

## SETTLEMENT ASSISTANCE

**Citizenship & Immigration Canada**  
1-888-242-2100  
200 Town Centre Court  
In-help person by appointment only.

**Newcomer Women's Services**  
(416) 469-0196  
745 Danforth Avenue, Unit 401  
Settlement resources, classes

**Centre for Immigrant & Community Services**  
(416) 292-7510  
Multiple locations across Scarborough  
Recreation, language, job search

**Settlement.Org**  
www.settlement.org  
Orientation to Ontario, community resources, and useful information

**ACCES Employment Scarborough**  
(416) 431-5326  
2100 Ellesmere Road, Suite 250  
Job search strategies, assessment

**YWCA Scarborough Employment**  
(416) 264-5788  
2425 Eglinton Ave East, Suite 303  
Workshops, trainings, mock interviews

**Agincourt Community Services**  
(416) 292-6912 ext. 3  
1911 Kennedy Road, Unit 105  
Assistance in application forms, Citizenship Test preparation

## **SERVICES FOR NEWCOMER WOMEN IN SCARBOROUGH**



**(416) 439-7111**

*Scarborough Women's Centre delivers programs and services to promote positive change for women in a safe, inclusive and welcoming environment. The Centre empowers women to become economically and emotionally independent for future success and to strengthen their local communities, free from violence.*

[www.scarboroughwomenscentre.ca](http://www.scarboroughwomenscentre.ca)

## COUNSELLING SERVICES

**Scarborough Women's Centre**  
(416) 439-7111  
2100 Ellesmere Road, Suite 245  
Free individual counselling

**Scarborough Centre for Healthy Communities**  
(416) 642-9445  
Multiple locations across Scarborough  
Counselling & mental health workshops

**Settlement Assistance & Family Support Services**  
(416) 431-4847 ext. 227 or 245  
1200 Markham Road, Suite 214  
Counselling for violence against women

**Family Services Toronto**  
(416) 586-9777  
1527 Victoria Park Avenue  
Offers counselling in multiple languages

## LEGAL SERVICES

**Scarborough Community Legal Services**  
(416) 438-7182  
695 Markham Road, Suite 9  
Basic telephone advice, appointment

**West Scarborough Community Legal Services**  
(416) 285-4460  
2425 Eglinton Avenue, Suite 201  
Basic telephone advice, appointment

**Legal Aid Ontario**  
(416) 979-1446  
[www.legalaid.on.ca](http://www.legalaid.on.ca)

## EMERGENCY SERVICES

**Assaulted Women's Helpline**  
(416) 863-0511  
[www.awhl.org](http://www.awhl.org)  
Provides health and legal information

**Sexual Assault and Domestic Violence Care Centre**  
(416) 495-2400  
3030 Birchmount Road  
Crisis intervention, emergency care and evidence collection for sexual assault

**Toronto Rape Crisis Centre**  
(416) 597-8808  
[trccmwar.ca](http://trccmwar.ca)  
24/7 crisis line and counselling

**Toronto Distress Centre**  
(416) 408-4357  
[www.torontodistresscentre.com](http://www.torontodistresscentre.com)  
24/7 line for social work & mental health

**Mobile Crisis**  
(416) 495-2891  
Mental health team will visit for assistance

**FoodLink**  
(416) 392-6655  
Referral service for food banks and low-cost food programs

**Scarborough Centre for Healthy Communities—Food and Clothing Bank**  
4100 Lawrence Avenue East  
No referral needed; you can arrange a visit up to once a week for food, and once a month for clothing

## HEALTH SERVICES & CLINICS

### **Ontario Health Insurance Plan (OHIP)**

1-866-532-3161

[www.health.gov.on.ca/](http://www.health.gov.on.ca/)

Information about public health plan

### **Scarborough Hospital**

(416) 438-2911 (General Campus)

3050 Lawrence Avenue East

(416) 495-2400 (Birchmount Campus)

3030 Birchmount Road

### **Access Point on Danforth**

(416) 693-8677

3079 Danforth Avenue

Walk-in clinic, nutrition, screenings

### **Refugee Health Line**

1-866-286-4770

Call for services available for refugees

### **Rouge Valley Health System**

(416) 284-8131

2867 Ellesmere Road

24h Treatment of injuries and illnesses

## SENIOR WOMEN

### **St. Paul's L'Amoreaux Seniors' Centre**

(416) 493-3333

3333 Finch Avenue East

Multicultural recreational programs

### **Elder Abuse Ontario**

(416) 916-6728; 1-866-299-1011

Help available in 150 languages

## LANGUAGES & CULTURE

### **Access Alliance Language Services**

(416) 324-2731 ext. 0

[languages@accessalliance.ca](mailto:languages@accessalliance.ca)

Interpretation, translation, and more

### **Canadian Language Benchmarks**

[clb-osa.ca](http://clb-osa.ca)

Online English self-assessment tool

### **Catholic Cross-cultural Services**

[www.cathcrosscultural.org](http://www.cathcrosscultural.org)

Multiple locations across Scarborough

Free English classes, libraries, services

offered in 34 languages

## CHILDREN, YOUTH, & FAMILY

### **East Metro Youth Services**

(416) 438-3697

1200 Markham Road, Suite 313

Newcomer youth program, networking

### **City of Toronto Child Care Website**

<http://bit.ly/22CcrBm>

Visit the website to find licensed child care centres in your neighbourhood

### **YWCA Family Support Centre**

(416) 266-1232

3090 Kingston Road, Suite 101

Workshops on childcare and parenting

### **Malvern Family Resource Centre**

(416) 284-4184

90 Littles Road

Family-oriented programs for new immigrants

## EMERGENCY HOUSING

### **Central Family Shelter Intake Line**

(416) 397-5637

Call for arrangement of housing across different locations within the GTA

### **Dr Roz's Healing Place**

(416) 264-4357

[www.drrozshealingplace.com](http://www.drrozshealingplace.com)

Abused women and their children

### **Julliette's Place**

(416) 724-1316

[www.juliettesplace.org](http://www.juliettesplace.org)

Accessible, service in 96 languages

### **YWCA Women's Shelter**

(416) 693-7342

[www.ywcatoronto.org](http://www.ywcatoronto.org)

For women and youths fleeing abuse

### **Rosalie Hall**

(416) 438-6880

3020 Lawrence Avenue East

Shelter specially for mother and child

### **Homelessness Intervention**

(416) 847-4143

4100 Lawrence Avenue East

Assistance of homeless families or individuals who are facing eviction



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[www.manoftaste.de](http://www.manoftaste.de)

## SAFETY PLANNING FOR NEWCOMERS

*Newcomer women can face unique barriers in domestic violence. Often the abuser gains power and control through threats of isolation from the community, deportation, and loss of sponsorship or child custody.*

### **Safety While Living With an Abuser:**

- Remember that domestic abuse is a crime in Canada.
- Find out about your rights by contacting community legal clinics. Your situation may differ depending on whether you are a permanent resident, refugee, or a non-status woman.
- Talk about the abuse with someone you trust.
- Ask the neighbours to call the police if they hear loud noises or fighting.
- Rehearse your safety plan with your children.
- Identify safe places to go in an emergency. Plan ahead.
- Hide clothing, money, keys, and important documents with a trusted family/friend.

### **Safety After You Leave an Abuser:**

- Try not to be alone, especially when leaving your house, work, or any place the abuser knows about.
- Change your routine.
- Remain in contact with only the friends/family members you trust.
- Carry a cellular phone at all times.
- Collect and keep any evidence that could be used for your Humanitarian and Compassionate grounds application.
- Always be aware of your surroundings.