**Information and Resources for Newcomer Refugees & Sponsors in West Toronto**

| **Organization** | **Contact** | **Notes** |
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| **General Information and Updates** | | |
| Government of Canada #WelcomeRefugees | <http://www.cic.gc.ca/english/refugees/welcome/milestones.asp> |  |
| Ontario Council of Agencies Serving Immigrants (OCASI) | <http://welcomeontario.ca/> | <http://accueilontario.ca/> |  |
| City of Toronto Refugee Settlement Program | <http://www.toronto.ca/refugees> |  |
| Lifeline Syria | <http://lifelinesyria.ca/> |  |
| Lifeline Syria Sponsorship Handbook | <http://lifelinesyria.ca/wp-content/uploads/2015/10/LS-Sponsor-Handbook-DRAFT-1.pdf> |  |
| Settlement.org | <http://settlement.org/> |  |
| InMyLanguage | <http://arabic.inmylanguage.org/default.aspx> | Settlement information in Arabic |
| **Volunteering** | | |
| SPARK Ontario | <http://www.findmyspark.ca//warmwelcome> |  |
| Furniture Bank | <http://www.furniturebank.org/syrianrefugees-support/> | How you can donate furniture, clothing and time |
| **Housing** | | |
| Albion Neighbourhood Services | <http://www.albionneighbourhoodservices.ca/#!housing/c13fd>. Housing worker: 416-740-3704 | Multiple locations |
| OCASI | <http://welcomeontario.ca/node/40#housing> | List of housing sites and information for newcomers |
| H.O.M.E Housing Opportunities & Marketplace Exchange | http://www.woodgreen.org/HOMEPortal.aspx | A portal that connecting refugees with housing & resources |
| **Children & Families** | | |
| Children’s Aid Society | Said Dirie, 416-924-4640 ext.3766  [sdirie@torontocas.ca](mailto:sdirie@torontocas.ca) | Support for Muslim families, match their needs with positive resources |
| Etobicoke Children’s Centre | Ewa Deszynski, 416-240-1111 ext. 2224  [ewadeszynski@etobicokechildren.com](mailto:ewadeszynski@etobicokechildren.com) | Children’s Mental Health Centre, coordinates services for kids who have experienced trauma. |
| **Education** | | |
| Seneca College Academic Upgrading & Youth to Post-Secondary Program (Y2P) | Irene Demian, 416-491-5050 ext. 44762  [irene.demian1@senecacollege.ca](mailto:irene.demian1@senecacollege.ca) | Free program includes mentors, tutors, meals, counseling, etc.  Eligibility: youth aged 18-30  Arabic-speaking staff |
| Humber College Newcomer Advising | Valeriya Polyakova, 416-675-6622 ext. 4794  [advising-newcomers@humber.ca](mailto:advising-newcomers@humber.ca) | Free |
| Humber College Bridging Programs | Anabel Antunes, 416-675-6622 ext. 2531  [anabel.antunes@humber.ca](mailto:anabel.antunes@humber.ca) | Cost depends on program. Financial Aid may be available depending on the financial need of the client.  Eligibility: Residents of Ontario; Permanent Residents, Convention Refugees or Canadian Citizens; Have been in Canada 5 years or less; Have educational qualifications outside of Canada with a minimum equivalency to a Canadian degree or diploma in computer science or related; Have previous work experience outside of Canada in Engineering, Architecture, Information Technology, Computer Programming, or related; Have attained a minimum Canadian Language Benchmark Assessment Level 7/8. Further criteria may apply depending on program. |
| **Interpretation** | | |
| OCASI | <http://www.findmyspark.ca/interpretation-assistance-syrian-refugees> | Centrally organizing Arabic-speaking volunteers |
| **Language** | | |
| Humber College Occupation Specific Language Training | Beth Cook, 416-675-6622 ext. 2987  [oslt@humber.ca](mailto:oslt@humber.ca) | Free  Eligibility: Intermediate English level (Canadian Language Benchmarks 6 to 8); Permanent Resident or Protected Person; Training or experience in a relevant field of technology or project management |
| Toronto Catholic District School Board Seniors Building Arleta (ESL) | 416-397-6390  [contact.adulted@tcdsb.org](mailto:contact.adulted@tcdsb.org) | Free  Eligibility: Valid language proficiency assessment (e.g. by the YMCA in Toronto). Classes are held at 7 Arleta Ave. on Tue and Thu only from 8:30 - 11:30am. |
| Toronto Catholic District School Board Driftwood Community Centre (ESL) | 416-397-6390  [contact.adulted@tcdsb.org](mailto:contact.adulted@tcdsb.org) | Free  Eligibility: Valid language proficiency assessment (e.g. by the YMCA in Toronto). Classes are held at 4401 Jane St. Mon - Fri from 9:00am -12:00pm. |
