**Information and Resources for Newcomer Refugees & Sponsors**

**Legend**

Settlement Services

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Housing Support  Free | Fee | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].png  Arabic | Translation/ Interpretation | Language Assessment | Employment Services |  |
| Women Services | Medical Support  Community Connections | Mental Health | Volunteering Opportunities  Schooling/ Youth Programs | Legal Clinic | Financial Aid | Referral |
|  |  | **C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\20130303-donate-button[1].png**  Donations |  | Open |  |  |

| **Organization** | **Contact** | **Notes** |
| --- | --- | --- |
| **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> |  |
| **Volunteering** | | |
| SPARK Ontario | <http://www.findmyspark.ca//warmwelcome> |  |
| Furniture Bank | <http://www.furniturebank.org/syrianrefugees-support/> | **C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\20130303-donate-button[1].png** |
| **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, coordinates services for kids who have experienced trauma. |
| For Youth Initiative in Toronto | Eleanor Salazar, 416-653-3311 ext. 221  info@foryouth.ca | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].png Tue to Fri, 9am-5pm |
| Delta Family Resource Centre | Sana Hafeez 416-747-1172 ext. 83  Sana@dfrc.ca | **C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\20130303-donate-button[1].png**Mon to Thu, 9am-5pm; Fri, 9am-3pm |
| Jane and Finch Community and Family Centre | Catalina Duque, 416-663-2733  catalina@janefinchcentre.org | **C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\20130303-donate-button[1].pngEligibilty:** Must have status to be qualified for certain programs |
| **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) | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].png Mentors, tutors, meals, counseling, etc. **Eligibility**: youth aged 18-30 |
| Humber College Newcomer Advising | Valeriya Polyakova, 416-675-6622 ext. 4794  [advising-newcomers@humber.ca](mailto:advising-newcomers@humber.ca) |  |
| Humber College Bridging Programs | Anabel Antunes, 416-675-6622 ext. 2531  [anabel.antunes@humber.ca](mailto:anabel.antunes@humber.ca) | **Cost** depends on program. **Eligibility**: Residents of Ontario; 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. \* Further criteria may apply depending on program. Canadian Language Benchmarks Level 7/8. |
| **Interpretation** | | |
| OCASI | <http://www.findmyspark.ca/interpretation-assistance-syrian-refugees> |  |
| **Language** | | |
| Humber College Occupation Specific Language Training | Beth Cook, 416-675-6622 ext. 2987  [oslt@humber.ca](mailto:oslt@humber.ca) | **Eligibility:** 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) | 7 Arleta Ave. on Tue & Thu, 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) | 4401 Jane St. Mon to Fri, 9am-12pm. |
| Toronto Catholic District School Board  John Booth Memorial Arena (ESL) | 416-397-6390  [contact.adulted@tcdsb.org](mailto:contact.adulted@tcdsb.org) | 230 Gosford Blvd. Mon to Fri, 8:30am-1pm. |
| Toronto Catholic District School Board Norfinch Adult Education Centre (ESL) | 416-397-6390  [contact.adulted@tcdsb.org](mailto:contact.adulted@tcdsb.org) | 45 Norfinch Dr. 3rd Floor. Mon to Fri, 9am - 2:30pm. |
| Toronto Catholic District School Board  St. Andrew Catholic School (ESL) | 416-397-6390  [contact.adulted@tcdsb.org](mailto:contact.adulted@tcdsb.org) | 2533 Kipling Ave. Tue & Thu, 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) | 2745 Jane St. Tue & Thu, 6:30pm - 8:30pm. |
| Lakeshore LINC Program (ESL) | Helen Huang, 416-397-6194  [helen.huang@tcdsb.org](mailto:helen.huang@tcdsb.org) | 2275 Lake Shore Blvd. W. Suite 200, 9am-2:30pm. |
| Mennonite New Life Center of Toronto | 416-699-4527  mnlct@mnlct.org | 1774 Queen St East. Mon to Fri, 9am-5pm |
| **Community Connection & Mentorship** | | |
| Afghan Association of Ontario | 416-744-9289 | 130 Bridgeland Avenue, Suite #202 |
| Auberge Francophone | Julie Lutete, 647-956-0928  direction@aubergefrancophone.org | Mon to Fri, 10am-4pm |
| Community Action Resource Center | Marilia Lana, 416-654-0299 | **C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\20130303-donate-button[1].png** |
| CUIAS Immigrant Services | Motrya Toroshenko, 416-767-0870  mtoroshenko@cuias.org  Eva Martyniuk, 416-767-4595  emartyniuk@cuias.org |  |
| COSTI Immigration Services | Mary Cellucci, 647-827-1291 | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].png |
| 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. |
| FutureWatch Environment and Development | Eduardo Garay, 416-926-1985  egaray@futurewatch.net | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].pngTue to Sat, 3101 Dundas St. W. |
| Jane Alliance Neighbourhood Services | Babur Mawladin, 416-249-6742  bmawladin@janealliance.com | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].png |
| **Furniture/Clothing/Donations** | | |
| Furniture Bank | <http://www.furniturebank.org/>, [416-934-1229](javascript:void(0)) | Pick-up service  or bring down to Etobicoke facility  9am to 12pm on weekdays. |
| New Circles Community Services | 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) | (housing, employment, immigration, income security law-related issues and disputes) **Eligibility:** no income/low income |
| South Etobicoke Community Legal Services | Sharon Majik, 416-252-7718  secls@southetobicokelegal.ca | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].png Mon to Fri, 9:30am-5pm; call first or book appointment |
| **Food** | | |
| Toronto West 7th Day Adventist Church | 416-401-0030  [info@torontowestsda.org](mailto:info@torontowestsda.org) | weekly food bank and ESL classes. |
| Daily Bread Food Banks in West Toronto | Nikki McAlister, 416-203-0050 ext.265 | 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) | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].pngOpen 24/7 |
| Rexdale Women’s Centre | Marya Mazhar, 416-745-0062 ext.279 [mmazhar@rexdalewomen.org](mailto:mmazhar@rexdalewomen.org) | Experiencing domestic violence. |
| **Cultural-Linguistic Support and Programs** | | |
| Arab Community Centre of Toronto | Zena Al-Hamdan, 416-231-7746 ext. 231  zena@arabnewcomers.org | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].png |
| Canadian Tibetan Association of Ontario | Trinaly Chonzom (416) 410-5606 | Settlement services available alternate Sunday |
| Somali Women and Children’s Support Network | Farhia Warsame, 416-241-6594  [somaliwomen@bellnet.ca](mailto:somaliwomen@bellnet.ca) | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].pngMon to Thu including sewing program, computer program, health workshops. |
| Islamic Social Services and Resources Association (ISSRA) | Zakiyya Mohideen, 416-767-1531  [issra@issra.ca](mailto:issra@issra.ca) | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].png |
| Jamaican Canadian Association | Grace Williams, 416-746-5772  gwilliams@jcaontario.org | Immigration services, violence against women counselling. |
| Lao Association of Ontario | Vilay Lothi, 416-398-3057  lao@laoweb.org | Seniors programming on Saturday \* Appointments only |
| Rexdale Alliance Church Love Unending Program | Melad Markos & Azza Endraws,  647-909-4933  [revmeladmarkos@gmail.com](mailto:revmeladmarkos@gmail.com). | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].pngSupporting newcomers to integrate into Canadian culture through appropriate cultural-linguistic supports. |
| **Health & Mental Health** | | |
| Across Boundaries: An Ethnoracial Mental Health Center | 416-787-3007 ext. 222 info@acrossboundaries.ca | Mon to Fri |
| CARE Center for Internationally Educated Nurses | Tina Novotny  tnovotny@care4nurses.org | Cost depends on program. |
| Rexdale Community Health Centre | Baredu Abdulshekur (Registered Nurse), 647-288-0281  [baredu@rexdalechc.com](mailto:baredu@rexdalechc.com) | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].png |
