

Resources at a Glance



**Information and
Referral Services**



Daily Bread
Food Bank

Crisis, Mental Health and Addiction

Topic	Agency/Program	Resource
Mental Health / Crisis Support	Anishnawbe Mental Health Crisis Line	Crisis Line: 416-929-5200 Available 24 hrs/day for those with Aboriginal ancestry. Support is based on traditional practices
	ConnexOntario - Mental Health Helpline	Helpline: 1-866-531-2600 Available 24 hrs/day Provides support, resources and referrals to mental health services across Ontario for consumers/survivors, friends, family, healthcare providers
	Distress Centres	Crisis Line: 416-408-4357 (HELP) Available 24 hrs/day Serves GTA Provides support related to crisis intervention, suicide prevention, domestic violence, mental health and addictions
	Gerstein Centre	Crisis Line: 416-929-5200 Available 24 hrs/day Serves Old City of Toronto/York Persons 16 years and older experiencing an emotional or psychiatric crisis. Provides counselling, client visits, short-term case management
	KidsHelp Phone	Crisis Line: 1-800-668-6868 Available 24 hrs/day Information, referral & support phone line for children and youth. Online Counselling also available at www.kidshelpphone.ca
	Saint Elizabeth Health Care - Community Crisis Response Program	Crisis Line: 416-498-0043 Available 24 hrs/day Serves Etobicoke / North York Persons 16 years and older experiencing an emotional or psychiatric crisis. Provides short term case management and client visits
	Scarborough Hospital - Mobile Crisis Team	Crisis Line: 416-495-2891 Available 24 hrs/day Serves Scarborough / East York Persons 16 years and older experiencing an emotional or psychiatric crisis. Telephone support, crisis assessment, short term case management, home visits
	Senior Crisis Access Line	Crisis Line: 416-619-5001 Operates 7 days/week Provides support to seniors experiencing a mental health and/or addictions crisis. Provides assistance to access community supports

Topic	Agency/Program	Resource
Abuse / Domestic Violence	Assaulted Women's Helpline	Crisis Line: 416-863-0511 Toll free 1-866-863-0511 Available 24 hrs/day For women experiencing abuse, domestic violence, survivors of childhood abuse, and family, friends and professionals supporting them. Crisis counselling, information and referral, legal information, culturally appropriate resources
	Toronto Rape Crisis Centre: Multicultural Women Against Rape	Crisis Line: 416-597-8808 Available 24 hrs/day Accepts collect calls For survivors of sexual assault, childhood sexual abuse, family and friends. Crisis and short term counselling, support groups, referrals
Addictions	Toronto Withdrawal Management System	Phone Line: 1-866-366-9513 Available 24 hrs/day For those 16 years of age or older, social service providers, health care providers, families, and friends seeking information on residential, community and day withdrawal management programs in Toronto
	ConnexOntario Drug and Alcohol Helpline	Helpline: 1-800-565-8603 Available 24 hrs/day Substance users, friends, family, coworkers, healthcare providers
	ConnexOntario Ontario Problem Gambling Helpline	Helpline 1-888-230-3505 Available 24 hrs/day Information and referral to treatment programs for those with gambling issues, friends, family, coworkers, health/social service providers
	Community Outreach Programs in Addictions (COPA)	416-516-2982 Self-referrals accepted. Uses a harm reduction approach for those 55 years and older with alcohol or drug dependence. Services aim to support people in their homes, including outreach, assessment, treatment and crisis support
Additional Mental Health Resources		

Legal

Topic	Resource	Additional Information
Accessing Legal Advice/ Representation	Community Legal Clinic (CLC)	See I&R pamphlet for local CLC. Each has a catchment area and generally provides advice/representation related to OW/ODSP, CPP, EI, Landlord and Tenant, Immigration, employment rights, Workplace Safety and Insurance Board (WSIB) issues. CLC's do not provide family or criminal court representation
	Duty Counsel	Provide summary legal advice related to criminal and family law, and tenant rights and obligations, on-site at criminal and family court and the Landlord and Tenant Board
	Law Society Referral Service	The Law Society provides a free 30 min consultation with a lawyer or licensed paralegal the referral service gives, 1-800-668-7380
	Family Law Info Centre	Located at family court—offers free legal assistance and advice
	Family Law Service Centre	Assistance with documents, accessing legal representation
Financial Assistance	Legal Aid Ontario	Provides financial assistance to pay for legal fees for serious legal cases. Applications are completed by phone, and if financially eligible applicant will be issued a Legal Aid Certificate covering the costs of a lawyer who takes legal aid cases
Immigration	Community Legal Clinics	See CLC above
	FCJ Refugee Centre 416-469-9754	Multi-service centre for refugee claimants including assessment of their legal situations and referral to a recommended lawyer for representation and advocacy related to their refugee case
Specific Areas of Law	Advocacy Centre for Elderly Advocacy Centre for Tenants Ontario ARCH Disability Law Centre Centre for Spanish Speaking Peoples HIV & AIDS Legal Clinic Ontario Justice for Children and Youth Aboriginal Legal Services of Toronto	Law Clinics & Centres specializing in specific areas of law relevant to many of our community members, funded by Legal Aid Ontario. Some work directly with clients, others provide advice, resources and/or publications related to their field of specialty
	Human Rights Legal Support Centre	Advice and representation related to the Ontario Human Rights Code and applications to the Human Rights Tribunal of Ontario, 1-866-625-5179
	Barbra Schlifer Commemorative Clinic	Legal advice, representation, referrals as well as counselling and other supports to women who have experienced violence, 416-323-9149

Topic	Resource	Additional Information
Student Legal Services	York University, 416-736-5030 Downtown Legal Services - U of Toronto, 416-934-4535	Student lawyers supervised by practicing lawyers. Provide legal advice and representation related to landlord and tenant, immigration, social benefits issues and some criminal charges
Additional Legal Resources		

Housing

Topic	Resource	Additional Information
Fighting an Eviction	Community Legal Clinic	Representation at Landlord and Tenant Board Hearings, and summary guidance and advice *See I&R brochure for CLC numbers
	Landlord and Tenant Board (LTB)	Prior to LTB Hearing, Duty Counsel can provide free summary advice
	OW/ODSP Worker	Contact OW/ODSP Worker regarding possible application to Housing Stabilization Fund (OW/ODSP recipients). See Overview of Benefits for more
	Daily Bread I&R Centre	Attend Daily Bread's I&R Training Series for more details
Maintenance / Pest Control	Community Legal Clinic	For advice and assistance re: maintenance/pest control issues and possible representation at Landlord and Tenant Board
	Toronto Public Health / Toronto Property Standards	Call 311 to be directed to applicable City of Toronto program
	City of TO website / DB I&R Centre	Maintenance Request Forms, Toronto Public Health bed bug info sheets. Available at toronto.ca

Topic	Resource	Additional Information
Finding (Affordable) Housing	Housing Help Centre	Housing Help Centres may have knowledge of rental units not advertised elsewhere, eg. through landlordconnect.ca, which lists units for rent by landlords who are more open to renting to those who are homeless, have mental health issues, etc.
	Online resources (craigslist, kijiji, viewit.ca)	Sometimes have low and moderately priced units listed. Money should never be paid upfront without seeing unit
	Salvation Army Low-income Housing List	This free, weekly Housing List is sent by email. Your program can sign up for it by contacting craigbertrim@thegateway.ca
Subsidized Housing (Rent Geared-to-Income)	Housing Help Centre	Applicants can apply and update their files online at housingconnections.ca. Housing Help Centres can provide additional guidance and support in applying
	Tenant Hotline	416-927-9494
Utility Arrears	Housing Help Centre	The Low Income Energy Assistance Plan (LEAP) is available yearly for those who qualify financially. Gas and hydro bills must be in the name of the applicant and either overdue or scheduled for disconnection. Contact the local Housing Help Centre for more information and to apply.
	OW/ODSP Worker	Housing Stabilization Fund (OW/ODSP recipients) See Overview of Benefits for more
	Toronto Employment & Social Services	Emergency Energy Fund (EEF) 416-338-3332 one time only

