

Communities in Action Resource Guide

A handbook for Tenants at
TCHC

Presented by CASSA

And

Supported by TCHC

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1. Introduction

Communities in Action project is a collaborative effort between Toronto Community Housing Corporation (TCHC) and Council of Agencies Serving South Asians (CASSA). TCHC provides quality housing for low and moderate income households and works to create community conditions that minimize risk and promote resiliency. CASSA is a social justice umbrella organization that works to facilitate the economic, social, political and cultural empowerment of South Asians in Ontario by advocating on issues that affect the South Asian communities.

Both organizations together had begun this project with the objective to empower the TCHC's South Asian tenants by engaging them in civic processes and by encouraging them to self advocate on issues they face. The project also included the involvement of multiple stakeholders to ensure that adequate support and resources are made available to the communities in the short and long term.

South Asians make up a significant portion of Toronto's population. This population possesses many skills and talents that add on to the rich diversity of our city. However, at the same time, there are many systemic issues that the South Asian communities face and many times these issues

remain unnoticed, ignored and unheard. Hence, the need to advocate to create change and to advance as a community becomes more critical than ever. Advocacy involves a broad range of activities aimed at changing public opinion and policy by collectively taking action. Community engagement enables people to make informed decisions and take control of their situation.

CASSA is delighted to publish this small handbook for TCHC tenants in three languages: English, Bengali and Tamil. We hope that the handbook can be a resource for those who are in need of support, guidance and information. But more importantly, we hope that this handbook can be a tool for social change.

2. Steps to organize an advocacy campaign

- a. Research
 - i. Perform research for the campaign and search for facts and other information on the issue.
 - ii. Describe the issue, refine it within the organizational/group perspective and determine priorities within that issue
- b. Identify goals, mission and objectives

- i. Goals will create a dedication to achieve and provide a general direction
 - ii. Mission statement will outline the general tasks or direction
 - iii. Objectives should be reasonable, assessable, appropriate and time-lined
- c. Plan the Campaign by determining community and system changes the group intends to influence
- d. Identify:
 - i. assets and resources that you have to work with ex: financial resources, number of volunteers
 - ii. Potential targets and allies in order to influence a change in their behaviour or to help you by contributing to the cause respectively.
- e. Outline campaign strategies and tactics depending on the situation
- f. Outline the evaluation process of the Campaign
 - i. Determine success indicators
 - ii. Obtain ways to gauge success
 - iii. Determine how the gathered information will help improve the campaign

- g. Implement the Campaign then follow up with an evaluation

3. Tips to write a letter to the Editor

If you want to reach out to the media writing a letter to the editor is a good way to start. Usually letters to editors can be used to relay your message, provide clarity on an issue, increase coverage on a topic and influence behaviour and opinions.

The most important points should be included at the beginning of the letter so that you can grasp the person's attention immediately. You should address the relevant facts that are ignored while presenting your arguments clearly and concisely. Also, be sure to keep your letter short and simple yet effective and keep within the limit of 250 words

Tips on letter writing

1. Choose an issue for your letter
2. Write one to two sentences each that includes:
 - a. your interest in the issue
 - b. the purpose of the letter
 - c. some background information
 - d. your opinion

3. in a couple of sentences suggest solutions and action items that can motivate policy makers, readers etc.
4. Include your full name and contact information at the end of the letter
5. Make sure to proofread your letter before sending
6. You can either email, mail or fax the letter. If emailing, make sure to include the letter as the text of the email instead of attachments

4. **Ways to lobby your MPs**

*(Source: United Church Canada;
Summary of
<http://www.unitedchurch.ca/getinvolved/takeaction/advocacy>)*

i. **Face to Face Meetings with Members of Parliament**

Learn the name and political party of the MPs you want to meet, and locate their constituency offices. Their addresses and phone numbers are in the blue pages of the telephone book in the Government section under Members of Parliament, or online on the Government of Canada site.

