

## External Resources

### Health services:

#### **Refugee HealthLine 1-866-286-4770**

- Multilingual
- Temporary line to connect refugees to a registry of health-care providers for transitional health care and services
- Providers/organizations/practices/clinics that deliver services funded by Ontario Health Insurance (OHIP) or Interim Federal Health Program (IFHP) can volunteer by calling above number
- Operated by Ontario Ministry of Health and Long-Term Care

**Dental** -- refugees are provided full dental coverage for a year under the Interim Federal Health Program (IFHP). Dentists who have registered with IFHP receive 100% reimbursement.

### **Department of Family and Community Medicine and St. Michael's Academic Family Health Team Syrian Refugee Clinics**

St. Michael's Hospital is one of several health-care facilities in Toronto participating in a new Syrian Refugee Clinic.

All refugees, regardless of whether they have health complaints, should be connected with a primary care physician. Appointments are encouraged for any Syrian refugee that has recently arrived or will be arriving in Toronto.

Services provided are covered under health insurance, including:

- Help with acute medical issues
- Chronic disease management, such as diabetes or hypertension
- Full primary care for children including immunizations
- Prenatal care
- Family planning advice
- Preventive care to avoid future illnesses including immunizations
- Mental health

- Full language interpretation services are available

### **How to book an appointment**

To book an appointment for any Syrian refugee that will be arriving, or is here already, please call **416-323-6400 ext. 5905** and leave a message. Someone will respond within 24 hours.

### **Clinic locations and dates**

Saturday January 23, 2016: [St. James Town Health Centre](#)

Saturday, February 27, 2016: St. James Town Health Centre

Saturday, April 2, 2016: St. James Town Health Centre

The St. James Town Health Centre is located on the ground floor at 410 Sherbourne St.

### **Women's College Hospital. Crossroads Refugee Health Clinic**

Address:

76 Grenville St 3rd Floor, Toronto, ON, M5S 1B2

Location:

Toronto Downtown Central

Office phone:

- Appointment required
- All 416-323-6400 ext 5905 and leave a message, calls returned within 24 hours

Website:

<http://www.womenscollegehospital.ca/programs-and-services/crossroads-clinic/Syrian-Refugee-Medical-Clinic>

Hours:

Monday – Friday, 8 a.m. - 4 p.m.

Eligibility:

Newly arrived refugees of all ages

Services:

[Temporary clinic](#) for newly arrived Syrian refugees

- Acute and chronic health concerns, preventative care (e.g. immunizations), help accessing the Canadian health care system
- A partnership among existing clinics that serve refugees, as well as some Family

Health Teams

- Diagnosis and management of acute medical issues
- Annual health exams
- Management of chronic diseases
- Full primary care for children including immunizations
- Pregnancy care
- Family planning advice
- Health education

How to apply:  
Call for an appointment

Languages:  
English; Interpretive Services

Fees:  
None

Physical access:  
Wheelchair accessible building including main entrance and barrier free washrooms \* access ramps at front and emergency entrances \* braille and tone elevator, lowered buttons

## City of Toronto

**Access Alliance Multicultural Health and Community Services:** multiple locations below  
3079 Danforth Ave (*Victoria Park/Danforth site*)  
761 Jane St, 2nd floor (*Jane/Woolner site*)

### **Clinic Dates:**

Thursday, February 11 (*Victoria Park/Danforth site*)  
Thursday, March 11 (*Victoria Park/Danforth site*)

**Canadian Centre for Refugee and Immigrant Health (CCRIHC):** 4158 Sheppard Ave E

### **Clinic Dates:**

Wednesday, February 17  
Wednesday, March 16

Clinic will see **same day** and **urgent care** patients (Monday, Tuesday and Thursday)

