

# Creating Caring Communities Together

A Directory for St. James Town and  
Surrounding Areas

Updated: August 2019



Hospice Toronto  
416-364-1666  
[www.hospicetoronto.ca](http://www.hospicetoronto.ca)



*This directory is a Community Health Navigation Resource Booklet. Please share with others who may find this resource helpful. If you would like to request edits or you would like more information, please contact Hospice Toronto at [info@hospicetoronto.ca](mailto:info@hospicetoronto.ca) or 416-364-1666.*

## **Creating Caring Communities (CCC)**

Creating Caring Communities is a program created by Hospice Toronto, supporting the St. James Town and surrounding communities. This program collaborates with local agencies and their networks to help people coping with illness. It also links seniors and their caregivers with resources and in-home supports.

Contact the Community Development Coordinator:  
416-992-0477 or 416-364-1666 ext. 252

## **St. James Town Community Corner**

200 Wellesley St. East, Toronto, ON M4X 1G2

**416-964-6657 [www.stjamestown.org](http://www.stjamestown.org)**

A multi-purpose community hub aimed at making information and services accessible to all residents of St. James Town.

Services: Settlement

- Youth and senior programs
- Women's leadership programs
- After-school help for children
- Health and nutritional information and various other services and programs

## **St. James Town Seniors Mental Health Day Program**

The Seniors Mental Health Day Program is collaboration between five (5) different organizations, working together to help those seniors who are ill, disabled, or living in isolation. For more information, please contact Norma Khandaker at: 416-458-9616.

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*Note: \* indicates that subsidies/fees may apply*

# Community Support Services

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## 211 Toronto (Dial 211)

[www.211toronto.ca](http://www.211toronto.ca)

*Guide to social services in Toronto.*

- Community Legal Services
- Home Support
- Low-Income Housing
- Immigration
- Community Services

*Find services specifically for seniors by clicking "Older Adults" under Find Services by Topic.*

## Access Alliance

340 College St., Unit 500, Toronto

416-324-8677 [www.accessalliance.ca](http://www.accessalliance.ca)

*Multicultural Health and Community Services improves health outcomes for the most vulnerable immigrants, refugees, and their communities.*

- Primary Health Care
- Community Health and Wellness Programs
- Settlement and Social Services

## Bleecker-Wellesley Activity Network

200 Wellesley St. E., Suite 119, Toronto

416-928-2195 [www.bwan.ca](http://www.bwan.ca)

*Serves seniors and people with disabilities to improve health, wellbeing, personal development and quality of life. by offering:*

- Hot Healthy Meals
- Fresh Produce Project
- Legal Information
- Health Information
- Government Assisted Programs, Old Age Pensions, etc...

## Central Neighbourhood House

349 Ontario St., Toronto

416-925-4363 [www.cnh.on.ca](http://www.cnh.on.ca)

*A team of staff, volunteers, and neighbours work together to offer services/programs for children, youth, new Canadians, families, women and seniors.*

*Independent Living(formerly In-Home Services):*

- *Personal Care*
- *Light Housecleaning*
- *Respite and Escort Services*

## Community Matters Toronto

260 Wellesley St. E., Unit 102, Toronto

416-944-9697 [www.communitymatterstoronto.org](http://www.communitymatterstoronto.org)

*Supports healthy living for seniors.*

- *Diabetes Screening*
- *Gentle Exercise, Yoga*
- *Community Walks*

## Community Navigation Access Program

1-877-621-2077 or 416-217-2077 [www.cnap.ca](http://www.cnap.ca)

*A network of over 30 Community Support Service (CSS) agencies in the Toronto area that collaborate to improve access and coordination of CSS services for seniors.*

- *Adult Day Program*
- *Caregiver Relief and Respite Services*
- *Supportive Housing for Seniors*
- *Meals on Wheels*
- *Crisis Support and Assistance*

## **Dixon Hall (formerly Mid-Toronto Community Services)**

192 Carlton St., 2nd Floor, Toronto

416-863-0499 Seniors Services

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

*Works with seniors and adults facing issues such as Alzheimer's disease, cancer, heart disease, depression, and HIV/AIDS.*

*Interpreters can be arranged as necessary.*

- Meals on Wheels
- Adult Day Program
- Community transportation and case management
- Social and recreation programs include Alzheimer/Related Disorders Day Program Respite Care (includes meals, transportation and escort available)

## **Haven Toronto (formerly Good Neighbours' Club)**

170 Jarvis St., Toronto

416-366-5377 [goodneighboursclub.org](http://goodneighboursclub.org)

*Provides essential services to men over 50.*

- Hot Meals
- Library & Computer Access
- Barber
- Housing Support
- Showers & Laundry
- Counselling & Crisis Support
- Nursing and Dental
- Emergency clothing

## Health Access

200 Wellesley St. E., Toronto

647-527-6983 [www.stjamestown.org/health-access/](http://www.stjamestown.org/health-access/)

Health Access connects the community through friendly intake worker.

## Hospice Toronto

55 Eglinton Ave. E., Suite 502, Toronto

416-364-1666 [www.hospicetoronto.ca](http://www.hospicetoronto.ca)

*Free in-home supports for those living with life-limiting conditions as well as their families and caregivers. Hospice Toronto volunteers provide:*

- *In-home support*
- *Complementary therapy*
- *Bereavement support*
- *Respite for caregivers*
- *Non-medical comfort measures, etc.*

## Silayan Filipino Community Centre

240 Wellesley St E, Sub Basement Level 2, Toronto, ON M4X1P2

[www.silayancommunitycentre.blogspot.com/](http://www.silayancommunitycentre.blogspot.com/)

416-926-9505 or 416-923-0984

*Provides culturally and linguistically appropriate information and referral services to new immigrants, youth, seniors and other members from the St. James Town, Cabbage Town, Regent Park and related communities from the Greater Toronto Area.*

## Sunshine Centres for Seniors

416-924-8558 [www.sunshinecentres.com](http://www.sunshinecentres.com)

