

# Where to get services following an emergency

## Emergency accommodation

If you are in need of emergency shelter call ..... **3-1-1**

**Central Intake** ..... **416-338-4766**  
24 hours a day, seven days a week. **1-877-338-3398**

**The Assessment and Referral Centre** ..... **416-392-0090**  
129 Peter Street **1-877-338-3398**  
Walk-in service 8pm until 7:30am; no families with children

## Financial assistance

**Toronto Employment and Social Services** ..... **416-392-2956**  
**www.toronto.ca/socialservices** **1-888-465-4478**  
Delivers the Ontario Works program and employment training; (after hours, call 3-1-1)  
can provide emergency financial assistance.

## Counselling services

**Distress Centres of Toronto** ..... **416-408-HELP (4357)**  
**www.torontodistresscentre.com**  
24 hours a day, seven days a week.  
Offers emotional support, crisis intervention, suicide prevention and linkage to emergency help when necessary.

**Toronto Public Health** ..... **416-338-7600**  
**www.toronto.ca/health**  
During an emergency, emotional and mental stress may trigger feelings of being overwhelmed and unsafe Toronto Public Health's Community Crisis Support Team can help.

## Pets

**Toronto Animal Services** ..... **416-338-PAWS (7297)**  
**www.toronto.ca/animal\_services**  
Call to report animals left behind in an evacuation; provides a 24-hour emergency response for missing pets.

## Health

**Telehealth Ontario** ..... **1-866-797-0000**

24 hours a day, seven days a week.

A free, confidential telephone service for general health information or advice from a Registered Nurse. No health card required.

## Tenancy

**Tenant Hotline** ..... **416-921-9494**

**www.torontotenants.org**

M-F, 8:30am to 6pm. After hours, leave detailed message and call will be returned the next business day. Trained staff can explain tenants' rights and obligations, while providing information (but not legal advice) on matters ranging from rent increases, to maintenance, to eviction. Service is available in 150 languages through a telephone interpreting service.

## If you are not sure where to call

**311 Customer Service** ..... **3-1-1**

**www.toronto.ca/311**

24 hours a day, seven days a week.

Information about non-emergency services and programs.

## Insurance

Contact your insurance broker or company directly, or call:

**Insurance Bureau of Canada** ..... **416-362-9528**

**www.consumercentre@ibc.ca**

**1-800-387-2880**

Provides impartial information and direction for inquiries about property and auto insurance.

## After an emergency you may need to notify some or all of the following:

- Family/friends
- Employer
- School
- Insurance company
- Doctor or pharmacy for replacement prescriptions
- Utility providers (including hydro, gas, internet, cable, telephone)
- Bank (report cheques/credit/debit cards left in residence)
- Case worker/Probation Officer/Children's Aid worker/other support workers

