

New Immigrant to Toronto?

Welcome!

Resources and services to
help newcomers settle in



Call **3-1-1**



As you settle in Toronto, there are a number of resources and services available through the City of Toronto to help make your transition easier. Many of the services are free or subsidized.

Subsidized Housing

Emergency Shelter, Housing Supports, Subsidized Housing

There are housing services and supports to assist vulnerable people to find emergency shelter, as well as transitional and permanent housing that meets their needs. The services include:

- Temporary shelter and support services for homeless individuals and families. For assistance, call 311 or Central Intake (24 hours a day) at 416-397-5637 or 1-877-338-3398 (toll-free within the GTA)
- Housing help and supports for people who are homeless or at risk of homelessness to find and stabilize their housing situations, including housing search, eviction prevention, information and referrals, assistance with making an application for subsidized housing, pre-employment supports, and follow-up supports for homeless clients who are housed.
- The City administers more than 94,000 units of social housing (including Toronto Community Housing) for low-income residents, and manages the centralized social housing access system.
- Guides to services that provide information tailored to specific user groups, including seniors, youth and vulnerable families. These are all available on-line

For more information about these services and programs, visit toronto.ca/humanservices

Application for subsidized housing

Wait times for subsidized housing units can be very long, but those who qualify should make an application as soon as possible. The process is centralized and managed through Housing Connections.

For more information, call 416-981-6111, or visit Housing Connections 176 Elm Street or go to housingconnections.ca



Health Services



Toronto Public Health provides many free programs and services that do not require a health card. This includes:

- Vaccination services for school-aged children (aged 4 to 17 years) who need to be immunized to attend school
- Dental services for eligible children and youth, adults enrolled in selected Toronto Public Health programs, and seniors
- Pregnancy, post-natal, and parenting programs, counselling and support
- Healthy eating classes for parents of young children
- Breastfeeding clinics and support
- Confidential sexual health services for women and men
- Other health information and educational programs.

To speak to a health professional for free, confidential information and advice, referral to other health services, or to register for Toronto Public Health programs call 416-338-7600 or visit toronto.ca/health

Employment and Financial Assistance

Employment and Social Services is a City division that provides employment supports, financial benefits and social supports to people living in Toronto.

Employment Centres are open to all Toronto residents. Services include help with:

- Finding a job or getting the help necessary to look for work
- Connecting to health, housing, childcare and other social services.

If you need financial help, you may qualify for benefits through the Ontario Works program.

For more information, call Client Services & Information, at 416-392-2956 or visit toronto.ca/humanservices



City of Toronto provides a variety of services. For general inquiries about City of Toronto programs and services, call 311 or visit toronto.ca

Information is offered in different languages.



Child Care

Toronto Children's Services promotes access to high-quality early learning, child care and support for families. This includes:

- A child care finder that provides locations and quality ratings
- Financial assistance to families in financial need help pay for the cost of child care
- Services for children with special needs
- Family Support programs provide free programs for families with young children, playgroups, parenting programs and information on resources

For more information visit toronto.ca/humanservices or call 311.

Long-Term Care

Long-Term Care Homes & Services provides a variety of long-term health care services for residents in the City's long-term care homes and for vulnerable individuals who reside in the community including:

- Long-term care homes providing permanent, convalescent, and short-stay admissions
- Community support programs, including adult day programs, supportive housing services, and homemaking services.

There are also a variety of stimulating, challenging and rewarding volunteering positions. To learn more about Long-Term Care Homes & Services, please visit toronto.ca/ltc

Starting a Business

Enterprise Toronto helps individuals make good decisions during a business start-up and helps them develop management capabilities as their business venture grows.

For more information, visit toronto.ca/enterprisetoronto

Family Activities

Toronto Public Library has 100 libraries across the city and provides free membership and services. Everyone is welcome and there is a branch near you.

Drop by your local library branch to:

- Support your child in school
- Bring your child to storytime
- Improve your English
- Get help finding a job or starting a small business
- Use a computer or WIFI
- Find a quiet, safe place to work or study
- Meet people from your community
- Borrow DVDs, books, in many languages for free
- Learn about Toronto, your new home
- Branches are open mornings, evenings and weekends.

For more information call us at 416-393-7131 or visit torontopubliclibrary.ca



Parks, Forestry and Recreation provides a number of services across the city.

- Enjoy activities across Toronto in one of our many community centres.
- Make new friends, learn new skills or improve on existing ones. Qualified and caring staff will guide you through your program every step of the way.
- We have a wide range of exciting programs for all ages. Whether you are looking to participate in swimming, fitness, skating, skiing, arts and crafts or dance, we have something for everyone.



Free Recreation Programs

Community centres offer free programs in select locations where a significant portion of the population is low income.

Welcome Policy

The City of Toronto's Welcome Policy provides a fee subsidy to help low income individuals and families.

For more information call 416-338-4386 or visit toronto.ca/parks

Other services

Emergency Services (ambulance/fire/police)
Call 911

Community Services
Referral and information, call 211

Toronto Transit Commission (TTC)
416-393-INFO (4636)

Transportation toronto.ca/transportation

Garbage and Recycling
toronto.ca/garbage

Toronto Water toronto.ca/water

Immigration and Settlement Portal
toronto.ca/immigration

Most of the services are free, and there are subsidies available for some that are not. For more details on these and many other services, call 311

The development of this brochure was facilitated by the Toronto Newcomer Office, with participation from a number of City of Toronto divisions and with funding from Immigration, Refugees and Citizenship Canada. For more information, go to toronto.ca/newcomer

Funded by:

Financé par :



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada