



Access to Services Without Fear  
Immigration Campaign

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# TORONTO COMMUNITY SERVICES RESOURCE GUIDE

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Please check our website at [www.socialplanningtoronto.org](http://www.socialplanningtoronto.org) for:

- **Multilingual versions** of the guide
  - The **online expanded version** of the guide which includes detailed service provider information including: languages of services, hours of operation, services offered, program eligibility, etc.
  - The **most up-to-date version** of the guide – The guide is a continuous work-in-progress. All changes, additions and updates are included in the online expanded version of the guide and maintained for future printed editions.
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If your agency or organization is listed in this guide and you have changes you would like to report to us, or if you are an agency that works with non-status people and would like to be included in future editions or on our online version, please send your information to us at the Community Social Planning Council:

**student1@cspc.toronto.on.ca or 416-351-0095 ext 219**

## This book provides information about community services in Toronto (not the GTA) to people without immigration status.

If you don't have immigration status or are still waiting for a Canadian immigration decision, there are places to get services like schools, health care, dental care and legal advice in Toronto. This guide is intended to help you find the available resources within the community.

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This guide includes service providers located in the city of Toronto. We have surveyed all of the agencies included in this guide to find out more about their work with people with less than full immigration status and their services. Questions included the type of work done with non-status people, language of service available, eligibility requirements, and under what circumstances a person's name and status information was shared to others outside of the agency.

Though many of the agencies listed offer multiple services for clients, due to government funding criteria and guidelines, not all of their programs may be open to non-status people. Please contact the agencies directly if there is a certain service you require to find out if you are eligible.

**All of the agencies listed in this guide reported that they work with non-status immigrants and do keep their client's identity and status confidential, except in situations where Canadian law requires otherwise. Such situations can include:**

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

All attempts were taken to make sure that information was as up to date and accurate as possible at the time of printing. However, we advise users of the guide to contact agencies directly to confirm addresses, program and service information and organizational policies with respect to people with less than full immigration status

Note: We have worked with our partners and networks to create an extensive list of non-status service providers. However, it is likely that there are additional organizations that provide services to people with less than full immigration status in Toronto. If you are aware of any organizations that should be added to the guide, please contact us at: [student1@cspc.toronto.on.ca](mailto:student1@cspc.toronto.on.ca) or 416-351-0095 ext 219

Because of the collaboration of Davenport Perth Neighborhood Centre, some of the services listed are concentrated mainly within the west end of Toronto. Updated versions of the guide will include additional agencies and programs from across the city.

**All services listed in the guide are free of charge, unless otherwise specified. For more information on hours of operation, types of services offered, or any other details, please check the expanded online version of the resource guide at [www.socialplanningtoronto.org](http://www.socialplanningtoronto.org) or call the agency directly.**

### **For further information:**

The Blue Book provides accurate, up-to-date information on hundreds of community and government services and organizations. The telephone number is 211 and you can also get this information online at [www.211toronto.ca](http://www.211toronto.ca)

Settlement.org provides newcomers with information on job resources, sponsorship, English as a Second Language, housing, health and much more. Their website is [www.settlement.org](http://www.settlement.org)

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

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## EMERGENCY SERVICES

<b>Police, Fire, Ambulance</b>	911
*Please be aware that 911 operators will likely send police, fire and ambulance services to respond to any emergency. Health care providers contacting 911 can request 'ambulance only' for medical emergencies. 911 services are available in many different languages. As well, the Toronto Police Services Board has agreed to adopt a Don't Ask, Don't Tell policy, meaning an officer will not ask a person to divulge their immigration status, unless there is a good reason to do so. This policy, however, has yet to be implemented. Please visit the No One Is Illegal website at <a href="http://toronto.nooneisillegal.org">http://toronto.nooneisillegal.org</a> for updates.	
<b>Children Emergency Hotlines</b>	
Kids Help Phone line	1-800-668-6868
<b>Distress Emergency Hotlines</b>	
Distress Line	416-408-4357
Gerstein Centre	416-929-5200
Salvation Army Suicide Prevention & Emergency Counselling	416-285-0100
<b>Emergency Shelter Hotlines</b>	
Street Helpline	416-392-3777
<b>Sexual Assault Hotlines</b>	
Assaulted Women's Helpline	416-863-0511
Toronto Rape Crisis: Multicultural Women Against Rape Crisis Line: 416-597-8808	
<b>Other Information Lines</b>	
Community Information Toronto	211
<a href="http://www.211Toronto.ca">www.211Toronto.ca</a>	
Birth Certificate (for Canadian-born children)	416-325-8305

