



FCJ Refugee Centre

Walking With Uprooted People

HOW TO FIND...



- **Health Support**
- **Access to foodbanks**
- **Shelter in Toronto**
- **What to do in domestic violence situations**
- **Access to Ontario Works**

RESPONSE TO COVID -19
WE ARE OPEN... COUNT ON US

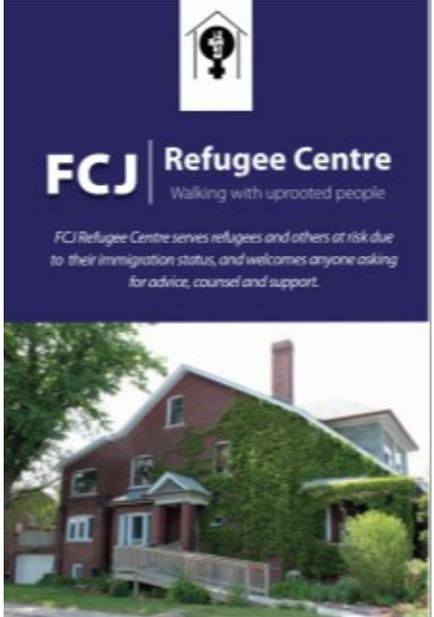
Connect with us: 416 469 9754

| Contact person | EXT. | EMAIL |
|---|------|-------------------------------------|
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The FCJ Refugee Centre continues to work in solidarity with precarious migrants. We understand that this is a difficult and uncertain time for many, and we're here to support and provide information to you.

We continue to remotely offer our services you can connect with us by phone or e-mail. You can find updated information at our website or social media. You are welcome to join our informative sessions once a week or listen our Borderless Voices Podcast at Spotify, Google Podcast and Apple Podcast.

For any inquiries on any issue or situation related to immigration and refugee process, as well as about all our services please either contact us at our general email info@fcjrefugeecentre.org or call 416-469-9754 and connect directly with us.



FCJ Refugee Centre
Walking with uprooted people

FCJ Refugee Centre serves refugees and others at risk due to their immigration status, and welcomes anyone asking for advice, counsel and support.

Settlement Program

Immigration Help & Refugee Protection

Anti- Human Trafficking Program

Popular Education

Networking

www.fcjrefugeecentre.org

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-  [fcjrefugeecentre](https://www.instagram.com/fcjrefugeecentre)
-  info@fcjrefugeecentre.org
-  416- 469 9754
-  647-971-2153 Migrant Workers

RESOURCES AVAILABLE UNDER COVID-19 RESTRICTIONS AND MODIFICATION

HOW TO GET HEALTH SUPPORT

On March 20, 2020 the Ministry of Health, in its memorandum to Ontario Hospitals and Ontario Health (Local Health Integration Networks), addressed the provision of necessary medical services in hospitals to persons who do not have health insurance under OHIP or another provincial health insurance plan. The Ministry of Health stated: “is committed to ensuring that all people in Ontario receive medically necessary health care during the COVID-19 outbreak. To this end, and until further notice, the Ministry requests hospitals provide all medically necessary services to all persons who present at a hospital, regardless of whether the person presents a valid OHIP card, or does not have health insurance under OHIP or another provincial health insurance plan.”



Prior to this, the Ministry of Health waived the three-month waiting period for Ontario Health Insurance Plan (OHIP) coverage in order to ensure that anyone in need of care can receive it. Furthermore, Ontario will cover the cost of COVID-19 services for uninsured people who do not meet the criteria for OHIP coverage.

Access to health care for uninsured patients during COVID-19 in Toronto: a brief guide for health care and social service providers:

<https://drive.google.com/file/d/1my-TUud7E9BexPOivdudz-Sma6kqEiIh/view>

If you're experiencing COVID 19 like symptoms, please contact your primary care provider or Telehealth Ontario at 1-866-797-0000 or use the following links:

<https://www.ontario.ca/page/2019-novel-coronavirus>

https://news.ontario.ca/mohltc/en/2020/03/ontario-expands-coverage-for-care.html?utm_source=ondemand&utm_medium=email&utm_campaign=p&fbclid=IwAR26Jup8SrGCbTj8Xndusd4eu9uUsc18iq-uHyJIpJu4_VZSDNuQav5jeZg

As well, you can contact any Medical Clinic in Toronto, Mississauga and Scarborough for Non-Insured Clients

<https://accessalliance.ca/c4cc/>

RESOURCES AVAILABLE UNDER COVID-19 RESTRICTIONS AND MODIFICATION

HOW TO FIND SHELTER IN TORONTO

If you, a relative or a friend requires shelter call Central Intake Line, of the City of Toronto at 416-397-5637. Central Intake is the clearing house for emergency beds in Toronto. Central Intake Assessment and Referral Centre is located at 129 Peter St.

It is not always easy to access shelter space through the Central Intake line, due to the shortage in availability.

It is always best if a Housing Worker makes the call to Central Intake on your behalf, as they are familiar with the system and know when the best times to call are.

Due to COVID-19: 129 Peter St Shelter is closed for walk-in service - contact Central Intake at 416-338-4766

<https://www.toronto.ca/community-people/housing-shelter/>

HOW TO GET HELP IN DOMESTIC VIOLENCE SITUATIONS

If you are a woman seeking shelter from situations of violence or intimate partner violence call our Crisis Line at 416-423-0310 (press '0'), or the Assaulted Women's Helpline at 1-866-863-0511. If you have a pet (s) that you cannot leave behind, let the worker who answers the phone know that you would like to use the SafePet Program through Link Coalition Toronto.

The Assaulted Women's Helpline at 1-866-863-0511 offers a 24-hour telephone and TTY 1-866-863-7868 crisis line for abused women in Ontario. This service is anonymous and confidential and is provided in up to 154 languages. They will discuss the warning signs of abuse you have seen and give you practical advice on ways to help.

HOW TO ACCESS THE HUMAN TRAFFICKING HELPLINE

For resources that can help you and organizations that provide various supports, call the Human Trafficking Helpline: 1-833-999-9211 OR 211

As well, for labour human trafficking you can contact the FCJ Refugee Centre MOBILE program at: WhatsApp 647-971-2153

RESOURCES AVAILABLE UNDER COVID-19 RESTRICTIONS AND MODIFICATION

ACCESSING SERVICES IN THE CITY OF TORONTO AS A PERSON WITHOUT STATUS

If you have any questions about identification requirements for any service provided by the City of Toronto, call 311. You do not need to provide any personal information when asking for this service.

There is a Translate option at the bottom of the City of Toronto website. This allows you to use Google Translate to translate the information into 51 different languages.

HOW TO ACCESS FOOD BANKS

Each food bank has different hours and days that they are open, and most serve people in their immediate neighborhoods only. They will ask you for identification or something with your name and address on it.

There are approximately over 200 emergency food programs in Toronto. The following agencies have confirmed that they do indeed serve non-status people. To locate a food bank or food program in or around your neighbourhood, you may call: Food Link Hotline: 416-392-6655

Address: 120 Industry St, York, ON M6M 4L8

Phone: (416) 363-6441

<https://www.foodbankscanada.ca/utility-pages/find-a-food-bank.aspx>

The Stop Community Food Centre continues to provide essential food access services at their main location at 1884 Davenport Road:

- The Stop's Food Bank will run Mondays and Fridays, 12pm-3pm.
- The Drop-in will no longer serve seated meals. Instead, they will serve takeaway meals on Mondays, Tuesdays, Thursdays, and Fridays, 9am-10am for breakfast, 12pm-1pm for lunch

<https://www.thestop.org/blog/emergency-food-access/>

The 519 food bank is continuing services

Takeaway meals: We will be providing free ready-to-go meals 7 days a week on The 519 patio in front of FABARNAK Café: Monday to Friday: 1pm and 4pm; Saturday and Sunday: 12:30pm

You can find a list of food banks through the 211 Toronto website

<https://www.211toronto.ca/topic/Central%20Region/ORGANIZATION/fht142/Central%20Region>

Daily Bread Food Bank network: <https://www.dailybread.ca/need-food/programs-by-location/>

RESOURCES AVAILABLE UNDER COVID-19 RESTRICTIONS AND MODIFICATION

HOW TO ACCESS ONTARIO WORKS

To apply for Ontario Works, please call the application centre to complete a phone application. Translators are available on the phone, just request a translator in your language. In the application, they will ask questions about your personal and financial information. After the phone application, you will be asked to either attend an appointment at your local Ontario Works office, or to do an interview on the phone at a later time.

The application phone number depends on where you live:

- City of Toronto (North York, Scarborough, Etobicoke): 416-338-8888
Wait till you hear “You can visit us online...” (after the first pause), then press 3-1-1-2, then wait.
- Peel Region (Mississauga / Brampton): 905-793-9200
Press 3 then wait.
- York Region (Vaughan / Richmond Hill / Markham): 1-877-464-9675
Press 1-1, then wait till you hear “Thank you for calling York Region,” then 3.
- Durham Region (Pickering / Ajax / Whitby / Oshawa): 905-428-8982
Press 1-4.

Ontario Works Services is encouraging you to apply by phone and not online at this moment. If you do the application by phone you will get an appointment sooner than if you do the application online.

The caseworker will then contact the client and will ask for documents to be faxed (if that is possible) such as ID, and bank information (if they have opened a bank account) so that they can provide assistance without having to go for an appointment. However, there can be delays for the appointment due the increasing number of applicants.

HOW TO APPLY SOCIAL INSURANCE :

There is no fee to apply for a social insurance number (SIN). SIN applications are only accepted online or by email (refugee claimants need to have their wp)

online applications: 1) prove legal status in Canada; 2) document to confirm your identity; and 3) proof of address

<https://www.canada.ca/en/employment-social-development/corporate/notices/sin-applicant-guide.html>

RESOURCES AVAILABLE UNDER COVID-19 RESTRICTIONS AND MODIFICATION

Applying by mail (documents needed)

completed SIN application form (you can order the form by phone at 1-506-548-7961) only original documents

Service Canada, Social Insurance Registration Office

PO Box 7000 Bathurst NB E2A 4T1 Canada

<https://eservices.canada.ca/>

WORK PERMIT

You can keep working even if your work permit expires. If you already applied for a work permit extension you should keep proof that you submitted the application before your work permit expired. This is called **IMPLIED STATUS**

<https://www.cic.gc.ca/english/helpcentre/answer.asp?qnum=189&top=17>

ACCESSING INCOME SUPPORT IN THE WAKE OF COVID-19

-Canada Emergency Response Benefit provides \$2,000 a month for up to 16 weeks : you can apply if you are not able to work because of the COVID 19

<https://www.canada.ca/en/services/benefits/ei/cerb-application.html>



VIRTUAL INFO SESSION
THURSDAYS 10:30 AM

IMPACT OF THE COVID 19 IN THE REFUGEE PROCESS IN CANADA

Connect with us and learn how to navigate the immigration system during this difficult time. The webinar is focused on the refugee process, postponement of refugee hearings and resources available. Also, we will explore ideas on what to do while you are waiting for your refugee hearing.

Registration
Carolina Teves
cteves@fcjrefugeecentre.org

For more information you are welcome to join us at our Virtual Information Sessions on Thursdays at 10:30 am .

