FCJ Refugee Centre
Walking with Uprooted People

HOUSING NEEDS OF PRECARIOUS POPULATION GUIDE 2016-2017

This document is possible thanks to the support of the City of Toronto

FCJ Refugee Centre
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HOUSING NEEDS OF PRECARIOUS POPULATION
GUIDE

The "Housing Needs of Precarious populations Guide" addresses the barriers, priorities, promising practices and gaps in terms of accessing housing for precarious migrants. The document highlights existing limitations of the settlement programs that exacerbate the vulnerability of those populations to homelessness.

PRECARIOUS MIGRANTS

This definition is constantly being expanded, reflecting our current socio-political climate, and changing attitudes toward newcomer populations. It refers to those populations that hold some form of uncertain migration status. The precarious migrant population can be refugee claimant, refused refugee, student, visitor, temporary worker, victims and survivors of Human Trafficking, people involved in sponsorship breakdown or anyone else without official immigration status.

People who possess some form of uncertain migration status are marked by the absence of any one or more of the following elements:

- Work authorization
- The right to remain in the country permanently
- Social services available to permanent residents

HOMELESSNESS FOR PRECARIOUS MIGRANTS

The Statistics surrounding precarious and refugee populations that are homeless in Toronto are inconclusive. There is a lack of ability to collect sufficient data. On the other hand there are wide-ranging definitions of what it means to be 'homeless'. One essential element to take into consideration is that the feelings of homelessness for many migrant populations extend well beyond securing housing. Homelessness can be described in terms of loneliness, living far from family and culture, physical and emotional isolation in Canada.

There are many risk factors that lead to homelessness and those are often amplified for migrants – especially those with some form of precarious status. Some of those factors can include:

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- Financial obstacles
- Racism and discrimination
- Lack of awareness and knowledge of Canadian systems
- Language barriers
- Additional intersecting elements (gender, family size, experiences with trauma, family violence, etc.)

Precarious migrants are extremely vulnerable: deep poverty, unemployment, discrimination, housing instability, danger, and exploitation are some of the barriers they face every day.

The FCJ Refugee Centre has been conducting interviews among precarious migrants who come to the Centre looking for services. During the last year we reached out to 50 clients (18-56 years old) who have been living in Toronto from 2 months to 5 years. All of them faced barriers in accessing a place to live.

According to the interviews, people who have been living in Toronto for less than 5 years usually stay in a place for a short time and/or make an informal arrangement with friends, relatives or anyone who can offer support. Also, they commonly experience discrimination. In fact, one of the most common reasons for becoming homeless is abuse. When English is not the first language, there is a dependency on social assistance, or there is uncertain immigration status, precarious migrants are vulnerable to a lot of abusive situations that are followed by evictions and threats, with contacting immigration or police. Participants interviewed talk about cases of unscrupulous landlords who threatened to call immigration authorities or police when the tenant tried to claim their rights or refused to sign papers (that they did not understand), etc.

Another challenge for precarious migrants in accessing a place to live is the limited access to social assistance; the amount of money they receive for housing is very limited. It is a vicious cycle of homelessness. When people are living in a shelter and want to move, they have to pay two months rent in advance as required in the housing market (when you want to rent a house or apartment); however the limited money they receive and /or the fact that they have been on social assistance is an obstacle to find a place to live. Low income and housing costs always limit the access of precarious migrants to a stable place to live.

FIRST NIGHT FOR REFUGEES/PRECARIOUS MIGRANTS

"Where are we going to sleep today?" was the first question that little Ameen asked her mother when they came to Toronto. These are some of the testimonies we frequently hear from newly arrived refugee claimants. The lack of information on the shelter/ housing options and language barriers are the key issues in finding a place to stay the first night.

According to feedback gathered through the questionnaire, 30% of participants spent their first night in the house of a relative or friend. Families who are already living in Canada share their spaces with the arriving family members. On several occasions, they had to live in tiny spaces causing overcrowding and stress. Another 30% managed to get to a shelter /hostel and 40 % slept wherever they could find a place (motels, churches, stranger's house, park, etc.)

90% of the clients interviewed had to move from the house/ apartment or shelter where they were living 2 or 3 times in a period of 5 years. The causes vary from eviction, disagreement with relatives, crowding, discrimination, no income, etc.