## EMERGENCY SHELTERS AND HOUSING

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

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

### Women

Beatrice House	416-652-0077
Evangeline's Residence	416-762-9636
Fred Victor Centre Women's Hostel	416-368-2642
Society of St. Vincent de Paul	416-364-5577
The Redwood	416-533-8538
Women and Children Interval House	416-924-1491
Women's Habitat of Etobicoke	416-252-5829

### Men and Women

Heyworth House	416-691-0012
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### Men

Scott Mission	416-923-8872
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### Newcomer/Refugee

Adam House	416-538-2836
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\*free services unless otherwise specified\*

## COUNSELLING AND ABUSE

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

### Multicultural Women Against Rape 416-597-8808

Services for anyone who has been raped, sexually assaulted or abused; women who have had unwanted sexual touching; incest survivors.

### Assaulted Women's Helpline

The Assaulted Women's Helpline is a 24-hour telephone and TTY crisis line for all women who have experienced abuse. It is free, confidential and anonymous and available in 154 languages. They provide counseling, emotional support, safety planning, information and referrals. They can help you look at your situation and explore the options available to you.

Crisis phone:	416-863-0511
TTY phone:	416-863-7868

### Other Abuse Counselling Services

Rexdale Women's Centre	416-745-0062
23 Westmore Dr. Suite 400	
Counselling and support groups available	

Sherbourne Health Centre	416-324-4180
333 Sherbourne St.	

\*free services unless otherwise specified\*

Stonegate Community Health Centre 416-231-7070  
150 Berry Rd (Stonegate Plaza), Etobicoke  
Support groups and counselling are available.

West End Walk-In Counselling Centre 416-394-2424 ext. 34  
21 Ascot Ave (and Dufferin)  
Free - no appointment needed/Wednesdays 5 pm – 8 pm

Women's Counselling, Referral & Education Centre (WCREC)  
489 College St, Ste 303B 416-534-7501  
Provides telephone counselling and referrals to self-help groups,  
legal services and therapists.

Women's Health in Women's Hands Community Health Centre  
2 Carlton St., Suite 500 416-593-7655

**If you have experienced violence in your home country, you  
can contact:**

Canadian Centre for Victims of Torture 416-363-1066  
194 Jarvis St., 2<sup>nd</sup> Floor

Provides counselling, medical services, settlements services, legal  
help, language instruction, and more. Or visit them at their  
Scarborough branch:

Canadian Centre for Victims of Torture (Scarborough)  
2425 Eglinton Ave. East Unit# 220 416-750-3045

**LESBIAN AND GAY COUNSELLING**

Telephone for peer support, information, counseling, support  
groups, cultural, social and recreational programs. Free and  
confidential.

519 Church St. Community Centre 416-392-6874  
519 Church St.

\*free services unless otherwise specified\*

**Lesbian and Gay Counselling cont'd...**

Lesbian, Gay Bi Trans Youth Line Toll free: 1-800-268-9688  
www.youthline.ca Local: 416-962-9688

Sherbourne Health Centre 416-324-4180  
333 Sherbourne St.

**HOUSING HELP CENTRES**

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

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

Albion Neighbourhood Service/Etobicoke Housing Help Centre  
1530 Albion Rd. Suite 205 416-741-1553

Housing Help Centre of York Region 416-410-6051  
10265 Yonge St. Richmond Hill

Scarborough Housing Help Centre 416-285-8070  
2500 Lawrence Ave East Unit# 205

WoodGreen Homelessness and Housing Help Services  
835 Queen St. East 416-469-5211 ext.1175

\*free services unless otherwise specified\*

## COMMUNITY LEGAL SERVICES

If you want to find out about how you can get legal status, find out what your rights are, or try to prevent a deportation, you need a lawyer as soon as possible. It is best to get legal services through a community legal clinic or a well-checked referral - there is a risk of abuse by some people offering independent legal services.

