

233 Carlton Street – Community Bulletin

August 6, 2025

Serenity Place Women's Drop-In Centre

The Adelaide Women's Resource Centre, operated by the Fred Victor Centre, will be relocating from its current address at 67 Adelaide St to 233 Carlton St where it will be renamed to Serenity Place Women's Drop-In Centre.

Construction Delays at 233 Carlton Street

The timeline for opening the new location has been delayed due to unanticipated delays with construction and delivery of key materials, such as the main elevator. The design of the building is such that the elevator, located in the main lobby, is integral to accessing the entire building and therefore the facility cannot be open and operating until the elevator is installed. The current estimated opening timeline is anticipated for November 2025.

Community Open House

In response to requests from the community Toronto Shelter and Support Services and Fred Victor will be inviting community members to an open house to see the new Drop-In Centre facility prior to the admission of clients into the 24/7 drop-in program. Community members will be invited for a guided visit to the facility and have an opportunity to meet Fred Victor staff who will be operating the Drop-In Centre. Information on programming and partnerships will be available and staff will be available to answer questions and make important connections with community members.

As a result of the delays in the construction there will be a small window between construction completion and clients utilizing the space. This means that the date for the Open House can only be announced shortly before the event. We apologize in advance for the short notice, but it is the only available arrangement at this time given the construction and move-in schedules being juggled.

All community members will be welcome to come and visit during the open house. Light refreshments will be served. The date will be shared with community contacts and will be posted on the [City of Toronto's 233 Carlton Street Drop-In Centre webpage](#).

Drop-In Services provided at Serenity Place Women's Drop-In Centre

Services will include food and other basic supports, physical and mental health services, case management, housing support, follow up services, harm reduction, medication management, employment and training, yoga, cooking, and cultural celebrations.

Who are the Clients?

The Serenity Place Women's Drop-In Centre at 233 Carlton Street will be open 24 hours a day, seven days a week, with staff welcoming adult women in need with a place to rest, get meals, clothing, toiletries, hygiene products and referrals to other services. The overnight drop-in space will serve up to 32 clients.

What Services will Clients have access to?

Clients will be able to access a variety of services and supports at 233 Carlton Street, including:

- Access to case management including harm reduction support and referrals to services
- Access to health services including mental and physical healthcare and harm reduction
- Laundry facilities
- Shower facilities
- Phones
- Cooking classes, yoga classes and other life skills training
- Social activities

Current Featured Partnerships at the Drop-In Centre

CAMH provides the Drop-In Centre with on-site access to one CAMH case worker and one CAMH registered nurse to offer engagement, assessment and possible linkage to treatment for designated clients on a part-time basis at 2.5 days/week.

Priority Health Care Staffing Solutions Inc provides the Drop-In Centre with nursing services weekly, supporting clients with basic healthcare needs and referrals when needed.

Street Haven provides training services, free education, life skills and pre-employment services to the Drop-In Centre's clients. They provide unique programs to support women's educational, employment, and independence pathways.

Redwood Mobile Healing Centre provides programs and services to support women to live and thrive without abuse, homelessness and poverty. They work for social change through learning, collaboration and advocacy.

Second Harvest works with food businesses from across the supply chain to redirect surplus food to non-profit organizations. Fred Victor will continue to receive food donations from them for the Drop-In Centre. The Drop-In Centre staff are planning training sessions in the teaching kitchen at the new location. Second

Harvest will be offering Safe Food Handlers certification training, and workshops on Planning Nutritious Meals on A Budget.

Sistering 24HR Women's Drop-In serves women and gender diverse people across Toronto who experience firsthand the impact of marginalization and poverty. They provide around-the-clock support and holistic services for individuals aged 18 to 80+. Fred Victor will be collaborating and learning about the services that each program provides to the community. Fred Victor will have service exchange and client support between the two programs.

Supporting the Drop-In Centre

Fred Victor welcomes support for Drop-In Centre clients and can provide more information on request about what, when and where to drop off any physical donations once the location is open. For general information about typical items that Fred Victor can accept for distribution to clients refer to the [Donate Items page on the organization's website](#).

Volunteer roles will be available at the new Drop-In Centre location, and Fred Victor has a process to accept volunteers that includes an online volunteer information session, police background check, and signing off on Fred Victor's policies. Please contact Fred Victor for more information about volunteering at volunteer@fredvictor.org.

Community Engagement - Community Liaison Committee (CLC)

A committee of community members has been put together by Fred Victor and Toronto Shelter and Support Services. The committee consists of members of the Cabbagetown community who represent community organizations, residents associations, faith groups, local businesses and other groups. This committee has had several meetings already and will continue to meet on a monthly basis with staff from Fred Victor, Councillor's office and the City to share information, ask questions and work together to support the success of the Drop-In Centre.

If you are interested in learning more about the CLC or possible joining, please email clc.233carlton@gmail.com.

Who to call if you encounter someone in crisis

City of Toronto staff have put together a "Who to Call" information sheet for local residents and business owners to access help if they encounter people in crisis in the neighbourhood. This sheet lists phone numbers and email addresses that can be used to find the appropriate help depending on the situation. Whether there is an issue related to the Drop-In Centre or something for law enforcement or the City to manage, the Who to Call sheet provides the necessary guidance. The sheet will be provided to

the CLC members and the local Councillor's office for distribution, and it will be available at the Drop-In Centre once open.

More information:

For more information about 233 Carlton Street please visit the [City of Toronto's 233 Carlton Street Drop-In Centre webpage](#).