HOUSING OPTIONS FOR REFUGEES/PRECARIOUS MIGRANTS: ADVANTAGES AND DISADVANTAGES OF SHELTERS VS. REFUGEE HOUSES

What are the housing options available in Toronto for refugees arriving with limited resources and little awareness of Canadian systems?

1. Emergency shelters/hostels
2. Refugee Houses

HOSTELS/SHELTERS

Hostels provide shelter and assistance to homeless individuals and families with children. The services provided at the hostels include meals and other basic necessities, counseling and support programs. According to the City of Toronto there are 59 locations with more than 4,000 permanent emergency and transitional shelter beds. The number increases in the winter when there is an Extreme Cold Weather Alert.

More details on the shelter system are available at the Toronto website:
http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=cf2ed4b4920c0410VgnVCM10000071d60f89RCRD

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Shelter advantages

The fact of finding a place to stay increases feelings of safety and security. Another advantage of living in a shelter is that there is an opportunity to learn about other services provided by the City or other agencies in the area: access to employment, welfare, social housing, or subsidized childcare. Also there is an opportunity to remove the stigma associated with homelessness.

Shelter disadvantages

The disadvantages of living in a shelter is that it may aggravate discrimination and perpetuate a cycle of poverty. There is a great deal of stigma surrounding shelters. Another disadvantage of living in shelters is that it reduces autonomy--people have to follow the regulations and schedules of the shelters reducing their independence.

One of the main issues faced by clients and other agencies in finding space for people with precarious status (even with the Access to Services without Fear motion approved by the City of Toronto on 2013) is the difficulty in finding space in shelters. During the last 2 years service providers have been overwhelmed in responding to shelter/housing demand: families, women, men and young people looking for space in shelters appear every day at the agencies.

REFUGEE HOUSES

Refugee houses are a different concept of shelter. They emerged in response to the evolving settlement needs of refugees in the 80's. At the beginning they were initially linked with religious congregations. They kept growing and maturing in response to the emerging needs of refugees in Canada.

On the 90's the refugee houses joined their strengths and energies through the Coalition of Service Providers for Refugee Claimants in southern Ontario. The majority of the members of the Coalition are refugee houses and all of them have passion for the work they do.

Currently the Coalition is a community-led, collaborative support network that includes refugee houses and agencies who work with vulnerable populations across Southern Ontario and 2 in the United States. The refugee houses offer an extensive holistic response to address immigration and settlement issues faced by clients.

The Coalition meets every 2 months to share information and resources; identify and communicate operational needs; and to raise public awareness of refugee issues.

In general Refugee Houses are an extension of transitional housing as they provide a balance of autonomy and support for refugees.

The Coalition's work is based on the goals below:

- Create a space for mutual support & sharing
- Raise public awareness of refugee and settlement issues
- Develop strategies to help each other
- Take a united position
- Explore new models of service

Advantage of Refugee Houses

The advantage of the refugee houses is that they provide a holistic model of settlement services, they are able to respond directly to the unique needs of refugee populations and also provide the right combination of autonomy and support that is conducive to successful integration. And finally, a community-driven, supportive and inclusive atmosphere is one of the main characteristic that makes anyone who is looking for support to feel welcome and safe.

Disadvantage of Refugee Houses

-One of the main disadvantages of the refugee houses is that usually they have restricted funding sources. They rely on donations from agencies, religious congregations, etc.
A lot of the work done by refugee houses depends on volunteers who help in all aspects of their work.

-Refugee houses have a limited capacity to adequately serve the number of people seeking services.

-Religious model is seen as limiting and exclusive.

-Not appropriately publicized.

ACCESS TO CITY SERVICES

"Access to City Services Without Fear" is a motion approved by the City of Toronto in 2013. According to this new regulation, anyone who is living in the City regardless of immigration status, has access to City services without fear of being asked for proof of status.

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More details on the services provided by the city are on the Toronto website: http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=9dfc33501bac7410VgnVCM10000071d60f89RCRD

Service Access requirements for shelters in the City of Toronto

Shelter, Support and Housing Administration						
Service	**Identification Required**	**Name**	**Address**	**Date of Birth**	**Income or Assets**	**Immigration Status**
SSHA Direct Service						
Emergency Shelters	No	No	No	No	No	No
Assessment and Referral Services	No	No	No	No	No	No
Drop-in Centres	No	No	No	No	No	No
Street Outreach	No	No	No	No	No	No
Housing Help	Yes	Yes	No	Yes	Yes	No
Employability Services Assessment	Yes	Yes	Yes	Yes	No	Yes
Application for and/or Access to Related Services						
Income Subsidy (Ontario Works (OW) /Ontario Dispability Support Program (ODSP)	Yes	Yes	Yes	Yes	Yes	Yes
Identification (for example: Social Insurance Number (SIN), Birth Certificate)	Yes	Yes	No	Yes	No	Yes
Rental Housing - Private Market	Yes	Yes	No	Yes	Yes	No
Housing Subsidies (rental supplements/housing allowances)	Yes	Yes	No	Yes	Yes	Yes
Social Housing Waitlist	Yes	Yes	Yes	Yes	Yes	Yes
Employability Application for OW/ODSP	Yes	Yes	Yes	Yes	No	Yes
Health Care Services	Yes	Yes	No	Yes	No	Yes

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SHELTER AND REFUGEE HOUSES RESOURCES

The best way to access shelter is to call 311 or Central Intake is by phone:

416-338-4766 or Toll free 1-877-338-3398.

You can find more information related to shelter services at the Toronto website:

https://www1.toronto.ca/wps/portal/contentonly?vgnextoid=e29dd4b4920c0410VgnVCM10000071d60f89RCRD

SHELTER FOR FAMILIES, MIXED ADULTS AND SINGLE MEN

FAMILY	Mixed adult	Single Men
Birkdale Residence 416-392-5650 1229 Ellesmere Road toronto.ca/housing ssha@toronto.ca Women (16+) and their children Christie Refugee Welcome Centre 416-588-9277 43 Christie Street www.christiestreetrc.com general@christiestreetrc.com Families, women with children, single women Family Residence 416-397-1318 4222 Kingston Road toronto.ca/housing ssha@toronto.ca Families, including partners Robertson House 416-392-5662 291 Sherbourne Street toronto.ca/housing ssha@toronto.ca Women and their children	Assessment and Referral Centre 24-hour line 416-392-0090 129 Peter Street www.toronto.ca/housing ssha@toronto.ca Housing walk-in services Mon, Wed, Fri 9-12 noon Clients must arrive by 11:30 am COSTI Reception Centre 416-922-6688 100 Lippincott Street www.costi.org info@costi.org 18+ Dixon Hall Heyworth House 416-691-0012 2714 Danforth Avenue dixonhall.org info@dixonhall.org 24+ Family Residence Mixed Adult Program 416-397-1318 4222 Kingston Road toronto.ca/housing	Christie-Ossington Men's Shelter 416-516-8642 973 Lansdowne Avenue conccommunity.org 18+ Mon-Fri 4:30 pm-8 am Sat, Sun 24/7 Christie-Ossington Men's Shelter - South 416-792-8941 850 Bloor Street West www.conccommunity.org 18+ Mon-Fri 4:30 pm-8 am Sat, Sun 24/7 Cornerstone Place 647-346-0616 616 Vaughan Road www.thecornerstone.ca preid833@gmail.com 25+ Mon-Sun 5:30 pm-7:30 am

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Sojourn House 416-864-0515 101 Ontario Street sojournhouse.org info@sojournhouse.org Single refugees and claimants, families with children Toronto Community Hostel 416-925-4431 191 Spadina Road tchostel.org www.info@tchostel.org Refugee families with children	ssha@toronto.ca 18+ Fred Victor Bethlehem United Shelter 416-644-1734 1161 Caledonia Road www.fredvictor.org 18+, pets allowed Homes First Society - Scarborough Shelter 416-395-0993 3576 St. Clair Avenue East www.homesfirst.on.ca admin@homesfirst.on.ca 18+ University Settlement Shelter 416-598-3444 ext 239 23 Grange Road www.universitysettlement.ca 18+ Oct-May: Fr, Sa, Su 5:30 pm.-6:30 am June-Sept: Sa, Su 5:30 pm.-6:30 am	Dixon Hall Schoolhouse 416-960-9240 349 George Street www.dixonhall.org harvey.stein@dixonhall.org 18+ Mon-Sun 4 pm-12 midnight Good Shepherd Centre 416-869-3619 412 Queen Street East www.goodshepherd.ca 18+ Mon-Sun 5:30 pm-8 am

SHELTER FOR SINGLE WOMEN, YOUTH AND SINGLE MEN

SINGLE WOMEN	**16+YOUTH**	**SINGLE MEN**
Fred Victor Centre Women's Hostel 416-368-2642 86 Lombard Street www.fredvictor.org 18+ 3 pm-9:30 am Homes First Society - Women's Interim Program 647-260-1559 702 Kennedy Road www.homesfirst.on.ca admin@homesfirst.on.ca 18+	Covenant House 416-593-4898 Crisis line 416-593-4849 Toll Free 1-800-435-7308 20 Gerrard Street East www.covenanthouse.ca general@covenanthouse.ca 16-24 Eva's Place 416-441-1414 Crisis line 416-441-4060 360 Lesmill Road evas.ca info@evas.ca	Native Men's Residence 416-652-0334 14 Vaughan Road www.nameres.org general@nameres.org 16+ Salvation Army - Gateway 416-368-0324 107 Jarvis Street www.thegateway.ca information@thegateway.ca 21+

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Homes First Society - Savard's
416-395-0932
1322 Bloor Street West
www.homesfirst.on.ca
admin@homesfirst.on.ca
18+ with mental health issues
0

Nellie's
416-461-1084
confidential address
nellies.org
www.community@nellies.org
16+ or women with children

Salvation Army - Evangeline Residence
416-762-9636
2808 Dundas Street West
www.salvationarmy.ca
16+

Salvation Army - Florence Booth
416-603-9800
723 Queen Street West
www.salvationarmy.ca
16+

St. Vincent De Paul - Elisa House
416-259-2528
60 Newcastle Street
www.svdptoronto.org
elisahouse.svdptoronto@rogers.ca
18+

St. Vincent De Paul - Mary's Home
416-595-1578
70 Gerrard Street East
www.svdptoronto.org
boluwolerotimi.maryshome@rogers.com
16+

Street Haven at the Crossroads
416-967-6060
87 Pembroke Street
www.streethaven.com
16-24

Eva's Satellite
416-642-2581
Crisis line 416-229-1874
25 Canterbury Place
www.evas.ca
info@evas.ca
16-24

Horizons for Youth
416-781-9898
422 Gilbert Avenue
www.horizons4youth.org
info@horizonsforyouth.org
16-24

Kennedy House Youth Services
416-421-7776
1076 Pape Avenue
www.kennedyhouseyouthshelter.com
info@kennedyhouse.org
16-24

Turning Point Emergency Shelter
416-925-9250
95 Wellesley Street East
www.turningpoint.ca
info@turningpoint.ca
16-24 men

YMCA House
416-504-9700
7 Vanauley Street
www.ymcagta.org
16-24 men

Youth Without Shelter
416-748-0110
6 Warrendale Court
www.yws.on.ca
communications@yws.on.ca
16-24

YWCA First Stop Woodlawn

Salvation Army - Maxwell Meighen
416-366-2733
135 Sherbourne Street
www.maxwellmeighen.ca
18+

Scott Mission Overnight Shelter
416-923-8872
502 Spadina Avenue
scottmission.com
info@scottmission.com
24+
Mon-Sun 7 pm-7 am

Seaton House Main Site
416-392-5522
339 George Street
www.toronto.ca/housing
ssha@toronto.ca
18+

St. Simon's Shelter
416-925-7475
525 Bloor Street East
www.stsimonsshelter.ca
stsimonsshelter@bellnet.ca
18+
Mon-Sun 4:30 pm-**8:30 am**

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www.fcjrefugeecentre.org
info@fcjrefugeecentre.org
Tel: 416.469.9754
Fax: 416.469.2670

info@streethaven.com 16+ Women's Residence Main Site 416-392-5500 674 Dundas Street West www.toronto.ca/housing ssha@toronto.ca 16+ YWCA First Stop Woodlawn Crisis line 416-922-3271 80 Woodlawn Avenue East www.ywcatoronto.org 1intake@ywcatoronto.org	Crisis line 416-923-8454 80 Woodlawn Avenue East www.ywcatoronto.org 1intake@ywcatoronto.org 16-25 women	

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COALITION OF SERVICE PROVIDERS (REFUGEE HOUSES)

TORONTO

Adam House
Lucy Chaimiti
416-538-2836
info@adamhouse.org
www.adamhouse.org

Canadian Red Cross / First Contact
Jean Suh
416-480-2500
firstcontactontario@redcross ca
www.redcross.ca
(Observer)

Christie Refugee Welcome Centre
Linda Moorcroft
416-588-9277
general@christiestreetrc.com
www.christiestreetrc.com

FCJ Refugee Centre
Loly Rico
416-469-2670
info@fcjrefugeecentre.org
www.fcjrefugeecentre.org

Matthew House Toronto
Anne Woolger
416-364-8287
refugeeclaim@matthewhouse.ca
www.matthewhouse.ca

Quaker Committee for Refugees
Eusebio Garcia

WINDSOR

Angela Rose House
Margaret Patalas
519-915 0885
oaksis@mnsi.net

Matthew House Windsor
Heather Mantle
519-945-7627
info@matthewhousewindsor.org
www.matthewhousewindsor.org

OTTAWA

Carty House
Jacqueline Romero
Phone: 613-236-8855
office@cartyhouse.org
www.cartyhouse.org

Matthew House Ottawa
Miriam Rawson
613-212-1499
info@matthewhouseottawa.org
www.matthewhouseottawa.org

KITCHENER

Welcome Home Refugee House
Sharon Schmidt
519-340-0570
sschmidt@rayofhope.net
www.welcomehomekw.ca

Mennonite Coalition for Refugee Support MCRS
Shelley Campagnola
Phone:519-571-1912
refugee@mcrs.ca

FORT ERIE

Casa EL Norte
Lynn Hannigan
Maria Londono
casaelnorte281@gmail.com
905-871-4483

Chez Marie
Sr Judith Carroll
Maria Londono
905-682-5795
marial@cogeco.net

Matthew House Ft. Erie
John Mtshede
matthewhfe@gmail.com
905-871-6059
www.matthewhouseforterie.com

Fort Erie Multicultural Centre
Peace Bridge Newcomer Centre
Martha Mason, Leonas Rackauskas
905.871.3641, 905.994.6005
border@firststepsincanada.com
www.firststepsincanada.com

PETERBOROUGH

Casa Maria Refugee Homes
Sister Ruth Hennessey
Phone: 705-743-5164
RuthHennessey@nexicom.net

OUTSIDE OF CANADA

Vive
MariahWalker
716-892-4354
Buffalo, NY

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garcialapaz@gmail.com 416-964-9669 www.quakerservice.ca **Romero House** Jenn McIntyre 416-763-1303 info@romerohouse.org www.romerohouse.org **Sojourn House** Debbie Hill 416-864-9136 info@sojournhouse.org www.sojournhouse.org **Silas Hill Home for Refugees** Rob Perry 416-499-4209 robp@thepeopleschurch.ca www.silashill.ca	www.mcrs.ca **HAMILTON** **Micah House** Scott Jones 905-296-4387 Scott@micahhouse.ca www.micahhouse.ca	www.viveinc.org **Freedom House** Deborah A. Drennan ddrennan@freedomhousedetroit.org 313-964-4320 Detroit, MI www.freedomhousedetroit.org

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HOUSING RESOURCES

1. **West Toronto Housing Help Services**
   Hours of service: Monday, Tuesday, Thursday 9 am-12 pm and 1-5 pm
   Wednesday, Friday 1-5 pm
   (Walk-in) (No appointment necessary): Wednesdays & Fridays: 1:00pm- 4:00pm
   Specialized case Management phone number: (416) 531-7376 ext. 230
   Phone Number: (416) 531-0841 to schedule an appointment.
   Address: 2333 Dundas Street West Suite 404, Toronto, ON M6R 3A6

2. **East York Housing Help Centre**

   Find emergency housing if homeless, look for housing based on the rent you can afford, assist with applying for subsidized housing, assist with updating your subsidized housing application, find supportive housing if you have special needs

   Hours of service: Monday – Friday: 8:30AM-4:30PM
   Phone Number: (416) 698-9306
   Address: 1350 Danforth Avenue, Toronto Ontario M4J 1M9

3. **Homelessness and Housing Help Services – Wood Green Community**

   We help people and families looking for a safe, affordable place to call home by: assisting with housing searches, helping with applications for subsidized housing, advocating and negotiating on behalf of tenants, preventing evictions ,referring people to emergency shelter in crisis situations, are you a single mother in need of affordable housing, child care and more? WoodGreen Community Services runs Homeward Bound, a special program for single mothers looking to improve their financial situation and leave poverty behind, forever. Click here to learn more about Homeward Bound. Assistance is available to individuals and families 16 years of age and older

   Homelessness & Housing Help Services
   650 Queen Street East, Toronto, Ontario M4M 1G5
   Tel: (416) 469-5211
   Housing
   1070 Queen Street East, Toronto, Ontario M4M 3M4
   Tel: (416) 469-5211
   housing@woodgreen.org

4. **Albion Neighbourhood Services:** Housing Help Service, housing Counselling, housing listings, landlord-Tenant Mediation, assistance with Social Housing Applications, Assessment and Referrals to Legal Clinics and Tenant Support Program.
   Locations:
   -**Albion Neighbourhood Services South Etobicoke Housing Help Centre LAMP Community Health Centre**
   Address: 185 5th Street Toronto, ON M8V 2Z5 Phone: 416-252-5990
   Hours of Operation: Monday—Friday 9:30 am - 5pm Homeward Bound
   Housing Help Centre - Etobicoke North Office

   -Albion Neighbourhood Services, Rexdale Community Hub
   Housing Help Centre - Etobicoke North Office
   Phone: 416-740-3704
   21 Panorama Court, Suite 14, Toronto On M9V 4E3

5. **Homeward Bound assists** single, female-led families who are living in unstable conditions make a successful transition to sustainable employment, permanent housing and independent living for themselves and their children.
   Eligible:19 years or older
   Risk and/or history of homelessness
   One referral (from shelter, clergy, social program, etc.)
   Canadian citizen, landed immigrant, or convention refugee
   At least one child under 17 living with her
   High school diploma preferred
   Capable of reaching college-level academics within 6-8 months
   On or eligible for OW, ODSP, or EI
   No current criminal proceedings or addictions (one year clean/sober)
   Able to commit to participating in a full-time program
   Hours of services: 9 AM- 5 PM.
   Info Line: (416) 645-6000 ext. 3030 Messages returned within 48 hour
   Contact Name: Pauline Hockenstein or Yordanka Petrova
   Phone Number #1: (416) 645-6000 x. 3006
   Phone Number #2: (416) 645-6000 x. 3031
   Email Address: phockenstein@woodgreen.org
   Email Address:ypetrova@woodgreen.org

6. COSTI Immigrant Services

Services are available to all individuals who live, or want to live in the former City of North York. Individuals with limited income, new to Canada, and those who are homeless or in danger of becoming homeless, 16 years and older, are also eligible.
Phone Number: (416) 244-0480 (to schedule an appointment)
Address: North York Centre, Sheridan Mall, 1700 Wilson Ave., Suite 114
Toronto, Ontario, M3L 1B2. PO Box 88

7. The Unison Housing Help Centre

The Unison Housing Help Centre is one of seven centres in Toronto which provide a broad range of housing assistance and serve as an access point for applications to Toronto Community Housing. Counsellors help low-income people find and retain stable housing. The program serves the general population with emphasis on clients who are at risk of homelessness, individuals with mental health issues, people leaving violent or threatening situations and individuals in severe financial distress.

Our Housing Help Centre serves residents living in Central West Toronto. Boundaries include: St. Clair to Lawrence and Humber to Yonge Street.
Phone Number: (416) 653-5400, ext. 1306
Address: 1651 Keele Street, Toronto, ON M6M 3W2

8. Thorncliffe Neighbourhood Services

Our Housing Program provides services in the following areas: information, advocacy and referrals regarding housing issues for tenants, Eviction prevention and landlord mediation services, assistance with applications for subsidized housing, access to rental listings, information sessions on tenants' rights and responsibilities including eviction prevention, assistance with rental arrears and accessing Rent Bank loans, assistance with accessing energy assistance programs. The Streets to Homes Follow-Up program offers support to previously homeless individuals. These services are offered at the following locations:

TNO @ Flemingdon | 10 Gateway Blvd., Suite 104 | 416-424-2900 | Mon – Wed: 9am – 5pm, Thurs – Fri: 1 – 5pm

TNO Main Office | 18 Thorncliffe Park Dr. | 416-421-3054 | *Please call for hours*

9. **YMCA Sprott House - Walmer Road Centre (Services for youth)**
   YMCA Sprott House - Walmer Road Centre provides residential living for up to 25 young people between the ages of 16 to 24.
   Hours of service: Monday, Wednesday-Friday: 8:30AM-4:30PM Tuesday 2-5PM
   Phone Number: (647) 438-8383
   Address: 21 Walmer Road, Toronto, ON M5R 2W7