**Centre Francophone:** will see francophone patients as the need arises

**Davenport Perth Community Health Centre:** 1900 Davenport Rd

**Clinic Dates:**

Thursday, February 18

**Discovery Family Health Team:** 77 Provost Dr

**Clinic Dates:**

TBD

**East End Community Health Centre:** 1619 Queen St E

**Clinic Dates:**

Tuesday, February 2

Tuesday, March 1

Tuesday, April 5

**Four Villages Community Health Centre:** 3446 Dundas St W

**Clinic will see Syrian patients as the need arises**

**LAMP Community Health Centre:** 185 Fifth Street, Etobicoke

**Clinic Dates:**

Tuesday, February 23

Monday, March 21

Tuesday, April 19

**Mount Sinai Hospital Family Health Team:** 60 Murray St, 4<sup>th</sup> floor - Family Medicine

**Clinic Dates:**

Thursday, February 25

Monday, March 21

Thursday, April 21

**North York Family Medicine Centre:** 240 Duncan Mill Rd

**Clinic Dates:**

Friday, December 18

**Parkdale Community Health Centre:** 1229 Queen W

**Clinic Dates:**

Thursday, February 4

Thursday, March 3

Thursday, April 7

**Queen West - Central Toronto Community Health Centre:** 168 Bathurst St

**Clinic Dates:**

Tuesday, February 16

Tuesday, March 22

**Regent Park CHC:** 465 Dundas St E

**Clinic Dates:**

Saturday, February 12

Saturday, March 12

**Sherbourne Health Centre:** 333 Sherbourne St

**Clinic Dates:**

Tuesday, February 9

March Date(s) TBD

**South East Toronto FHT:** 840 Coxwell Ave, Suite 105

**Clinic Dates:**

Wednesday, February 10

Wednesday, March 9

Wednesday, April 13

Wednesday, May 11

**South Riverdale CHC:** 955 Queen St E

**Clinic Dates:**

Monday, February 22  
Monday, March 14

**St. Joseph's Urban Family Health Team:** 27 Roncesvalles Ave, Suite 101

**Clinic Dates:**

Friday, February 26  
Friday, April 1  
Friday, April 29

**St. Michael's Hospital Academic Family Health Team:** 410 Sherbourne St

**Clinic Dates:**

Saturday, February 27  
Saturday, April 2

**Sunnybrook Academic Family Health Team:** 2075 Bayview Ave, Room A146

**Clinic Dates:**

Thursday, February 25, 2016

**Toronto Western Family Health Team (UHN):** 399 Bathurst St, 2<sup>nd</sup> Floor, West Wing

**Clinic Dates:**

Tuesday, February 23  
Tuesday, March 29  
Tuesday, April 26

**Unison Health and Community Services:** multiple locations below

12 Flemington Rd (*Lawrence Heights Site*)  
1541 Jane St (*Jane & Trethewey Site*)

**Clinic Dates:**

Monday, February 1 (*Jane & Trethewey Site*)  
Thursday, February 11 (*Jane & Trethewey Site*)

**Women's Health in Women's Hands:** 2 Carlton St. Suite 500

**Clinic Dates:**

Friday, January 29

Friday, February 19

**Peel Region - Mississauga**

**Credit Valley Family Health Team:** 2300 Eglinton Ave W, Suite 101, Mississauga

**Clinic will see Syrian patients as the need arises**

**Summerville Family Health Team:** multiple locations below

**Clinic will see Syrian patients as the need arises**

Apple Hills – 1221 Bloor St, Mississauga

Central Location – 101 Queensway West, 5th floor, Mississauga

Etobicoke – 190 Sherway Dr. Suite, 211 Etobicoke

Harborn – 89 Queensway West, Suite 510 Mississauga

Family Medical Teaching unit – 101 Queensway West 7th floor Mississauga

**York Region – Markham**

**[Academic FHT - Health for All:](#)** 379 Church St, Suite 202, Markham

Clinic will see Syrian patients as the need arises

**[Markham FHT:](#)** 377 Church St, Suite 101, Markham

Clinic will see Syrian patients as the need arises

**York Region - Newmarket**

**Southlake Academic FHT:** 581 Davis Dr., Suite 201, Newmarket

Clinic will see Syrian patients as the need arises

**Aurora-Newmarket FHT:** 531 Davis Dr., Suite 405, Newmarket

Clinic will see Syrian patients as the need arises

## **Settlement and support agencies**

### **Access Alliance Multicultural Health and Community Services. Downtown College Site**

Address:

340 College St Suite 500, Toronto, ON, M5T 3A9

Location:

Toronto Downtown Central

Office phone:

416-324-8677

Fax:

416-324-9074

Email:

[mail@accessalliance.ca](mailto:mail@accessalliance.ca)

Website:

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

Boundaries:

City of Toronto

Hours:

Community Health Centre - Monday 9 a.m. - 8 p.m., Tuesday, Thursday - Friday 9 a.m. - 5 p.m., Wednesday 1 p.m. - 5 p.m.

\*after hours: on-call medical service for clinical patients of the agency

Eligibility:

Newcomers, immigrants, refugees

We provide **free** settlement services to support newcomers through the difficult process of adjusting to a new country. Our settlement services include settlement counsellors, a Resource Centre for Newcomers, and newcomer education workshops.

Access Alliance welcomes **lesbian, gay, bisexual, trans, and queer (LGBTQ) newcomers**



by providing services that take into account the complexity of issues and oppressions they face, that are free of discrimination, and are LGBTQ positive.

We also offer many different **programs and services for youth (13-24)** that are new to Toronto.

If English is not the language you prefer to communicate in, Access Alliance has **free** interpretation services.

**To contact us or make an appointment:**

Access Alliance provides settlement services in many neighbourhoods across Toronto.

Services:

Community health centre and community services health services - primary health care services

- Assessment, medical treatment
- Prenatal and postnatal care
- Immunization
- Diabetes education
- Illness and disease prevention
- Sexual health and health education
- Nutrition
- Individual, marital, family and mental health counselling
- No Ontario Health Insurance required for primary care and most specialists  
Community services -- focus on newcomers, women, families with children birth-6 years
- Peer outreach and support
- Parenting and parent-child groups
- Food skills groups
- Health education



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- Prenatal nutrition and support
- Lesbian, gay, bisexual, trans and queer (LGBTQ) services
- Expressive arts
- Research and advocacy on newcomer, immigrant and refugee issues Settlement Program -- orientation
- Needs and eligibility assessments
- Information and referral
- LGBTQ settlement
- Services in various locations

How to apply:

Health services -- referral by community agency or self-referral

\*Community and settlement services -- most programs require an appointment, call for details

Languages:

English - interpreters available for other languages

Fees:

None

Physical access:

- Wheelchair accessible building including main entrance and barrier free washrooms

## **Canadian Centre for Victims of Torture**

Address:

194 Jarvis St 2nd Floor, Toronto, ON, M5B 2B7

Location:

Toronto Downtown Central

Office phone:

416-363-1066

Toll free:

1-877-292-2288

Fax:

416-363-2122

Email:

[mabai@ccvt.org](mailto:mabai@ccvt.org)

Website:

[www.ccvf.org](http://www.ccvf.org)

Service contact:

Teresa Dremetsikas, Program Manager, [tdremets@ccvt.org](mailto:tdremets@ccvt.org)

Boundaries:

Greater Toronto Area

Hours:

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

\* after hours by appointment

Eligibility:

Survivors of torture, victims of war and their families

Services:

Medical, mental health and social care

Mental health program:

- Supportive counselling with referral to additional services as appropriate
- Group programs and drop in
- Mutual support groups for men, women, children and youth
- Crisis intervention
- Professional service coordination among physicians or mental health specialists, lawyers, social workers
- Legal help

Settlement services: (formerly Immigrant Settlement and Adaptation Program)

- Needs assessment, information and referral, orientation, supportive counselling
- Support with immigration documents, finding housing, accessing child care, community and social services
- Community support through volunteer befriending, including interpretation and escort to appointments

Children's program: specialized settlement services for children and their families to deal with trauma and restore family functioning

- Homework club

Language and skills training: English as a Second Language (ESL):

- Participates in LINC (Language Instruction for Newcomers to Canada) in English, upon assessment by YMCA of Greater Toronto -- see separate entry
- Computer classes
- Public education program -- community consultation and public information
- International projects

How to apply:

Call for appointment

Languages:

English; French; Greek; Italian; Spanish; Arabic; Somali; Farsi; Tamil; Albanian; Amharic; Dari; Lingala; Tigrinya - call to confirm availability

Physical access:

- Wheelchair accessible building including main entrance and barrier free washrooms

## **COSTI Immigrant Services**

Address:

1710 Dufferin St, Toronto, ON, M6E 3P2

Location:

Toronto Downtown West

Office phone:

416-658-1600

Fax:

416-658-8537

Email:

[info@costi.org](mailto:info@costi.org)

Website:

[www.costi.org](http://www.costi.org)

Hours:

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

Eligibility:

Varies by service

Services:

Services to enable immigrants and refugees to attain self-sufficiency including orientation, settlement services, counselling, employment assistance, education and skills training

- See branch listings for details

COSTI Languages Bureau:

Phone: 416-651-1496

Email: [languages@costi.org](mailto:languages@costi.org)

Translation, interpretation, typesetting

- Over 100 languages
- Commercial

Various services provided at several York and Peel region locations, Markham (289-846-3645), Newmarket (289-841-3032), Richmond Hill (289-842-3124), Vaughan (905-669-5627), Brampton (905-459-8855), and Mississauga (905-567-0482) plus additional locations

How to apply:

Call for appointment

Languages:

English; French; Italian; Spanish; Portuguese - see specific programs for additional languages

Fees:

Most services free \* COSTI Languages Bureau, fees vary

Physical access:

Not Accessible

## **Centre for Immigrant and Community Services**

Address:

2330 Midland Ave, Toronto, ON, M1S 5G5

Location:

Scarborough North

Office phone:

416-292-7510

Toll free:

1-855-392-2427

Fax:



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416-292-9120

Email:

[info@cicscanada.com](mailto:info@cicscanada.com)

Website:

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

Service contact:

Mei Tin Lee, Program Director

Phone: 416-292-7510 ext. 115 \* 416-919-1663

Service contact:

Mabel Chow, Program Director

Phone: 416-293-4565 ext. 110

Hours:

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

\*some Saturday and Sunday programs

Eligibility:

Open to all

Services:

Immigrant Resource Centre, multiservice centre with newcomer, job seeker and family services for all ages

- Services also offered at 2 locations in York Region 905-479-7926, 905-294-8868

**Settlement and Employment Services** (formerly Immigrant Settlement and Adaptation Program) -- information and referral

- Orientation, needs assessment
- Translation and interpretation
- Supportive counselling
- Bridging services
- Form filling
- Workshops and tours
- Seasonal income tax clinic

**Community Connections Mentorship Program** (formerly HOST Program): group activities for newly arrived immigrants and refugees of all ages to help orient them to their new community and establish social and professional networks

- Trained and experienced volunteer mentors assist, with focus on citizenship and civic engagement or skills and career development

**Professional Development and Small Business Resource Centre:** walk-in centre

- Resource materials for internationally trained professionals
- Business information
- Referrals

**Settlement and Integration Resource Centre:** drop-in centre providing settlement and integration information and resources

- Access to computers, Internet

**Settlement and Education Partnerships in Toronto (SEPT) (Settlement Workers in Schools):** outreach program based in elementary and secondary schools from mid-August to end of June, and in libraries and summer school programs from July to mid-August

- Homework club
- Multi-languages service in North York area, connecting parents and students with the schools, parent interviews with schools, parenting group sessions, settlement information sessions
- Contact 416-292-7510 ext. 301