| Toronto Catholic District School Board  John Booth Memorial Arena (ESL) | 416-397-6390  [contact.adulted@tcdsb.org](mailto:contact.adulted@tcdsb.org) | Free  Eligibility: Valid language proficiency assessment (e.g. by the YMCA in Toronto). Classes are held at 230 Gosford Blvd. Mon - Fri from 8:30am -1:00pm. |
| Lakeshore LINC Program (ESL) | Helen Huang, 416-397-6194  [helen.huang@tcdsb.org](mailto:helen.huang@tcdsb.org) | Free  Eligibility: Valid language proficiency assessment (e.g. by the YMCA in Toronto). Classes are held at 2275 Lake Shore Blvd. W. Suite 200 from 9:00am - 2:30pm. |
| Toronto Catholic District School Board Norfinch Adult Education Centre (ESL) | 416-397-6390  [contact.adulted@tcdsb.org](mailto:contact.adulted@tcdsb.org) | Free  Eligibility: Valid language proficiency assessment (e.g. by the YMCA in Toronto). Classes are held at 45 Norfinch Dr. 3rd Floor. Mon - Fri from 9:00am - 2:30pm. |
| Toronto Catholic District School Board  St. Andrew Catholic School (ESL) | 416-397-6390  [contact.adulted@tcdsb.org](mailto:contact.adulted@tcdsb.org) | Free  Eligibility: Valid language proficiency assessment (e.g. by the YMCA in Toronto). Classes are held a 2533 Kipling Ave. in the **evening** on Tue & Thu from 6:30pm - 8:30pm. |
| Toronto Catholic District School Board  St. Jane Frances Catholic School (ESL) | 416-397-6390  [contact.adulted@tcdsb.org](mailto:contact.adulted@tcdsb.org) | Free  Eligibility: Valid language proficiency assessment (e.g. by the YMCA in Toronto). Classes are held at 2745 Jane St. in the **evening** on Tue & Thu from 6:30pm - 8:30pm. |
| **Community Connection & Mentorship** | | |
| Etobicoke Community Council | Deqa Nur, 416-320-0711  [deqanuur@gmail.com](mailto:deqanuur@gmail.com) | Community leader/animator, connected to Toronto Community Housing and City of Toronto Advisory Committee. |
| Councillor Crisanti’s Office – Business roundtable meetings | Victoria Bhigroog, 416-392-0205  [vbhigro2@toronto.ca](mailto:vbhigro2@toronto.ca) | Connecting newcomers who are language and employment-ready with industry and business connections. |
| **Furniture/Clothing/Donations** | | |
| Furniture Bank  20 Connell Ct. #1 | <http://www.furniturebank.org/>, [416-934-1229](javascript:void(0)) | Taking donations. Have a pick-up service (fee-based) or bring down to Etobicoke facility between 9:00am and 12:00pm on weekdays. |
| New Circles Community Services,  161 Bartley Drive | Alykhan Suleman, 416-422-2591 ext. 205, [alykhan@newcircles.ca](mailto:alykhan@newcircles.ca) | Free clothing, any Syrian Newcomer/private sponsors can access their services. |
| **Legal Support** | | |
| Rexdale Community Legal Clinic | Ann McRae, 416-741-5201, [mcrae@lao.on.ca](mailto:mcrae@lao.on.ca) | Free  Eligibility: low-income/no income  Legal support with housing, employment, immigration, income security law-related issues and disputes. |
| **Food** | | |
| Toronto West 7th Day Adventist Church  1621 Albion Road | 416-401-0030  [info@torontowestsda.org](mailto:info@torontowestsda.org) | Free weekly food bank and ESL classes. |
| Daily Bread Food Banks in West Toronto | Nikki McAlister, 416-203-0050 ext. 265 | Free; Anyone can access with or without identification, need to go through a registration process. |
| **Safety** | | |
| Ernestine’s Women’s Shelter | Monica Amenya, 416-746-3701  [monica@ernestines.ca](mailto:monica@ernestines.ca)  Laverne Blake, 416-746-3701 ext. 2043  [laverne@ernestines.ca](mailto:laverne@ernestines.ca) | Free emergency shelter for women and children escaping violence and abuse; employment, health, interpretation support; open 24/7.  Arabic-speaking staff |
| Rexdale Women’s Centre | Marya Mazhar, 416-745-0062 ext. 279 [mmazhar@rexdalewomen.org](mailto:mmazhar@rexdalewomen.org) | Free programs for women and services for women experiencing domestic violence. |
| **Cultural-Linguistic Support and Programs** | | |
| Somali Women and Children’s Support Network | Farhia Warsame, 416-241-6594  [somaliwomen@bellnet.ca](mailto:somaliwomen@bellnet.ca) | Free programming Mon - Thu including sewing program, computer program, health workshops.  Arabic-speaking staff |
