SERVICES FOR NEWCOMER WOMEN IN SCARBOROUGH

February 2022

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

Note: Due to Covid-19, service updates may be subject to change. Please call agencies for the most up-to-date service/program info.

GENERAL INFORMATION

211 Ontario [https://211ontario.ca/]
Provides resources in several languages across Ontario. For services Dial 2-1-1

SETTLEMENT ASSISTANCE

Citizenship & Immigration Canada
1-(888)-242-2100
[https://www.canada.ca]
200 Town Centre Court
(McCowan Rd. & Ellesmere Rd.)
In-help person by appointment only.

ACCES Employment Scarborough
(416) 431-5326
[info@accesemployment.ca]
[https://accesemployment.ca/]
2100 Ellesmere Road, Suite 250
(Markham Rd. & Ellesmere Rd.)
Job search strategies, assessment

Polycultural Immigrant & Community Services
(416) 439-1293
[info@polycultural.org]
[http://www.polycultural.org/]
3660-A Midland Ave
(Midland Ave. & McNicoll Ave.)
Settlement services

SEAS Centre (Support Enhance Access Service Centre) - Scarborough Centre
(416) 519-5320
[https://seascentre.org/01/]
4168 Finch Avenue East, Unit 328
(Midland Ave & Finch Ave E)
Serving Southeast Asian immigrants, refugees, and their families. Languages: Cantonese, Mandarin, English, Filipino

ASCA Newcomers’ Centre – Dorset Park Community HUB
(416) 292-6912 ext. 326
[info@dorsetpark.com]
[www.agincourtcommunityservices.com/]
Multiple locations across Scarborough
Main office: 1911 Kennedy Road, Unit 105
(Kennedy Rd. & Ellesmere Rd.)
Assistance in application forms, Citizenship Test preparation, food bank, Employment Support.

Centre for Immigrant & Community Services (416) 292-7510
[info@cicscanada.com]
[https://www.cicscanada.com/en/]
Multiple locations across Scarborough
Recreation, language, job search

Access Alliance
(416) 324-8677
[https://accessalliance.ca/]
3079 Danforth Ave.
(Victoria Park Ave. & Danforth Ave.)
Settlement counselling, newcomer education workshops, resource centre for newcomers.

Arab Community Centre of Toronto - Scarborough Office
(416) 231-7746
[info@acctonline.ca]
[https://www.acctonline.ca/]
1885 Lawrence Ave E.
(Pharmacy Ave & Lawrence Ave E)
Settlement services

Salvation Army, Immigrant and Refugee Services - Scarborough Satellite Office
(416) 438-0991, (647) 233-6036
[settlementworker@salvationarmyh.com]
[https://www.salvationarmy.ca/]
2085 Ellesmere Rd, Scarborough
(Markham Rd. & Ellesmere Rd.)
Settlement services, food bank
TESOC Multicultural Settlement Services / Tamil Eelam Society of Canada
(416) 757-6043
info@tesoc.org
https://tesoc.org/
1160 Birchmount Road, Unit 1A
(Birchmount Rd & Lawrence Ave E)
Settlement services, English Classes, Counselling, Services for Tamil community

Family Services Toronto – Victoria Park HUB
(416) 586-9777
https://familyservicetoronto.org/
1527 Victoria Park Avenue
(Victoria Park Ave. & Eglinton Ave. E)
Offers counselling in multiple languages

Settlement Assistance & Family Support Services
(416) 431-4847
reception@safss.org
https://safss.org/
1200 Markham Road, Suite 214
(Markham Rd. & Ellesmere Rd.)
Newcomer Settlement program, Language Instruction for Newcomers, Counselling for violence against women

LEGAL SERVICES

ScARBorough Community Legal Services (Markham Rd and East)
(416) 438-7182
www.scarboroughcommunitylegal.ca/
695 Markham Road, Suite 9, Scarborough
(Markham Rd. & Lawrence Ave. E)
Basic telephone advice, appointment

West ScARBorough Community Legal Services (West of Markham Rd)
(416) 285-4460
https://www.westscarboroughlegal.ca/
2425 Eglinton Avenue, Suite 201
(Kennedy Rd. & Eglinton Ave. E)
Basic telephone advice, appointment

Legal Aid Ontario
(416) 979-1446
info@lao.on.ca
www.legalaid.on.ca
Refugee and immigration legal issues

EMERGENCY SERVICES

Assaulted Women’s Helpline
(416) 863-0511 www.awhl.org
Provides health and legal information
24/7 crisis line

Toronto Rape Crisis Centre
(416) 597-8808 www.trccmwar.ca
24/7 crisis line and counselling

Sexual Assault/Domestic Violence Care Centre
(416) 495-2555
https://www.shn.ca/sexual-assault/
3030 Birchmount Rd, Scarborough ON
(Birchmount Rd. & Finch Ave. E)
Crisis intervention, emergency care and evidence collection for sexual assault
24/7 crisis line support available.
Ontario Network of Sexual Assault line:
1-855-628-7238

Homelessness Intervention Program
(416) 847-4143
HousingSupport@schcontario.ca
https://www.schcontario.ca/schc-housing-help-services.html
4100 Lawrence Ave East, Main Floor
(Kingston Rd & Lawrence Ave E)
Individuals and families who are homeless or facing eviction

Mobile Crisis
(416) 495-2891
www.shn.ca/mental-health/crisis-support/
3030 Birchmount Rd, Scarborough, ON
(Birchmount Rd. & Finch Ave. E)
Mental health team will visit for assistance
24/7 support available

Toronto Distress Centre
(416) 408-4357
https://www.dcoqt.com/
24/7 crisis line and line for social work & mental health

COUNSELLING SERVICES

ScARBorough Women’s Centre
(416) 439-7111 ext. 107
outreach@scarboroughwomenscentre.ca
www.scarboroughwomenscentre.ca/
2100 Ellesmere Road, Suite 245
(Markham Rd. & Ellesmere Rd.)
Free individual counselling

ScARBorough Centre for Healthy Communities
(416) 642-9445
info@schcontario.ca
https://www.schcontario.ca/
Multiple locations across Scarborough Counselling & mental health workshops

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

YWCA Scarborough Employment
info@ywcatoronto.org
https://www.ywcatoronto.org/
Two locations:
(416) 264-5788
2425 Eglinton Ave East, Suite 303
(Kennedy Rd. & Eglinton Ave. E)
(416) 269-0090
3090 Kingston Rd, Scarborough
(McCowan Rd. & Kingston Rd.)
Workshops, trainings, mock interviews

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HousingSupport@schcontario.ca
https://www.schcontario.ca/schc-housing-help-services.html
4100 Lawrence Ave East, Main Floor
(Kingston Rd & Lawrence Ave E)
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Mental health team will visit for assistance
24/7 support available

Toronto Distress Centre
(416) 408-4357
https://www.dcoqt.com/
24/7 crisis line and line for social work & mental health
HEALTH SERVICES & CLINICS

Canadian Centre for Refugee & Immigrant HealthCare
(647) 267-2176
info@healthequity.ca
https://www.healthequity.ca/
4158 Sheppard Ave East
(Midland Ave. & Sheppard Ave. E)
Providing medical treatment and assistance

Refugee HealthLine 1-866-286-4770
24/7 phone line. Toll-free, multilingual line to connect refugees to health care providers for health care and services

Telehealth Ontario, Ontario Health Insurance Plan (OHIP)
1-866-532-3161, 1-866-797-0000
https://www.health.gov.on.ca/en/
Information about public health plan
Get fast, free, general medical advice:
Operating 24/7 phone line

AccessPoint on Danforth – Access Alliance (416) 693-8677
https://accessalliance.ca/contact-us/
3079 Danforth Avenue
(Victoria Park Ave. & Danforth Ave.)
Walk-in clinic, nutrition, screenings