Disability and Health

Topic	Agency/Program	Resource
Dentistry	OW/ODSP	Contact Case Worker; see Overview of Benefits for more
	Toronto Public Health	For those under 18 and over 65. Services are free. Call 311.
	George Brown College University of Toronto	Clinic appointments are offered as part of Dentistry and Dental Hygienist programs. Services are a low or no-cost. GB 416-415-4547 U of T 416-979-4927

Topic	Agency/Program	Resource
Dentistry	Dentistry with Care	Located near Dundas West Subway . Call 416-539-9887
	Urban Dental Clinic	Located in Scarborough. Both provide services to OW/ODSP clients in addition to mandatory coverage. For those not receiving OW/ODSP, clinics keep prices as low as possible, 416-289-4349
	Evangel Hall Dental Services	Contact I&R Centre for referral. Services are free
Disabilities	Assistive Devices Program	Covers 75% of mobility and other aids. If receiving OW/ODSP, benefits should cover remainder. If not on OW/ODSP, call Toronto Employment & Social Services (TESS) for possible assistance. See Overview of Benefits for more March of Dimes – may pay extra costs of equipment or for repairs
	Community Care Access Centres (CCAC's)	Community, physician and self-referrals accepted. Provides a variety of short or long-term home care services for those who cannot access services in the community due to illness and/or disability
Eye Exams/Eyeglasses	OW/ODSP	Contact Case Worker; see Overview of Benefits
	OneSight Program through I&R Centre	For exams & eyeglasses – generally not for those on OW/ODSP Contact I&R Centre for referral letter for eyeglasses at LensCrafters and eye exams through Dr. Chung & Associates
Finding a Family Doctor	Health Care Connect (phone/online)	Program helps people to access a family doctor based on their needs, location, etc. 1-800-445-1822 or online
	Community Health Centres	Catchment areas generally apply
	Sherbourne Health Centre LGBT/ Homeless Drop-In	No catchment area for these programs 416-324-4180
	Interim Federal Health Program (IFHP)	For Refugee Claimants. Limited health care can be accessed during refugee claim process www.cic.gc.ca/refugees
Food	Red Cross Mobile Food Bank	Must meet financial and mobility criteria. A Daily Bread Member Agency which delivers a 5-6 day supply of food every other week
	Meals on Wheels	Delivers nutritious lower-cost prepared meals to seniors and people with disabilities, illnesses, and those recovering from surgery
Additional Disability and Health Resources		

Government Benefits

Topic	Resource	Additional Information
Applying for OW	Ontario Works Office	Online application or call local OW office. If client comes in with no income, refer immediately to local OW office to apply for OW and request Emergency Assistance FactsheetsonOWandODSPchangesfromBudget2013.htm
	Income Security Advocacy Centre (ISAC)	See Changes To OW Rules About Assets at: http://incomesecurity.org/
Applying for ODSP	OW / ODSP office	If on OW , worker issues Disability Determination Package (DDP) Contact Daily Bread's I&R Centre for tips and assistance with application process, and guidance on applying for other benefits at same time (eg. EI Sick Benefits, CPP Disability, OW)
	Community Legal Clinic (CLC)	If not on OW, contact local ODSP office or complete on-line application and the DDP will be mailed out to the applicant. Once mailed, they have 90 days to complete Some CLC's help with application forms or request extensions
	DB I&R Centre	I&R Centre tip: If person is already approved on CPP Disability (CPP-D) , and meets financial criteria for ODSP they are automatically approved! If applying to ODSP, consider if person may also qualify for CPP-D. If yes, consider applying to both
Accessing OW/ODSP benefits & Entitlements	DB I&R Centre	See Daily Bread Overview of Benefits for most common benefits or contact the I&R Centre for information and assistance
Denial of OW/ODSP benefits or Entitlements	Community Legal Clinic	Contacting the local CLC after receiving a denial, can help a denied applicant Request an Internal Review or a Social Benefits Tribunal Appeal Hearing . CLC's may also represent applicants at the Hearing or refer to Legal Aid for representation I&R Centre tip: Not all Denials are appealable. Mandatory Benefit Denials must be issued in writing and can be appealed. Discretionary Benefits do not have to be in writing and cannot be appealed . See Daily Bread's Overview of Benefits for more
OW/ODSP Rates		See Social Assistance Rate Update at: http://incomesecurity.org/ FactsheetsonOWandODSPchangesfromBudget2013.htm

Topic	Resource	Additional Information
Employment and OW/ODSP		<p>See Changes to OW/ODSP rules about how much money you can keep from work, self-employ. and training at: http://incomesecurity.org/FactsheetsonOWandODSPchangesfromBudget2013.htm</p> <p>I&R Centre tip: The Flat rate Employment Earning Exemption of \$200 for all ODSP recipients and those on OW for more than 3 months, allows employment income of up to \$200 per month to be earned without a reduction in social assistance payments. After \$200, 50% is deducted from the remaining earnings</p>
Federal Benefits <ul style="list-style-type: none"> • Employment Insurance (EI) • Canada Pension Plan: <ul style="list-style-type: none"> • Retirement CPP-R • Disability CPP-D • Old Age Security (OAS) • Guaranteed Income Supplement (GIS) • Canada Child Tax Benefit (CCTB) • National Child Benefit Supplement (NCBS) • Child Disability Benefit • Universal Child Care Benefit 	Service Canada	<p>Service Canada's general information line 1-800-O-canada, or website at servicecanada.ca is a starting point for all federal government benefits. Most Application Forms are on line</p> <p>GIS must be applied for yearly</p> <p>CCTB, NCBS and other benefits are calculated yearly based on Income Tax</p> <p>I&R Centre tips: The I&R Centre and other community agencies run tax clinics in March, as well as providing year round tax clinic information, and assisting with printing and filling out forms</p>
Ontario Provincial Benefits: <ul style="list-style-type: none"> • Ontario Child Benefit (OCB) • Ontario Trillium Benefit (OTB) • ONT Guaranteed Annual Income System (GAINS) • Child Transition Benefit 	Service Ontario	<p>See Ontario.ca or call 1-800-268-7095 for these benefits</p> <p>This benefit is calculated based on yearly income, and is given as part of the monthly federal CCTB</p> <p>The OTB is the Sales and Property Tax Credit calculated yearly based on Income Tax and issued monthly or as a lump sum</p> <p>GAINS is a Senior's Benefit that is automatically applied to Senior's eligible for the federal (GIS)</p>
	OW/ODSP	<p>For families with children under 18 on OW / ODSP not eligible or are waiting for the CCTB/OCB (eg. newborns, refugee claimants)</p> <p>I&R Centre tip: The I&R Centre runs a tax clinic in March and can provide year round tax clinic referrals</p>

Topic	Resource	Additional Information
Additional Government Benefit Resources:		

Material Resources

For Medical-related Material Resources such as eyeglasses see Disability and Health