**Employment Resource Centre:** walk-in job search centre

- Access to computers, Internet, fax, photocopier, telephone
- Staff assistance available
- Resource materials
- Job boards
- Labour market information
- Resume clinics
- Mock interviews
- Workshops

**Early Years Program:** preschool education program for children and their parents

- Social and learning skills for preschool children
- Parenting education

- Parent-child interactive activities

**Children and Youth Programs:** after school program

- Summer camp
- Saturday enrichment classes
- Leadership and life skills training
- Employment readiness

**Seniors and Family Programs:** form filling

- Supportive counselling
- Client intervention assistance
- Social, educational and recreational programs
- Support groups
- Health information workshops

**Volunteer Services:** training and development

- Placements
- Public education

How to apply:  
Call or drop in

Languages:  
English; French; Spanish; Arabic; Punjabi; Ukrainian; Russian; Urdu; Korean; Bengali; Hindi; Gujarati; Hebrew; Filipino; Chinese (Mandarin); Farsi; Tamil; Chinese (Cantonese); Dari; Kurdish; Malay; Sindhi - not all languages available for all programs

Fees:

Free

\*nominal fees for some activities

Physical access:

Easy access to elevator - lowered buttons; designated parking at entrance - non-powered swing doors ; barrier free washrooms

## **CultureLink**

Address:

The Crossways Mall, 2340 Dundas St West, Suite 301, Toronto, ON, M6P 4A9





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Location:

Toronto Downtown West

Office phone:

416-588-6288

Fax:

416-588-2435

Email:

[reception@culturelink.ca](mailto:reception@culturelink.ca)

Website:

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

Service contact:

Claudia Rivera, Executive Assistant

Phone:416-588-6288 ext. 201

Hours:

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

\*some evening programs, including Community Connections Mentorship Program orientation and training

Eligibility:

New immigrants and refugees, including Roma community

\*Sankofa, Newcomer Youth Services: youth 14-29 years

\*Community Connections Mentorship Program: newcomers 19 years or older, requires immigration papers or Permanent Resident card

Services:

Settlement services including orientation, counselling and support (formerly Immigrant Settlement and Adaptation Program)

### **Integration into the Educational System**

The first few years in Canada can be difficult for new immigrants. It is particularly challenging for newcomer students and their families to navigate the Canadian education system. Traditionally, newcomers have had little access to community services in the schools. CultureLink Settlement Services, in partnership with Citizenship and Immigration Canada and the school boards, have teamed up to place settlement workers in selected schools and Reception and Assessment Centres. There are SWIS programs in selected communities across Ontario, and CultureLink runs Toronto's Cluster 5 Settlement and Education Partnerships in Toronto (SEPT) program.

SEPT strives to promote settlement and foster student achievement by providing information and referral services to newly arrived families in the school and community at large.

Settlement workers make every reasonable effort to contact all potential clients regardless of their immigration status. The settlement needs of elementary-school-aged children are best met by providing outreach and services to their parents or guardians, while the settlement needs of youth are best met by providing outreach and services direct to them. Service areas include support with English language acquisition, employment, immigration, and more.

**Settlement Workers in Schools (SWIS):** outreach program based in elementary and secondary schools from mid-August to end of June, and social service agencies from July to mid-August

- Individualized action plan, settlement information and referral, group activities, leadership education

Contact CultureLink above:

For the Toronto District School Board see:

[http://www.tdsb.on.ca/Portals/0/elementary/esl/newcomer%20brochure\\_english.pdf](http://www.tdsb.on.ca/Portals/0/elementary/esl/newcomer%20brochure_english.pdf)

And for the Toronto Catholic District School Board see:

<https://www.tcdsb.org/programsservices/boardservices/settlementworkers/Pages/default.aspx>

#### **Employability and Social Integration:**

**Community Connections Mentorship Program (CCMP):** 4 to 6 month one-to-one befriending program for newcomers based on gender, age and residential location

- Group activities for newly arrived immigrants and refugees to help orient them to their new community and establish social and professional networks
- Trained and experienced volunteer mentors assist, with focus on citizenship and civic engagement or skills and career development

**Employment Counseling and Job Search Workshops:** for newcomers and internationally trained professionals

- Personalized job search plan, labour market information, resume preparation, networking, interview preparation

**Library Settlement Partnership (LSP):** newcomer outreach at the Mimico and Lillian H Smith branches of Toronto public library

- Workshops, one-to-one counselling, settlement referrals

**Newcomer Settlement Services (NSP):** employment support services

- One-to-one settlement counselling and referrals
- Form filling including applications for asylum

- Orientation sessions
- Culturally sensitive services for the Roma community

### **Well-Being and Healthy Lifestyles**

#### **Green Settlement programs**

Bike Host matches volunteer mentors with newcomers to encourage cycling

- Fun and safe cycling to schools (in partnership with Cycle Toronto)

**Sankofa, Girls Taking Green Roots:** intergenerational activities for newcomer youth 15-29 years who identify as girls and interested in gardening, nutrition and cooking

- Part of Global Roots Project
- Snacks and TTC tokens available

**Sankofa CultureLink Youth:** peer supported drop-in for LGBTQ newcomers 15-29 years

- Settlement services, community engagement, environmental stewardship, nutrition and health, self-defence

**Sankofa Queer Arts Network:** for LGBTQ newcomer youth and allies, including settlement counselling and support, with activities focused on the arts and communications

**Wintegration Youth:** for newcomer youth attending high school, after school program

- Fitness, homework help, recreation
- Snacks included

**Newcomer Seniors Centre:** educational workshops, physical and mental exercises, recreation

How to apply:  
Call for appointment

Languages:

English; Italian; Spanish; Polish; Hungarian; Arabic; Punjabi; Portuguese; Russian; Urdu; Somali; Bengali; Hindi; Filipino; Chinese (Mandarin); Farsi; Tamil; West Indian dialects; Afrikaans; Bhojpuri; Chinese (Cantonese); Czech; Pashto; Sinhala; Slovak; Tibetan

Physical access:

Wheelchair accessible automatic main entrance; barrier-free washroom including door and stall; designated parking at entrance - underground parking

### **FCJ Refugee Centre**

Address:



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208 Oakwood Ave, Toronto, ON, M6E 2V4

Location:  
City of York

Office phone:  
416-469-9754

Fax:  
416-469-2670

Email:  
[info@fcjrefugeecentre.org](mailto:info@fcjrefugeecentre.org)

Website:  
[www.fcjrefugeecentre.org](http://www.fcjrefugeecentre.org)

Service contact:  
Giovanni Rico, Case Worker, [giovannirico@fcjrefugeecentre.org](mailto:giovannirico@fcjrefugeecentre.org)

Boundaries:  
Greater Toronto Area

Hours:  
Monday - Friday 9:30 a.m. - 5 p.m.,  
Saturday 10 a.m. - 2 p.m.

Eligibility:  
People with precarious migration status including refugee claimants, people without status, victims and survivors of human trafficking  
\*shelter - refugee women and children

Services:  
Legal information: legal information on immigration and refugee issues, work permits, student permits, permanent resident applications, and other issues

Shelter: transitional housing for refugee claimant women and children

- Help with the refugee process, including legal, mental health, social services and other referrals
- Support and accompaniment to appointments

Primary Health Care and Mental Health Clinic :Saturdays, no Ontario Health Insurance required

- Settlement services



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- Group for youth with precarious immigration status
- Holistic support services for victims/survivors of human trafficking
- Support groups and activities for women
- Spanish interpretation and translation
- English as a Second Language (ESL) classes

Public education: workshops for service providers and others on legal information needs of refugee claimants and non-status people and on immigration and refugee procedures

- Publications, public speakers

How to apply:

Call for an appointment

Languages:

English; Spanish - access to interpreters for other languages

Fees:

None

Physical access:

Wheelchair accessible building from Glenhurst entrance but not washrooms

## **Refugees and Immigrants Information Centre Toronto**

Address:

240 Wellesley St East Suite 103, Toronto, ON, M4X 1G5

Location:

Toronto Downtown East

Office phone:

416-961-7027

Fax:

416-961-9732

Website:

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

Service contact:

Gowry Siva

Boundaries:

City of Toronto



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Hours:

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

Eligibility:

Immigrants and refugees

Services

Settlement services:

- Translation of documents
- Information and referral including referral to legal services
- Paralegal services
- Assistance with immigration matters: statutory declarations, affidavits and oaths, sponsorship (overseas and inland) appeals for failed refugee claims
- Lawyer available by appointment

How to apply:

Walk in

Languages:

English; Arabic; Tamil; Sinhala

Fees:

Small fee for some services

Physical access:

Wheelchair accessible building but not washrooms

**Settlement Assistance and Family Support Services. Head Office**

Address:

1200 Markham Rd Suites 214 & 221, Toronto, ON, M1H 3C3

Location:

Scarborough Central

Office phone:

Reception 416-431-4847 ext. 221

Fax:

416-431-7283

Email:

[reception@safss.org](mailto:reception@safss.org)

Website:

[www.safss.org](http://www.safss.org)

Boundaries:  
Greater Toronto Area

Hours:  
Monday – Friday, 9 a.m. - 4:30 p.m.

Eligibility:  
Open to all  
\*focus on newcomers

Services:  
Information and Orientation Services (formerly Immigrant Settlement and Adaptation Program): Settlement services for newcomers who have been in Canada for less than 4 years, including landed immigrants, Convention refugees and foreign-born Canadian citizens

- Orientation
- Information sessions
- Supportive counselling
- Employment assessment and preparation
- Information and referral including housing
- Job fair
- Computer with free Internet access
- Advocacy
- Interpretation
- Access to community resources
- English conversation classes
- Participates in LINC (Language Instruction for Newcomers to Canada) in English, upon assessment by YMCA of Greater Toronto -- see separate entry
- Care for Newcomer Children: child-minding for parents attending sessions

Newcomer Settlement Program: community development

- Volunteer recruitment and training
- Outreach

- Advocacy
- Cultural activities

Family services: individual and family counselling for assaulted women and children

- Assists victims of domestic violence who are at risk of abuse
- Domestic violence prevention and education workshops
- Support group for abused women
- Family life education

Seniors services -- outreach to South Asian seniors at risk of or experiencing abuse