Also you can listen our Borderless Voices Podcast every Wednesday. You can find them at our website. Feel free to contact us any time 416- 469 9754



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-  info@fcjrefugeecentre.org
-  416- 469 9754
-  647-971-2153 Migrant Workers

COALITION OF SERVICE PROVIDERS CONTACT LIST

| AGENCY | CITY | PHONE | EMAIL | WEBSITE |
|--|---------------|---------------|--|---|
| Adam House | TORONTO | 416 538 2836 | info@adamhouse.org | https://www.adamhouse.org/ |
| Angela Rose house | WINDSOR | 226 674 4944 | angela-rosehouse@gmail.com | http://communityrefugeefund.ca/our-work/angela-rose-house/ |
| Carty House | OTTAWA | 613 236 8855 | office@cartyhouse.org | https://cartyhouse.org/ |
| Casa El Norte | FORT - ERIE | 905-871-4483 | casaelnorte@cogeco.net | |
| Casa Maria Refugee Homes | Peterborough | 705 7435164 | ruthhennessey@sympatico.ca | |
| Chez Marie Refugee Assistance | ST CATHARINES | 905-682-5795 | refugeestcatharines@cogeco.net | https://niagara.cioc.ca/record/NIA3641 |
| Christie Refugee Welcome Centre | TORONTO | 416 588 9277 | | https://christiestreetrc.com/ |
| COSTI / Immigrant Services | TORONTO | 416 493 9000 | reception@costi.org | http://www.costi.org/ |
| Diocese of London Refugee Ministry | WINDSOR | 519- 256-0506 | claireroq@dol.ca | https://dol.ca/ministries |
| FCJ Refugee Centre | TORONTO | 416 469 2670 | info@fcjrefugeecentre.org | www.fcjrefugeecentre.org |
| First Contact/Red Cross | TORONTO | 416 480 0195 | firstcontactontario@redcross.ca | www.redcross.ca |
| Freedom House | DETROIT | 313 964-4320 | ddrennan@freedomhousedetroit.org | https://www.freedomhousedetroit.org/ |
| K-W Multicultural Centre | KITCHENER | 519 208 9582 | intake@kwmulticultural.ca | https://kwmulticultural.ca/ |
| Matthew House Ottawa | OTTAWA | 613 212 1499 | fbinfo@matthewhouseottawa.org | https://www.matthewhouseottawa.org/ |
| Matthew House Refugee Ministry | FORT ERIE | 905-871-6059 | matthewhfe@gmail.com | matthewhouseforterie.com |
| Matthew House Toronto | TORONTO | 416 203 7848 | admin@matthewhouse.ca | https://www.matthewhouse.ca/ |
| Matthew House Windsor | WINDSOR | 519 945 7327 | info@matthewhousewindsor.org | http://matthewhousewindsor.org/ |
| MCRS | KITCHENER | 519 571 1912 | office@mcrs.ca | https://mcrs.ca/ |
| Micah House | HAMILTON | 905 296 4387 | info@micahhouse.ca | http://micahhouse.ca/ |
| Peace Bridge Newcomers Centre/ Fort Erie Multicultural Centre | FORT-ERIE | 905 871 3641 | service@firststepsincanada.com | www.firststepsincanada.com |
| Quaker Committee for Refugees | TORONTO | 416 964 9669 | tmmfriendshouse@hotmail.com | www.torontoquakermeeting.org |
| Romero House | TORONTO | 416 763 1303 | info@romerohouse.org | https://romerohouse.org/ |
| Sojourn house | TORONTO | 416 864 9136 | drutembesa@sojournhouse.org | http://www.sojournhouse.org/ |
| The 519 | TORONTO | 416 355 6794 | Info@The519.org | https://www.the519.org/ |
| The Peoples House | TORONTO | 416-499-4209 | ThePeoplesHouse@thepeopleschurch.ca | www.thepeopleshouse.ca |
| Vive /Jericho Road Community Health Center | BUFFALO, NY | 716-892-4354 | www.viveinc.org | https://www.jrchc.org/vive/ |