| Toronto Public Health | 416-338-7600 | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].pngPre-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) | C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].pngMon to Wed. **Eligibility:** Anyone living in Toronto, within culturally and linguistically appropriate context. |
| Yorktown Family Services,  2010 Eglinton Ave. West, Suite 300 | 416-394-2424 | https://lh4.googleusercontent.com/s3OEwITlgUmNMJlpnGtVjGnwkaT72rAIEmA3DeYtWJ-hts4dYXXxdCeRe6v639UQdRrrbL41DX57EQdYExb6a8v0ikY_hQcJKRrt7gqM0gNDjswrOiedsLZjWvsi2QMgAr_81Ob8 |
| Canadian Centre for Victims of Torture, multiple locations | <http://www.ccvt.org/> | https://lh4.googleusercontent.com/s3OEwITlgUmNMJlpnGtVjGnwkaT72rAIEmA3DeYtWJ-hts4dYXXxdCeRe6v639UQdRrrbL41DX57EQdYExb6a8v0ikY_hQcJKRrt7gqM0gNDjswrOiedsLZjWvsi2QMgAr_81Ob8Trainings for frontline staff, services for victims of torture. |
| I am sick (online service) | <http://www.iamsick.ca> | Find a doctor or hospital close to you |
| LAMP Community Health Center | Tali Reznikova 416-252-6471 ext. 283  talir@lampchc.org | https://lh4.googleusercontent.com/s3OEwITlgUmNMJlpnGtVjGnwkaT72rAIEmA3DeYtWJ-hts4dYXXxdCeRe6v639UQdRrrbL41DX57EQdYExb6a8v0ikY_hQcJKRrt7gqM0gNDjswrOiedsLZjWvsi2QMgAr_81Ob8 |
| **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) | https://lh4.googleusercontent.com/s3OEwITlgUmNMJlpnGtVjGnwkaT72rAIEmA3DeYtWJ-hts4dYXXxdCeRe6v639UQdRrrbL41DX57EQdYExb6a8v0ikY_hQcJKRrt7gqM0gNDjswrOiedsLZjWvsi2QMgAr_81Ob8Print 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 | Christina Montauti, 416-235-1091  [tcfetobicoke@careerfoundation.org](mailto:tcfetobicoke@careerfoundation.org) | https://lh4.googleusercontent.com/s3OEwITlgUmNMJlpnGtVjGnwkaT72rAIEmA3DeYtWJ-hts4dYXXxdCeRe6v639UQdRrrbL41DX57EQdYExb6a8v0ikY_hQcJKRrt7gqM0gNDjswrOiedsLZjWvsi2QMgAr_81Ob8 **Eligibility:** out of school and out of work, seeking full-time work and legally entitled to work in Canada. |
| Community MicroSkills Development Center | Jennifer Ramsay, 416-247-7181 ext. 2208  jramsay@mircoskills.ca | https://lh4.googleusercontent.com/s3OEwITlgUmNMJlpnGtVjGnwkaT72rAIEmA3DeYtWJ-hts4dYXXxdCeRe6v639UQdRrrbL41DX57EQdYExb6a8v0ikY_hQcJKRrt7gqM0gNDjswrOiedsLZjWvsi2QMgAr_81Ob8C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].png**Eligibility:** must be a permanent resident to be qualified in the newcomer services and others. |
| Youth Employment Services (YES), multiple locations | Utamika Cummings, 416-656-8900 ext. 228 [utamika\_cummings@yes.on.ca](mailto:utamika_cummings@yes.on.ca) | https://lh4.googleusercontent.com/s3OEwITlgUmNMJlpnGtVjGnwkaT72rAIEmA3DeYtWJ-hts4dYXXxdCeRe6v639UQdRrrbL41DX57EQdYExb6a8v0ikY_hQcJKRrt7gqM0gNDjswrOiedsLZjWvsi2QMgAr_81Ob8Employment support for youth between the ages of 15-30, out of school, unemployed, and not on Employment Insurance. Employment Centre at 1610 Bloor Street West offers services for both youth under 30 and adults over 30. |
| JobStart | Employment: Margaret Penner,  416-231-2295 info@jobstartworks.org  Settlement: Hasita Shah,  416-253-2729 ext. 6251  h.shah@jobstartworks.org | https://lh4.googleusercontent.com/s3OEwITlgUmNMJlpnGtVjGnwkaT72rAIEmA3DeYtWJ-hts4dYXXxdCeRe6v639UQdRrrbL41DX57EQdYExb6a8v0ikY_hQcJKRrt7gqM0gNDjswrOiedsLZjWvsi2QMgAr_81Ob8C:\Users\ytian\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HBMY4N1O\Marhaba[1].pngMon, Wed, Thu 9am-5pm, Tue 9am-7pm, Fri 9m-4pm.  Employment support for adult, youth and persons with disability; Mentoring for newcomers;  Settlement support for all newcomers & immigrants. |
| Humber College Community Employment Services | Elana Lewis, 1-877-944-5744  [jobs@humber.ca](mailto:jobs@humber.ca) | https://lh4.googleusercontent.com/s3OEwITlgUmNMJlpnGtVjGnwkaT72rAIEmA3DeYtWJ-hts4dYXXxdCeRe6v639UQdRrrbL41DX57EQdYExb6a8v0ikY_hQcJKRrt7gqM0gNDjswrOiedsLZjWvsi2QMgAr_81Ob8Employment 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) | https://lh4.googleusercontent.com/s3OEwITlgUmNMJlpnGtVjGnwkaT72rAIEmA3DeYtWJ-hts4dYXXxdCeRe6v639UQdRrrbL41DX57EQdYExb6a8v0ikY_hQcJKRrt7gqM0gNDjswrOiedsLZjWvsi2QMgAr_81Ob8**Eligibility:** Canadian Language Benchmarks 6 to 8 Permanent Resident or Protected Person; Training or experience in a relevant field of technology or project management |