| Islamic Social Services and Resources Association (ISSRA) | Zakiyya Mohideen, 416-767-1531  [issra@issra.ca](mailto:issra@issra.ca) | Free support with housing, employment, health, schooling, food security and cultural heritage/connection  Arabic-speaking staff |
| Rexdale Alliance Church Love Unending Program | Melad Markos & Azza Endraws - 647-909-4933  [revmeladmarkos@gmail.com](mailto:revmeladmarkos@gmail.com). | Free; Supporting newcomers to integrate into Canadian culture through appropriate cultural-linguistic supports.  Arabic-speaking staff |
| **Health & Mental Health** | | |
| Rexdale Community Health Centre  8 Taber Road | Baredu Abdulshekur (Registered Nurse), 647-288-0281  [baredu@rexdalechc.com](mailto:baredu@rexdalechc.com) | Free  Anyone can access services; physical and mental health services; language interpretation provided; closed Sundays.  Arabic-speaking staff |
| Toronto Public Health | 416-338-7600 | Free pre-natal classes, in-home visits and all services have interpreters |
| Africans in Partnership Against AIDS  2nd Floor, 526 Richmond St. East | Fanta Ongiba, 416-924-5256 ext. 301  [Fanta@apaa.ca](mailto:Fanta@apaa.ca) | Free services for anyone living in Toronto, provided Mon - Wed within culturally and linguistically appropriate context.  Arabic-speaking staff |
| Yorktown Family Services  2010 Eglinton Ave. West, Suite 300 | 416-394-2424 | Free mental health services. |
| Canadian Centre for Victims of Torture multiple locations | <http://www.ccvt.org/> | Free trainings for frontline staff, services for victims of torture. |
| Syrian Refugee Health Project | <http://www.womenscollegehospital.ca/programs-and-services/crossroads-clinic/Syrian-Refugee-Medical-Clinic>  416-323-6400 ext. 5905  (leave a message to book an appointment) | Primary Health Care for newly arrived Syrian Refugees provided by more than 25 health care organizations |
| I am sick (online service) | <http://www.iamsick.ca> | Find a doctor or hospital close to you |
| **Library** | | |
| Albion District, Toronto Public Library (including Albion, Humber Summit, Humberwood, Northern Elms, Rexdale branch locations) | Craig Todd-Langille, 416-394-5182  [ctodd-langille@torontopubliclibrary.ca](mailto:ctodd-langille@torontopubliclibrary.ca)  Elton D’Costa, 416-394-5181  [edcosta@torontopubliclibrary.ca](mailto:edcosta@torontopubliclibrary.ca) | Free print and online collections (including multilingual, ESL materials); free computer, Internet, WiFi access; library programs (storytimes, afterschool clubs, business and careers, computer classes, ESL conversation circle); community space for reading, writing, studying, meeting, etc.  Albion Library hosts a full-time settlement worker available Mon - Thu, and alternate Fri and Sat, providing translation services and referrals to local agencies. |
| **Employment** | | |
| The Career Foundation, multiple locations  2100 Lawrence Ave. West | Christina Montauti, 416-235-1091  [tcfetobicoke@careerfoundation.org](mailto:tcfetobicoke@careerfoundation.org) | Free  Employment support for anyone out of school and out of work, seeking full-time work and legally entitled to work in Canada. |
| Youth Employment Services (YES), multiple locations | Utamika Cummings, 416-656-8900 ext. 228, [utamika\_cummings@yes.on.ca](mailto:utamika_cummings@yes.on.ca) | Free  Employment support for youth between the ages of 15-30, out of school, unemployed, and not on EI.  Employment Centre at 1610 Bloor Street West offers services for both youth under 30 and adults over 30. |
| Humber College Community Employment Services | Elana Lewis, 1-877-944-5744  [jobs@humber.ca](mailto:jobs@humber.ca) | Free  Employment support for anyone looking for work and legally entitled to work in Canada. |
| Humber College Occupation Specific Language Training | Beth Cook, 416-675-6622 ext. 2987, [oslt@humber.ca](mailto:oslt@humber.ca) | Free  Eligibility: English is at an intermediate level (Canadian Language Benchmarks 6 to 8); Permanent Resident or Protected Person; Training or experience in a relevant field of technology or project management |

**Note**: This resource list focuses on programs and services provided in the Toronto West area, however, it also includes Syrian Refugees focused initiatives in other parts of the city.

The list will continue to be updated and be posted on the Refugee Support page of the Toronto West LIP website (<http://www.torontowestlip.ca/>)