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

- (1) the community legal clinic system
- (2) the legal aid certificate program

### Community Legal Clinics

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

Centre for Spanish Speaking Peoples      Office: 416-533-8545  
2141 Jane St.      Legal Clinic: 416-533-0680

Community and Legal Aid Services Programme (CLASP)  
4700 Keele St. Osgoode Hall Room# 118      416-736-5029

Downtown Legal Services      Intake line: 416-978-6447  
655 Spadina Ave.      416-934-4535

East Toronto Community Legal Services      416-461-8102  
1320 Gerrard St. East

Faithful Companions of Jesus (FCJ) Refugee Centre  
208 Oakwood Ave.      416-469-9754

\*free services unless otherwise specified\*

## COMMUNITY LEGAL SERVICES (Continued)

Flemingdon Community Legal Services      416-441-1764  
49 The Donway West, Suite # 205

HIV and AIDS Legal Clinic Ontario      1-888-705-8889  
65 Wellesley St E, Ste 400      Local: 416-340-7790

Jane Finch Community Legal Services      416-398-0677  
1315 Finch Ave. West, Suite # 409

Justice for Children and Youth      416-920-1633  
415 Yonge St. Suite 1203

Kensington-Bellwoods Community Legal Services  
489 College St., Suite # 205      416-924-4244

Parkdale Community Legal Services      416-531-2411  
1266 Queen St. W

Rexdale Community Legal Clinic      416-741-5201  
The Woodbine Centre, 500 Rexdale Blvd., Etobicoke

Scarborough Community Legal Services      416-438-7182  
695 Markham Rd., Unit # 9 (in the Cedar Heights Plaza)

South Asian Legal Clinic of Ontario (SALCO)      416-487-6371  
1992 Yonge St. Suite #205

South Etobicoke Community Legal Services      416-252-7218  
5353 Dundas St. West, Suite # 210

West Scarborough Community Legal Services      416-285-4460  
201-2425 Eglinton Ave East

## COMMUNITY LEGAL SERVICES (Continued)

Willowdale Community Legal Services 416-492-2437  
245 Fairview Mall Dr., Suite #106

### Legal Aid Certificates

You may be able to get a legal aid certificate to pay for a private lawyer's services. To find out if you are eligible for a legal aid certificate, contact a Legal Aid Office in your area. The following legal aid offices provided their information for the guide:

North York Legal Aid Office 416-730-1588  
45 Sheppard Avenue East, Suite 106

Scarborough Legal Aid Office 416-750-7172  
1921 Eglinton Avenue East, Unit 1A

\*free services unless otherwise specified\*

## LEGAL INFORMATION

Community Legal Education Ontario (CLEO) produces pamphlets and fact sheets in many different languages on a range of subjects including: consumer, criminal, family, health and disability, immigration and refugee, landlord and tenant, legal services, seniors, social assistance, work and employment insurance, workers' compensation, and youth justice. CLEO does not provide legal advice. Please contact a community legal clinic for legal advice.

For publications, check CLEO's website at [www.cleo.on.ca](http://www.cleo.on.ca) or call 416-408-4420

Selected brochures and fact sheets available through CLEO include:

- Every Child's Legal Right to Education
- OHIP Coverage for Children Born in Canada
- Being Arrested or Detained for Immigration Reasons
- Immigrant Women and Domestic Violence

\*free services unless otherwise specified\*



## YOUR RIGHTS AS A TENANT

Call the tenant hotline to get free information on your legal rights as a tenant:

Tenant Hotline 416-921-9494

If you are having trouble with your landlord, you can call the Ontario Rental Housing Tribunal to enforce your rights.

Ontario Rental Housing Tribunal 416-645-8080  
or  
1-888-332-3234

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

416-585-7214  
Toll Free Complaints 1-888-772-9277

The Parkdale Tenants' Association maintains a "Bad Landlord Hotline" which serves the Metro Toronto region. You can report a bad landlord or get information about a potential landlord.

Parkdale Tenants' Association 416-760-2149

Two websites that provide legal advice and other services:

[www.torontotenants.org](http://www.torontotenants.org) includes services in many languages through a telephone interpreters' service.

[www.canlaw.com/tenants/tenants.htm](http://www.canlaw.com/tenants/tenants.htm)

\*free services unless otherwise specified\*

## DROP-IN AND PARENTING CENTRES

Drop-in centres are places where you and your children can meet, play and relax with other children and parents.

### Ontario Early Years Centres

The Early Years Centres offer a place for parents and children up to 6 years of age to take part in activities and programs together. There are nearly 150 centres across the city of Toronto. To locate the centre nearest you visit:  
[www.ontarioearlyyears.ca](http://www.ontarioearlyyears.ca)  
or toll free: 1-866-821-7770

The following are drop-in centres located in the West End of the City:

Charles G. Fraser School 416-603-7372  
79 Manning Ave  
(Bathurst St. & Queen St. W)  
\*Please call regarding fees

Children's Storefront 416-531-8151  
1079 Bathurst St.  
(Bathurst St. & Dupont St.)

Creating Together Parkdale 416-537-1004  
1497 Queen St. West  
(Queen St. W & Lansdowne Ave)

Essex School 416-393-9291  
50 Essex St.  
(Bathurst St. & Dupont St.)  
\*Please call regarding fees

\*free services unless otherwise specified\*

## SCHOOL FOR CHILDREN

Every child has the right to go to school in Canada regardless of status. The Toronto District School Board has passed a Don't Ask, Don't Tell policy which states that all children will be treated equally, even if they (or their parents) have no immigration status, and that they will not disclose this information to any enforcement agency or government body. However, this policy has not yet been fully implemented. Please visit the No One Is Illegal website at <http://toronto.nooneisillegal.org> for updates.

Toronto District School Board 416-397-3000  
International Program and Admission office 416-395-9618  
5050 Yonge St. or 416-395-8109

Toronto Catholic School Board 416-222-8282 ext. 5320

You will need to show your child's passport or birth certificate.

To find the addresses and phone numbers of elementary, middle and high schools, you can look at the following websites:

[www.tdsb.on.ca](http://www.tdsb.on.ca) (Toronto District School Board)  
[www.tcdsb.org](http://www.tcdsb.org) (Toronto Catholic District School Board)

If you are having difficulty enrolling your child in school, contact:

Justice for Children and Youth 416-920-1633  
415 Yonge Street, Suite 1203 [www.jfcy.org](http://www.jfcy.org)

To help your child solve a problem they might be having at school, please visit <http://www.peopleforeducation.com> for some helpful tip sheets and advice; available in many different languages.

\*free services unless otherwise specified\*

The following organizations located in the West End also provide a school readiness programs for young children:

Davenport Perth Neighborhood Centre 416-656-8025  
1900 Davenport Rd. and 21 Randolph Ave.

Rexdale Women's Centre School Readiness Program  
45 Kingsview Blvd. 416-745-0062 x504

## ADULT EDUCATION

### Education and Schools for Adults

There are many organizations that can provide one-on-one support to help you upgrade your literacy skills. To find the closest place call the:

Toronto Catholic School Board  
416-222-8282 ext: 24 99 / 2513 / 5348  
Or visit <http://www.tcdsb.org/adulted/> for a full program directory

Toronto District School Board Continuing Education  
2 Trethewey Drive, 3rd floor 416-338-4000

**Note: Classes offered by the school boards may require a fee for non-residents of Canada.**

These organizations offer free literacy and skills programs:

Bickford Centre 416-393-1995  
777 Bloor St. West, Room 214B  
Call to book an appointment

Davenport Perth Neighbourhood Centre 416-656-8025  
1900 Davenport Rd.

Learning Enrichment Foundation 416-769-0830 or  
116 Industry St. 416-769-9675

\*free services unless otherwise specified\*

## EMPLOYMENT & JOB SKILLS TRAINING

Some employers do not ask for a work permit, although most do. If you are looking for a job, check the community newspapers. Also, the best way to find a job is through the people you know. Build your own network - talk to people you trust. Ask at your church, temple, mosque or synagogue or join a cultural association.

**For more information about employment resources or training in job skills please contact:**

Michael DesRoches from the Ontario Coalition Against Poverty at 416-925-6939 or

Karen Dick from the Workers' Action Centre at 416-531-0778 extension 225

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

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

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

<http://jb-ge.hrdc-drhc.gc.ca> (Service Canada)

\*free services unless otherwise specified\*

## WORKERS' RIGHTS

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

Workers' Action Centre  
720 Spadina Ave., Suite 223 416-531-0778  
[www.workersactioncentre.org](http://www.workersactioncentre.org)

INTERCEDE for the Rights of Domestic Workers, Caregivers, and Newcomers 416-483-4554  
234 Eglinton Ave East Suite 405 1-877-483-4554

\* Due to government funding, INTERCEDE can only provide services for workers and newcomers with permanent or temporary status

## VOLUNTEERING

Volunteering in your community can help you learn new skills, meet people and find out about potential jobs. You can contact a community centre close to your home if you would like to volunteer there. Call 211 or go to [www.211toronto.ca](http://www.211toronto.ca) for information on your local community centres.

You can call the following numbers to find out about other volunteering opportunities.

Volunteer Toronto 416-961-6888  
344 Bloor St. West. Suite 404

You can also check [www.volunteertoronto.ca](http://www.volunteertoronto.ca) for volunteering opportunities.

