

TORONTO Shelter, Support & Housing Administration

The Shelter, Support & Housing Administration Division contributes to healthy communities by ensuring that vulnerable people have a range of shelter and affordable housing options. We provide temporary shelter and support for homeless individuals and families while supporting the City's efforts to create and maintain permanent housing solutions. Our relationship with clients ranges from provision of direct services to homeless families and individuals needing emergency assistance funding about 350 different community agency partners to deliver emergency shelter and other services for people who are homeless or vulnerably housed. This includes 170 social housing providers and 70 co-ops.

Metro Hall
6th fl., 55 John St.
Toronto ON M5V 3C6

General Enquiry.....	397-4182
Facsimile - General Manager's Office	392-0548
- 6 th floor	338-1144
- 6 th floor Hostels.....	392-8758
- 365 Bloor St. E., 15 th fl	338-8228

General Manager	
Phil Brown.....	392-7885
Administrative Assistant to General Manager	
Anna Mak	397-4168
Policy, Planning and Project Consultants	
Laural Raine	392-0546
Doug Rollins.....	392-8638
Trish Horrigan (Acting).....	397-4240
Rudy Mumm (Acting)	397-1776

Emergency Planning

General Enquiry.....	392-9206
Facsimile.....	397-4554

Manager	
Elaine Smyer	397-1384
Emergency Planning Co-ordinators	
Bryon Clarke	392-9199
Donna Clark	397-1778
Emergency Planning Co-ordinator (Policy)	
Sheryl Pollock	392-0053
Policy Development Officer	
Rosemary Foulds	392-6609
Support Assistant B	
Tamara Williams	392-9206

Hostel Services

The Hostel Services Unit provides emergency shelter and assistance to homeless individuals and families with children. Meals and basic necessities are provided in a secure environment, as well as case management, counselling and support programs for adults and children. The unit is also responsible for the funding and administering the shelter system in the City of Toronto.

Metro Hall
6th fl., 55 John St.
Toronto ON M5V 3C6

General Enquiry.....	392-8741
Facsimile.....	392-8758
Need emergency shelter?	
Call 311 or Central Intake (toll free) 1-877-338-3398	

Director	
Anne Longair.....	392-5417
Administrative Assistant	
Sheila Robinson.....	392-6110

Hostels - Housing First Initiatives

Manager	
Carloes Francis (Acting).....	397-4493

Operations & Support Services

Manager	
Brad Boucher (Acting)	392-4534
Administrative Supervisor	
Arneil Duzon	392-9208

Administrative Support
 Kimmy Chan392-6127
 Supervisor, Agency Review & Quality Assurance
 Vacant

Supervisor, Client Services
 Nicole Williams.....397-5522

Agency Review Officers
 Michele Connell397-4164
 John Methven397-4230
 Morag Perkins392-6106

Policy Development Officer
 Vacant.....

Planning & Development

Manager
 Anabella Wainberg.....392-5503

Policy Development Officers
 Mark Kim392-8783
 Viktoriya Zemlyanukhina.....397-4102
 Sadick Sam.....392-0908

Project Officer
 Kimberly Smith397-5521

Staff Services Co-ordinator
 Michael Gates.....392-9379

Policy Support (Intern/Fellow).....397-7648

Birkdale Residence

1229 Ellesmere Rd.
 Toronto ON M1P 4V8

General Enquiry.....392-5650
 Family Resource Centre -392-6260
 Shift Leaders.....392-5719
 Facsimile.....392-5855

Manager
 Holly Kensey (Acting)392-5670

Social Assistance Supervisor (Women’s Program)
 Mary Shaw392-5877

Social Assistance Supervisor (Children’s Program)
 Sunita Persaud392-5552

Support Assistants
 Sandra Jack.....397-5656
 Julie Ciampini.....397-5665

Family Residence

4222 Kingston Rd.
 Toronto ON M1E 2M6

General Enquiry.....397-1318
 Shift Leaders.....397-1396
 Facsimile.....397-1394

Manager
 Leslie Jardine397-1398

Children’s Program Supervisor
 Melissa Peddle (Acting)397-1392

Supervisors of Social Assistance
 Omar Magre (Housing & Outreach).....392-9713
 Don Nichols (Counselling Unit).....397-1319

Support Assistants
 Sandra Campolucci.....397-1722
 Sheila Sandiford397-1395
 Vacant.....397-1397

Supervisor, Property Services
 Patricia Ginn.....397-1391

Greenfield Family Centre – Central Intake

305 Greenfield Ave.
 Toronto ON M2N 3E7

General Enquiry.....338-2497
 Central Intake Line397-5637
 Facsimile (Central Family Intake)397-5725

Manager
 Leslie Jardine.....397-1398

Supervisor, Social Assistance
 Wendy Learoyd338-2497

Shift Leader397-5651

Clerk
 Vacant.....397-5626

Robertson House
291 Sherbourne St.
 Toronto ON M5A 2R9

Main Desk	392-5662
Shift Leaders.....	392-3899
Daycare Centre	397-4545
Facsimile.....	392-3897

Manager	
Emese Kis.....	397-5632
Support Assistants	
Kerry-Ann Tardiel.....	392-5658
Sandra Sierra	392-5655
Dietary Services	
Ingrid Campbell.....	397-4547
Property Services	
Jack Ramos (Custodian).....	397-4550
Supervisors of Social Assistance	
Carlene Laborde-Cox	392-5082
Lorraine Clarke.....	397-5714

Seaton House

339 George St.
 Toronto ON M5A 2N2

General Inquiry (Centre Island).....	392-5522/5527
Annex Program.....	397-5598/338-3190
Birchmount Residence.....	392-5797/6164
Downsview Dells	392-5447
Fort York Residence.....	338-8800
Hostel Program.....	392-5547/5548
Long-Term Program.....	392-5542/5544
O'Neill House.....	392-5407/5535
General Facsimile.....	392-5549

Manager	
Karen Smith (Acting).....	392-5524
Facsimile	392-5549
Program Co-ordinator	
Shawn Yoder (Acting).....	392-5601
Administrative Supervisor	
Sally Wilbur	392-5775
Administrative Co-ordinator	
Vacant.....	392-4232

Support Assistants	
Flor Ardon.....	392-5751
Jody Clarke.....	397-5647
Ron Craddock.....	338-3183
Anna Manguera	392-5410
Lilian Onofre	392-5523
Yvette St. Louis.....	392-5581
Heather Bartley.....	392-5551
Doris Ballesteros	338-3193