*Provides social, recreational, and health promotion day programs for seniors in the GTA. Locations at 117 Bloor E., 460 Jarvis, and 325 and 375 Bleecker St.*

- *Breakfast Club*
- *Board games*
- *Gentle Exercises*
- *Day trips*

## Seniors Information Line

1-888-910-1999

*A list of community resources to assist with advance care planning.*

## The 519 Church Street Community Centre

519 Church St., Toronto 416-392-6874

[www.the519.org](http://www.the519.org)

*Drop-in for 50+ LGBT seniors, Monday 1pm-4 pm.*

- *Chinese Seniors group meets every Wednesday from 9:30am - 12:30pm and 1:00pm - 4:00pm.*
- *Senior Pride Network*
- *Youth/Elders Project*
- *Mature Men's and Older Women's Book Club*
- *Singing Out Community Chorus*

## The Filipino Centre Toronto

4395 Sheppard Ave. E. Toronto, 416-928-9355

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

- *Free Medical Clinic*
- *Senior Exercise Class*
- *Line Dancing Days*
- *Income Tax Days*
- *Free Estate Planning*



## The Neighbourhood Organization (TNO)

200 Wellesley St. East, Toronto

416-964-6657 [www.tno-toronto.org](http://www.tno-toronto.org)

*A multi-service agency that provides employment and settlement services to individuals in various communities.*

- *Employment*
- *Child and Family*
- *Newcomer settlement*
- *Community Development*
- *Housing*
- *Health*

## Toronto Central Local Health Integration Network/LHIN

250 Dundas St. W., Suite 305

416-506-9888 (Eng)

416-701-4646 (Fr) [www.healthcareathome.ca](http://www.healthcareathome.ca)

*Connect clients with the care they need in their home/community with services including personal support workers, nurses, etc.*

- *Home Care Services*
- *Long-term Care*
- *Client and Caregiver Resources*

*"We make a living by what we get, but we make a life by what we give."*

- Winston Churchill

## **Toronto Tamil Seniors Association**

275 Bleecker St. Basement, Toronto

416-323-9086 [www.tmp.nipost.org/ttsa](http://www.tmp.nipost.org/ttsa)

*English and Tamil services for adults 55+ and their families.*

- *Settlement*
- *Information and referral, assistance with filling out forms*
- *Health Information*
- *English as a Second Language (ESL)*
- *Educational and exercise programs, recreation. support groups*

## **Wellesley Community Centre**

495 Sherbourne Street, Toronto

416-392-0227

[www.toronto.ca/data/parks/prd/facilities/complex/451/index.html](http://www.toronto.ca/data/parks/prd/facilities/complex/451/index.html)

Offers programming for preschoolers, children, youth, adults and older adults

## **Wellesley Place Employment & Social Services Centre of Toronto**

111 Wellesley St. E., Toronto

416-392-5300

Provides drop in services and resources, financial benefits through Ontario Works.

## WoodGreen Community Services

815 Danforth Ave., Suite 100, Toronto and

260 Wellesley St. E., Ste. 104

416-645-6000 ext. 1100 [www.woodgreen.org](http://www.woodgreen.org)

*Offers social and recreational programming, help for caregivers, help with documentation to allow people to remain in their home and communities.*

*Services for seniors and their caregivers:*

- *Supportive Housing*
- *Meal Programs*
- *Adult Day Programs*
- *Transportation to medical appointments and outings*
- *Programs for people with Alzheimer's*

## Yonge Street Mission

SJT Neighbourhood Office - 225 Wellesley St. E. #4B

416-929-9288

Main location - 306 Gerrard Street East, Toronto

416-929-9614 [www.ysm.ca](http://www.ysm.ca)

*Appointments can be made between 9am – 12pm*

*Offers help and support through community centres to decrease poverty.*

- *Food Banks*
- *Clothing Resale*
- *Health and Housing Services*

# Government Services

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## **311 Toronto (Dial 311)**

*Multilingual information on the non-emergency services in City of Toronto.*

## **Canada Pension Plan**

1-800-277-9914 or TTY 1-800-255-4786

[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

*Pension options including death pension to the estate of a deceased contributor.*

## **City of Toronto Water Rebate Program**

YYT 416-392-0719

[www.toronto.ca/taxes/](http://www.toronto.ca/taxes/)

*One time water rebate for seniors/disabled.*

## **Employment insurance, unemployment, Sick benefits, Compassionate leave**

1-800-206-7218 [www.canada.ca/en/services/benefits/ei.html](http://www.canada.ca/en/services/benefits/ei.html)

*Employment insurance provides:*

- *Sick Leave*
- *Maternity and parental benefits*
- *Unemployment*
- *Compassionate Leave*

## **Low-Income Energy Assistance Program (LEAP)**

Neighbourhood Information Post: 416-924-8083

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

[www.torontohydro.com/leap](http://www.torontohydro.com/leap)

*One-time financial assistance for eligible low-income customers who have difficulty paying electricity bills.*

## **Old Age Security/CPP**

1-800-277-9914 1-800-255-4786

[www.canada.ca/en/services/benefits/publicpensions.html](http://www.canada.ca/en/services/benefits/publicpensions.html)

*Old Age Security pension for 65+. CPP is a monthly payment for CPP contributors at 60+ \*criteria for eligibility.*

## **Ontario Drug Benefit Program\***

416-314-5518 or TTY 1-800-387-5559

[www.health.gov.on.ca/en/public/programs/drugs/](http://www.health.gov.on.ca/en/public/programs/drugs/)

*For Ontario Seniors 65+ with a valid health card.*

## **Ontario Electricity Support Program (OESP)**

1-855-831-8151 TTY: 1-800-855-1155

<https://ontarioelectricitysupport.ca/>

*If you are a customer of an electricity utility and in a lower-income home, you may qualify for OESP reduction on your electricity bill.*

## **Ontario Works Medical Transportation**

111 Wellesley Street East, Toronto

416-392-5300

*Ontario Works clients may be eligible for transportation costs to attend any therapy/treatment by a professional.*

## **Seniors Canada**

1-800-622-6232 or TTY 1-800-926-9105

[www.seniors.gc.ca](http://www.seniors.gc.ca)

*Online information for seniors and caregivers from multiple government agencies.*

## **Service Ontario**

777 Bay St., Lower Level, Toronto

416-326-1234 [www.ontario.ca/serviceontario](http://www.ontario.ca/serviceontario)

*Includes (OHIP) health card and driver license renewal.*

## **Toronto Renovates Homeowners Program**

311 Toronto or 416-392-6110

[www.toronto.ca/affordablehousing](http://www.toronto.ca/affordablehousing)

*Offers federal/provincial funding for seniors/people with a disability who wish to make accessibility modifications to their homes.*

## **Trillium Drug Program\***

5700 Yonge St., 3<sup>rd</sup> Floor

1-800-575-5386 YYT 1-800-387-5559

<https://www.ontario.ca/page/get-help-high-prescription-drug-costs>

*Helps people who have high prescription drug costs who are not covered under the Ontario Drug Benefits Program.*

# Health Information Services

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## **EMERGENCY- 911**

Police - Ambulance - Fire EMERGENCY

## **NON-EMERGENCY**

Ambulance: 416-638-7301

Police: 416-808-2222

Toronto Fire Services: 416-338-9050

## **Meds Check Infoline**

1-866-255-6701 or TTY 1-800-387-5599

[health.gov.on.ca](http://health.gov.on.ca)

*A free, 30-minute consultation with a pharmacist to review medications; also available in-home.*

## **Alzheimer Society of Toronto**

20 Eglinton Ave. W., 16th Floor, Toronto

416-322-6560 [www.alz.to](http://www.alz.to)

*Alleviates personal and social consequences of Alzheimer's and other dementias by offering support services and education to people living with dementia, their families, and their caregivers.*

- *Free counselling*
- *Music Project*
- *Dementia Support Groups*
- *Active Living Program*

## Canadian Diabetes Association

522 University Ave., Toronto

416-363-3373 or 1-800-226-8464 [www.diabetes.ca](http://www.diabetes.ca)

*Helps those with diabetes live a healthy life while finding cures of diabetes.*

- *Virtual Health Coaching*
- *Community Pharmacy Outreach Program*
- *Educational Events*
- *Support Groups*
- *Food Skills for Families*

## Senior Safety Line

1-866-299-1011 [www.elderabuseontario.com](http://www.elderabuseontario.com)

*Ontario Network for the Prevention of Elder Abuse (ONPEA) is dedicated to raising awareness about the abuse and neglect of older adults.*

## Telehealth

1-866-797-0000 or TTY 1-866-797-0007

*Free and confidential health advice/information provided by a Registered Nurse in a number of different languages.*

## Toronto Public Health

416-338-7600 or TTY 416-392-0658

[www.toronto.ca/health](http://www.toronto.ca/health)

*Provides information on health services in Toronto.*

- *Child and Family Health*
- *Communicable Disease Control*
- *Food Safety & Healthy Lifestyle*



# Medical Services

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For information on where you can find a walk-in-clinic or a family doctor near you, please call **1-877-633-7722** or visit: [www.health-local.com/find/walk-in-clinic/toronto/ontario](http://www.health-local.com/find/walk-in-clinic/toronto/ontario)

## **Anishnawbe Community Health Centre**

179 Gerrard St. E., 225 Queen St. E., 4 Charles St. E.  
416-920-2605 [www.aht.ca/](http://www.aht.ca/)  
1 (855) 242-3310

*Improves the health and wellbeing of Aboriginal People in spirit, mind, emotion, and body, through holistic healthcare programs and services, incorporating traditional Aboriginal practices and approaches.*

- *Health promotion, illness prevention, and disease management*
- *Immunizations*
- *Women's and men's health services*
- *Periodic health examinations and diagnostic testing procedures, anonymous HIV testing*
- *Counselling*
- *24/7 Mental Health Crisis Management Service*

## **Health Care Connect**

1-800-445-1822  
[www.health.gov.on.ca/en/ms/healthcareconnect/pro/](http://www.health.gov.on.ca/en/ms/healthcareconnect/pro/)

*A Ministry of Health and Long-Term Care program that helps people find a family doctor accepting new patients.*

## Medical Services Directory

[www.hco-on.ca](http://www.hco-on.ca)

*To find non-critical health care services such as walk-in/after-hours clinics, urgent care centres, family health providers, etc.*

## Medvisit Doctor's House

416-631-3000 [www.medvisit.ca](http://www.medvisit.ca)

*A service that arranges for a qualified medical doctor to provide care in the patient's home.*

## Sherbourne Health Centre

333 Sherbourne St., Toronto

416-324-4100 [www.sherbourne.on.ca](http://www.sherbourne.on.ca)

*Provides health services to underserved and marginalized populations, such as LGBTQ, homeless and under-housed people, and newcomers to Canada.*

- *Primary care and chronic disease management*
- *Health promotion and education*
- *Social supports and mental health services*

## Foot Care Centre at Women's College Hospital\*

- 77 Grenville St., 1st floor, Toronto
- (Dr.'s referral needed) 416-323-6020  
[www.womenscollegehospital.ca/programs-and-services/foot-care-centre/](http://www.womenscollegehospital.ca/programs-and-services/foot-care-centre/)

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

2 Carlton St., Suite 500, Toronto

416-593-7655 [www.whiwh.com](http://www.whiwh.com)

*Health care and social services programs, diabetes care, HIV care, LBTQ friendly. Services by and for diverse women of colour.*

- *Diabetes and wellness education*
- *High blood pressure education*
- *Clients can access food bank twice a month, between 10am-12pm. Be sure to sign-in with front reception.*
- *15-week individual counselling and group therapy that employs a feminist, woman-centred approach. Referrals are also provided by staff.*
- *Foot Care*

## **Food and Nutrition Services**

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### **Canadian Red Cross Mobile Food Bank**

21 Randolph Ave., Toronto

416-480-1390 [www.redcross.ca](http://www.redcross.ca)

*Delivers food to people unable to access a food bank, due to a temporary or permanent disability.*

### **Food Link Hotline**

416-392-6655 [www.foodshare.net](http://www.foodshare.net)

*For information on food banks and how to locate them.*

## Daily Bread Food Bank - Allan Gardens

353 Sherbourne St.

416-203-0050 [www.dailybread.ca](http://www.dailybread.ca)

*Individuals or couples only. Drop in. Initial intake assessment discussion. Income, address information, and identification for household members, may be requested. Thursday 12:30 pm-3:30 pm;*

*Friday 10:30 am-12 noon, 1 pm-3:30 pm*

## Dixon Hall Neighbourhood Services \*

192 Carlton St., 2nd Floor, Toronto

416-962-9449 [www.dixonhall.org](http://www.dixonhall.org)

*The Meals on Wheels Program provides a variety of nutritious food options that are delivered to an individual's home by friendly, caring volunteers. Many special diets can be accommodated.*

- *Western, Chinese, and frozen meal options available.*
- *Milk, fruit and vegetable baskets also delivered.*
- *7 days a week between 11:30 am and 1:30 pm.*

## Good Food Market at George Brown College\*

200 King St E., Toronto

[www.goodfoodmarketgbc.wordpress.com/](http://www.goodfoodmarketgbc.wordpress.com/)

*Held every Thursday from 10:30AM to 3:00PM in front of the Bookstore at George Brown College – St. James Campus (200 King St E Toronto)*

*Fresh food available at affordable prices.*

## Grocery Gateway\*

905-564-8778 [www.grocerygateway.com](http://www.grocerygateway.com)

*Customers can shop online for fresh food and the company will deliver the goods at the convenience of the customer.*

## Lourdes Food Bank

275 Bleecker St. (back entrance), Toronto

416-972-0630

[www.ourladyoflourdes.ca/ministries/our-lady-lourdes-food-bank](http://www.ourladyoflourdes.ca/ministries/our-lady-lourdes-food-bank)

*New clients are interviewed privately.*

*Registration on Mondays and Wednesdays 1-3pm.*

## Toronto Vegetarian Food Bank

270 Gerrard St. E. (Christian Community Centre)

647-878-6516 [www.tvfb.ca](http://www.tvfb.ca)

*For individuals and families who are vegetarian, vegan, or who are actively transitioning to a meat-free diet.*

*Identification required for each family member, including proof of address, household income and expenses.*

- *Last Saturday of each month, 12 noon-4 pm \* arrive by 3 pm to register.*

## West Neighbourhood House \*

416-532-4828 <http://www.westnh.org/>

*Program offers four types of meals (Western, Chinese, South Asian and frozen meals) to our clients year-round, 6 days-week.*

*A fee will be charged to the client. Subsidised fee scale is also available for those who have financial difficulties to pay.*

*Financial assessment is required for subsidy.*

## **Yonge Street Mission**

306 Gerrard St. E., Toronto, (Christian Community Centre)

416-929-9614 [www.ysm.ca](http://www.ysm.ca)

*Hot meals and nutritious snacks are served daily to all ages at the Christian Community Centre. Food bank as well as special meals and groceries around the holidays.*

- *Appointment required for food bank*
- *Weekly luncheon and drop-in for seniors Tuesday and Thursday at 12:30pm (transportation provided)*

## **Dental Care**

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### **Evangel Hall Mission**

552 Adelaide St. W., Toronto

416-504-3563 [www.evangelhall.ca/](http://www.evangelhall.ca/)

*Free dental care for those facing poverty, homelessness, physical and mental illnesses, and extreme social isolation.*

*To be considered, please prepare the following documents:*

- *Revenue Canada Notice of Assessment for the previous year*
- *Copy of the most recent paystub or copy of the most recent OW cheque*
- *Your contact information (phone number or email)*

### **Regent Park Community Health Centre\***

465 Dundas St. E., Toronto

416-364-7019 [www.regentparkchc.org](http://www.regentparkchc.org)

*Basic services including:*

- *Examinations*
- *X-rays*
- *Fillings*
- *Dentures*

## Toronto Public Health Dental Services for Seniors

416-338-7600 [www.toronto.ca/health/dental/](http://www.toronto.ca/health/dental/)

*Dental clinics can be found at convenient locations across the city.*

*St. James Town also has a mobile dental clinic.*

## University of Toronto Faculty of Dentistry\*

101 Elm St., Toronto

416-864-8000 [www.dentistry.utoronto.ca](http://www.dentistry.utoronto.ca)

*Full service dental treatments, including dentures, provided by supervised students.*

## WAVE Dental Clinic Services at George Brown College\*

51 Dockside Dr., 3rd Floor, Toronto

416-415-4547 [www.georgebrown.ca/wave/dentalclinic](http://www.georgebrown.ca/wave/dentalclinic)

*Offers thorough and professional dental services to the public.*

- Dental Hygiene
- Restorative
- Dentures
- Radiographs

## Cancer Supports

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### Canadian Cancer Society

Main Location 55 St. Clair Ave. W.