10. **Vanauley St. YMCA Centre (Men Only Emergency Shelter)**
    Vanauley St. YMCA Centre shelter has 40 beds and we provide harm-reduction and trauma-informed residential services to at-risk homeless young men, aged 16-24
    They are open 24 hours a day, 365 days a year and our services are free.
    Hours of service:
    If you or a friend needs some help, you can call them at (416) 504-9700
    Phone Number: (416) 603-6366
    Address: 7 Vanauley Street, Toronto, ON M5T 2V9

11. **Jane and Finch Centre**
    Address: 108–4400 Jane Street Toronto, ON M3N 2K4
    Phone Number: (416) 663-2733
    Email: admin@janefinchcentre.org
    http://ckc.torontofoundation.ca/org/janefinch-community-and-family-centre

For more information about Toronto Housing visit the City of Toronto website:
https://www.torontohousing.ca/

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ALTERNATIVE HOUSING PROVIDERES

Alternative housing is for the homeless and hard to house people who have limited life skills, or substance abusers who require assistance to live independently.

This is a list of alternative housing providers in the city of Toronto with contact information on how to apply. Find the complete document at the website:

https://www.housingconnections.ca/pdf/Alternative%20Housing%20Providers.pdf

Abbeyfield House	416-787-3648	Seniors 65+
Affordable Housing East Non-Profit	Red Door Shelter 416-469-3126 Grace Pascoe Shelter 416-691-2899	Applicants apply through these two shelters only
Anduhyaun Inc.	416-243-7669 X 239	Abused Aboriginal women and children
Anglican Houses – J.W. Green Apartments	416-537-3477	50+, need some support
Anglican Houses – Simon Apartments	416-461-5629	50+, need some support
Arrabon House – Lanthier Place	416-651-4910	Youth 16-24 years old
CRC Self Help	416-591-6389	16+/single/shared
Deep Quong Non-Profit Homes Inc.	416-340-7918	single/shared
Ecuhome Corp – 1ST Step Ecuhome	416-537-1334 X 1	Drugs-recovery/Mental Health
Fife House	416-205-9888	HIV+/16+
Good Sheperd Non-Profit Homes – Brother Joseph Dooley	416-203-2711	Mental Health/Homeless
Homes First Society	416-395-0902	Homeless/Hard to house/16+
Houselink Community Homes	416-539-0690	Mental Health/Priority
Houses Opening Today in Toronto (HOTT)	416-369-0407	
Jarvis Houses	416-214-1870	Hearing and visually impaired
Keith Whitney Homes Society – Fred Victor Centre	416-369-1199	Homeless/Income 15K or Less
L'Arche Daybreak Simpson House	905-884-3454	Developmental disability
Mary Centre of the Archdiocese of Toronto	416-630-5533	
Neighbourhood Link	416-691-7407	Supportive housing for seniors 65+
Nishnawbe Homes	416-975-5451	Aboriginal (Communal Living)
Operation Springboard – Markeen House	416-975-5448	Men Only/Mental Health with Support/16+
Participation House Toronto	416-439-3226	18+ on ODSP with Multiple Disabilities
Ray McCleary Towers	416-465-5495	Supportive housing for seniors 59+
Riverdale Housing Action Group	416-469-3278	Women
Rotary Cheshire Homes Inc.	416-730-9501	Hearing and visually impaired
Sistershare Living	416-588-7447	Women, 59+
Start 103 Non-profit Homes	416-588-4706	Hard to house

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Fax: 416.469.2670

FCJ Refugee Centre

Walking with Uprooted People

RESOURCES

Toronto Housing

https://www.torontohousing.ca/

Hostels Shelters:
http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=cf2ed4b4920c0410VgnVCM10000071d60f89RCRD

Access T.O. for Undocumented Torontonians

http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=9dfc33501bac7410VgnVCM10000071d60f89RCRD

Emergency Shelters

https://www1.toronto.ca/wps/portal/contentonly?vgnextoid=e29dd4b4920c0410VgnVCM10000071d60f89RCRD

Coalition of Service Providers

http://www.fcjrefugeecentre.org/wp-content/uploads/2017/03/Resource-tool-1.pdf

Housing Resources

https://www.torontohousing.ca/

For more information you can contact FCJ Refugee Centre at 416-469-97 54 or by email info@fcjrefugeecentre.org
to learn more about our services you are welcome to visit our website: www.fcjrefugeecentre.org

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