

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.

55 John St. 6th Floor Toronto ON M5V 3C6

General Enquiry.....	397-4182
Facsimile - General Manager	392-0548
55 John St. 6 th Fl.....	338-1144

General Manager (I)

Paul Raftis 392-7885

Administrative Assistant to General Manager

Anna Mak397-4168

Policy, Planning and Project Consultants

Emily Gaus397-7518

Rudy Mumm (Acting)397-1776

Partnership Development & Support

Manager, Partnership & Community Outreach

Patricia Anderson397-4328

Communications Representatives

Peggy Byrne392-0051

Lizette Costa.....397-5142

Graphic Designer

Jodi Green.....397-4167

Policy Development Officer

Sonia Zvyatkauskas392-1264

Homelessness Initiatives & Prevention Services

Homelessness Initiatives & Prevention 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, counseling 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.

625 Church St. 5th Floor.
Toronto ON M4Y 2G1

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

Director

Gord Tanner392-5417

Administrative Assistant

Sheila Robinson.....392-6110

Manager, System Oversight & Response (SOAR)

Sue Goodfellow392-9093

Manager

Tracy Campbell (Acting).....397-5054

Program Coordinator

Tommica Givans (Acting)397-0696

Programs Coordinator

Fiona Lau.....338-6618

Programs Supervisor

Jason Pasquale (Acting)397-5080

Policy Development Officers

Sadick Sam392-0908

Celine Maiolino (Acting)338-1139

Research Analyst

Ryan Nagelmakers392-6474

Administrative Supervisor

Arneil Duzon392-9208

Support Assistant B

Francesca Lao Nieto392-0821

Central Intake

625 Church St, 4th Fl.
Toronto, ON M4Y 2G1

Central Intake 24-Hour Intake Line397-5637
Toll free 1-877-338-3398

Manager

Sharon Campbell397-7315

Supervisor, Social Assistance

Chilombo Olawoye.....338-2497

Shift Leader397-5651

Strategic Team For Rapid Implementation of Key Efforts

625 Church St, 4th Fl.
Toronto, ON M4Y 2G1

Managers

Karlene James.....397-7607

Blaine Lucas392-2223

Mark Toman392-2052

Birkdale Residence

1229 Ellesmere Rd.
Toronto ON M1P 4V8

General Enquiry.....392-5650
Family Resource Centre392-6260
Shift Leaders.....392-5719
Facsimile.....392-5855

Manager

Holly Kensey392-5670

Program Supervisor

Delta Sween.....392-6288

Social Assistance Supervisor (Women's Program)

Lorraine Clarke.....397-5714

Social Assistance Supervisor (Programming)

Sunita Persaud392-5552

Support Assistants

Mark Bercilla.....397-5656

Julie Ciampini.....397-5665

Hellen Lau.....392-5667

Downsview Dells

1651 Sheppard Ave. W.

General Enquiry.....392-5447
Facsimile.....392-5455

Manager

Holly Kensey392-5670

Program Supervisor

Delta Sween.....392-6288

Rob Aversa.....392-7851

Shift Leaders Office.....392-5452

Family Residence

4222 Kingston Rd.
Toronto ON M1E 2M6

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

Manager

Leslie Jardine397-1398

Program Supervisor

Anthony Singh..... 397-1317

Street Outreach Program Officer

Omar Magre392-9713

Supervisors of Social Assistance

Janeen Alexander (Housing & Outreach)
.....397-9209

Alan Simpson (Case Management)397-1319

Sophia Pottinger (Programming)..... 397-1392

Support Assistants

Sandra Campolucci.....397-1722

Caroline Fishwick.....397-1395

Supervisor, Property Services

Dennis Abrogar397-1391

Robertson House

291 Sherbourne St.
Toronto ON M5A 2R9

Main Desk392-5662
Shift Leaders Office.....397-4542
Shift Leaders Desk.....392-3899
Family Resource Centre397-4546
Health Centre.....392-5780
Facsimile.....392-3897