416-488-5400 or 1 800-268-8874 [www.cancer.ca](http://www.cancer.ca)

*Offers support and information for people with cancer, their family, friends, and caregivers.*

- Cancer Information Service
- Community Services
- Peer Support Service
- Smokers' Helpline

## Chinese Cancer Support Group

955 Queen St. E.

416- 461-1925, ext. 248

[www.srchc.ca/programs/chronic-conditions](http://www.srchc.ca/programs/chronic-conditions)

*The group is led by a Chinese-speaking outreach worker. Health professionals such as doctors, cancer nurses, pharmacists, radiation therapists, dietitians and social workers are invited to make presentations and answer questions.*

- *Offers guidance and mutual support to Chinese cancer patients and their families.*

## Gilda's Club Greater Toronto

24 Cecil St.

416-214-9898 [www.gildasclubtoronto.org](http://www.gildasclubtoronto.org)

*Offers activities each month for adults, children and families.*

- *Bereavement support groups*
- *Informative Lectures*
- *Healthy lifestyle workshops*
- *Social Events*

## Wellspring Cancer Support Network

4 Charles St. E., Suite 400

416-961-1928 [www.wellspring.ca](http://www.wellspring.ca)

*Offers a wide variety of programs and services to meet the social, emotional, restorative and informational needs of people living with cancer.*

- *Art Therapy*
- *Social Support*
- *Tai Chi*
- *Relaxation*



# Home Supports

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## City of Toronto Services Homemakers and Nurses Services (HMNS)\*

416-392-8579

[www.toronto.ca/ltc/services\\_homemakers.htm](http://www.toronto.ca/ltc/services_homemakers.htm)

*Homemaking and nursing services and support for elderly and people with disabilities.*

## Mavencare

416-855-2333 [www.mavencare.com/](http://www.mavencare.com/)

*In-Home care services include:*

- Companionship
- Housekeeping
- Meal Preparation
- Transportation
- Medical supervision
- Grocery shopping
- Safety checks
- Specialized nursing care

## Visiting Homemakers Association (VHA)\*

416-489-2500 ext. 4367

1-800-314-6622 ext. 4367

[www.vha.ca/extreme-cleaning](http://www.vha.ca/extreme-cleaning)

*Provides de-cluttering and deep cleaning services.*

## Millennium Support and Care Group \*

7 Hayden St., Suite 303, Toronto

416-925-4417 [www.millenniumsupport.com](http://www.millenniumsupport.com)

*Housekeeping and homemaker support including:*

- Nursing care
- Transportation to medical appointments
- Health education
- Outreach to newcomers and seniors
- Respite care
- Social and recreational activities

## West Neighbourhood House

Main location – 588 Queen St. W.

416-532-7586, ext. 2 (Home at Last Program)

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

*Free service for seniors who are without support of family and friends at the time of discharge from hospital.*

*Request a referral from the hospital or call program directly.*

- Adult Day Services (ADS)
- Client and family
- Home support services
- Meals on Wheels
- Parkdale Assisted Living (PAL)
- Transportation
- Seniors' community development programs
- Home at Last Program (HAL)

## Total Home and Healthcare Services

586 Eglinton Ave. E., Suite 612, Toronto

416-469-2273 [www.tchomecare.ca](http://www.tchomecare.ca)

*Provides in-home health care services such as: nursing, homemaking, meal preparation, personal care, specialized dementia and Alzheimer's care, and companionship.*

## Seniors For Seniors \*

2 Bloor St. E., Suite 1200

416-481-2733 [www.seniorsforseniors.ca](http://www.seniorsforseniors.ca)

*Provides a number of home care services which include:*

*Personal and homemaking companions, driver companions, live-In companions, overnight assistance, house cleaners, drop-In companions.*

# Housing & Long Term Care

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## **Advocacy Centre for Tenants Ontario**

1500-55 University Ave.

416-597-5855 [www.acto.ca/](http://www.acto.ca/)

*ACTO works for the advancement of human rights and justice in housing, for low-income Ontarians, through legal advice & representation, law reform, community organizing, training and education.*

## **Loft Community Services (formerly CASH)**

15 Toronto St., 9<sup>th</sup> Floor, Toronto

416-979-1994

*Supportive housing that serves people with mental health disabilities and addictions.*

## **Central Neighbourhood House Vulnerable Seniors Program**

349 Ontario St., Toronto

416-925-4363 [cnh.on.ca](http://cnh.on.ca)

*Assists homeless and at risk individuals 55+ with housing searches, landlord and tenant mediation, and eviction.*

- *Service hours are Mondays, Tuesdays, Wednesdays: 9am – 5pm*

## **Co-operative Housing Federation of Toronto**

658 Danforth Ave., Suite 306, Toronto

416-465-8688 [www.coophousing.com](http://www.coophousing.com)

*Public and private non-profit and co-operative housing.*

## Neighbourhood Information Post

Parliament Street Public Library, 269 Gerrard St. E., 2nd Floor,  
Toronto

416-924-2543 [nipost.org](http://nipost.org)

*Rent Bank, eviction prevention, and administers the Low-Income Energy Assistance Program (LEAP).*

## Tenant Hotline

416-921-9494 [www.torontotenants.org](http://www.torontotenants.org)

*A free telephone counselling service for tenants in Toronto that offers information about tenants' rights.*

## Toronto Central Family Intake

1229 Ellesmere Rd, Scarborough, ON M1P 4V8

416-397-5637

*Housing help for families being evicted or seeking emergency shelter.*

## Toronto Social Housing Connections

176 Elm St., Toronto

416-338-8888 [www.housingconnections.ca](http://www.housingconnections.ca)

*Provide access to the central waiting list for about 70,000 subsidized rental units in Toronto.*

## Assistive Devices/Programs

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### Assistive Devices Program\*

or 1-800-268-6021

[www.health.gov.on.ca/en/public/programs/adp/default.aspx](http://www.health.gov.on.ca/en/public/programs/adp/default.aspx)

*Provide consumer-centered support and funding to Ontario residents who need personalized assistive devices.*

## **Canadian National Institute for the Blind (CNIB)**

1929 Bayview Ave., Toronto

416-486-2500 [www.cnib.ca](http://www.cnib.ca)

*Providing community-based support to help Canadians who are blind or partially sighted achieve their goals and increase their independence.*

- *Rehabilitation and Support Services*
- *Assistive Technologies*

## **Bell Canada Special Needs Telephone Equipment\***

1-800-268-9242 [www.bell.ca/Accessibility\\_services](http://www.bell.ca/Accessibility_services)

*Assistance to Bell Canada customers who have special needs; special equipment for purchase to customers with hearing, visual, or physical disabilities.*

## **Canadian Hearing Society (CHS)—Hearing Health Program**

271 Spadina Rd., Toronto

416-928-2535 [www.chs.ca](http://www.chs.ca)

*Promote equity for people who are culturally deaf, oral deaf, deafened and hard of hearing and removes barriers to communication.*

- |                                 |                               |
|---------------------------------|-------------------------------|
| • <i>Accessibility Services</i> | • <i>Counselling Services</i> |
| • <i>Hearing Health Care</i>    | • <i>Education Programs</i>   |

## **Canadian Red Cross Home Healthcare Equipment Service\***

416-236-3180 [www.redcross.ca/](http://www.redcross.ca/)

*Short term loan of Assistive Devices and home healthcare equipment (a nominal fee may apply).*

## **Hemophilia Ontario\***

4711 Yonge St., 10th Floor, Suite 10100

416-972-0641 or 1-888-838-8846 [hemophilia.ca](http://hemophilia.ca)

*Medical equipment provided for people with bleeding disorders.*

## **Medical Alarms\***

*Notifies/provides medical information to emergency medical services in a medical emergency.*

Lifeline Canada: 1-866-784-1992 [www.lifeline.ca/en/](http://www.lifeline.ca/en/)

Medic Alert: 416-696-0267 or

1-800-668-1507 [www.medicalert.ca/](http://www.medicalert.ca/)

FirstCall Personal Response Services:

416-516-0088 [www.firstcallhelp.ca/](http://www.firstcallhelp.ca/)

## **Multiple Sclerosis Society of Canada\***

250 Dundas St. W., Suite 500

416-922-6065 or 1-800-268-7582

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

*The Quality of Life Grant for Equipment – assists individuals in purchasing equipment. An application form demonstrating financial need must be completed.*

*Equipment funding for:*

- *Mobility and assistive devices*
- *Minor home modifications*
- *Bathroom equipment – accessibility and safety devices*
- *Equipment repair*

## **Muscular Dystrophy Canada\***

2345 Yonge St., Suite 900, Toronto  
416-488-2699 or 1-800-567-2873 ext. 160

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

*Funding available for some prescribed equipment for people with neuromuscular disorders.*

- *Equipment Program*
- *Safety Mobility Grant*
- *Community Services Fund*
- *Scholarships and Bursaries*

## **Ontario March of Dimes\***

10 Overlea Blvd., Toronto  
1-866-765-7237 [www.marchofdimes.ca](http://www.marchofdimes.ca)

*The Assistive Devices Program provides partial funding for the purchase and maintenance of equipment. Applicants must be in financial need.*

*The DesignAbility Program matches skilled volunteers with consumers to modify or create mobility devices.*

## **Counselling/Crisis Services**

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### **Assaulted Women's Helpline**

416-863-0511 or 1-866-863-0511 [www.awhl.org](http://www.awhl.org)

*Provides free, 24-hour, 7-days-a-week crisis counselling, emotional support, information and referrals via telephone to women in up to 154 languages.*

- *Crisis Counselling*
- *Emotional Support*
- *Safety Planning*
- *Information and referrals for local shelters and legal/health related resources*

## **Bereavement Families of Ontario-Toronto**

250 Merton St., Suite 202

416-440-0290 [www.bfotoronto.ca](http://www.bfotoronto.ca)

*A volunteer based support organization that provides services and programs to those who experienced deaths in their families from all causes.*

- *Initial support – One to One sessions*
- *Mutual support – Bereavement Groups*

## **Centre for Addiction and Mental Health Problem Gambling Service**

33 Russell St., Toronto

416 535-8501, ext. 2 or 1-888-230-3505

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

*Counselling and consultation for those with gambling problems.*

- *Self-Help Gambling Tools*
- *Ontario Problem Gambling Helpline*
- *Psychiatric and clinical consultations*

## **Community Crisis Response Program (CCRP)**

Scerena Officer

416-392-9275; 416-886-7542; [scerena.Officer@toronto.ca](mailto:scerena.Officer@toronto.ca)

*City of Toronto CCRP mobilizes local resources to address individual/group needs, coordinates community debriefings and facilitates information sharing.*

## **Connex Ontario**

1-800-531-2600 [connexontario.ca](http://connexontario.ca)

*ConnexOntario provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness and/or gambling*



## **Distress Centre Toronto**

416-408-4357 or TTY 416-408-0007

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

*Provides 24-hour telephone support, 365 days per year to those experiencing emotional distress and in need of crisis intervention and suicide prevention.*

- Distress Line
- Survivor Support Program
- Community Outreach and Education Program
- Community Crisis Response Program
- Community-based Suicide Prevention Centre and e-library

## **Detox and Withdrawal Central Access**

1-866-366-9513

[torontodetox.ca/de/](http://torontodetox.ca/de/)

*Provides information and referral to a detox or withdrawal management program.*

## **Family Services Toronto**

355 Church St., Toronto

416-595-9230 [www.familyservicetoronto.org](http://www.familyservicetoronto.org)

*Assists families and individuals through counselling, community development, advocacy and public education programs.*

- General counselling
- Trauma services
- Walk-In Clinic
- Parenting Program
- Male Survivors of Sexual Abuse
- David Kelley LGBTQ+ and HIV/AIDS counselling services

## **Seniors Crisis Access Line (SCAL)**

416-619-5001 [www.selfhelp.on.ca/2015/01/seniors-crisis-access-line/](http://www.selfhelp.on.ca/2015/01/seniors-crisis-access-line/)

*Provides access to local services and support for seniors in crisis; covering an area from Hwy. 401 to Lake Ontario to Warden to Islington.*

## **Victim's Services**

40 College St., Toronto

416-808-7066 [www.victimservicesutoronto.com](http://www.victimservicesutoronto.com)

*Provides immediate crisis response, intervention and prevention services to individuals, families and communities affected by crime and sudden tragedies.*

## **Victim Support Line**

416-314-2447

[www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)

*Information and referral to services such as counselling and financial support for victims of crime.*

# **Mental Health Services**

## **Centre for Addiction & Mental Health**

Emergency/Crisis Services: 416-979-6885

Non-emergency: 416- 535-8501

[www.camh.net](http://www.camh.net)

*A mental health and addiction agency that offers a variety of programs and services:*

- *Underserved Populations Program*
- *Access and Transitions Program*
- *Complex Mental Illness Program*
- *Ambulatory and Structured Treatments Program*

## **Fred Victor Centre - St. James Town Outreach Program (STOP)**

210 Dundas St. W., 4<sup>th</sup> floor, Toronto

416-482-4103, Ext. 316. [www.fredvictor.org](http://www.fredvictor.org)

*Outreach, case management and personal care support in St. James Town for adults 55+ yrs. living with mental health disabilities, or having challenges maintaining housing.*

- *Community Support Services*
- *Hostel Outreach Program*
- *Support for Families and Friends*
- *St. James Town Outreach Program*
- *Early Intervention Programs*

## **Crisis Outreach Service for Seniors**

815 Danforth Ave. E., Toronto

416-217-2077 <https://www.connexontario.ca/mental-health-service-toronto-15172>

Provides assessments, treatment and/or consultations by Geriatric Addiction Specialist for problematic substance use/concurrent disorders issues to individuals, their families/ care givers.

## **Mental Health Helpline**

1-866-531-2600

<https://www.connexontario.ca/>

*Provides confidential information and referral to mental health services and supports in 170 languages.*

## **Gerstein Crisis Centre**

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

Gerstein on Charles

100 Charles St. E., Toronto

416-929-5200 or TTY 416-929-9647

Gerstein on Bloor

1045 Bloor St W, Toronto

416-604-2337

*Provides crisis intervention including telephone support, community visits, and a short stay residence for adults who are experiencing mental health disabilities.*

- *Telephone Crisis Support*
- *Mobile Crisis Team Visit*
- *Crisis Beds*
- *PeerZone*
- *Wellness Recovery Action Plan*
- *Finding recovery through exercise skills & hope*

## **Mental Health and Justice Short Term Residential Crisis Beds**

34 bed Network offered at four sites (Gerstein on Bloor, Reconnect, Cota Health and CMHA). These beds are accessed through the Central Bed Registry at 416-248-4174 and must be referred from a Mental Health and Justice

- Length of stay up to 30 days.
- Individual room in home like setting
- 24 hrs staffing, high level of support and provide counselling
- In house programs for residents and referrals to community resource.

## Progress Place

576 Church St., Toronto

416-323-0223 [www.progressplace.org](http://www.progressplace.org)

*A community-based organization that focuses on mental health and double recovery supports through social, vocational, housing and recreational activities.*

- Peer tutoring and mentoring
- Employment
- Housing Support
- Social Recreation
- **Warm Line:** 416-960-WARM (9276)

*A peer support telephone chat line for lonely, isolated adults needing a listening ear. Monday to Sunday 8pm-midnight.*

## St Michael's Hospital - CONTACT Mental Health Outreach Service, Community Mental Health Program

410 Sherbourne St., Suite 102, Toronto

416-864-6060 [www.stmichaelshospital.com](http://www.stmichaelshospital.com)

*Promotes independent living and reduced admissions.*

- *Assertive Community Treatment Team -- intensive support, home visits and treatment, rehabilitation*
- *Multidisciplinary team including psychiatrist, nurses, occupational therapist, social workers, addiction counsellors, employment specialist, peer support workers.*

## Suicide prevention Distress center

416-408-4357 or text at 45645

Provides telephone supports to individual in the community who are at risk, and their most

# Shelters

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## St Simon's Shelter

St Simon the Apostle Anglican Church, 525 Bloor St. E.

Intake: 416-925-7475 [www.stsimonsshelter.ca](http://www.stsimonsshelter.ca)

*A multi-service agency providing emergency shelter and programming support services for adult men.*

- Counter Point Anger Management
- Social Recreation and Education
- Visiting Doctor and Nurse
- Dental Assistance Program
- Housing Referral
- Showers and Personal Toiletries

## Dixon Hall Neighbourhood Services

349 George St., Toronto

416-960-9240 [www.dixonhall.org](http://www.dixonhall.org)

*Overnight emergency shelter with showers, recreation room, assistance with permanent housing, identification, harm reduction supports.*

- *Three meals daily and evening snack.*

## Society of St Vincent de Paul - Mary's Home

70 Gerrard St. E., Toronto

416-595-1578 or 416-364-5577 (central location)

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

*Emergency shelter for homeless single women over 16 years of age.*

## Toronto Hostel Services - Seaton House

339 George St., Toronto

416-392-5522 or 416-392-5527

[www.toronto.ca/housing/index.htm](http://www.toronto.ca/housing/index.htm)

- *Emergency accommodation in dormitory setting*
- *Day Program*
- *Meals, laundry, and lockers available*
- *Counselling and referrals at Intake Office.*
- *Long-Term accommodation for men 50 years and older in residential crisis, with a documented need for 24-hour bed access - men 18-49 years with chronic health problems may be accepted.*
- *O'Neill House Program offers a housing transition program*

## Street Haven at the Crossroads

87 Pembroke St., Toronto

416-967-6060 [www.streethaven.com](http://www.streethaven.com)

*Emergency shelter for women 16 years and older in crisis – such as homelessness, addiction and substance abuse, violence and trauma, and mental health challenges.*

- *Addiction Services*
- *Supportive Housing*
- *Learning Centre*

*Learn from yesterday, live for today, hope for tomorrow. The important thing is not to stop questioning.*

# Legal Matters

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## **Advocacy Centre for the Elderly (ACE) Legal Support for Seniors**

2 Carlton St, Suite 701, Toronto  
416-598-2656 or 1-855-598-2656  
[www.advocacycentreelderly.org](http://www.advocacycentreelderly.org)

*A community based legal clinic for low income seniors.*

## **Arch Disability Law Centre**

55 University Ave., Toronto, 15th floor  
416-482-8255 or 1-866-482-2724  
[archdisabilitylaw.ca](http://archdisabilitylaw.ca)

*Defends and advances equality rights of people with disabilities.*

## **HIV and AIDS Legal Clinic**

55 University Ave., Suite 1400, Toronto  
416-340-7790 or 1-888-705-8889 [halco.org](http://halco.org)

*Provides free legal services for people living with or affected by HIV/AIDS.*

## **Justice Ontario**

416-326-2200 or 1-800-518-7901  
[www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)

*Provides information and answers to commonly asked questions on topics such as:*

- *Finding a lawyer or paralegal*
- *What happens in court*
- *Estate Planning*



## Law Society Referral Service

Crisis line: 416-947-5255 or 1-855-947-5255

*Online service for persons to get referrals 24 hrs a day at [www.findlegalhelp.ca](http://www.findlegalhelp.ca)*

*Call the crisis line if you do not have access to the internet*

- *Half-hour free consultation*
- *Assists in finding a lawyer or paralegal who provides legal services in the area of law that meets your needs*

## Lawyer Referral Service

1-800-268-8326 or 416-947-3330

*Provides the name of a lawyer or licensed paralegal who will give a free consultation of up to 30 minutes.*

## Legal Aid Ontario\*

416- 979-1446 or 1-800-668-8258

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

*Legal services for low-income individuals.*

- *Community legal aid clinics*

## Neighbourhood Legal Services

163 Queen St. E, Toronto

416-861-0677 [www.nlstoronto.org](http://www.nlstoronto.org)

*Free legal services and assistance to low income individuals*

- *Employment*
- *Landlord and Tenant*
- *Social Assistance and Income Security*
- *Immigration*

## Power of Attorney

595 Bay St, Suite 800, Toronto

416-314-2800 or 1 800-366-0335

[www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca)

*Information regarding legal rights, as well as allowing someone else to act on your behalf for financial and health decisions.*

## University of Toronto

### Downtown Legal Services - Student Legal Aid Services Society

655 Spadina Ave, Toronto

416-934-4535 [www.law.utoronto.ca](http://www.law.utoronto.ca)

*Law students provide free legal services for low income individuals*

*"Take the first step in faith. You don't need to see the whole staircase, just take the first step." -Martin Luther King, Jr.*

## Transportation

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### Canadian Cancer Society

1-800-265-6750

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

*Wheels of Hope Transportation Service - for those who need assistance to get to medical appointments.*

- *Volunteer Driver Provided Program*
- *Family Provided Program*

## **Dixon Hall Neighbourhood Services**

192 Carlton St., 2<sup>nd</sup> Floor, Toronto

Seniors Services 416.863.0499 x3222 [www.dixonhall.org](http://www.dixonhall.org)

*Assists those who have difficulty accessing public transportation, such as older adults and adults with disabilities. Their trained and experienced drivers assist clients in and out of the vehicle, as well as load walkers, assistive devices and other items into the trunk.*

- *Community Transportation Program*
- *Monday to Friday from 8:30 am to 4:30 pm. Ride requests must be made with at least 48 hours advance notice.*

## **Toronto Ride\***

140 Merton St., 2nd Floor, Toronto

Volunteer Drivers: 416-481-5250 [www.torontoride.ca](http://www.torontoride.ca)

*A partnership of 14 not-for-profit community support service agencies that provide assisted transportation to the frail elderly and adults with disabilities in Toronto*  
*Medical appointments are given priority when rides are being scheduled.*

## **TTC General Information**

416-393-4000 or TTY 416-338-0357, [www.ttc.ca](http://www.ttc.ca)

For Complaints: 416-393-3030,

## **TTC- Wheel Trans**

Customer Service: 416-393-4111 or TTY: 416-393-4555  
[www.ttc.ca/WheelTrans](http://www.ttc.ca/WheelTrans)

For reservations call 416-393-4222 (7am to 11pm)

*Door to Door Transportation.*

*\*A TTC fare is paid to the driver.*



Would you like to help someone in need in your community?  
CCC is here to connect and prepare you!

**Volunteer with CCC!**

**CCC-Creating Caring Communities** is a volunteer based program that helps people in St. James Town who are seriously ill, living with chronic and serious health challenges, isolated and often not connected to support and/or caregivers.

**CCC volunteers will receive training** (14+hours) and ongoing support once they start volunteering. Volunteers will gain experience by helping others in the community and earn volunteer hours as well as a reference letter.

**Are you in need or do you know  
someone who is  
in need in your community?**

**Are you a Caregiver who needs relief?**

**CCC is here to help you!**



**CCC will help you by** providing social support, shopping assistance, accompaniment to appointments, check-ins, interpreting, referrals to resources, caregiver relief and home help for a minimum of 2 hours per week.

**For more information please contact:**

**Minara Begum**

**Community Development Coordinator**

**at 416 992 0477 or**

**email: [minara.begum@hospicetoronto.ca](mailto:minara.begum@hospicetoronto.ca).**

**SJT Community Corner, 200 Wellesley St. E.**

**Toronto, ON M4X 1G3**

**[www.hospicetoronto.ca](http://www.hospicetoronto.ca)**



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# Creating Caring Communities Together!

Many of us have been impacted by, or have known someone who has been affected by a serious health or mental health issue, language obstacle or other barriers in our community. This resource offers some general health information to help those in need and their caregivers find some resources in our community.



HOSPICE  
TORONTO

We are looking for caring community members in St. James Town to help and support family members, friends, neighbours and others in need.

If you would like more information on how to become a community health navigator or informal caregiver, learn more about the services we provide, how to refer someone in need, or learn about other ways you can help, please call us at:



416-992-0477 or 416-364-1666

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