1. **Before the meeting:**

- a. Make an Appointment by calling the constituency office
- b. Know your subject
- c. Be familiar with the political process. Make sure you also understand enough about the political system not to make avoidable mistakes that an MP may pounce on. Familiarize yourself with what the Government and the Opposition are saying on particular aspects of the issue you are raising. This will suggest what strategy and arguments you might use to exert influence.
- d. Organize Your Delegation. Three is an ideal number for a delegation. Having others to share the discussion, as well as to take notes, can be invaluable. Try to include somebody who is a member of the MP's political party.

2. At the Meeting

- a. Be presentable and respect formalities.
- b. Be articulate and concise, as well as friendly and polite. If you are asked a question that you cannot answer, say you don't know and arrange to get back to them with an answer.

- c. Don't speak for too long. Remember, you are aiming to open up a dialogue and get the MP to do something about your concerns
- d. It is important to find out the MP's views on the issue at hand. Listen to what they say and be prepared to start from their position.
- e. Give the MP good political reasons why they should be prepared to take a stand.
Remember, politicians like numbers, so be familiar with any useful polls (e.g., "40 percent of people polled said they were confused about the child tax benefit").
- f. Ask what they would be prepared to do.
Draw a commitment from them; that means you will have to get back in touch and vice versa. Would they be prepared to:
 - make a public statement
 - ask a question in Parliament
 - talk to a fellow MP or a Cabinet minister on your behalf
 - write a letter raising your concerns
 - table a petition
 - raise the issue at a party meeting
- g. Regardless of the meeting's outcome, thank them again for the opportunity to meet and to air your concerns. Leave behind easy-to-

read literature and a summary of your concerns.

- h. If local media seem sympathetic to your cause, you may be able to interest them in covering your visit.

3. After the meeting

- a. Follow up: If you have promised further information, ensure you deliver it as soon as possible. Also make sure the MP honours any commitment made to you. If you don't hear anything within a week or so, phone or write until it's resolved.
- b. Debrief: Talk the meeting over with your group. Discuss what worked, what did not, and what could be done better.
- c. Communicate with Allies: Communicate with ecumenical partners, as well as civil organizations who have similar concerns.

ii. Writing to Members of Parliament

Although face-to-face meetings with MPs are usually the most effective, the number of letters, e-mails, and faxes received on any

issue can also be a very real yardstick of the extent of public concern.

Some letter-writing basics to keep in mind:

- Have your message typed (or make sure your handwriting is legible).
- Include your name, address, and telephone number. Introduce yourself—who you are and why you are making contact. Specify if your message is to your local MP.
- Be clear and concise, but also informative and persuasive. Review your objectives and priorities, and state clearly what you are asking for.
- Refer to recent news items and relevant facts to make your argument.
- Outline your concerns firmly and clearly but do not be abusive, as such messages are easily dismissed as irrelevant. Offer to provide further information.
- Remember to ask your MP to do something about your concerns.

iii. **Using the Media**

A well-timed story on an issue can have a significant impact in a political campaign. A well-written and well-researched story can

gain community support, which can be used to influence MPs.

iv. **Letters to the Editor**

The most well-read part of any newspaper is the letters section, and politicians refer to the letters to gauge support for particular issues. A letter to the editor is a good way to show support for an issue or engage in a public debate.

5. TORONTO COMMUNITY HOUSING CORPORATION *(Source: TCHC)*

a. Tenant Rights

TCHC will not tolerate, ignore, or condone any form of discrimination, harassment or barrier in employment, housing, contracting and delivery of its services. All employees, contractors, agents, tenants, Board Directors, volunteers and appointees who serve on committees established by TCHC are bound by this policy in their dealings with TCHC.

Occupancy of Accommodation: All tenants, legal occupants, and their guests have a right to equal treatment with respect to the occupancy of a unit that is managed by or on behalf of TCHC, without discrimination or harassment

Services and Facilities: Every person has a right to equal treatment with respect to receipt of goods and services, and use of TCHC's facilities, without discrimination or harassment by TCHC, its contractor(s), agent(s) or tenants because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed or religion, sex, sexual orientation, same-sex partnership status, gender identity, age, marital status, family status, receipt of public assistance, political affiliation, disability or English-language proficiency.

No Retaliation Policy:

TCHC prohibits any punitive action against individuals who pursue their rights.

This protects individuals who:

- make a complaint that he or she reasonably and honestly believes to be true
- take part as a witness in an investigation
- are associated with either the complainant, the respondent or a witness during the complaint process

b. Tenant Participation System

Giving tenants a say

The Tenant Participation System is a formal system of representation that gives tenants a say in decisions that affect their home, building, neighbourhood and community. It also ensures that Toronto Community Housing is

accountable to its tenants for the quality of services and housing we provide.

Other tenant organizations such as social clubs, tenant associations and community and advocacy groups also play a role in each community.

The Tenant Representatives from each Community Housing Unit sit on Community Housing Unit councils. These councils meet regularly with staff to set priorities, allocate resources and solve problems at the community level

A Tenant Representative is elected by tenants for a three-year term.

The Tenant Representative:

- Represents all tenants in the building or complex
- Works with other tenant groups and staff
- Keeps the CHU Council informed about issues
- Reports to tenants about CHU issues
- Advocates for tenants' concerns with other tenants and community partners
- Abides by all Toronto Community Housing policies

Tenant Representatives are not part of the staff. They do not deal with building emergencies, or have keys to apartments or offices. They do not get involved in evictions or disputes over your rent.

Nomination Rules For Tenant Representatives

1) A candidate for Tenant Representative must be a tenant, co-tenant or dependent of tenant(s), in the building or complex where he/she is running. The candidate must be registered on the unit lease.

- 2) To be a candidate for election, a tenant, co-tenant or dependent must be nominated and seconded by a tenant, co-tenant or a dependent in your building/complex. You can nominate yourself.
- 3) A tenant must be 16 years of age or over to nominate a candidate, to be nominated or to vote.
- 4) Each nomination form must be signed by the candidate, which will indicate his/her acceptance.
- 5) Nominations must be received at the Operating Unit/Property Management office or Superintendent's office
- 6) Toronto Community Housing full-time permanent staff, Resident Key Persons, Rooming House Representatives and any family members living within the same household, cannot participate as a candidate.

c. Emergencies and Complaints

Call 911 for emergency help

- If there is fire or smoke in your building
- If a crime is taking place
- If someone is seriously ill or injured
- If the carbon monoxide (CO) detector alarm rings

If you do not speak English

- Tell the emergency operator what language you speak.
- An emergency operator who speaks that language will help.

To Reach TCHC staff Call 416-981-5500

- If there is no heat, electricity or water in your apartment
- If you are locked out
- To report a leak, flood or plugged toilet
- To ask for a repair
- To reach staff
- To ask a question, give a compliment or make a complain
- This phone line is open day and night, seven days a week
- Services are provided in different languages upon request.

EASYTRAC

EasyTrac allows Toronto Community Housing to manage the questions and service requests it gets from tenants. It also provides a way for tenants to follow up on their request using their EasyTrac number.

Here is how it works

As always, if you have a question or a service request, you can:

- Speak to the Superintendent of your building
- Call (416) 981-5500 *Note: Service is available 24 hours in different languages upon request*
- Fill in a Service Request Form (if your building uses them), give it to the Superintendent or drop it off at your Operating Unit or building office
- Visit your OU (Operating Unit Staff) or building office

In order to protect your privacy, Toronto Community Housing will confirm your identity each time you call to ask a question or request a service. Your question or service request will be recorded in a service database and you will be given an EasyTrac number that is assigned to your specific request. Operating Unit staff will act on your request (answer your question or complete your repair).

Benefits of EasyTrac

- There will be a consistent approach when dealing with requests for service and/or information.
- You will have a specific EasyTrac number assigned to your request for service/information.
- Staff will be able to follow up on any request because all staff including Superintendents, Building, CHU and the Response Centre have access to the service database showing the status of each request.
- The service database will allow Toronto Community Housing to build a record and a history of service requests, which will help us in management of the portfolio.

d. TCHC Social Investment Fund :

Toronto Community Housing established the Social Investment Fund in 2004 to support community initiatives that contribute to improving the quality of life of Toronto Community Housing and build strong and healthy communities.

Stream 1 – Ideas & Innovations (up to \$10,000 for one year)

Focus: Smaller scale projects or start-up funding for things such as community celebrations, community gardens, or youth tutoring programs.

Stream 2 – Community Partnership (\$25,000 - \$40,000 for up to two years)

Focus: Developing innovative strategies with new or improved partnerships with Toronto Community Housing to tackle issues of community health such as community arts programs, economic development projects, or reclaiming outdoor space projects.

Stream 3 – Investment (\$25,000 or less for up to three years)

Focus: Support for initiatives that foster partnership between tenants and community organizations and build community capacity to develop solutions to community problems. Examples of projects include recycling community animator programs, international youth programs, and seniors social and outdoor programs.

How do I apply?

For information on how to apply, please contact:
Social Investment Fund
Toronto Community Housing
931 Yonge Street
Toronto, ON M4W 2H2

Tel: (416) 981-4089

Fax: (416) 981-4095

E-mail: sif@torontohousing.ca

e. TCHC Staff Roles

**Given below are general staff roles but these positions are not limited to what is being described*

- Building Staff includes a Project Superintendent, Custodian, Handy Worker or General Custodial Maintenance Person. These staff members take care of cleaning, repairs and most tenant requests. Their hours are posted on their office door. The names of your Building Staff are on a sign in your building.
- Tenant Services Co-ordinators (TSCs): can answer your questions about your lease, your rent account, rent subsidies or transfers to another location. They are in your CHU office.
- Special Constables: they work in the Community Safety Unit to promote safety in the community. They possess the same power as police officers to enforce various laws anywhere in the City of Toronto if the offence is connected to Toronto Community Housing property or vehicles
- Health Promotion Officers (HPOs): work with tenants, staff and community agencies to create a healthy community. They can arrange interpretation and translation, set up tenant meetings and events,

and help you find and access services in your community.

- Youth Engagement Coordinators: works within the communities to strategically engage the youths and build capacity
- Community Safety Promotion Officers (CSPO): act as a catalyst to initiate, facilitate and implement community-based safety strategies that contribute to the creation of engaged and inclusive communities. They also support community leaders to develop strategies that address local concerns
- Community Health Managers (CHM): are responsible for coordinating community led initiatives through a collaborative team approach while connecting the Health Unit's connection to Property Management.
- Operating Unit Managers: manages a portfolio within an area made of diverse communities. They manage the Community Housing Supervisors, Superintendents and the Tenant service coordinators.
- Director: is in charge of a geographically bounded area. They manage the Operating Unit Managers and Community Health Managers

NOTE: to find out information on any staff that you want to contact please call 416-981-550

6. SAFETY AND SECURITY

Community safety

(Source TCHC)

The safest buildings are where people know their neighbours, participate in social activities and work together for the good of their community.

Many buildings have tenant safety committees to help solve security problems. Tenants have helped make their buildings safer through Neighbourhood Watch, Vertical Watch and Safety Audits. To join a group in your building, or to start one, talk to your Tenant Representative, Health Promotion Officer or Community Safety Consultant.

Personal safety

- In many buildings tenants have a “buddy system” to check on each other. Some agencies also have a “telephone buddy system” you can join. For more information, talk to your Tenant Representative, Community Safety Consultant or Health Promotion Officer.

Reporting crimes

- Call 911 if you think a crime is taking place in your building, or someone is in danger.
- Tell the police if you want to remain anonymous. You can also call Crime Stoppers at 222-TIPS if you want to report a crime and wish to remain anonymous. Crime Stoppers does not use call display.
- Tell Building Staff or Community Safety Consultants about your concerns so they can follow up

Apartment Safety Tips

(Source

Crimes Prevention Association of Toronto)

- Always be aware of who is in the elevator prior to getting in. If you feel uncomfortable, do not enter - wait until the next elevator arrives.
- If someone gets in the elevator with you who makes you feel uncomfortable, get off and wait for the next one to come.
- Stand closest to the control panel so you will be able to push as many buttons as possible, if difficulty arises.
- Keep your back to the elevator wall.
- Do not let strangers into your building. The lobby door is the front door to your home.
- If someone buzzes your apartment and you do not know who it is, do not let them in.
- Do not let anyone into your apartment if you do not know them. You are under no obligation to open the door if you do not know who is on the other side.
- If you are in the underground garage and see suspicious activity, leave immediately and call management and/or police.
- Be aware of your surroundings.

FAQs

Q. What do I do if I see a crime in progress?

A. Get yourself into a safe place and call the police right away. Write down a description of the criminals involved,

the make and model of the vehicle if one is involved and the license plate. Remember however, never put yourself in harm's way.

Q. Is there a safe place to stand in an elevator?

A. It is best to have your back to a wall and stand closest to the elevator buttons. If you find yourself in a difficult situation, press as many buttons as possible and get off of the elevator. If someone gets on the elevator with you that make you feel uncomfortable, get off. If someone is on the elevator that makes you feel uncomfortable, don't get on, wait until the next elevator arrives.

Q. If someone knocks on my door that I do not know, should I answer it?

A. Never open the door to strangers, however always talk through the door. Talk to them and tell them you are not interested or let them know that "we" are unable to come to the door right now. Saying "we" even if you are home alone, gives the impression that there is more than one person at home.

Q. What should I do if someone follows me through my lobby door?

A. Do not be confrontational or put yourself in harm's way, but do report it to your Super or Property Manager. The lobby door is the front door to your home. If someone belongs in your apartment building, they should be using a key or "buzzing" the person they are visiting, to let them in.

7. WORKER'S RIGHTS

(Source Worker's Action Center)

You are considered an EMPLOYEE when:

- You receive training from the company.
- The company supervises your work.
- Your boss gives you a schedule, tells you to work a specific number of hours and sets your rate of pay.
- You work with tools or equipment that the company gives you.
- Your work is clearly a part of the business

Your Rights As An Employee:

If you have problems at work, you have protection under the Human Rights Code, Occupational Health and Safety Act and the Employment Standards Act.

You may be eligible for Employment Insurance if you are unemployed.

You can qualify for the Canadian Pension Plan (CPP) and WSIB (Worker's Safety and Insurance Board).

You are an INDEPENDENT CONTRACTOR or SELF-EMPLOYED when:

- You control how your work is done.
- You can freely negotiate your pay and when your work has to be done. This means that you set your own work hours and where you work.
- You own some of your own tools or equipment you use to work.
- You take the full profit or loss from the work or business operation.

Your Rights As An Independent Contractor:

If you have problems at work, like not being paid, your only protection is to hire a lawyer and take the boss to court. You cannot get Employment Insurance when you get laid off or are unemployed. You must pay your own Canada Pension Plan and WSIB contributions.

If Injured at Work:

In Ontario, the law that protects workers is the Occupational Health and Safety Act. It gives workers 3 basic rights so they can change unsafe working conditions. These 3 rights are:

- You have the right to know about health and safety hazards
 - You have the right to participate in keeping your workplace healthy and safe
 - You have the right to refuse work that you feel is unsafe
- Not every company has WSIB coverage.

Employment Insurance EI

EI is a benefit paid to you when you lose your job. It is paid out by a Federal Government office called Service Canada. Both you and your boss contribute to this plan. It is your boss' responsibility to deduct EI from your pay. This should be recorded on your pay slips

How to Apply?

- Go to the nearest Service Canada office to apply for EI or apply online.

- Apply within 4 weeks of your last day of work. Otherwise it may be difficult to get benefits after this time period
- Bring your:
 - Record of Employment (ROE) for every job you had during the past 52 week period
 - Social Insurance Number SIN
 - Banking information for direct deposit
 - Information about your company and yourself

Record of Employment (ROE)

Your boss must give you a Record of Employment (ROE) every time you leave a job. This document is important because it allows you to apply for Employment Insurance (EI). The ROE records the following information from your last place of work in order to calculate your benefits and the number of weeks you will receive them:

- Your name & name of company
- Total hours worked in a 52 week period
- Total gross wages earned in a 26 week period
- Reason for leaving

Temporary Work Alert: ROE

The Temp agency has to give you an ROE. If you have not worked or received income for 7 days, ask the Temp Agency for an ROE. This does not mean you are quitting. Tell this to the Temp Agency. You are considered “laid off” after 7 days of no work or income and can apply for EI benefits if you have enough hours.

You must get the ROE within 5 working days OR on the next pay period.

8. Emergency Hotlines

(Partially sourced from: Community Social Planning Council of Toronto, Toronto Community Services Resource Guide)

To call the nearest Police station to your home:

- Dial: 416-808- (Division #)00
 - Ex: if 31 Division is the nearest to your home you would dial : 416-808-**3100**

Fire, Police Ambulance

911

*Please be aware that 911 operators will likely send police, fire and ambulance services to respond to any emergency. Health care providers contacting 911 can request ‘ambulance only’ for medical emergencies. 911 services are available in many different languages.

Children Emergency Hotlines

Kids Help Phone line

1-800-668-6868

Distress Emergency Hotlines

Distress Line

416-408-4357

Gerstein Centre

416-929-5200

Salvation Army Suicide Prevention & Emergency Counselling

416-285-0100

Emergency Shelter Hotlines

Street Helpline

416-392-3777

Central family intake

416-397-5637

Assaulted Women's Helpline (24 hours)

Crisis phone:

416-863-0511

TTY phone:

416-863-7868

Multicultural Women Against Rape Crisis Line:

416-597-8808

Toronto Rape Crisis Center

416-597-1171

Housing Hotlines

Tenant Hotline

416-921-9494

Toronto Community Housing Corp Tenant Hotline

416-981-5500

Women's Shelters

Beatrice House

416-652-0077

Evangeline's Residence

416-762-9636

Fred Victor Centre Women's Hostel

416-368-2642

Society of St. Vincent de Paul

416-364-5577

The Redwood

416-533-8538

Women and Children Interval House

416-924-1491

Women's Habitat of Etobicoke

416-252-5829

Men and Women Shelters

Heyworth House

416-691-0012

Men Shelters

Scott Mission

416-923-8872

Newcomer/Refugee Shelters

Adam House

416-538-2836

Other

For Toronto Community Information

211

www.211Toronto.ca

Community Services Hotline

416-292-2832

Citizenship and Immigration Canada

1-888-242-2100

FoodLink Hotline:

416-392-6655

9. Community Service Organizations

Abuse counselling services

Rexdale Women's Centre

416-745-0062

23 Westmore Dr. Suite 400, Rexdale

Sherbourne Health Centre

416-324-4180

333 Sherbourne St., Toronto

Women's Counselling, Referral & Education Centre (WCREC)

416-534-7501

489 College St, Ste 303B, Toronto

Provides telephone counselling and referrals to self-help groups, legal services and therapists.

Women's Health in Women's Hands Community Health Centre

416-593-7655

2 Carlton St., Suite 500, Toronto

If Violence was experienced in your home country:

Canadian Centre for Victims of Torture

416-363-1066

194 Jarvis St., 2nd Floor, Toronto

Canadian Centre for Victims of Torture (Scarborough)

2425 Eglinton Ave. East. Unit# 220, Scarborough

416-750-3045

Advocacy Groups

Council of Agencies Serving South Asians (CASSA)

1992 Yonge St. Suite# 205, Toronto

416-932-1359

Canadian Center for Poverty Reduction and Sustainable Development (CPED)

3018 Danforth Ave. Toronto

647 208 7761

Grassroots Youth Collaborative

215 Spadina Ave 4th floor, Toronto
416-644-1015 ext 1281

Income Security Advocacy Centre
425 Adelaide Street West, 5th Floor, Toronto
416-597-5820, 1866-245-4072