Topic	Resource	Additional Information
Baby & Children's Supplies	New Mom Project	Contact the I&R Centre to access a package of new and gently used baby supplies, clothing, blankets, etc.
	Haven on the Queensway	Call 416-640-2006. Provides emergency diapers and baby food to families in south Etobicoke area
	Scott Mission	Women's and Family Ministry provides baby food, diapers, children's clothing and other supplies. Serves all of Toronto. Call 416-923-3916 for appointment
	Kids@Computers	For children 8-14 whose families receive social assistance, or the National Child Benefit Supplement . Download application at: http://www.kidsatcomputers.ca/apply.htm
Clothing	Scarborough Centre for Healthy Communities	Clothing Bank - call 416-847-4147
	East New Circles	Call for appointment - 416-422-2591. Serves postal codes M2J, M3A, M3B, M3C, M4A, M4B, M4G, M4H
	Central Scott Mission	By appointment. For Men call the Men's Ministry - 416-923-8872 ext. 232. Women and families call the Women and Family Ministry at 416-923-3916. Serves all of TO
	West Long Branch Baptist Church	Friday mornings 9:30-11:30. All are welcome
	St. Vincent de Paul	Phone 416-364-5577 for possible referral to local St. Vincent de Paul Church for clothing vouchers
	Dress Your Best	For men seeking employment. Contact a referring agency or info@dressyourbest.ca for details
	Various locations Dress For Success	For women seeking employment. Contact a referring agency or for details contact: info@dressforsuccesstoronto.org

Topic	Resource	Additional Information
Food & Meal Programs	Daily Bread Food Bank	Call 416-203-0050 for food bank referrals
	St. Vincent de Paul	Phone 416-364-5577 for possible referral to local St. Vincent de Paul Church for food vouchers or box. Strict geographic boundaries maintained
	City of Toronto: Low and No Cost Meal Program List Holiday Meal Lists	http://www1.toronto.ca/wps/portal/
Furniture East	Scarborough Centre for Healthy Communities	Furniture Bank - call 416-847-4147
Central	Scott Mission	Household items and bedding may be available from the Women and Family Ministry . Call for appt. 416-923-3916. Serves all of TO
West	Furniture Bank	Generally restricted to those coming out of shelter or prison and newcomers in Canada for six months or less. Must be referred through an approved referral agency. For more info. Call Daily Bread I&R or visit their website.
	St. Vincent de Paul	Call 416-364-5577 for referral. Person must live within catchment area of a local St. Vincent de Paul Church . Provides new table/chairs
Various locations	Recyc - Mattresses - Charity Bed Program	Must complete referral through I&R Centre or other local agency eligible to process applications. Warehouse is located in North York
Identification	Partners for Access & Identification (PAID) ID Clinics	For homeless or at risk of homelessness; free of charge and available at locations across Toronto. For clinics in your area see: www.neighbourhoodlink.org/programs-services-2/
Additional Material Resources		

Employment & Training

Topic	Agency/Program	Resource
General	Employment Ontario	Website provides access to Second Career Program information, and Employment Ontario funded programs providing job search, resume and interview help. Many of the agencies listed in this Employment & Training section offer a variety of different programs and services. 1-800-387-5656
Disabilities	Job Opportunities Info Network (JOIN)	Network of agencies providing employment supports for those with disabilities. Some programs specific to ODSP 416-750-0666 x5147
Mental Health and Addictions	CAMH Employment Support and Development (ESD) CMHA - Employment Services	Employment Works! Recruitment and retention of people with lived experience 416-535-8501 x31646
Newcomers	LINC, ESL classes TDSB	Child care often available. ESL classes funded for specific populations (eg. sponsored, refugee claimant, etc.) 416-925-5462
	COSTI Skills for Change	These and other programs assist with access to Bridging programs, workplace-specific language training, etc. 416-658-1600
	World Education Services (WE.S)	WES assesses credentials of Internationally -Trained Professionals and states entrance requirements for specific fields. OW/ODSP generally covers recipient costs www.wes.org/ca
OW/ODSP	City of Toronto Employment and Social Services (TESS)	Programs include Investing in Neighborhoods Program
Post incarceration	John Howard Society Elizabeth Fry	John Howard: 416-384-6272 Elizabeth Fry: 416-924-3708
Women	Times Change Women's Employment Service	Career and educational counselling, computer services, resources centre 416-927-1900
Youth	Youth Employment Services (YES)	Programs and services for youth to find a job or start a business 416-504-5516

Additional Employment and Training Resources: