



**Mennonite
Central
Committee**



MCCO REFUGEE SUPPORT MANUAL

Greater Toronto Area



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Greater Toronto Area



Access to Information

24/7 Information Line: Dial 2-1-1

www.211Toronto.ca

- 211 service providing Information and Referral (I&R) for callers to community and social services 24/7 for Central Region (Toronto, York Region and Durham Region), and overnight and on weekends for all the other Ontario Regions (with the exception of Dufferin-Peel).
- Includes a website of over 20,000 community, health, social and related government services - a reliable resource for anyone looking for human services in Toronto.

Toronto Immigration & Settlement Portal

www.toronto.ca/immigration

- This web portal was created to ensure our city's newcomers are well-informed at every stage of the immigration process. It is filled with trustworthy information, links and resources to help guide you through the process and get you settled into your new home.

Information in Your Language: Dial 3-1-1

- 311 offers information in more than 180 languages, using interpreters provided through Language Line Services. If you have difficulty speaking English, or know someone who does, call 311 for assistance in whichever language you speak.
- Toronto's City Hall and Civic Centres are open Monday to Friday from 7:30 a.m. to 9:30 p.m. and Saturday, Sunday and statutory/designated holidays from 8 a.m. to 6 p.m. Free telephone access to 311 is available at all locations.

Locations:

<http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=006d962c8c3f0410VgnVCM10000071d60f89RCRD>

Multicultural Centres & Newcomer/Settlement Services

****Most Centres offer ESL services and employment support and therefore those programs are included in this section****

COSTI Immigrant Services

Head office:

1710 Dufferin Street, Toronto

416-658-8537

- COSTI provides educational, social, and employment services to help all immigrants in the Toronto area attain self-sufficiency in Canadian society.
- Various location throughout the GTA:

Brampton Employment Services

10 Gillingham Drive, Suite 300, Brampton
905.459.8855

Caledonia Employment Services

700 Caledonia Road, Toronto
416.789.7925

Corvetti Education Centre

760 College Street, Toronto
416.534.7400

Enhanced Language Training Services

Welcome Centre, Markham South, 7220 Kennedy Fields
Plaza, Markham
905.479.7926

Enhanced Language Training Services

10 Gillingham Drive, Suite 109A, Brampton
905.451.7147

Home Office

1710 Dufferin Street, Toronto
416.658.1600

Job Search Workshop

700 Caledonia Road, Toronto
416.789.7925

Language & Skills Training Services, Toronto

700 Caledonia Road, Toronto
416.244.9980

**Language and Skills Training Services,
Richmond Hill**

Welcome Centre Immigrant Services, 9325 Yonge
Street, Richmond Hill
289.842.3124

**Language, Settlement & Skills Training
Services, Markham North**

Welcome Centre Immigrant Services, 8400
Woodbine Avenue, Suite 102-103, Markham
289.846.3645

**Language, Settlement & Skills Training
Services, Richmond Hill**

Welcome Centre Immigrant Services, 9325 Yonge
Street, Richmond Hill
289.842.3124

Mississauga Employment Services

6750 Winston Churchill Blvd., Unit 8A,
Mississauga
905.567.0482

**Ralph Chiodo Family Immigrant Reception
Centre**

100 Lippincott Street, Toronto
416.922.6688

Vaughan Centre

3100 Rutherford Road, Suite 102, Vaughan
905.669.5627

Arab Community Centre of Toronto

Head Office: 555 Burnhamthorpe Rd., Suite 209, Etobicoke, ON

**Other locations – see below

416-231-7746

info@arabnewcomers.org

<http://www.arabcommunitycentre.com/about-us/>

Family and Mental Health Services

Sheridan Mall, 1700 Wilson Ave., Suite 105, Toronto
416.244.7714

Jane St. Hub - Satellite Location

1541 Jane Street, Toronto
416.645.7575

Language & Skills Training Services, Newmarket

Welcome Centre Immigrant Services, 16655 Yonge
Street, Unit 26, Newmarket
289.841.3032

Language and Skills Training Services, North York

Sheridan Mall, 1700 Wilson Ave., Suite 206, Toronto
416.244.9980

**Language, Employment, and Settlement Services,
Brampton**

Centennial Mall, 227 Vodden Street East, Unit 3,
Brampton
905.459.6700

**Language, Settlement & Skills Training Services,
Markham South**

7220 Kennedy Road (Kennedy Fields Plaza), Markham
905.479.7926

**Language, Settlement & Skills Training Services,
Vaughan**

Welcome Centre Immigrant Services, 9100 Jane Street,
Building H, Vaughan
905.761.1155

North York Centre

Sheridan Mall, 1700 Wilson Ave., Suite 114, Toronto
416.244.0480

**Specialized Employment and Training Services
(SETS)**

700 Caledonia Road, Toronto
416.789.7925

Weston Employment Services

35 King Street, Weston Square, Toronto
416.588.2240

- The ACCT is a focal point for all Arab and non-Arab communities in which they can find an outlet for settlement and social services inquiries. We serve newcomers of all cultures, religions and ethnicities.
- Offers a variety of programs aimed at promoting the full participation of immigrants of Arab origin in all aspects of Canadian life.
 - Problem gambling
 - Volunteer Placement Program
 - Domestic Violence Education Program
 - Youth Settlement Program (mentorship)
 - Employment Program
- Provides initial and long-term settlement and integration services for immigrants and landed refugees of Arab origins. Assistance with the following issues:
 - Immigration
 - Health
 - Employment, Getting a SIN number
 - Citizenship Applications, Legal
 - Housing, Transportation
 - Education, Personal Finances
 - Learning Canadian Customs
 - Referrals to Community Services
- Organizes cultural, educational and recreational events that benefit and raise awareness about our communities
- Other locations:

ETOBICOKE OFFICE

Lithuanian Canadian Community
1st Resurrection Rd., Toronto, ON
416-533-3292

SCARBOROUGH OFFICE

Canadian Druz Society
898 Markam Rd, Toronto, ON
416-439-0767

Catholic Crosscultural Services

- Assists in the settlement and integration of immigrants and refugees. At CCS we serve all newcomers, refugees, and immigrants, regardless of race, colour, age, creed, religion or political affiliation.
- Services include:
 - Newcomer high school student support
 - Settlement support in Scarborough area
 - Employment Access Program
 - Language and skill development
 - Counselling for newcomer women experiencing domestic violence
 - Information regarding settlement in Canada
 - Online citizenship preparation
- Various locations:

Scarborough Locations

55 Town Centre Court, Suite 401
Scarborough, Ontario M1P 4X4
Tel: 416.757.7010 (call for appointment)

1200 Markham Road, Suite 503
Scarborough, Ontario M1H 3C3
Tel: 416.289.6766

2425 Eglinton Avenue East, Suite 202
Scarborough, Ontario M1K 5G8

Tel: 416.759.8800

3227 Eglinton Avenue East, Unit 135
Scarborough, Ontario M1J 3M5
Tel: 416.266.7200

Brampton Office

8 Nelson Street West, Suite 302
Brampton, Ontario L6X 4J2
Tel:905.457.7740

Mississauga Locations

3660 Hurontario Street, 7th Floor
Mississauga, Ontario L5B 3C4
Tel: 905.273.4140

4557 Hurontario Street, Unit B11
Mississauga, Ontario L4Z 3M2
Tel: 905.272.1703
Fax: 905.272.8690

PEEL REGION

Brampton Multicultural Community Centre

services@bmccentre.org

- We offer a wide range of services and learning opportunities to connect newcomers to a better future in the ever changing Canadian society.
- Offers the following programs:
 - Employment services
 - Youth Job Connection
 - Newcomer Settlement Program
 - Gang prevention & intervention
 - Prosperity for immigrant women
 - Information and Awareness: money management, transportation, housing, education system, etc.
- 3 different locations under the same name:

197 County Court Blvd., Suite 303, Brampton ON
(905) 790-8482

150 Central Park Drive, Suite # 107, Brampton, ON
(905) 790-8482

4120 Ridgeway Drive, Unit 42, Mississauga, ON
(905) 828-1328

Dixie Bloor Neighbourhood Centre

- Services offered include: employment help, English classes, settlement support, family programs, conflict resolution service, mentorship, utilities assistance, etc.

3650 Dixie Road, Suite 103, Mississauga, ON,
905-629-1873

info@dixiebloor.ca

- Services available at this site:
 - Administration
 - Settlement Services
 - English Class Registration
 - Energy Assistance
 - Conflict Resolution Services
 - Youth Lounge
 - Early Years

3415 Dixie Road, Suite 402, Mississauga, ON
905-206-0755

employment@dixiebloor.ca

- Services available at this site:

- Job Search Workshop
- Employment Ontario Employment Services and The Mentoring Partnership - Unit 1: Telephone: 905-624-2442; Email: employmentservices@dixiebloor.ca
- Employment Resource Room - Unit 19: Telephone: 905-267-3137; Email: resourceroom@dixiebloor.ca

Malton Neighbourhood Services

- Services available: job finding services, free legal clinic, women’s services, family programs (early years centres, etc.), Youth programs, seniors programs, newcomer support, English classes, etc.
- Multiple locations:

Main Office

3540 Morningstar Dr., Mississauga, ON
905-677-6270
info@mnsinfo.org

150 Central Park Dr., Brampton ON

Ontario Early Years (Springdale)

1090 Peter Robertson Blvd., Brampton, ON

Newcomer Services

3975 Cottrelle Blvd, Brampton, ON

IRIS Airport Program (Pearson Airport Terminal 1)

Immigration reception & information services
6301 Silver Dart Dr., Mississauga, ON

Ontario Early Years

Bramalea Civic Centre

Newcomer Centre of Peel

165 Dundas Street West, Suite 116, Mississauga, ON
(905) 306-0577
www.ncpeel.ca

- Services include: English training, counseling, employment support, referrals within the community, settlement services, Trauma support, parenting services, etc.

Polycultural Immigrant and Community Services

17 Four Seasons Place, Suite 102, Toronto, ON,
1-844-493-5839
info@polycultural.org

- Services for Syrian refugees include:
 - Free English classes
 - Settlement services (financial literacy, info about Canada, school registration, awareness of Canadian laws, etc.)
 - Preparation for the Labor Market
 - Youth Programs
 - Mental Health support
 - Children’s Programs
 - Food parcels
- Locations with contact and program information:

416-233-0055

Scarborough North

3660A Midland Avenue, Scarborough ON
416-439-1293

Toronto South West

27 Roncesvalles Avenue, Suite 407, Toronto ON
416-533-9471

Scarborough South

3225 Eglinton Avenue East Units 101 & 111, Scarborough ON
416-261-4901

Mississauga South West

2225 Erin Mills Parkway, Mississauga ON
905-403-8860

Etobicoke Central

3363 Bloor Street West, Etobicoke ON

Settlement Services

519 Community Centre

519 Church Street, Toronto, ON

416-392-6874

www.The519.org

info@The519.org

- One-On-One Settlement Coordination - help with immigration forms about hearing, housing, employment, education. By appointment.
- Weekly program designed for Convention Refugees and Permanent Residents. Sessions explore issues related to settlement in Canada.
- Youth programs for newcomer youth 14-19 years who are Permanent Residents or Convention Refugees, residing in Canada for less than five years. Offers the following: Youth Engagement program with a focus on English practice and skills building; workshops; Youth Mentorship monthly program delivered by peer mentors; and hands-on activities which explore issues that matter to youth.

Access Alliance Multicultural Health and Community Services

- Provides the following settlement services: Settlement Workers, drop-in Resource Centre (only at the Accesspoint on Danforth); free workshops on topics such as mental health, parenting in Canada, Canadian Systems, etc.;
- Services are accessible in over 175 languages through the use of trained professional interpreters. If we don't speak your language we will provide an interpreter at no cost to you.

Locations:

Downtown College Site

340 College St, Toronto, ON

416-324-8677

AccessPoint on Danforth

3079 Danforth Ave., Toronto, ON

416-693-8677

AccessPoint on Jane

761 Jane St., York, ON

416-760-8677

AWO Refugee & Immigrant Services

www.Afghanwomen.org

- The AWO provides settlement services to all newcomers, with a special focus on women, their families, refugees and people who have experienced war and persecution.
- Settlement services include the following: One-to-one Services (individual); Information & Orientation; Interpretation & Translation; Assistance Filling Forms / Applying for Benefits (SIN, PRC, CCTB, OHIP...); Assistance Finding Housing (rentals and applying for subsidized housing); School/Language Training Referral & Enrollment; Support Counselling; Accompaniment; and Follow-ups & Referrals.

Locations:

AWO North York (Head office)

789 Don Mills Rd., #700, Toronto, ON

416-588-3585

AWO North York

747 Don Mills Rd., Unit #212, Toronto, ON
416-588-3585

AWO Mississauga

3050 Confederation Parkway, Unit #302,
Mississauga, ON
905-279-3679

AWO Scarborough

2555 Eglinton Ave. East, #211, Toronto,
ON
416-588-3585

Agincourt Community Services Association

CONTACT: Jamillah Mananghaya-Poernama, Coordinator, Newcomers' Centre
1911 Kennedy Rd. Unit 105, Scarborough, ON M1P 2L9
Tel: (416) 292-6912 ext. 323
mjamillah@agincourtcommunityservices.com

- Delivers a complete package of programs and services for newcomers to respond to their settlement and integration need. The Newcomers' Centre Team speaks 10 languages other than English (Arabic, Armenian, Tagalog, Tamil, Mandarin, Cantonese, Hindi, Urdu, Sinhala, Russian, Telugu, Malayalam).

Locations:

**Dorset Park Community Hub
Main Newcomers' Centre Office**

1911 Kennedy Rd. Unit 105, Scarborough, ON
416-292-6912 x. 3
(9am-5pm) Weekdays

Itinerant Locations:

Toronto Public Library-McGregor Park Branch

2219 Lawrence Avenue East
2-4pm, Tuesdays

**Toronto Public Library-Eglinton Square
Branch**

1 Eglinton Square, Unit 126
2-4pm, Mondays

Toronto Public Library

Kennedy & Eglinton Branch
2380 Eglinton Ave E
2-4pm, 1st & 3rd Wed. of the Month

Toronto Public Library Cedarbrae Branch

545 Markham Rd.
2-4pm, Thursdays

Stephen Leacock Community Centre

2500 Birchmount Rd.
10am-12pm, 2nd Tuesday of the Month

Scarborough General Hospital

3030 Lawrence Ave. E., Suite 108
9am-2pm, 1st Monday of the Month

AWIC Community and Social Services

Ground Level, 1761 Sheppard Ave East, North York
416-499-4144
[https://awicsocialservices.ca/
team@awicsocialservices.ca](https://awicsocialservices.ca/team@awicsocialservices.ca)

- Settlement services provided by settlement counselors and consist of the following: newcomer orientation workshops; assistance in completing applications, information and referrals; employment skills and training; individual and family counseling; women's networking; finance management; interpretation services; housing supports.

Bloor Information and Life Skills Centre

672 Dupont St., Suite 307, Toronto, ON
416-531-4613

www.bloorinfo.org
service@bloorinfo.org

- Settlement services include the following: counseling; interpretation; application and other form completion; employment assistance; Income assistance; and information on education and studying in Canada.

Centre for Immigrant & Community Services (CICS)

- Settlement services include the following: needs assessment and referral; information and awareness; links with community resources; assistance with applications; interpretation and translation; social networking; language training; and orientation to the local environment.

Locations:**Head Office / Immigrant Resource Centre**

2330 Midland Avenue
Toronto, Ontario, M1S 5G5
Telephone : 416-292-7510
Email : info@cicscanada.com

Toronto, Ontario, M1V 1V2
Telephone : 416-292-6558
Email : info@cicscanada.com

Toronto Integrated Service Centre

3850 Finch Avenue East Suite 403
Toronto, Ontario, M1T 3T6
Telephone : 416-293-4565
Email : info@cicscanada.com

York Region Immigrant Youth Centre

5284 Highway 7 East (at McCowan Rd) Unit 2
Markham, Ontario, L3P 1B9
Telephone : 905-294-8868
Email : info@cicscanada.com

LINC Centre

4002 Sheppard Avenue East Suite 501
Toronto, Ontario, M1S 4R5
Telephone : 416-299-8118
Email : info@cicscanada.com

Markham South Welcome Centre

7220 Kennedy Road
Markham, Ontario, L3R 7P2
Telephone : 905-479-7926
Email : info@welcomecentre.ca

Woodside Square LINC Centre

1571 Sandhurst Circle (McCowan/Finch) Unit
202

North York Office

1761 Sheppard Avenue East, 1/F
Toronto, Ontario, M2J 0A5
Telephone : 416-493-7510
Email : info@cicscanada.com

Community Action Resource Centre

652 Keele Street, Toronto, ON
416-652-2273

info@communityarc.ca

- Available services: individual and family support; parent and child programs (ages 0 – 6); housing assistance; summer camp; English conversation classes; etc.