Immigration Legal Committee
416-633-1065

INTERCEDE for the Rights of Domestic Workers, Caregivers,
and Newcomers 416-483-4554
234 Eglinton Ave East, Suite 405, Toronto
1-877-483-4554

Justice for Children and Youth
416-920-1633
415 Yonge Street, Suite, Toronto

Scarborough Community Action Network (ScarboroughCAN)

scarboroughCAN@publicinterest.ca
416- 531-2854

Metropolitan Action Committee on Violence Against
Women & Children (METRAC)
158 Spadina Road, Toronto
TTY #: 416-392-3031, 416-392-3135

No One is Illegal- Toronto
<http://toronto.nooneisillegal.org>
Email: nooneisillegal@riseup.net

Ontario Coalition Against Poverty
416-925-6939
10 Britain St., Toronto

SAWRO (South Asian Women's Rights Organization)
10 Teesdale Place #108, Scarborough
416-686-0701
sawro@sawro.com

The Financial Advocacy & Problem Solving Program, St
Christopher House
1033 King Street West,
416-848-7980

Community Legal Clinics

Community and Legal Aid Services Programme (CLASP)
4700 Keele St., Osgoode Hall Room# 118, Toronto
416-736-5029

Downtown Legal Services
Intake line: 416-978-6447
655 Spadina Ave., Toronto
416-934-4535

East Toronto Community Legal Services
416-461-8102
1320 Gerrard St. East, Toronto

Faithful Companions of Jesus (FCJ) Refugee Centre
208 Oakwood Ave., Toronto
416-469-9754

HIV and AIDS Legal Clinic Ontario
1-888-705-8889
65 Wellesley St E, Ste 400, Toronto
Local: 416-340-7790

Jane Finch Community Legal Services
416-398-0677
1315 Finch Ave. West, Suite # 409, Toronto

Justice for Children and Youth
416-920-1633
415 Yonge St. Suite 1203, Toronto

Parkdale Community Legal Services
416-531-2411
1266 Queen St. W, Toronto

Rexdale Community Legal Clinic
416-741-5201
The Woodbine Centre, 500 Rexdale Blvd., Etobicoke

Scarborough Community Legal Services
416-438-7182
695 Markham Rd., Unit # 9 (in the Cedar Heights Plaza),
Scarborough

South Asian Legal Clinic of Ontario (SALCO)
416-487-6371
1992 Yonge St. Suite #205, Toronto

South Etobicoke Community Legal Services
416-252-7218
5353 Dundas St. West, Suite # 210, Etobicoke

West Scarborough Community Legal Services
416-285-4460
201-2425 Eglinton Ave East, Scarborough

Willowdale Community Legal Services
416-492-2437
245 Fairview Mall Dr., Suite #106, Toronto

Health

Access Alliance Multicultural Health and Community
Services
340 College St., Suite 500, Toronto

Regent Park Community Health Centre
465 Dundas Street E.(Main office), Toronto
416-364-2261

South Riverdale Community Health Centre
955 Queen Street East, Toronto

Family Outreach and Response (FOR)
2100 Ellesmere Road, Suite 302, Scarborough
416-439-2221, 416-439-2253

Housing

Scarborough Housing Help Center
2500 Lawrence Avenue East, Unit 205, Scarborough
416-285-8070

Legal Aid

North York Legal Aid Office

416-730-1588

45 Sheppard Avenue East, Suite 106, North York

Scarborough Legal Aid Office

416-750-7172

1921 Eglinton Avenue East, Unit 1A, Scarborough

Multi-service Agencies

Bloor Information and Life Skills Centre

416-531-4613

672 Dupont St., Suite 314, Toronto

Centre for Information and Community Services (CICS)

2330 Midland Ave. Scarborough

416-292-7510

Community Action Resource Centre

416-654-0299

1884 Davenport Rd., Unit 1, Toronto

COSTI

1710 Dufferin St, Toronto

416-658-1600

East Scarborough Storefront

4040 Lawrence Ave E., Scarborough

416-208-9889

Heritage Skills Development Centre(HSDC)

400 McCowan Road, Scarborough
416-345-1613

Malvern Family resource Center
1321 Neilson Road, Scarborough
416-281-1376

Oriole Community Service Association (OCSA)
2975 Don Mills Road, North York
416-496-9562

Polycultural Immigrant Community Services
56 Aberfoyle Crescent, Suite 800 (Administrative Office),
Etobicoke 416-233-1655

South Asian Community Support-Canada
647-456-3403

South Asian Family Support services (SAFSS)
1200 Markham Road, Suite 214 (Head Office), Scarborough
416-431-4847

Thornccliffe Neighbourhood Office
18 Thornccliffe Park Drive, East York
416- 421- 3054

West Hill Community Services
3545 Kingston Road, Ground floor (Head office),
Scarborough 416-284-5931

WoodGreen Community Services
815 Danforth Avenue, Suite 402, Toronto
416-645-6000

Newcomers' Support services

CultureLink

416-588-6288

160 Springhurst Ave. Suite 300, Toronto

YMCA Newcomer Information Centre

416-928-6690

42 Charles St. East, 3rd floor, Toronto

Tenants' Rights

Ontario Rental Housing Tribunal

416-645-8080, 1-888-332-3234

Ministry of Municipal Affairs and Housing Investigation Unit

at: 416-585-7214, 1-888-772-9277

Parkdale Tenants' Association

416-760-2149

www.torontotenants.org

www.canlaw.com/tenants/tenants.htm

Women Centers

Rexdale Women's Centre

416-745-0062

23 Westmore Dr. Suite 400, Etobicoke

Scarborough Women's Center

2100 Ellesmere Road, Suite 245, Scarborough

416-439-7111

South Asian Women's Center (SAWC)
800 Lansdowne Ave , Toronto
416-537-2276

We Are for Women and Families Support Services
810-225 Morningside Ave., Scarborough
416-283-7276

Working Women Community Centre
416-532-2824
533A Gladstone Avenue, Toronto

Workers' Rights

Workers' Action Centre
720 Spadina Ave., Suite 223, Toronto
416-531-0778
www.workersactioncentre.org

INTERCEDE for the Rights of Domestic Workers, Caregivers,
and Newcomers
234 Eglinton Ave East, Suite 405, Toronto
416-483-4554, 1-877-483-4554

Workers Circle Scarborough
647-835-9429
215 Markham Road, Ground Floor, Scarborough
scarboroughworkerscircle@gmail.com

Youth Services

Alternative Youth Center for Employment
505 Consumers Road, North York

East Metro Youth Services (EMYS)
1200 Markham Road, Suite 200, Scarborough
416-438-3697

Bengladeshi Organizations

Bengladeshi Community Services(BCS)
2811 Danforth Ave , Toronto
416-699-4484, 416-439-5557

Bangladesh Jonokalyan Sangstha
355 Main St., Toronto
416-274-7598, 416-564-9142

Ontario Bangladeshi Educator Community Support Service
(OBECSS)
78 Wilkes Crescent, Toronto
647-345-8466, 416-286-4166

Tamil Organizations

Canadian Tamil Congress(CTC)
31 Progress Avenue, Suite 216 (Head Office), Scarborough
416-240-0078

Canadian Tamil Youth Development Centre (CanTYD)
705 Progress Avenue, Unit 40, Scarborough
416-431-4100

Scarborough Muthu Tamilar Sangam
416-287-3968, 416-284-9268

Senior Tamils Centre of Ontario
5200 Finch Ave East, Scarborough
416-496-2897

Tamil Academy of Culture & Technology
3150 Eglinton Ave. E, Suite 6, Scarborough
416-757- 2006

Tamil Eelam Society of Canada (TESOC)
1160 Birchmount Rd. (Main office), Scarborough
416-757-6043

Vasantham - Tamil Seniors Wellness Centre
333 Sherbourne Street, Toronto
416-324-4185