Scarbrough Health Network
(416) 438-2911 (General Hospital)
https://www.shn.ca/
3050 Lawrence Avenue East
(McCowan & Lawrence)
Birchmount Hospital (416) 495-2400
3030 Birchmount Road (Birchmount & Finch)
Centenary Hospital (416) 284-8131
2867 Ellesmere Road (Neilson & Ellesmere)
24/7 Treatment of injuries and illnesses

SENIOR WOMEN

St. Paul’s L’Amoreaux Seniors’ Centre
(416) 493-3333
3333 Finch Avenue East
(Warden Ave. & Finch Ave. E)
Multicultural recreational programs, meals

Elder Abuse Prevention Ontario
(416) 916-6728
http://www.eapon.ca/
1-866-299-1011 (Senior Safety line)
https://www.awhl.org/seniors
Help available in over 200 languages
Crisis line, counselling, information and referral for seniors who have experienced abuse/neglect. Senior Safety line offers 24/7 support

LANGUAGES & CULTURE

Canadian Language Benchmarks
www.clb-osca.ca
Online English as a Second Language (ESL) self-assessment tool

Catholic Cross-cultural Services
(416) 757-7010
https://www.cathcrosscultural.org/
55 Town Centre Court, Suite 401
(McCowan Rd. & Ellesmere Rd.)
Multiple locations across Scarborough Free English classes, libraries, services offered in 34 languages

Access Alliance Language Services
1-888-278-8007 ext. 0
languages@accessalliance.ca
https://accessalliance.ca/access-alliance-language-services/
Interpretation, translation, and more

CHILDREN, YOUTH, & FAMILY

Strides Toronto
(416) 438-3697, (416) 321-5464
contactus@stridestoronto.ca
https://stridestoronto.ca/
1200 Markham Road, Suite 313
(Markham Rd. & Ellesmere Rd.)
Newcomer youth program, networking, counselling

Malvern Family Resource Centre
(416) 284-4184 https://mfrc.org/
90 Littles Road, Scarborough
(Morningside Ave. & Old Finch Ave.)
Family-oriented programs for new immigrants

YWCA Girls and Family Centre
(416) 266-1232
info@ywcto.org
https://www.ywcatoronto.org/ourprograms/girlsprograms/ywca-girlscentre
3090 Kingston Road, Suite 101
(McCowan Rd. & Kingston Rd.)
Workshops on childcare and parenting

City of Toronto Child Care Website
Visit the website to find licensed child care centres in your neighbourhood

FOOD BANKS

FoodLink
(416) 392-6655
Telephone referral service for food banks and low-cost food programs
Scarborough Centre for Healthy Communities—Food Bank
(416) 847-4143
FoodBank@schcontario.ca
www.schcontario.ca/schc-food-bank
4100 Lawrence Ave East
(Kingston Rd. & Lawrence Ave. E)
No referral needed; you can arrange a visit up to once a week for food, and once a month for clothing

SHELTERS

Central Family Shelter Intake Line
(416) 397-5637, 416-338-4766
cfi@toronto.ca
Call for arrangement of housing across different locations within the GTA
24/7 phone line

Dr Roz’s Healing Place
(416) 264-4357
https://www.drrozshealingplace.com/
(Brimley Rd. & St. Clair Ave. E)
Abused women and their children

Julliette’s Place
(416) 724-1316
www.julliettesplace.org
(Neilson Rd. & McLevin Ave.)
Accessible, service in 96 languages

YWCA Women’s Shelter
(416) 693-7342
www.ywcatoronto.org
For women and youths fleeing abuse

Rosalie Hall
(416) 438-6880
info@rosaliehall.com
https://rosaliehall.com/
(McCowan Rd & Lawrence Ave E)
Shelter specially for mother and child

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, medication, keys, and important documents (passport, health card, driver’s license, SIN card, etc.) 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.