The Cross-Cultural Community Services Association

<http://tccsa.on.ca/en/>

- Settlement services include the following: on-on-one counseling; information workshops; newcomer orientation days; settlement factsheets; and computer access.
- Education and language training available with free childminding services.
- Other services: women support group; senior support group; Children Day Camp; Parent Support program; Cultural Exchange Program.

Locations:**Toronto Centre**

310 Spadina Avenue, 3/F, Suite 301
Toronto, Ontario, M5T 2E8

Telephone: (416) 977-4026

York Centre

Metro Square
3636 Steeles Avenue East, Unit 213A
Markham, Ontario, L3R 1K9
Telephone: (905) 948-1671

Peel Centre
720 Burnhamthorpe Road West, Unit 2

Mississauga, Ontario, L5C 3G1
Telephone: (905) 615-9500

Scarborough Centre
325 Bamburgh Circle, Unit A107
Toronto, Ontario, M1W 3Y1
Telephone: (416) 502-9500

CultureLink

2340 Dundas St. West, Suite 301, Toronto, ON
416-588-6288
www.culturelink.ca

- Settlement Services include the following: settlement workers; employment counseling; and interpretation.
- Connects newcomers/refugees to volunteer mentors to engage with the various programs offered.

The Mennonite New Life Centre

www.mnlct.org

- Newcomer Settlement Program: assistance getting settled in your community, finding housing/job/childcare, language/employment/skills training, access to free legal services and interpretation services.

Locations:

North York Site
2737 Keele St., North York
Telephone: 647-776-2057
Email: northyork@mnlct.org

Telephone: 416-699-4527
Email: mnlct@mnlct.org

Queen Site
1774 Queen St East, Toronto

Scarborough Site
2600 Birchmount Rd., Scarborough
Telephone: 416-291-3248
Email: scarborough@mnlct.org

Newcomer Women's Services Toronto

745 Danforth Avenue, Suite 401, Toronto
Natasa Boskovic, Manager, Settlement Program
416-469-0196
sc@newcomerwomen.org
www.newcomerwomen.org

- Provides support, advocacy, and information for the following: computer classes, legal and social services, housing and tenant rights, education and health services, employment and job search assistance, shelter/food/clothing, orientation to Toronto and Canadian life, and understanding property tax and utility billing in Toronto.

Rexdale Women's Centre

- Services offered in 20 different languages and include the following: orientation; translation; interpretation; referral to community resources; counseling; general information; employment services; assistance accessing government services and forms; and English language instruction/training.
- Other programs include: fitness program, internet access computers, ethno-cultural seniors programs, parenting, support and employment for women, and violence prevention and crisis intervention.

Locations:

Head Office: Orientation, Violence Prevention & Crisis Intervention, Support for Women and Senior's Services:
925 Albion Road, Suite 309
Etobicoke
Phone: 416-745-0062

Welcoming Communities, Orientation Services, Children's Services:
21 Panorama Crt, Suite 23
Etobicoke
Phone: 416-745-0062

Language Training and Childminding:
925 Albion Rd, Suite 203
Etobicoke
Phone: 416-741-6048

The Salvation Army: Toronto Harbour Light Ministries

- Immigrant & Refugees Services includes: orientation and information about living in Canada, Chaplaincy services, ESL classes, assistance in the completion of government forms, and information sessions.

Locations:

Head Office
160 Jarvis St, Toronto, ON
416-363-5496

North York Office
20 Yorkwoods Ave.
647-233-6036

settlementworker@harbourlight.org

Scarborough Office
2085 Ellesmere Rd.
647-233-6036
settlementworker@harbourlight.org

Scadding Court Community Centre

707 Dundas St. West, Toronto, ON
Phone: 416-392-0335
Grace Lam, Newcomer Services Coordinator, x. 227
www.scaddingcourt.org

- Newcomer Services Program includes: information and orientation, translation and interpretation, referral to community resources, filling out forms, counselling, and employment related services.
- Additional programs include a free tax clinic for low-income newcomer families, free eye clinic for seniors, and an English conversation circle.

Settlement Assistance & Family Support Services

Head Office: 1200 Markham Rd., Suite #214, Toronto, ON
416-431-4847
reception@safss.org
www.safss.org

- Newcomer Settlement Program consists of: orientation, information sessions, counselling, employment assessment and preparation, job fairs, computer/internet access, advocacy, interpretation, English conversation classes, etc.

Other Locations:

SAFSS Morningside Centre
1154 Morningside Ave. E, Suite 206, Toronto
416-286-0826
msodhi@safss.org

SAFSS Finch Centre
5637 Finch Ave. E, Unit 8, Toronto

416-293-9263
indirabasu@safss.org

SAFSS Kingston Centre
4352 Kingston Rd, 2nd Floor, Scarborough
416-286-3878
linkkingston@safss.org

Skills for Change

791 St. Clair Ave West, Toronto

416-658-3101
info@skillsforchange.org
www.skillsforchange.org

- Refugee and Immigrant Services include:
 - Access to settlement staff with expertise in the settlement process
 - Needs assessment: goal setting and development of settlement plan
 - Information sessions: orientation to Canada
 - Social mentoring sessions
 - Interactive Cafes
 - Speed networking sessions
 - Specialized settlement support for youth, women and families

St. Stephen's Community House

- Settlement and Newcomer Services include: English classes with free child minding, individual support with immediate concerns, newcomer support groups, career/employment guidance, referral and access to education and employment resources, recreational events, and counsellors.

Locations:

Downtown Location

260 Augusta Ave., Toronto, ON
416-416-925-2103 x 2234 or x 2256
cceline@sschto.ca or pmarielba@sschto.ca

North York Location

5231 Yonge St., Toronto, ON
416-925-2103 x 2242
wflorence@sschto.ca

Tesoc Multicultural Settlement Services

Main Office:
1160 Birchmount Rd., Unit 1A, Scarborough
416-757-6043

- Settlement services include: counseling, advocacy and referrals, application support, and employment and income support.
- Other programs include: employment counseling, family counseling, English classes, Women Aiding Women program, and support for seniors.

West Neighbourhood House

- Newcomer Settlement Program includes: information and referrals, ESL classes, workshops/information sessions, assistance with housing, government forms, finding schools, and job search and resume.
- Newcomer Youth Program for youth 13-24 years.
- Community Connections Mentorship Program.

Locations:

248 Ossington Ave.
416-532-4828 x. 124

1497 Queen Street West (Parkdale)
416-536-1234 x. 404

Woodgreen Community Services

815 Danforth Avenue, Suite 100, Toronto, ON
416-645-6000 x. 1100
info@woodgreen.org
www.woodgreen.org

- Settlement Services include: counseling, orientation, ESL programs, settlement and employment workshops, job search support, mentorship, connection to employers, computer training, youth programs, self-help networks, and social/recreational activities.

Working Women Community Centre

Main Office: 533A Gladstone Ave., Toronto
416-532-2824

admin@workingwomencc.org

- Settlement Services include: housing support, ESL classes, interpretation services, employment services, legal services, access to health services, training and adult education programs, and assistance with forms.
- Also hosts an annual income tax clinic for low-income clients with volunteer interpreters available.

Locations:

Bloor West/Main Office

533A Gladstone Avenue, Toronto
416-532-2824
admin@workingwomencc.org

North York East Centre

5 Fairview Mall Drive, Suite 478, Toronto
416-494-7978
admin@workingwomencc.org

The Victoria Park Hub

1527 Victoria Park Ave. East, 2nd Floor,
Toronto
416-750-9600
admin@victoriaparkhub.org

North York West Centre

2065 Finch Ave. West, Suite 106, Toronto
647 346-3700
admin@workingwomencc.org

YMCA Immigrant Services & Newcomer Information Centres

Central Toronto location

20 Grosvenor St., 3rd Floor, Toronto

Alla Minasova, Team Leader, 416-975-9168 x. 32409

Sylvia Weng, Outreach and Community Relations Coordinator, 416-928-3362 x. 22489

immigrantservices@ymcagta.org

- Services offered include: employment/job search support, information sessions, guest speakers, volunteer and networking opportunities, English skill development, education and training, child, youth and family resources, community and recreation, etc.

**Various locations throughout Toronto of YMCA and Newcomer Information Centres:

<https://ymcagta.org/employment-and-immigrant-services/immigrant-services/newcomer-information-programs>

Health

Health Related Inquiries

- Ontario Government Refugee Healthline: 1-866-286-4770
- 24/7 health inquiry - Telehealth Ontario: 1-866-797-0000

Health Information for Refugees

<http://lifelinesyria.ca/wp-content/uploads/2016/01/SyrianRefugeeClinicInfoFlyer.pdf>

Comprehensive primary care is available for Syrian refugees across the GTA 20 health care organizations with experience working with refugees (Community Health Centres and University of Toronto family medicine sites) have expanded services to offer comprehensive primary care to incoming Syrian refugees across the GTA. Interpreter services are available. It is recommend refugees be seen within 2 weeks of arrival in Toronto.

Services provided are covered under health insurance and include:

- 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
- Routine screening for chronic disease and cancer
- Community health centres can also make referrals to relevant social services

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. Return call within 24 hours to arrange an appointment.

Clinic Locations

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

- Access Alliance Multicultural Health and Community Services: 3079 Danforth Ave (at Victoria Park and Danforth)
- Canadian Centre for Refugee and Immigrant Health: 4158 Sheppard Ave E
- Centre Francophone: will see Francophone patients as the need arises
- Crossroads Clinic: 76 Grenville St 3rd floor
- Davenport Perth Community Health Centre: 1900 Davenport Rd
- Discovery Family Health Team: 77 Provost Dr
- East End Community Health Centre: 1619 Queen St E
- Family Practice at St. Michael's Hospital: 410 Sherbourne St
- Four Villages Community Health Centre: 3446 Dundas St. W
- LAMP Community Health Centre: 185 Fifth Street, Etobicoke
- Mount Sinai Hospital Family Health Team: 60 Murray St, 4th floor - Family Medicine
- North York Family Medicine Centre: 240 Duncan Mill Rd
- North York General Hospital-Family Medicine Teaching Unit-4001 Leslie St, 4th floor
- Parkdale Community Health Centre: 1229 Queen W
- Queen West - Central Toronto Community Health Centre: 168 Bathurst St
- Regent Park CHC: 465 Dundas St E

Scarborough Centre for Healthy Communities:

- 629 Markham Rd (Markham & Lawrence Site)
- 4002 Sheppard Ave E Suite 401 (Sheppard & Kennedy Site)
- South East Toronto FHT: 840 Coxwell Ave. Suite 105
- South Riverdale CHC: 955 Queen St E
- Toronto Western Family Health Team-399 Bathurst St, 2nd Floor, West Wing
- Women's Health in Women's Hands: 2 Carlton St Suite 500
- Unison Community Health Centre: 12 Flemington Rd

Markham

- Academic FHT - Health for All: 379 Church Street, Suite 202, Markham
- Markham FHT: 377 Church Street, Suite 101, Markham

Newmarket

- Southlake Academic FHT: 581 Davis Dr, Suite 201, Newmarket
- Aurora-Newmarket FHT: 531 Davis Dr, Suite 405, Newmarket

Mississauga

- Credit Valley Family Health Team-2300 Eglinton Ave. W, Suite 101

Syrian Refugee Medical Clinic ...?***Toronto's Community Health Centres ...?******GTA Public Health Locations ...?*****Mental Health**

<http://www.211toronto.ca/detail/en/80962>

Optometrists

The following optometrists have stepped forward to offer their services to Syrian refugees:

Education – Settlement Workers in Schools (SWIS)

- The School Settlement Workers work closely with school staff, parents, students and volunteers to establish welcoming communities in the school for newcomers and to pave the way for a smooth integration in Canadian society.
- Settlement Workers have information about: Daycares, Education, Employment, Food banks, Health and OHIP, Legal services, Taxes, Community Services, Dental, Housing, English classes, Recreation, Transportation, etc.

Organizations Offering SWIS Services in Toronto:

Catholic Crosscultural Services

55 Town Centre Crt, Unit 401, Toronto, ON
416-757-7010 x. 207, 209
<http://www.cathcrosscultural.org/sept.html>

Centre for Immigrant and Community Services

2330 Midland Ave., Toronto, ON
416-292-7510 x. 303
www.cicscanada.com

Centre Francophone de Toronto

20 Lower Spadina Ave., Toronto, ON
416-203-1220 x. 235
www.centrefranco.org

CultureLink Settlement Services

2340 Dundas St. W., Suite 301, Toronto, ON
416-588-6288 x. 227, 228
www.culturelink.ca

Thorncliffe Neighbourhood Office

18 Thorncliffe Park Dr., Toronto, ON
416-421-3054 x. 235
www.thorncliffe.org

Organizations Offering SWIS Services in Mississauga:

Malton Neighbourhood Services

3540 Morningstar Dr., Mississauga, ON
905-677-6270 x. 2243
www.mnsinfo.org

Polycultural Immigrant and Community Services

2225 Erin Mills Parkway, Mississauga ON
905-403-8860 x. 229
www.polycultural.org

Dixie Bloor Neighbourhood Centre

3650 Dixie Road, Suite 103, Mississauga, ON,
905-629-1873 x.303, 301
www.dixiebloor.ca

Organizations Offering SWIS Services in Brampton:

Brampton Multicultural Community Centre
197 County Court Blvd., Suite 303, Brampton, ON
905-790-8482
www.bmccentre.org

Centre Francophone de Toronto Peel-Halton
Desk location: 7585 Financial Drive, Brampton, ON
647-217-2672
www.centrefranco.org

Organizations Offering SWIS Services in Durham Region:

Community Development Council Durham - AJAX
458 Fairall St., Unit 4, Ajax, ON
905-686-2661 x. 120
www.cdcd.org

Conseil des Organismes Francophone de la Region de Durham - OSHAWA
57 Rue Simcoe Sud., Suite 2D, Oshawa, ON
905-434-7676
www.cofrd.org

York Region
475 Brownridge Drive, Thornhill, ON
905-731-8281

- SEPYR is administered and staffed by CCSYR, in partnership with the York Region District school Board, the York Catholic District School Board and Citizenship and Immigration Canada.

Settlement and Educational Partnership *Peel Region* (MSEP)

Peel District School Board, 5650 Hurontario St, Mississauga, ON
905-890-1010 (or 1-800-668-1146) contact extension 3527 and leave a message

- Settlement workers are placed in over 110 primary, middle and secondary schools in the Peel board.

Translation, & Interpretation

COSTI Immigrant Services – Language Bureau

1710 Dufferin Street, Toronto
416-658-8537
languages@costi.org

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- Has both translation and interpretation services available for a fee.
 - Provides services in all major languages for interviews, assessments, depositions, court proceedings, meetings, conferences, business negotiations, and any type of appointment or situation in which individuals and businesses need to communicate in a different language.
 - Find a COSTI location near you. They are located throughout the GTA:
<http://www.costi.org/programs/locations.php>.

MCIS Language Services

416-467-3097

info@mcis.on.ca

- Provides translation, interpretation, and transcription services in many different languages.
- Website: <http://mcislanguages.com>.
- You may qualify for free services. We help you assess your organization's eligibility for services funded by the government: free services are available for eligible agencies who work with victims of domestic violence, human trafficking, sexual assault and elder abuse in a domestic setting.

Arab Community Centre of Toronto

Head Office: 555 Burnhamthorpe Rd., Suite 209, Etobicoke, ON

**For a list of other locations refer to "Multicultural Centres" section located in this document.

416-231-7746

info@arabnewcomers.org

<http://www.arabcommunitycentre.com/about-us/>

Access Alliance Multicultural Health and Community Services

Downtown College Site, 340 College St, Toronto, ON

416-324-8677

languages@accessalliance.ca

- Services are accessible in over 175 languages through the use of trained professional interpreters. If we don't speak your language we will provide an interpreter at no cost to you.
- Access Alliance Language Services (AALS) is team of professionals working to help you manage the language barriers you and your clients face in the delivery of services. Under the umbrella of Access Alliance Multicultural Health and Community Services (a non-profit charitable organization), we are an independent fee-for-service program providing interpretation and translation services in the Greater Toronto Area.

Parenting & Families

Ontario Early Years Centres in the GTA

- Provides free programs and services (activities, play, workshops, obtain support and guidance, meet other parents, and borrow resources from Resource Room/Library) to parents and caregivers with children newborn to six years old. Drop-in anytime, open year round, weeknights and weekends.
- Every location has different days and hours centre it is running open; call to gather more information.

Locations: <http://www.edu.gov.on.ca/childcare/FamilyPrograms.html#T>

Identification

Service Ontario Centres

- Health Cards (renewal or application)
- Car ownership documentation and licence/licence plate renewal
- Ontario Photo Card (apply, renew, change information, replace)

Locations: