Ward: 28

Agincourt Community Services

416-321-6912
2600 Birchmount Road
Tuesday 11:30am-1:30pm Knox Church
Thursday 9:00am-3:00pm Agincourt CSA
Ward: 40

All Saints Church Community Centre

416-368-7768
315 Dundas Street East
Monday-Friday 8:00am-4:00pm
Ward: 28

Christie Ossington Neighbourhood Centre

416-534-8941
854 Bloor Street East
Monday-Thursday 10:00am-5:00pm
Winter: Monday-Thursday 7:30am-9:00pm
and 10:00am-5:00pm
Ward: 19

Church of the Redeemer, Lunch Program

416-922-4948
162 Bloor Street West
Monday-Friday 9:00am-12 noon
Ward: 27

**Covenant House,
Outreach Drop-in Program** (youth only)

416-593-4849
20 Gerrard Street East
Monday, Tuesday and Thursday
1:15pm-7:00pm
Friday 10:00am-11:30am & 1:15pm-5:00pm
Wednesday 4:00pm-8:00pm
Ward: 27

COSTI North York Housing Help Centre:

(call ahead-women only)
416-244-0480
1700 Wilson Avenue, Suite 114
Monday-Wednesday 8:30am-4:30pm
Thursday and Friday 8:30am-5:30pm
Ward: 7

Dixon Hall

416-863-0499
58 Sumach Street
Monday-Friday 8:30am-12 noon
Ward: 28

Evangel Hall

416-504-3563
573 Queen Street West
Monday-Friday 9:00am-12:30pm
Friday, Saturday and Sunday 5:00pm-9:00pm
Ward: 20

416 Drop-In Centre

(women only)
416-928-3334
416 Dundas Street East
Winter: Monday-Sunday 7:30am-4:30pm
Ward: 28

Fred Victor Centre

416-364-8228
145 Queen Street East
Monday-Friday 2:00pm-4:00pm
Ward: 28

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

416-392-9292
67 Adelaide Street East
Monday-Friday 10:00am-3:00pm
Ward: 28

Good Neighbours' Club (men 50+ only)

416-366-5377
170 Jarvis Street
September-June: Monday-Sunday
7:00am-7:00pm
July-August: Monday-Sunday
7:00am-3:00pm
Ward: 27

Good Shepherd Centre

416-869-3619
412 Queen Street East
Monday-Sunday 8:45am-10:45am
Ward: 28

Houselink Community Homes Drop-In

416-539-0690
805 Bloor Street West
Monday-Thursday 9:00am-4:00pm
Saturday-Sunday 12noon-5:00pm
Ward: 19

Native Child & Family Services

(Native youth only)
416-969-8510
456 Yonge Street (downstairs)
Monday, Wednesday, Friday 9:00am-5:00pm
Tuesday 9:00am-8:00pm
Thursday 9:00am-4:00pm
Ward: 27

Neighbourhood Information Post

416-924-2543
269 Gerrard Street East, 2nd fl
Monday, Tuesday, Thursday and Friday
10:00am-4:30pm
Wednesday 1:00pm-4:30pm
Ward: 28

**Parkdale Activity Recreation
Centre (PARC)**

416-537-2591
1499 Queen Street West
Monday-Thursday 9:30am-2:00pm
Friday 9:30am-4:00pm
Saturday 11:00am-3:00pm
Ward: 14

Red Cross Drop-in

416-267-0115
700 Kennedy Road
Monday-Thursday 10:00am-3:30pm
Friday 12noon-3:30pm
Ward: 35

Salvation Army Gateway

416-368-0324
107 Jarvis Street
Monday, Wednesday, Thursday, Saturday,
Sunday 1:00pm-7:00pm
(closed Tuesday & Friday)
Ward: 28

Scott Mission (men only)

416-923-8872
502 Spadina Avenue
Monday, Tuesday, Thursday and Friday
8:00am-11:30am & 1:30pm-5:00pm
Wednesday 8:00am-11:30am
Saturday and Sunday 8:00am-12 noon
Ward: 20

Second Base Drop-in (youth only)

416-261-2733
702 Kennedy Road
Monday-Friday 9:00am-3:30pm
Ward: 35

Sistering (women only)

416-926-9762
11 St. Anne's Road
Monday 11:30am-3:00pm
Tuesday-Sunday 9:30am-3:00pm
Ward: 18

St. Christopher House:

The Meeting Place

416-504-4275
588 Queen Street West
Monday-Friday 11:30am-4:00pm
Winter: Saturday and Sunday 11:30am-
4:00pm
Ward: 19

St. John the Compassionate Mission

416-466-1357
155 Broadview Avenue
Wednesday 1:00pm-8:00pm
Thursday-Friday 8:00am-4:00pm
Winter: Saturday 11:00am-2:00pm
Ward: 30

St. Stephen's Community House:

The Corner Drop-in

416-964-8747
260 Augusta Avenue
Monday-Friday 7:30am-11:30am
Sunday 8:00am-1:00pm
Ward: 20

The Stop: Community Food Centre

416-652-7867
1884 Davenport Road (rear entrance)
Monday, Tuesday, Thursday and Friday
9:00am-3:00pm
Winter: 7:30am-3:00pm
Ward: 17

Street Haven at the Crossroads

(women only)
416-967-6060
87 Pembroke Street
Monday-Friday 12noon-8:00pm
Winter: Friday 12noon-9:00pm
Saturday and Sunday 5:00pm-9:00pm
Ward: 27

**Syme-Woolner Neighbourhood
Family Centre**

416-766-4634
2468 Eglinton Avenue West
Monday-Friday 10:00am-2:00pm
Ward: 12

Toronto Christian Resource Centre

416-363-4234
40 Oak Street
Monday-Friday 7:00am-2:00pm
Winter: Saturday-Sunday 7:00am-2:00pm
Friday and Sunday 5:00pm-9:00pm
Ward: 28

**Toronto Council Fire Native
Cultural Centre**

416-360-4350
439 Dundas Street East
Monday-Thursday 8:00am-6:00pm
Friday, Saturday, Sunday 8:00am-4:00pm
Ward: 28

Toronto Friendship Centre

416-368-8179

323 Dundas Street East
Monday-Sunday 6:00am-11:00am
Ward: 28

Touchstone Youth Centre (youth only)

416-696-6932
1076 Pape Avenue
Monday-Friday 1:00pm-9:00pm
Ward: 29

WestonKing Neighbourhood Centre

416-241-9898
Central United Church, 1 King Street
Monday 10:00am-2:00pm
Tuesday 3:00pm-7:00pm
Thursday 10:00am-2:00pm (women)
Friday 10:00am-2:00pm
Ward: 11

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

416-977-7259
381 Yonge Street
Monday-Friday 12noon-5:00pm
Winter: Monday, Tuesday and Thursday
12noon-6:00pm
Ward: 27

YouthLink Inner City (youth only)

416-703-3361
7 Vanauley Street
Monday, Wednesday 9:00am-12noon &
1:00pm-4:00pm
Tuesday 9:00am-1:00pm
Thursday 9:00am-12noon,
1:00pm-4:00pm, 6:30pm-9:00pm
Friday 9:00am-12noon, 1:00pm-3:00pm
Ward: 20

| **Part time drop-in programs** |

Bloor-Bathurst Interchurch

Gathering Spot

416-924-5883

188 Lowther Avenue

Tuesday 4:00pm-10:00pm

Ward: 20

**Davenport Perth Neighbourhood
Centre (DPNC)**

416-656-8025

1900 Davenport Road

Tuesday and Thursday 1:00pm-4:00pm

Church of the Crusaders

1307 Bloor St. West

Monday 12:30pm-2:30pm

Ward: 17

Eva's Satellite Library Drop-in (located in
North York Library)

416-229-1874

5248 Yonge Street

Tuesday, Wednesday 12noon-2:00pm

Ward: 23

519 Church Street Community Centre

416-392-6874

519 Church Street

May-October: Sunday 10:00am-3:30pm

November-April: Sunday 8:00am-5:30pm

Monday 6:00pm-10:00pm(trans community)

Ward: 27

**Lakeshore Area Multiservice Project
Adult Drop-in (LAMP)**

416-252-6471

185 Fifth Street

Monday, Wednesday 9:00am-3:00pm

Ward: 6

Mustard Seed: Fontbonne Ministries

416-465-6069

791 Queen Street East

September-May: Saturday

10:00am-3:00pm

Friday 10:00am-3:00pm (women)

Ward: 30

Sanctuary Drop-in

416-922-0628

25 Charles Street East

Tuesday 9:30am-1:30pm (women)

Wednesday 10:30am-3:00pm

Thursday 4:30pm-9:00pm

Saturday 7:30am-10:15am

Ward: 27

**SKETCH: Working Arts for Street
Involved and Homeless Youth**

416-516-5428

580 King Street West, 2nd floor

Tuesday & Thursday 2:00pm-6:00pm

Ward: 20

St. Christopher House:

New Hope Drop-in

416-537-2455

1229 Queen Street West (at Parkdale
Community Health Centre)

Tuesday-Thursday 6:30pm-8:30pm

Ward: 4

St. Felix Community Centre

416-203-1624

25 Augusta Avenue

Monday-Friday 11:00am-12:30pm

Ward: 20

**Warden Woods Community Centre:
Teesdale Drop-in Centre**

416-694-1138 Ext. 26

40 Teesdale Place

Monday, Wednesday 10:00am-4:00pm
Ward: 35

Wychwood Open Door Drop-in

416-652-0857
729 St. Clair Avenue West (downstairs)
Monday, Wednesday and Friday
8:30am-3:00pm
Ward: 21

■ **Housing Help Centres**

COSTI - North York Housing Help Centre

416-244-0724 (call for appointment)
North York Sheridan Mall
1700 Wilson Ave., Suite 114
Monday-Wednesday 8:30am-5:30pm
Thursday-Friday 8:30am-4:30pm
Ward: 7

East York Housing Outreach Program

416-698-9306
Barrington Ave.
Monday, Tuesday, Wednesday and Friday
8:30am-4:00pm
Thursday 8:30am-6:00pm
Ward: 31

Etobicoke North Housing Help Centre

416-741-1553
1530 Albion Rd., Suite 205
Monday-Friday 9:30am-5:00pm
Wednesday and Thursday 1:00pm-5:00pm
Ward: 1

Etobicoke South Housing Help Centre

416-252-6471
185 Fifth St.
Monday-Friday 9:30am-5:00pm
Ward: 6

Flemingdon Neighbourhood Services

Housing Program
416-424-2008
10 Gateway Blvd., Suite 104
Monday-Friday 9:00am-5:00pm
Ward: 26

Scarborough Housing Help Centre

416-285-8070
2500 Lawrence Ave. E., Unit 204
Monday-Thursday 8:00am-5:00pm
Friday 8:00am-2:00pm
Ward: 37

WoodGreen Info-Link & Housing Help Centre

416-469-5211 Ext. 1175
835 Queen St. E
Monday-Tuesday 9:00am-1:00pm
(Friday closed)
Ward: 30

York Housing Help Centre

416-653-5400 ext. 274
1651 Keele St
Monday/Tuesday/Thursday/Friday
10:00am-12:00pm/2:00pm-4:00pm
Wed. Closed
Ward: 15

■ Toronto Shelter, Support and Housing Administration

If you would like information regarding any of these services please visit our web site at www.toronto.ca/housing or contact:

Phil Brown

General Manager

Shelter, Support and Housing Administration

416-392-7885

pbrown1@toronto.ca

| **Housing and Homelessness Supports and Initiatives** |

For information on Housing and Homelessness Supports and Initiatives please visit our web site at www.toronto.ca/housing or contact:

Katherine Chislett

Director, Housing and Homelessness Supports and Initiatives

416-397-0260

kchisle@toronto.ca

| **Hostel Services** |

For information on Hostel Services, please visit our web site at www.toronto.ca/housing or contact:

Anne Longair

Director, Hostel Services

416-392-5417

alongair@toronto.ca

| **Social Housing** |

For information on Social Housing, please visit our web site at www.toronto.ca/housing or contact:

Kathleen Blinkhorn

Director, Social Housing Administration

416-392-0054

kblinkh@toronto.ca

If you would like to comment on the guide please contact:

Partnership Development and Support

ssha@toronto.ca