- Education and awareness workshops
- Recreational activities
- Support groups for isolated women
- Assistance in accessing community resources

Languages:

English; French; Spanish; Punjabi; Urdu; Bengali; Hindi; Gujarati; Filipino; Chinese (Mandarin); Farsi; Tamil; Chinese (Cantonese); Dari; Pashto

Fees:

None

Physical access:

Wheelchair accessible automatic main entrance; barrier-free washroom including door and stall; designated parking at entrance

## **Rexdale Women's Centre. Rexdale Community Hub, Immigrant Settlement and Adaptation Services**

Address:

21 Panorama Crt, Suite 23, Toronto, ON, M9V 4E3

Location:

Etobicoke North

Office phone:

416-745-0062

Fax:

416-640-1627





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Email:

[admin@rexdalewomen.org](mailto:admin@rexdalewomen.org)

Website:

[www.rexdalewomen.org](http://www.rexdalewomen.org)

Service contact:

Nasrin Hotaki, Orientation Program Coordinator,  
Phone: 416-745-0062 ext. 282

Hours:

Monday –Tuesday, 9 a.m. - 5 p.m.,

Wednesday, 5 p.m. - 8 p.m.,

Thursday - Friday 9 a.m. - 5 p.m.,

Saturday 9 a.m. - 12 noon \* evening appointments available upon request

Eligibility:

Newcomer immigrants and refugees

Services:

Settlement services:

- Information and referral
- Orientation
- Translation and interpretation
- Client accompaniment
- Client advocacy
- Assistance in completing forms
- Employment related services
- Short term counselling and support for newcomers including culturally sensitive services for Syrian refugees

Welcoming Communities, (Community Connections Mentorship Program formerly HOST Program) -- matches newcomers with Canadian volunteers who offer orientation to the local area and moral support in transition to Canada

- English conversation circles
- Social events such as movies, cooking club

How to apply:

Call or drop in



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Languages:

English; Spanish; Arabic; Punjabi; Serbian; Urdu; Somali; Bengali; Hindi; Gujarati; Croatian; Chinese (Mandarin); Bosnian; Farsi; Tamil; Twi; West Indian dialects; Assyrian; Dari; Pashto - French, Italian -- available upon request

## **Newcomer Women's Services Toronto**

Address:

745 Danforth Ave. Suite 402, Toronto, ON, M4J 1L4

Location:

Toronto Downtown East

Office phone:

416-469-0196

Fax:

416-639-1360

Email:

[pa@newcomerwomen.org](mailto:pa@newcomerwomen.org)

Website:

[www.newcomerwomen.org](http://www.newcomerwomen.org)

Service contact:

Natasa Boskovic, Intake

Boundaries:

Greater Toronto Area

Hours:

Monday – Friday, 9 a.m. - noon, 12:30 p.m. - 4:30 p.m., Saturday 10 a.m. - 12 noon

Eligibility:

Immigrant and refugee women including Canadian citizens and their families

Services:

Settlement Services: counselling, individual or group integration and orientation assistance

- Information and referral in the areas of training and education, legal assistance, health care, housing, interpretation, translation
- Form filling
- Employment program
- English conversation circle



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**English as a second language (ESL):** participates in LINC (Language Instruction for Newcomers to Canada) in English, upon assessment by YMCA of Greater Toronto -- see separate entry

- Childminding available

**Newcomer Women's Network:** peer support, drop-in, childminding available Saturday's only

How to apply:

Call or drop in

\* registration required for some programs

Languages:

English; French; Spanish; Serbian; Japanese; Russian; Urdu; Hindi; Chinese (Mandarin); Albanian; Chinese (Cantonese) - other languages may be available

Fees:

None

Physical access:

Not Accessible

## **WoodGreen Community Services. Immigrant Services**

Address:

815 Danforth Ave, Suite 300, Toronto, ON, M4J 1L2

Location:

Toronto Downtown East

Office phone:

416-645-6000 ext. 2100/2200

After hours phone:

416-645-6000 ext.2200

Fax:

416-469-2853

Email:

[newcomerinfo@woodgreen.org](mailto:newcomerinfo@woodgreen.org)

Website:

[www.woodgreen.org](http://www.woodgreen.org)

Service contact:

Sevgul Topkara Sarsu, Manager of Settlement Services,

Phone: 416-645-6000 ext. 2110,



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Email: <mailto:stopkara@woodgreen.org>

Service contact:

John Viktorin, Manager of Employment Supports,

Phone: 416-645-6000 ext. 2201,

Fax: 416-465-4801,

Email: <mailto:jviktorin@woodgreen.org>

Hours:

Monday – Thursday, 9 a.m. - 5 p.m., Friday 9 a.m. - 12:30 p.m.

\*some evening and Saturday programs

Eligibility:

Newcomers (immigrants and refugees)

\* Mentorship for Internationally Trained Professionals: foreign-trained professionals who are landed immigrants or Convention refugees

Services:

**Settlement services:** orientation, integration

- Counselling
- Information and referral
- Newcomer workshops
- Worker and parent network support groups
- Muslim young women's group
- Financial literacy program
- Newcomer volunteer program
- English Conversation Circle
- Microsoft Computer Certification Program
- Social and recreational activities
- **Befriending Program:** matches newcomers with Canadian volunteer hosts who offer orientation to their local area and moral support in their transition to Canada

**Immigrant Youth Program:** for youth 13-24 years

- Friendship and emotional support
- Individual support
- Homework club

- Computer camp
- Sports club
- Social and recreational activities
- Orientation to postsecondary education
- Job search support
- Support for at-risk newcomer youth

**Mentorship for Internationally Trained Professionals** -- one-on-one or online program

- Matches internationally trained professionals with a mentor from a similar profession for cultural and professional orientation

**Community Connections Group Activity Program:** group activities for newly arrived immigrants and refugees to help orient them to their new community and establish social and professional networks

- Trained and experienced volunteer mentors assist, with focus on citizenship and civic engagement or skills and career development

Seasonal income tax clinic -- open to all

Some programs and services provided off site

**Settlement Program, formerly Immigrant Settlement and Adaptation Program**

How to apply:

Call for appointment or drop in

Languages:

English; French; Greek; Italian; German; Spanish; Polish; Hungarian; Arabic; Punjabi; Serbian; Ukrainian; Portuguese; Japanese; Russian; Urdu; Bengali; Hindi; Gujarati; Filipino; Chinese (Mandarin); Farsi; Tamil; Albanian; Armenian; Belorussian; Chinese (Cantonese); Czech; Turkish; Vietnamese

Fees:

None

Physical access:

Wheelchair accessible automatic main entrance; easy access to elevator; wheelchair accessible washroom, assistance needed with door, street parking - not designated

Legal status:

Non Profit; Registered Charity; United Way

## **Women's Health in Women's Hands Community Health Centre**

**Address:**

2 Carlton St Suite 500, Toronto, ON, M5B 1J3

**Location:**

Toronto Downtown Central

**Office phone:**

416-593-7655

**Fax:**

416-593-5867

**Email:**

[info@whiwh.com](mailto:info@whiwh.com)

**Website:**

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

**Service contact:**

Lori-Ann Green Walker, Clinical Services Manager

**Boundaries:**

City of Toronto and surrounding municipalities

**Hours:**

Monday - Thursday 9 a.m. - 8 p.m.; Friday 9 a.m. - 5 p.m.; 3<sup>rd</sup> Saturday of every month, 10 a.m. - 4 p.m.

**Eligibility:**

Racialized women, 16 years and older, from African, Black, Caribbean, Latin American, and South Asian communities

**Services:**

Community health centre:

- Information and referral
- Primary health care
- Reproductive health care
- Prenatal and postnatal workshops
- Pre-abortion and post-abortion counselling
- Advocacy assistance

- Individual and group mental health counselling
- Nutritional counselling
- Foot care
- Diabetes prevention and education
- HIV/AIDS prevention, education and advocacy
- Health promotion workshops
- Healthy living programs
- Community gardening
- No Ontario Health Insurance required for primary health-care services
- **Food bank** -- member of Daily Bread Food Bank

How to apply:

Call for appointment \* **food bank for clients only**, initial intake assessment discussion, income and address information, and identification for household members, may be requested, call for details

Languages:

English - interpreters provided for other languages

Fees:

None

Physical access:

Wheelchair accessible automatic main entrance; elevator with braille and voice/tone features; barrier-free washroom including door and stall; designated parking at entrance - garage entrance from Wood St.

## **Rainbow Railroad**

Address:

160 Bloor St East, Suite 1000, Toronto, ON, M4W 1B9

Location:

Toronto Downtown North

Email:

[info@rainbowrailroad.ca](mailto:info@rainbowrailroad.ca)

Website:

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



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Hours:

Vary

Eligibility:

LGBT individuals facing physical violence or imminent threat of violence, imprisonment or death in their country of origin or residence

\* LGBT refugees from Syria

Services:

Emotional, short term financial, and other assistance to travel to and settle in Canada

\* information and assistance for private sponsors of LGBT refugees from Syria and limited settlement assistance, in partnership with Lifeline Syria (see separate entry)

How to apply:

Email or visit website

Languages:

English

## Sherbourne Health Centre

Address:

333 Sherbourne St, Toronto, ON, M5A 2S5

Location:

Toronto Downtown East

Office phone:

416-324-4100

Fax:

Primary Care Team 416-324-4181

Email:

[info@sherbourne.on.ca](mailto:info@sherbourne.on.ca)

Website:

[www.sherbourne.on.ca](http://www.sherbourne.on.ca)

Boundaries:

Newcomer and Urban Health services, Bloor St E (north) to Lake Ontario (south), Yonge St (west) to Don River (east) \* LGBT services, City of Toronto \* Rainbow Health Ontario

Hours:

**Administration** – Monday - Friday 9 a.m. - 5 p.m.

**Primary health care services** – Monday - Thursday 8:30 a.m. - 8 p.m., Friday 8:30 a.m. - 5 p.m.

**Counselling services** – Monday -Tuesday, Friday 9 a.m. - 5 p.m.; Wednesday - Thursday 9



a.m. - 8 p.m.