Manager (Acting)	
Shawn Yoder	397-5632
Program Supervisor	
(Vacant)	397-4535
Support Assistant A	
Andrea Angel	392-5658
Support Assistant B	
Erinn Leckie	392-5655
Food Service Supervisor	
Cristina Tuca	397-4547
Property Service Supervisor	
Steve Fountain	397-4550
Supervisors of Social Assistance	
Case Management and Programming (Acting)	
Anna Loduca	392-5877

Birchmount Residence

1673 Kingston Rd.
Toronto ON M1N 1S6

Main Desk	392-5797
Shift Leaders Desk.....	392-5798
Facsimile.....	392-5801

Manager (Acting)	
Shawn Yoder	397-5632
Program Supervisor (Acting)	
Desiree Dockery	392-5796
Support Assistant A	
Andrea Angel	392-5658
Support Assistant B	
Yvette St. Louis	392-2885
Food Service Supervisor	
Cristina Tuca	397-4547
Property Service Supervisor	
Steve Fountain	397-4550
Supervisors of Social Assistance	
Case Management and Programming	
Sandra Damota	392-6165
Food Services	
Kitchen	392-5799

Adelaide Resource Centre for Women

67 Adelaide St. E.
Toronto ON M5C 1K6

General Enquiry.....	392-9243
Activities Organizer Office.....	392-9242
Property Service Maintenance	392-9596
Facsimile.....	392-9575

Manager (Acting)	
Shawn Yoder	397-5632
Support Assistant A	
Andrea Angel	392-5658
Support Assistant B	
Yvette St. Louis	338-5965
Food Service Supervisor	
Cristina Tuca	397-4547
Property Service Supervisor	
Steve Fountain	397-4550
Food Services	
Kitchen	392-9772

Seaton House

339 George St.
Toronto ON M5A 2N2

General Inquiry (Centre Island).....	392-5522/5527
Annex Program.....	397-5598/338-3190
Hostel Program.....	392-5547/5548
Long-Term Program	392-5542/5544
O'Neill House.....	392-5407/5535
General Facsimile	392-5549

Manager	
Monica Waldman	392-5524
Program Co-ordinator	
Scott Callender (Acting).....	392-5601
Administrative Supervisor	
Sally Wilbur	392-5775
Administrative Co-ordinator	
Stephanie Parsons (Acting)	392-4232
Support Assistants	
Flor Ardon	392-5751
Jody Clarke.....	397-5647
Anna Manguera	392-5410
Lilian Onofre	392-5523
Shayne Pinnock	392-5484
Vacant.....	392-5551
Doris Ballesteros	338-3183
Gina Liu (Acting)	392-5581

Annex Harm Reduction Program

Facsimile.....	392-3597
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Program Supervisor	
Katie Keating.....	392-5537
Supervisor Social Assistance	
Michelle Dixon.....	392-5779
Shift Leaders.....	397-5598

Nurse Manager (Seaton House)
Elsa Borja392-4834

Hostel Program & Centre Island/Reception

Facsimile.....	392-5532
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Program Supervisor
Karen Tizzard392-5536
Supervisor Social Assistance
Ubah Tahalil392-5531
Carla O'Brien338-1335
Shift Leaders – Hostel397-0872
Shift Leader – Centre Island/Reception.....392-5531

Long-Term Program

339 George St., 4th fl.

Facsimile.....	392-5545
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Program Supervisor
Viresh Raghubeer392-5536
Supervisor Social Assistance
Theo Prociw.....338-3310
Shift Leaders.....392-5543/2

O'Neill Program

339 George St., 1st Fl

Program Supervisor
Dan Anstett.....392-5761
Shift Leaders Office.....392-5298

Dietary Services

Food & Nutrition Manager
Kyesia Hatcher392-5540
Food Services Supervisors.....392-2886
Iris Clarke392-6294
Karl Huelser392-5499
Ingrid Campbell.....392-6615

Property Services

Supervisor of Building Services & Housekeeping
Steve Cassidy392-5538
Property Services Supervisor
Andre Ament (Acting).....397-0721

Women's Residence

674 Dundas St. W.
Toronto ON M5T 1H9

Main Program General Enquiry.....	392-5500
Shift Leaders.....	392-5501
Facsimile.....	392-5599

Manager
Milton Barrera392-8747
Main Program Supervisor
Tanese Doyle392-6362
Supervisor Social Assistance
Noorjahan Bala.....392-5471
Property Services Supervisor
Bonnie Hatten.....392-5480
Support Assistant A
Vacant.....392-5550
Support Assistant B
Elma Garnes392-5502
Vida Kashani392-9304

Community & Economic Reintegration Team (CERT)

111 Wellesley St. E.
Toronto ON M4Y 3A7

Manager, Programs
Milton Barrera392-8747
Supervisor, Community Economic Integration Team (CERT)
Tarik Bacchus (Acting)397-1415
Economic Reintegration Specialists
Ambreen Sarai397-1463
Rebecca McClennan397-7648
Richard McNulty397-0810
Tom Dykstra.....397-7521

Bellwoods House

63 Bellwoods Avenue
Toronto ON M6J 3M4

General Enquiry.....	392-5790
Facsimile.....	392-5794

Manager
Milton Barrera392-8747
Program Supervisor
Tanese Doyle392-6362
Supervisor Social Assistance
Noorjahan Bala.....392-5471

Support Assistant A	
Vacant.....	392-5550
Support Assistant B	
Elma Garnes	392-5502
Vida Kashani	392-9304

Dietary Services

Food Services Supervisor	
Zeny Benedicto.....	392-2696
Christine DeSouza	392-2696

Property Services

Property Services Supervisor	
Bonnie Hatten.....	392-5480

Fort York Residence

38 Bathurst St.
Toronto ON M5V 3W3

General Enquiry.....	338-8800
Shift Leaders.....	338-6544
Facsimile.....	338-6556

Manager

Milton Barrera (Acting).....	392-8747
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Program Supervisor

Tarik Bacchus (Acting).....	338-2416
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Supervisor Social Assistance

Susan Harris	338-2415
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Support Assistant A

Vacant.....	338-6557
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Support Assistant B

Elma Garnes	392-5502
Vida Kashani	392-9304

Dietary Services

Food Services Supervisor	
Zeny Benedicto.....	392-2696
Christine DeSouza	392-2696

Property Services

Property Services Supervisor	
Bonnie Hatten.....	392-5480

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

Bonnie Wakely (Acting).....	338-4877
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Coordinator Administrative Services

Daniela Perusini	397-5055
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Support Assistant B

Cassandra De Los Santos	397-5118
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Support Assistant C	
Brad Peters	397-4172

Supervisor, Programs

Victor Dhue	397-1143
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Street Outreach Programs Officer

Cassandra Decker	392-6104
Don Nichols.....	397-4399
Stephen Linton	397-4482

Supervisor, Social Assistance

Mark Wilson (Acting)	397-4483
Carol Camper (Acting).....	392-0096
Ashley Edstrom (Acting).....	397-5137
Curlene Thompson (Acting).....	397-5078

Shift Leaders – Street Outreach.....

397-5182

Street Outreach Counselors

Andrea Jackson.....	397-7516
Anthony Ciaravella.....	397-5045
Andrea Paul	397-5083
Belinda Batista	397-5101
Brent Kitagawa.....	397-5062
Craig Kirby.....	397-5115
Danielle White.....	397-5088
Dennis Brenyah	397-5089
Donna Richards	338-4876
Fatimah al-Maqdisy.....	397-1962
Fiona Lau.....	397-5101
James Cook.....	397-5146
Lara Danon.....	392-0365
Lisa Lynch.....	397-5030
Mary Ellen Esposti	392-0091
Nana Konadu	397-7515
Shelby Perrier	397-5109
Stan Charity.....	397-5075
Subrato Saha.....	397-5131
Wendy McCarroll-Gallegos.....	397-5059

Street Outreach Workers

Anna Beyalev	397-5103
Anna Stevenson.....	397-7689
Ashley McGuirk.....	397-0099
Ashley Sampson.....	397-5105
Arwin Ranjkesh.....	397-4484
Cleo Ceron.....	392-1933
Dahab Ibrahim.....	397-7681
Daniel Rojas-Orrego.....	397-5105
Dianzel Samuel.....	397-5145
Emmett Reed	397-5198
Falynn Draper.....	397-5116
Francis Chiu	397-5087
Frank Russo.....	397-5090
George Hanniford.....	397-4488
Hilary Jackett.....	397-4485
Jayden Jones.....	397-5098
Jacky Wong	397-7686
Joe Amero.....	397-7162
John Francisco.....	397-5116

Laura Pavey	397-5103
Maggie Jacob	397-5204
Marsha Darby	397-7689
Meena Rizwan	397-7160
Mitchell Lamont	397-4432
Oluwakemi Gaji	392-4282
Rajeev Mullick	397-5196
Russell Zulkowski	392-0093
Ryan Bureyko	397-5199
Samantha Guerrero	397-5053
Sarah Erwin	397-5090
Sian (Xinjie) Pan	397-4282
Tess Fletcher	397-4489
Tina Manderson	397-7160
Trudie Gilbert	397-5116
William Nash	397-5199

Streets to Homes Assessment & Referral Centre

129 Peter St.
Toronto ON M5V 2H3

24-hour line	392-0090
Facsimile	338-4760

Program Supervisor	
Shahreyar Qadir	338-5003
Shift Leaders	338-4994
Housing Access	338-5137
Support Assistant B	
(Vacant)	392-8749
Dietary	338-4762
CSW's	398-4999

Service System Planning & Integrity Unit

Service System Planning & Integrity Unit is responsible for the development and implementation of the divisional service plan while also providing funding and supports to community agencies that work with individuals and families who are homeless or marginally housed, landlords and tenants, and direct services to help people living on the streets to find and keep housing.

55 John St. 6th Floor
Toronto ON M5V 3C6

Director	
Todd Orvitz	392-9318
Administrative Assistant	
Mina D'Silva	397-4240
Support Assistant B	
Laila Parpia	392-7198

Home for Good

Project Manager	
Jennifer Eng	338-4896
Support Assistant A	
Samantha Bonnie	397-7412

Community Engagement and Infrastructure Development

Director	
Mary-Anne Bédard	397-7522
Administrative Assistant	
Mina D'Silva	397-4240

Homelessness Initiative, Citizen Focused Services

Director	
Irene Gryniewski	397-7522
Project Manger	
Sarah Carino	392-9584
Lorin Karp	338-1034
Policy Development Officer	
Alison Kooistra	338-4898

Shelter Planning Development

Manager	
Alexandra Vamos	397-1779
Policy Development Officer	
Stephanie Bell	338-4898
Suhail Ahmed	338-6637
Communications Representative	
Chris Wai	397-7837

Strategic Policy and Service Planning

Manager	
Laural Raine	392-0546
Research Analyst 1	
Tammy Waugh-Stewart	397-4327
Perné Basis	338-1981
Policy Development Officers	
Adrian Koops	338-8343
Andrew Galley	397-9531
Elizabeth Hayward	397-0719
Linda Wood	397-1423
Margaret Gassanov	397-0128
Naticia Drummond	338-5787
Stephanie Malcher	397-9536
Sue Kelleher	392-6107

Viktoriya Zemlyanukhina.....	397-4693
Research Trainee	
Neemo Isse
Urban Fellow – Research Associate	
Urooj Shahzadi	397-4180

Quality Assurance

Manager	
Anabella Wainberg.....	392-5503
Supervisor, Agency Review & Quality Assurance	
Nicole Williams.....	397-0696
Programs Coordinator	
Sheila Coad (Acting)	338-3936
Housing Consultant	
Barabara Brook.....	392-9316
Research Analyst 1	
Mike Jones	397-4102
Policy Development Officers	
Mark Kim	392-8783

Risk Management

Manager	
Joseph Stalteri.....	397-1275
Risk Management Analyst	
Greg Seraganian	397-4431
Business Analyst	
Shakhlo Turapova.....	397-4165
Nabat Sherif.....	397-0804
Terry Shin.....	392-4141

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.

