

New Immigrant to Toronto? Welcome!

Resources and Services to Help Newcomers Settle In



As you settle in Toronto, there are a number of resources and services available through the City of Toronto to help make your transition easier. Many of the services are free or subsidized.

Housing Help

Emergency Shelter & Housing Supports

There are housing services and supports to assist vulnerable people to find emergency shelter, as well as transitional and permanent housing that meets their needs. Services include:

- temporary shelter and support services for homeless individuals and families. For assistance, call 311 or Central Intake (24 hours a day) at 416-397-5637 or 1-877-338-3398 (toll-free within the GTA)
- housing help and supports for people who are homeless or at risk of homelessness to find and stabilize their housing situations. This includes housing searches, eviction prevention, information and referrals, assistance with making an application for subsidized housing, pre-employment supports, and follow-up supports for homeless clients who are housed.
- guides to services that provide information tailored to specific user groups, including seniors, youth and vulnerable families. These are all available on-line

For more information about these services and programs, visit toronto.ca/humanservices

Applying for subsidized housing

Wait times for subsidized housing units can be very long, but those who qualify should make an application as soon as possible. The process is centralized and managed through Access to Housing.

To apply online, visit myaccesstohousingto.ca

For assistance with your application, contact the Application Support Centre at 416-388-8888 or visit Access to Housing at 176 Elm St.



Health Services



Toronto Public Health provides many free programs and services that do not require a health card. These include:

- vaccination services
- dental services for eligible children and youth, adults enrolled in selected Toronto Public Health programs, and seniors
- confidential sexual health services
- Toronto Public Health eChat (The Toronto Public Health eChat is a free, confidential and anonymous online service for Toronto residents.) Chat online with a Public Health Nurse about our programs and services.
- other health information and educational programs

To speak to a health professional for free, confidential information and advice, referral to other health services, or to register for Toronto Public Health programs call 416-338-7600 or visit toronto.ca/health

Employment and Financial Assistance

Employment and Social Services is a City division that delivers the provincial Ontario Works financial assistance program.

Eligible recipients can receive support with finding employment and connecting to other available supports in the community.

- finding a job or getting the help necessary to look for work
- connecting to health, housing, childcare and other social services

If you need financial help, you may qualify for benefits through the Ontario Works program.

For more information or to apply for financial help, visit toronto.ca/ontarioworks or call 416-338-8888, (option 3).

Human Services - Application and Support Centre can assist you with:

- Fair Pass Transit Discount Program
- Welcome Policy (Help with the Cost of Recreation)
- Ontario Works (Income Assistance) and T-5 Replacement Requests
- Rent Geared to Income (Help with the Cost of Housing)
- Child Care Fee Subsidy (CCFS)
- Hardship Fund (Help with the Cost of Medically Related Items)
- Funeral Expenses



To contact the ASC call 416-338-8888 or visit toronto.ca/humanservices

For general inquiries about City of Toronto programs and services, call 311 or visit toronto.ca.

Information is offered in different languages.



Child Care

Toronto Children's Services promotes access to high-quality early learning, child care and support for families. This includes:

- a child care finder that provides locations and quality ratings
- help with the cost of child care for families in financial need
- services for children with extra support needs
- EarlyON Child and Family programs that provide free inclusive programming for parents and caregivers with children 0 to 6 where families connect and learn together, drop-in, attend parenting workshops and receive information and access to resources.

For more information visit toronto.ca/childcare or call 416-338-8888

Seniors Services and Long-Term Care

Seniors Services Long-Term Care

Homes & Services is responsible for service planning and strategic integration of City services for seniors including:

- Community support programs such as adult day programs, supportive housing services, tenancy supports and homemakers and nurses services for vulnerable individuals who reside in the community.
- Directly operating 10 long-term care homes which provide 24-hour resident-focused care for permanent, convalescent, and short-stay admissions; care, services and programs enhance quality of life by responding to individual resident needs.

There are also a variety of stimulating, challenging and rewarding volunteering positions. To learn more search senior at toronto.ca/volunteer.

Starting a Business

Toronto Small Business Enterprise Centre (Enterprise Toronto) offers guidance, information and tools entrepreneurs require to start and grow their businesses. toronto.ca/enterprisetoronto

Family Activities

Toronto Public Library has 100 branches across the city offering FREE services in-person or online. Everyone is welcome. Visit us to:

- Sign up for a free library card
- Borrow materials in your language
- Connect for settlement help
- Use a computer or Wi-Fi for free
- Get free homework help
- Learn English
- Attend engaging programs, like children's story times or conversation circles
- Work or study in a quiet space

For more information, call us at 416-393-7131 or visit tpl.ca/newtocalada

Toronto History Museums are a group of 10 museums owned and operated by the City of Toronto that bring Toronto's history to life for residents and visitors.

More information is available at toronto.ca/museums



Parks, Forestry and Recreation

Provides many services across the city. You can:

- enjoy activities across Toronto in one of many community centres
- make new friends, learn new skills or improve on existing ones. Qualified and caring staff will guide you through your program every step of the way
- participate in a wide range of exciting programs for all ages. Whether you enjoy swimming, fitness, skating, skiing, arts and crafts or dance, we have something for everyone



Free Recreation Programs

Community centres offer free programs in select locations where a significant portion of the population is low income.

For more information visit toronto.ca/recreation

Welcome Policy

The City of Toronto's Welcome Policy provides a fee subsidy to help low income individuals and families.

For more information call 416-338-4386 or visit toronto.ca/wp.

Other services

Emergency Services (ambulance/fire/police)
Call 911

Community Services
Referral and information, call 211

Toronto Transit Commission (TTC)
416-393-INFO (4636)

Transportation
toronto.ca/transportation

Garbage and Recycling
toronto.ca/garbage

Toronto Water
toronto.ca/water

Immigration and Settlement Portal
toronto.ca/immigration

Most of the services are free, and there are subsidies available for some that are not. For more details on these and many other services, call 311.

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