\*free services unless otherwise specified\*

## IMMIGRATION INFORMATION & SETTLEMENT SERVICES

### Applying for Status

To apply for permanent residency status or Canadian citizenship, contact:

Citizenship and Immigration Canada      1-888-242-2100

You can download order forms at the website: [www.cic.gc.ca](http://www.cic.gc.ca)

To apply for a birth certificate for a Canadian born child, contact:  
416-325-8305 or go to [www.serviceontario.ca](http://www.serviceontario.ca)

## IMMIGRATION INFORMATION & SETTLEMENT SERVICES

These organizations help newcomers with a variety of settlement services such as, immigration information, counselling, referrals, job searches, assistance in completing forms, and housing support:

Bloor Information and Life Skills Centre      416-531-4613  
672 Dupont St. Suite 314

Catholic Cross-Cultural Services      416-757-7010  
55 Town Centre Crt Suite #401, Scarborough

Community Action Resource Centre      416-654-0299  
1884 Davenport Rd., Unit 1

CultureLink      416-588-6288  
160 Springhurst Ave. Suite 300

Davenport Perth Neighbourhood Centre      416-656-8025  
1900 Davenport Rd.

Faithful Companions of Jesus (FCJ) Refugee Centre  
(Formerly known as Hamilton House)      416-469-9754  
208 Oakwood Ave.

Lighthouse Community Centre      416-535-6262  
1008 Bathurst St.

Rexdale Women's Centre      416-745-0062  
23 Westmore Dr. Suite 400

Working Women Community Centre      416-532-2824  
533A Gladstone Avenue

YMCA Newcomer Information Centre      416-928-6690  
42 Charles St. East 3<sup>rd</sup> floor

*\*free services unless otherwise specified\**

## FOOD BANKS

Food banks provide free, emergency food for people in need. Call the food bank before you go. Each food bank has different hours and days that they are open, and most serve people in their immediate neighborhoods only. They will ask you for identification or something with your name and address on it. To locate a food bank or food program in or around your neighbourhood, you may call:

### **FoodLink Hotline: 416-392-6655**

Foodlink also provides information on community gardens and kitchens, meals-on-wheels programs, pet food banks, and nutritional information.

### **Daily Bread Food Bank 416-203-0050**

If you have any problems getting help at the food bank or if you don't have required documents to access food, contact Maureen Tracey, Director of Agency Relations at Daily Bread.

If the Daily Bread Food Bank is closed, you may try calling **211** to locate a food bank near you.

There are approximately over 200 emergency food programs in Toronto. The following agencies have confirmed that they do indeed serve non-status people. Most are located in the west end.

416 DROP-IN 416-928-3334  
416 Dundas St. East  
(Dundas St E. & Parliament St)

Bloor Central Services/ Salvation Army 416-532-4511  
789 Dovercourt Rd.  
(Call first)  
(Dufferin St & Bloor St W)

Fort York Food Bank 416-203-3011  
797 Dundas St. West  
(Dundas St. W & Bathurst)

\*free services unless otherwise specified\*

## FOOD BANKS (Continued)

High Park Baptist Church 416-534-4225  
9 Hewitt Ave.  
(Dundas St W. & Bloor St. W)

Oasis Dufferin Community Centre 416-536-3197  
1219 Dufferin St.  
(Dufferin St. & Dupont St.)

Our Lady of the Resurrection House 416-530-1302  
22 Pauline Ave.  
(Bloor St. W & Dufferin St.)

Rainbow Information and Social Services 416-531-6701  
720 Ossington Ave.  
(Ossington Ave. & Bloor St. W)

Scott Mission 416-923-8872  
502 Spadina Ave.  
(Spadina Ave & College St)

Society of St. Vincent de Paul 416-364-5577  
240 Church St.  
Offers food vouchers, clothing, and furniture  
(Church St. & Dundas St. E)

Syme-Woolner Neighbourhood and Family Centre  
190 Woolner Ave. Basement #1171 to get in 416-766-4634  
(Jane St. & St. Clair Ave. W)  
*A food bank is also located at their main office:  
2468 Eglinton Ave. West; Food is distributed by appointment  
(Eglinton Ave W. & Keele St.)*

The STOP Community Food Centre 416-652-7867  
1884 Davenport Rd. at Symington Ave  
(St. Clair Ave W & Lansdowne Ave)

\*free services unless otherwise specified\*

## HEALTH

You can call Telehealth Ontario to talk to a nurse in order to determine how urgent your problem is. The call is free and you can call 24 hours a day. The nurse will ask you for your name, telephone number and address, but you do not have to provide this information. All information you provide remains confidential.

Telehealth Ontario 1-866-797-0000

**Community Health Centres** do not require health insurance (or OHIP). A community health centre provides doctors, nurse practitioners, a registered nurse, a social worker, health and promoters. You must make an appointment. Each centre is different – some have other programs, such as social groups, the arts and cooking groups.

- **YOU MUST LIVE IN THE CATCHMENT AREA**  
(The area in which the services are provided)
- **MUST MEET ALL CRITERIA** Example: You must fill out an application form. This information will be kept strictly confidential. For more details on issues surrounding confidentiality, please view the front of this guide.
- **WAITING LISTS:** While Community Health Centres provide services to people without health insurance, many have lengthy waiting lists.

Access Alliance Multicultural Community Health Centre  
340 College St. Suite 500 416-324-8677  
(College St. & Spadina Ave)

Black Creek Community Health Centre 416-249-8000  
2202 Jane St. Unit 5, North York  
(Jane St. & Wilson Ave)

\*free services unless otherwise specified\*

## HEALTH (Continued)

Davenport Perth Neighbourhood Centre 416-658-6812  
Community Health Centre  
1900 Davenport Rd.  
(Davenport Rd. & Lansdowne Ave)

East End Community Health Centre 416-778-5858  
1619 Queen St. East  
(Queen St. E & Coxwell Ave)

Flemingdon Health Centre 416-429-4991  
10 Gateway Blvd., Don Mills  
(Don Mills Rd & Eglinton Ave)

Four Villages Community Health Centre 416-604-3361  
1700 Bloor St. West  
(Bloor St. W & Keele St)

High Park Health Centre 416-766-2718  
10 Clendenan Ave. 1<sup>st</sup> Floor  
(Bloor St. W & Keele St)

Lawrence Heights Community Health Centre 416-787-1661  
12 Flemingdon Rd.  
(Allen Rd & Lawrence Ave W)

\*free services unless otherwise specified\*

## HEALTH (Continued)

Parkdale Community Health Centre 416-537-2455  
1229 Queen St. West  
(Queen St. W & Dufferin St.)

Regent Park Community Health Centre 416-364-2261  
465 Dundas St. East  
(Dundas St. E & Parliament St.)

Rexdale Community Health Centre 416-744-0066  
8 Taber Rd., Etobicoke  
(Kipling Ave & Rexdale Blvd)

Stonegate Community Health Centre 416-231-7070  
Stonegate Plaza, 150 Berry Rd., Etobicoke  
(The Queensway & Park Lawn Rd)

The House (Youth Services) 416-961-0113  
Planned Parenthood of Toronto  
36B Prince Arthur Ave., Main Floor  
(Bloor St. W & Avenue Rd)

Women's Health in Women's Hands Community Health Centre  
2 Carlton St. Suite 500 416-593-7655  
(Carlton St. & Yonge St.)

York Community Services: Community Health Centre  
1651 Keele St. 416-653-5400  
(Keele St. & Rogers Rd)

\*free services unless otherwise specified\*

## HEALTH (Continued)

**Health Centres (some may be walk-in clinics or after hour clinics; call first for more information)**

Anne Johnston Health Station 416-486-8666  
2398 Yonge St. (no walk-ins available)  
(Yonge St. & Eglinton Ave W)

Scadding Court Cross-Cultural Health Services  
707 Dundas St. West 416-392-0335 ext. 250  
A fee of 20\$ per visit  
(Dundas St. W & Bathurst St.)

Sherbourne Health Centre 416-324-4180  
333 Sherbourne St.  
(Sherbourne St. & Gerrard St. E)

Street Health 416-921-8668  
338 Dundas St. East  
(Dundas St. E. & Sherbourne St.)

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

\*free services unless otherwise specified\*

## PRENATAL CARE

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

Community Midwife of Toronto 416-944-9366  
344 Bloor St. West 2<sup>nd</sup> floor

Diversity Midwives 416-609-8187  
3410 Sheppard Ave. East, Suite # 202, Scarborough

Flemingdon Health Centre 416-429-4991  
10 Gateway Blvd., Don Mills

Kensington Midwives 416-928-9777  
340 College St., Suite 450

Midwives Collective of Toronto 416-963-8842  
344 Dupont St. Suit # 403  
Reduced fee for hospital birth or free for home birth. Call for details

Rexdale Women's Centre, Eating for Two 416-745-0062  
23 Westmore Dr., Suite 400, Etobicoke

York Community Services: Having a Baby Drop-in Program  
1651 Keele St. 416-653-5400

\*free services unless otherwise specified\*

## SEXUAL HEALTH CLINICS

For information on issues related to sexual health, contact one of the following:

Bay Centre for Birth Control 416-351-3700  
790 Bay St. 8<sup>th</sup> floor

Birth Control & VD Information Centre 416-789-4541  
2828 Bathurst St. # 501

Crossways Clinic, Crossways Mall 416-392-0999  
2340 Dundas St. West

Etobicoke Civic Centre Clinic 416-338-1517  
399 The West Mall

Flemingdon Health Centre 416-429-4991  
10 Gateway Blvd.  
Open Monday and Thursday, 3pm to 5pm

Hassle Free Clinic	Women's	416-922-0566
66 Gerrard St. East	Men's	416-922-0603

Jane Street Clinic 416-338-7272  
662 Jane St.

Rexdale Community Health Centre 416-744-0066  
8 Taber Rd.

Scarborough Sexual Health Clinic, Scarborough Civic Centre  
160 Borough Dr. 416-338-7438

\*free services unless otherwise specified\*



## SEXUAL HEALTH CLINICS (Continued)

The House (for youth ages 13 to 25) 416-927-7171  
Planned Parenthood of Toronto  
36B Prince Arthur Ave., Main Floor

The Talk Shop 416-338-7000  
5110 Yonge St.

Women's Health in Women's Hands Community Health Centre  
2 Carlton St., Suite 500 416-593-7655

Note: Many of these agencies offer anonymous HIV testing. You may also call **The Ontario AIDS and Sexual Health Information Line at: 416-392-2437** for other anonymous testing sites in your area. You do not have to give your name.

Clinics are required by law to report positive cases of sexual transmitted infections to Toronto Public Health. However, this information is kept private and confidential. Toronto Public Health may get in touch directly with the patient in order to make certain that they are receiving help, and that the patient's sexual partners have been informed. This is solely to ensure public health and safety.

\*free services unless otherwise specified\*

## DENTAL CLINICS

There are public, private and government clinics that will provide a range of dental services for free or at a low cost.

APLUS Institute Dental Hygiene Clinic 416-222-0500  
Madison Centre  
4950 Yonge St., Unit 15  
Low cost dental services

Canadian Academy of Hygiene 905-896-2234  
165 Dundas St. West, Mississauga  
Low cost dental services

Regency Dental Hygiene Academy Inc. 416-341-0100  
481 University Avenue  
Low cost dental services

\*free services unless otherwise specified\*

## LOST CANADIAN IDENTIFICATION (ID)

If you have a **child that was born in Canada, or family members that are Canadian citizens or Permanent Residents**, and they have lost their *Canadian* identification, you can contact the following agencies. An ID worker will fill in the forms with you, order the ID for you and provide a secure address at which you can receive it. There is no charge for the ID or for this service.

Fred Victor Centre 416-364-8228  
145 Queen St. E

Street Health 416-921-8668  
338 Dundas St. East

The Stop 416-652-7867  
1884 Davenport Rd.  
Mondays 12-1:30

Weston King Neighbourhood Centre 416-241-9898  
2017 Weston Rd  
ID clinic 4<sup>th</sup> Friday of every month  
Also provides an adult drop-in centre

York Community Services 416-653-5400  
1651 Keele St.  
Wednesday 10am-12pm

\*free services unless otherwise specified\*

## ADVOCACY CENTRES

Amnesty International 416-363-9933  
14 Dundonald St.

Works on helping refugee claimants who face threat of human rights abuses. Call for more information

Council of Agencies Serving South Asians (CASSA)  
1992 Yonge St. Suite# 205 416-932-1359  
An umbrella organization of agencies, providing referrals for a variety of community services for Toronto's South Asian population, such as counselling, support, training, information exchange.

Don't Ask Don't Tell  
Voice Mail: 416-597-5820 ext: 5438  
The Don't Ask Don't Tell campaign is organized by *No One Is Illegal* and a coalition of various community groups within the Greater Toronto Area. Their goal is to create a city policy to allow all individuals, regardless of immigration status, to safely access all services within Toronto, such as education, police, health, housing, social services, shelters, food banks, and more.

Grassroots Youth Collaborative  
215 Spadina Ave 4<sup>th</sup> floor 416-644-1015 ext 1281  
GYC is a collective of culturally and racially diverse youth-led organizations that work in underserved, lower-income, at-risk communities. The programs delivered by our members reach out and engage young people who are typically missed by more mainstream youth programming (including youth who do not have full immigration status)

\*free services unless otherwise specified\*

## ADVOCACY CENTRES (Continued)

Immigration Legal Committee 416-633-1065  
Collective of legal professionals and law students working for the rights of immigrants and refugees, especially non-status migrants. They offer practical workshops for community service workers and non-status people on immigrant rights, with a focus on the needs of people with no legal status or uncertain status.

INTERCEDE for the Rights of Domestic Workers, Caregivers, and Newcomers 416-483-4554  
234 Eglinton Ave East Suite 405 1-877-483-4554  
Information, referral and counselling on immigration, employment, human rights, orientation for newcomers, settlement services. Due to government funding, INTERCEDE can only provide services for workers and newcomers with permanent or temporary status

Metropolitan Action Committee on Violence Against Women & Children (METRAC) 416-392-3135  
158 Spadina Road TTY #: 416-392-3031  
Providing information on safety for women and children, as well as offering referrals to women's services throughout the city

No One is Illegal- Toronto <http://toronto.nooneisillegal.org>  
Group of immigrants, refugees and allies working to educate, mobilize and network to defend the rights of immigrants, migrant workers, refugees, and indigenous peoples in Toronto. Also helps individual non-status people facing deportation. They do not offer legal representation, but can assist the person in finding legal representation if needed and work together with the person and their lawyer. Email: [nooneisillegal@riseup.net](mailto:nooneisillegal@riseup.net)

\*free services unless otherwise specified\*

## ADVOCACY CENTRES (Continued)

Ontario Coalition Against Poverty 416-925-6939  
10 Britain St.  
Provides direct one-on-one advocacy for individuals facing eviction, termination of social assistance, deportation, employment issues, legal referrals, and political support

The Financial Advocacy & Problem Solving Program  
St Christopher House, 1033 King Street West 416-848-7980  
Information, referral and advocacy regarding financial issues such as social assistance, year-round income tax, credit, debt, access to financial services

Workers' Action Centre 416-531-0778  
(Formerly TOFFE-Toronto Organizing For Fair Employment & WIC-Workers Information Centre)  
720 Spadina Avenue, Suite 223  
Information and referral on work-related issues such as employment law, human rights, harassment, Employment Insurance (EI), workers' compensation, health and safety legislation

Working Women Community Centre 416-532-2824  
533A Gladstone Avenue  
Offers a variety of services such as settlement services, information and referral, orientation, interpretation, supportive counselling, documentation, social assistance applications, individual counselling and support groups for assaulted women. Call for more details.

\*free services unless otherwise specified\*

## MUNICIPAL SERVICES

### City of Toronto

Services provided by the City generally fall into three categories:

1. Services that the City provides knowing that everyone benefits (e.g. roads, other physical infrastructure, fire and emergency services, quality of life or protective regulation such as licensing and standards)
2. Those that the City funds and operates itself (e.g. recreation) or funds and operates through arm's length boards (e.g. public health, libraries) that are intended for residents
3. Services for specific populations (e.g. children, people who require income support or subsidized housing) and for which the legislation, regulation and costs are shared with other orders of government (i.e. provincial or federal government) (e.g. child care, Ontario Works, rent-geared-to-income housing)

If you live in Toronto, you may use City services. In general, very little identification and no documentation regarding immigration status is needed to use the great majority of the programs, activities and services that the City of Toronto operates, funds and controls.

Exceptions to fully open access to services generally fall into category #3 above where residents must apply (instead of just registering or walking in) to use a service and identification that might disclose immigration status could be requested for specific reasons - most often, to comply with federal or provincial legislation.

## MUNICIPAL SERVICES (Continued)

In most cases where City staff request information that may directly or indirectly lead to disclosure of immigration status, the information is not reported to other authorities. However, to comply with provincial legislation, staff check immigration status of applicants for Ontario Works, and in cases of sponsorship breakdown, with Citizenship and Immigration Canada. In addition, City staff may have to testify in Court or at a hearing (e.g. in a case of Ontario Works benefits fraud or, with Emergency Medical Services staff, if charges ensued from an accident where someone was injured) and may, if asked, have to reveal a client's citizenship status.

- Information kindly provided by staff member from the City of Toronto

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In collaboration with the

Don't Ask, Don't Tell Campaign

<http://toronto.nooneisillegal.org>