Annex Harm Reduction Program

Facsimile.....392-3597

Program Supervisor

Art Manuel

Shift Leaders.....397-5598

Nurse Manager

Catherine Perruzza.....392-6668

Infirmiry Unit Program

Shift Leader Co-ordinator.....392-6706

Support Assistant

Pearl Bankersingh

Hostel Program & Centre Island/Reception

Facsimile.....392-5532

Program Supervisor

Qadeem Hamadi

Shift Leaders – Hostel

Shift Leader – Centre Island/Reception.....392-5531

Birchmount Residence

1673 Kingston Rd.

Facsimile.....392-5801

Program Supervisor

Viresh Raghubeer

Shift Leaders.....392-5798/7

Long-Term Program

339 George St., 4th fl.

Facsimile.....392-5545

Program Supervisor

Dan Anstett.....392-5761

Shift Leaders.....392-5543/2

Downsview Dells

1651 Sheppard Ave. W.

Facsimile.....392-5455

Program Supervisor

Austen Egiebor

Shift Leaders Office.....392-5452

O'Neill Program339 George St., 1st Fl**Program Supervisor**

Viresh Raghubeer392-5399

Shift Leaders Office.....392-5298

Dietary Services**Food & Nutrition Manager**

Hanan Soliman (Acting).....392-5540

Food Services Supervisors.....392-2886

Charlene Pan.....392-2885

Marcia Dawes.....392-6615

Iris Clarke.....392-6294

Karl Huelser.....392-5653

Aliene Gibbons.....392-5499

Property Services**Supervisor of Building Services & Housekeeping**

Steve Cassidy.....392-5538

Property Services Supervisor

Steve Fountain.....397-0721

Fort York Residence

38 Bathurst St.

Toronto ON M5V 3W3

Facsimile.....338-6556

Program Supervisor

Austen Egiebor.....338-6550

Shift Leader's Office.....338-6544

Women's Residence

674 Dundas St. W.

Toronto ON M5T 1H9

Main Program General Enquiry.....392-5500

Shift Leaders.....392-5501/392-5506

Facsimile.....392-5599

Manager

Tracy Campbell (Acting).....392-8747

Main Program Supervisor

Milton Barrera.....392-6362

Social Assistance Supervisor

Susan Harris.....392-6087

Emily Kovacs.....392-5471

Support Assistants

Chris Bertrand.....392-5550

Elma Garnes.....392-5502

Vida Kashani.....392-9304/338-5965

Dietary Services**Food Services Supervisor**

Zeny Benedicto.....392-2696

Property Services**Property Service Supervisor**

Nenad Milekovic.....392-5480

Adelaide Resource Centre for Women

General Enquiry.....392-9243

Facsimile.....392-9575

Program Supervisor

Stefanie Krasij.....392-9239

Clerk

Vida Kashani.....392-9304

Bellwoods House

General Enquiry.....392-5790

Facsimile.....392-5794

Shift Leader

Jermet Levene.....392-5790

Streets to Homes

The Streets to Homes Program provides street outreach and housing assistance to people who are homeless and living outside or street involved. The program provides to supports to clients once housed.

Manager

Gord Tanner.....397-4210

Support Assistant A

Stephanie Parsons.....397-5055

Support Assistant C

Nadine Nelson.....397-4172

Street Outreach Programs Officers

Toby Druce.....397-4399

Sue Goodfellow.....338-4877

Bonnie Wakely.....398-4877

Supervisor, Social Assistance

Hellen Haziprodromu.....392-0096

Katie Keating.....397-5073

Sherry Waters.....397-4282

Shift Leaders – Street Outreach.....397-5182

Research Analysts

Lily Chung.....397-5033
Tricia Marcellin.....338-1142

Sonya Van Kruistum397-4483
Michelle Watson.....397-5098
Ryan Wilson397-5103

Street Outreach Counsellors

Fatimah al-Maqdisy.....397-1962
Nadia Bacheu397-5157
Dennis Brenyah397-5089
Anthony Ciaravella.....397-5045
James Cook.....397-5146
Sarah Cunningham397-4425
Anna Curto397-5084
Lara Danon397-5087
Mary Ellen Esposti392-0091
Stephanie Iannizi397-5199
Craig Kirby.....397-5115
Nana Konadu397-7515
Fiona Lau.....397-5101
Sharon Llewellyn392-0092
Carol Anne Lopresti397-5094
Andrea Paul397-5083
Subrato Saha.....397-5131
Curlene Thompson397-5078
Stephen Wilson.....392-1933

Streets to Homes – Assessment and Referral Centre

129 Peter St.
Toronto ON M5V 2H3

24-hour line392-0090
Facsimile.....338-4760

Street Outreach Program Officer

Pat Marcello 392-0099/338-5003
Shift Leaders.....338-4994
Supervisor, Social Assistance
Lisa Warren397-5137
Support Assistant C
Allison Wilson.....392-8749

Counsellor

Marek Bero.....397-5683
Dietary338-4762
CSW's398-4997

Street Outreach Workers

Houshamand Allami397-4485
Wayne Burke397-5103
Cleo Ceron.....397-5196
Stan Charity397-5196
Francis Chiu397-4488
Simon Collins397-5109
Lee Cruz397-5128
Rosa Delgado397-5107
Gina Donofrio.....397-4489
Falynn Draper.....397-4483
Nikki Dube397-5156
Bronwen Fitzsimons397-5118
Janis Fraser397-5204
Dustin Galer397-5201
Carol Gregg397-5156
George Hanniford.....397-4488
Behzad Homa397-4486
Lisa Hunt397-5030
Hussein Jahazi397-7489
Kelly Johnson-Solio397-5116
Sean Kerr397-4486
Trish Lenz.....397-4482
Shanique McNeil.....397-5201
Ami Muli397-5030
Ron Nicholson397-5107
Jessica Pantazopoulos.....397-5145
Emmet Reed397-5198
Tina Sipione397-4489
Kamla Sudama397-5098
Angela Villalba.....397-4484

Housing & Homelessness Supports & Initiatives

The Housing & Homelessness Supports & Initiatives Unit provides funding and supports to community agencies that work with individuals and families who are homeless or marginally housed. It also funds programs for landlords and tenants, and provides direct services to help people living on the streets to find and keep housing.

Metro Hall
6th fl., 55 John St.
Toronto ON M5V 3C6

Director

Julie Western Set (Acting).....338-1141
Administrative Assistant
Chiquitita Santarromana (Acting)397-4177
Support Assistant A
Isabella Williams392-6603
Policy Development Officers
Gwynne Cheung392-0643
Emily Gaus397-7518
Vacant.....

Community Initiatives

Manager	
Alice Broughton	392-1031
Support Assistants	
Laila Parpia.....	392-7198
Jacqueline D'Souza.....	397-7522
Agency Review Officers	
Lauren Boudreau	392-1266
Sally Bryant.....	397-4197
Azar Farahani	392-0068
Meeley Chan.....	392-0058
Vacant.....	397-7522
Agency Review Co-Ordinator	
Sandra Vaughan	397-4192
Research Analyst 1	
Heath Priston	397-4103

Homelessness Partnership Initiative (HPI)

Manager, Programs	
Wesley Leicester (Acting).....	397-4199
Administrative Co-ordinator	
Vacant.....	
Support Assistant B	
Nicole Baptiste	338-1135
Homelessness Employment, Policy Development Officer	
Janet McGillen	397-4299
Employability Specialists	
Lynne McKee	392-6105
Victoria Froats.....	397-4184
Nicole McKenzie.....	397-4133
Robert Reed.....	397-7521
Policy Development Officers	
Alex Vamos.....	397-1779

Service Initiatives

Manager	
Joseph Stalteri(Acting)	397-1275
Support Assistant B	
Andrea Angel	392-6107
Aboriginal Homelessness Services, Policy Development Officer	
Vacant.....	
Agency Review Officers	
Janet Cangiano	392-0055
Anna Fleming (Acting).....	397-4173
Barbara MacGibbon	338-1145
Amber Neumann	397-7523
Tracey Smith (Acting).....	397-4830
Research Analyst 1	
Tammy Waugh-Stewart.....	397-4327

Partnership & Community Outreach

Manager	
Patricia Anderson	397-4328
Communications Representatives	
Peggy Byrne	392-0051
Erinn Leckie	397-5142
Graphic Designer	
Shannon Olliffe	397-4167
Policy Development Officer	
Sonia Zyvatkaukas	392-1264

Program Support

The Program Support Unit provides the administrative support for the division for payroll and personnel functions, budget staff as well as Information Technology development and support.

Metro Hall
6th fl., 55 John St.
Toronto ON M5V 3C6

Director	
Glenn Morgan.....	397-4161
Senior Financial Analyst	
Daniella Samulewski	397-4132
Budget Co-ordinators	
Kitty Lo	338-1165
Mai Marks	338-1164
Budget Analysts	
Edgardo Antonio	397-4188
Pedros Chinchinian.....	397-4174
Dennis Reynolds.....	397-4163
Office Supervisor	
Carol Zeni.....	392-5306
Support Assistant B	
Laura Bailey	397-7297
Support Assistant C	
Irene Dubelt.....	397-4193
Payroll Support	
Donna Sutton	338-1130
Purchasing Supervisor	
Claude Kent	392-0100

Information Technology

IT Manager	
Michael Vasiliou	397-1781
IT Coordinator	
Atul Medhekar	397-1782
Application & Technical Support Specialists 2	
Rod Davis	397-4102
Mike Hussey	338-1139
Kenneth Kwok	397-7519
Michael Young	397-7520

IT Support - 21 Park Rd.
21 Park Rd.
Toronto ON M4W 2N1

Facsimile.....397-4430

IT Manager	
Michael Vasiliou	397-1781
Senior Systems Integrator	
Ben Lee	338-1136
Systems Integrators 1	
Qing Zhang	397-1775

SHAS - 21 Park Rd.

Facsimile.....397-4430

Coordinators, Information & Technology	
Claudio Aretusi.....	397-4208
Cassidy Tang	338-9921
Systems Integrator I	
Philip Chan	338-9923
George Ruan	338-9924
Taiqi Ran	338-4893
Systems Integrator II	
Tracy Tan	338-9922

Social Housing

The Social Housing Unit is responsible for the funding and administration of social housing programs in the City of Toronto. Responsibility for social housing was transferred from the Province of Ontario to the City of Toronto on May 1, 2002.

15th fl., 365 Bloor St. E.
Toronto ON M4W 3L4

General Enquiry.....392-4126
Facsimile.....696-3718

Director	
Phillip Abrahams	392-0054
Support Assistant A	
Kenneth Rutter	338-1137
Social Housing Consultant	
Scott Pennington.....	338-8209

Managers	
Glenn Courtney	397-4181
Maria Varlokostas	338-8224

Funding & Risk Management

Manager, Social Housing	
Maria Varlokostas	338-8224
Support Assistant	
Dayle Cleveland	338- 4890
Social Housing Consultant (Asset Management)	
Arlene Rawson	397-4170
Asset Management Consultant	
Glenn Fabris	338-8208
Agency Review Officers (Asset Management)	
Jim Kroesen	338-4891
Terence Frederick.....	338-9915
Senior Financial Analyst	
Deepak Sharma.....	338- 8343
Budget Analyst	
Vacant	338-3194
Social Housing Consultants	
Maureen Houlihan	338-9917
Suzana Lama	338-8210
Richard Marshall	338-4886
Toni Mulgrew.....	338-8207
Brian Smith.....	338-4759
Teresa Tucci	338-8216
Agency Review Officer	
Tony Farebrother	338-3189

Program Administration

Manager, Social Housing	
Glenn Courtney	397-4181
Support Assistants	
Laurie Soto Maya	338-8345
Mihaela Timplaru-Paun.....	338-8342
Policy Development Officer	
Enid Moscovitch.....	397-4180
Ranica Latchman	338-8223
Senior Financial Analyst	
Ritu Sadana.....	338-9916
Financial Systems Analysts	
Helen McMillan	338-8212
Rose Penhale	338-5508
Social Housing Consultants	
Brian Bursten.....	338-8217
Leif Lahtinen	338-8215
Eric Martin	338-8226
Mark Mascarenhas.....	338-8225
Mario Mendes.....	338-8214
Leslie O'Reilly	338-8220
Susan Raiskums.....	338-8218
Bob Steffler	338-8222
Jelica Vrana	338-8211

SHRRP Administration

Social Housing Consultants	
Diane Andoseh	338-8213
John Lovell.....	338-4885
Support Assistant	
Ranica Latchman	338-8223
Agency Review Officers	
Robert Bishop.....	338--5789
John McCarthy	338-9919