55 John St. 6th Floor
Toronto ON M5V 3C6

Director	
Glenn Morgan.....	397-4161

People Services

Manager	
Michael Gates.....	392-9379
People Services Assistant	
Aaasha Awan.....	338-1145
People Services Consultant	
Alana Walton	397-4163
Sonia Sud.....	397-4493
Katie Yokom	338-1164

Information Technology

Manager	
Michael Vasiliou	397-1781
Atul Medhekar (Acting)	397-1782
Senior Systems Integrator	
Ben Lee	338-1136
Systems Integrator II	
Lindsay Hipolito.....	338-9922
Martin Assensoh.....	338-1164
Application & Technical Support Specialists 2	
Kenneth Kwok.....	397-7519
Kenneth Rutter	392-0669
Michael Young	397-7520
Rod Davis	392-6108
Senior Systems Integrator	
Claudio Aretusi.....	397-4208
Systems Integrator 1	
Francis (FangSong) Gu.....	338-4893
Philip Chan	338-9923
Qing Zhang.....	397-1775
Shiv Ganguly
Tim Gong	397-9367

Finance & Administration

Manager	
Deepak Sharma.....	392-8638
Budget Co-ordinators	
Kitty Lo	338-1165
Edgardo Antonio	397-4188
Jagankumar Dharia.....	397-9740
Budget Analysts	
Slavica Bejatovic	397 0278
Michael Siegman	392-4534
Nireesh Nithiandarajah.....	397-4173
Support	
Zhanna Kravchenko.....	392-9510
Supervisor, Purchasing - SSHA	
Nadia Simeone	392 1679
Support Assistant B	
Dennis Reynolds.....	397-9516
Office Supervisor	
Chiquitita Santarromana (Acting)	392-5306
Support Assistant B	
Sonja Samsa	397-7297
Support Assistant C	
Toshania Solomon	397-4193
Payroll-Program Assistant 1	
Ivahlyn (Donna) Stewart	338-1130

Assets

Manager	
Ann Peixoto.....	397-9621
Agency Review Officers	
Phil Fan	647-668-4232
Terence Frederick.....	338-9915

Helen McGarry.....	647-210-1972
Asset Management Consultant	
Glenn Fabris	338-8208

Housing Stability Services

Housing Stability Services 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.

55 John St. 6th Floor
Toronto ON M5V 3C6

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

Director	
Doug Rollins.....	392-0054
Administrative Assistant	
Karen Kew.....	338-1137
Housing Consultant	
Morag Perkins	392-6106

Housing & Benefit Support

Manager	
Maria Varlokostas	338-8224
Coordinator Programs	
Katherine Lis	338-8361
Lystra Singh	338-8362
Support Assistant B	
Evangelina Luisttro	397-7422
Hannah Richardson	397-0690
Support Assistant C	
Dayle Cleveland	338-4890
Housing Consultants	
Marta Chisu	338-5786
Richard Marshall	338-4886
Housing Consultant	
John Methven	397-4170
Morag Perkins	392-6106
Agency Review Officers	
Victoria Froats.....	397-4184
Rob Reed	338-9553
Housing Benefit Consultant	
Elvira Fazari	397-7420
Support Assistant C	
Regina Shayo.....	397-7424
Housing Benefit Officers	
Cyntra Mohammed.....	397-7425
Sandra Smith	397-7428

Karen Pasea	397-7426
Theresa Peters.....	397-7427

Housing & Tenant Supports

Manager	
Julie Western Set	338-3138
Support Assistant B	
Sam Swinton	397-0695
Support Assistant C	
Vacant.....	
Housing Consultant	
Leif Lahtinen	338-8215
Agency Review Officers	
Edyta Gilligan.....	397-4197
Meeley Chan	392-0058
Housing Consultants	
Diane Bretthauer.....	338-8226
Mario Mendes.....	338-8214

Shelters, Housing & Community Supports

Manager	
Alice Broughton	392-1031
Support Assistant B	
Nicole Baptiste	338-1135
Support Assistant C	
Vacant.....	338-8345
Housing Consultant	
Brad Boucher.....	338-8222
Agency Review Officers	
Sally Bryant.....	397-4197
Janet Cangiano	392-0055
Housing Consultants	
Leslie O'Reilly	338-8220
Jelica Vrana	338-8211

Shelters, Housing & Community Outreach

Manager	
Nilgun Erkoc	392-9482
Support Assistant B	
Vacant	397-4177
Support Assistant C	
Vacant.....	
Housing Consultant	
Maureen Houlihan	338-9917
Agency Review Officers	
Tracey Smith	397-4830
Sandra Vaughan (Acting)	397-4192
Housing Consultants	
Suzana Lama	338-8210
Teresa Tucci	338-8216

Operations Supports

Manager	
Glenn Courtney	397-4181

Support Assistant B	
Sandra Sierra	392-4950
Support Assistant C	
Mihaela Timplaru-Paun	338-8342
Helen Lau	338-8226
Housing Consultants	
Arlene Rawson	397-4170
Hillary Keirstead	392-0643
Agency Review Officer	
Azar Farahani	392-0068
Housing Consultant	
Margaret McCutcheon	338-8217
Business Analyst	
Niro Xavier	338-3935
Pavan Jauhal	392-0643
Research Analyst	
Alexandra Lockhart	392-1768
Alex Papatchidis	338-4759
Policy Development Officer	
Wendy Dobson	338-8212
Jennifer Nguyen	397-4180
Senior Financial Analyst	
Ivy Yu	338-5508
Financial Systems Analysts	
Ranica Rai	338-3935
Senior Financial Analyst	
Michelle McNamara	397- 7421
Financial Services Accountant	
Vacant	
Financial System Analyst	
Mo Li	397-7423
Yajuvendra Yadav	338-8217
Senior Financial Analyst	
Violeta Leavens	338- 8343
Budget Analyst	
Maria Raneses	338-4885

Access to Housing

176 Elm St.
Toronto ON M5T 3M4

General Enquiry	338-8888
Facsimile	397-7401

Manager,	
Paul Chisholm	397-7411
Support Assistant A	
Alyssa Polce	397-0199
Housing Consultant	
Alim Jivraj	338-8218
Agency Review Officers	
Michele Connell	392-6577
Lynne McKee (Acting)	392-6105

Business Analysts	
Lindsay MacDougall	397-7418
Project Manager, Housing Access	
Eleni Samartzis	397-1756
Coordinator, Business Improvement	
Kate Kennedy	397-7414
Support Assistant C	
Danielle Astrug	397-7430
Richard Edwards	397-7432
Valerie Scott	397-7431
Francesca So	397-7433
Natalia Pivovarov	397-7434
Julian Rivera	397-7435
Supervisor, Client Services	
Kay Hodge	397-7417
Stephen Wilson	397-7415
Resource Centre Facilitators	
Lynn McIntee	397-7582
Teo Realin	397-7581
Heather Myrie	397-7485
Vincenzo Fazari	397-7558
Eva Zagori	397-7506
Karen Jackson	397-7508
Kathleen Sandy	397-7571
Maria Jackson Greasley (Acting)	397-7471
Andrea Klapp	397-7473
Caseworker, Housing	
Kevin Williams	397-7440
Juliane Brown	397-7444
Balwinder Singh	397-7436
Florentina Azimkhani	397-7442
Silvia Montana	397-7443
Daniel O'Halloran	397-7437
Asma Patel	397-7438
Ermira Emira Biba	397-7441
Jennifer Chandran	397-7445
Ana Maria Revilla	397-7447
Paula Williams	397-7448
Jackie Medina	397-7469
Sherisse Campbell	397-7429
Karima Murji	397-7446

Housing Modernization

Seniors Systems Integrator	
Eric Lee	392-6029
Agency Review Officer	
Laurie O'Dell	392-6088
Oleg Segin	392-6021
Policy Development Officer	
Nina Arbabzadeh	392-6089