**Counselling intake** – Monday - Friday 9:30 a.m. -12 noon

**Walk-in therapy clinic** - Tuesday 1 - 3 p.m.

**WINK drop-in** -- Wednesday 9 - 11 a.m.

**Naturopathic and chiropractic clinics** -- call for appointment

Eligibility:

Focus on persons who are underhoused, homeless or have a low income

Services:

Community health centre

- Primary health-care services for persons who do not have a family doctor, including homeless and marginalized persons and newcomers
- Primary health-care and counselling services for lesbians, gays, bisexuals, trans individuals and communities
- Walk-in therapy clinic
- Inpatient infirmary for homeless and under-housed clients
- Mental health counselling for persons who have experienced trauma
- Naturopathic clinic for persons with HIV/AIDS
- Chiropractic clinic for community members with low incomes
- No Ontario Health Insurance required for general services

**Urban Health Services** -- WINK (Women In Need Klinik) drop-in clinic and support for homeless and street-involved women

- Hepatitis C treatment, counselling and peer support program
- Diabetes treatment and education
- Community kitchen on alternate Fridays, pay what you can

**Newcomer Services** -- primary health care, free counselling and support groups

**LGBTQ Parenting Network** -- 416-324-4100 ext. 5219, [www.lgbtqparentingconnection.ca](http://www.lgbtqparentingconnection.ca)

- Resources, information and support for lesbian, gay, bisexual, transgendered and queer parents, prospective parents and their families
- Speakers
- Newsletter

- Partnership with Family Service Toronto and 519 Church Street Community Centre

**Rainbow Health Ontario** -- 416-324-4100 ext. 5058,  
[www.rainbowhealthontario.ca](http://www.rainbowhealthontario.ca)

- Health promotion for lesbians, gays, bisexuals, transgendered people
- Education, research, outreach and policy advocacy
- Resource database
- Joint project of Sherbourne Health Centre and Rainbow Health Network

How to apply:

Self-referral or referral by agencies

\*appointment required for all primary health-care services

Languages:

English - Language Line Services provides access to service in over 150 languages

Fees:

Most services covered by OHIP

Physical access:

- Wheelchair accessible -- call for details

## **For individuals and families who wish to help:**

### **General**

[Lifeline Syria](#)

Phone: 647-827-1428,

Email: <mailto:info@lifelinesyria.ca>,

Website: [www.lifelinesyria.ca](http://www.lifelinesyria.ca)

Community engagement initiative to recruit, train and assist sponsor groups in the Greater Toronto Area to welcome and support Syrian refugees

\* current public focus is on administering financial donations

WelcomeOntario: Syrian Refugee Assistance Information

Website: [www.welcomeontario.ca](http://www.welcomeontario.ca)

Hosted by OCASI, the Ontario Council of Agencies Serving Immigrants

Ontario Government

Website: [www.ontario.ca/page/syrian-refugees-how-you-can-help](http://www.ontario.ca/page/syrian-refugees-how-you-can-help)

City of Toronto

Website: [Refugee Resettlement Program](#)

Durham Region: see contact information below for coordinating group

**Clothing donations**

Muslim Welfare Centre of Toronto

Phone: 416-754-8116

Website: [www.muslimwelfarecentre.com/causes/syrian-refugees](http://www.muslimwelfarecentre.com/causes/syrian-refugees)

Accepts non-perishable food and new or gently-used winter clothing

\* drop-off points in Scarborough (Markham Rd & McLevin), Whitby and Mississauga

New Circles Community Services

Phone: 416-422-2591

Website: <http://newcircles.ca/welcomerefugees>

Partnering with Lifeline Syria

\* gently worn winter clothing may be dropped off at 161 Bartley Drive (near Victoria Park & Eglinton Ave E)

\* financial donations toward clothing also accepted

Yonge Street Mission

Phone: 416-929-9614

Website: <http://www.ysm.ca>

Collecting new/gently used winter outerwear for Syrian refugees

\* drop off at 270 Gerrard St E (near Parliament)

**Housing donations** (from WelcomeOntario)

In the Toronto area, contact COSTI or the City of Toronto. COSTI Immigrant Services Toronto, 416-658-1600, is a provider of the Resettlement Assistance Program (RAP). RAP services include Reception Houses that are short term homes for government-assisted refugees. These houses provide temporary accommodation for up to two weeks for newly arrived refugees.

**Other donations**

Furniture Bank -- (fee for pickup), Call 416-934-1229 Ext #2 for Furniture Removal or submit form at:

[www.furniturebank.org/furniture-pickup-request](http://www.furniturebank.org/furniture-pickup-request)

Wind Mobile -- free mobile phones and two years of wireless service for Syrian refugees arriving in the Greater Toronto Area over the next two years, in partnership with Lifeline Syria

- Donations of used phones accepted



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Website: [Wind Mobile](#)

Phone: 1-877-946-3184 (1-877-WIND-184)

### **Durham Region**

Oshawa Syrian Refugee Alliance

Email: [contact@oshawasra.org](mailto:contact@oshawasra.org)

Website: [www.oshawasra.org](http://www.oshawasra.org)

- Coalition of citizens and organizations working together to bring 100 Syrian refugees to Oshawa
- Connect sponsorship initiatives, coordinate donations and build a network of community resources
- Welcome refugees to the community and assist them in the resettlement process