

# SERVICES FOR NEWCOMER WOMEN IN SCARBOROUGH

February 2022



## SCARBOROUGH WOMEN'S CENTRE

**(416) 439-7111 ext. 107**

*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)

**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

**211Ontario** <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](mailto: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](mailto: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](mailto:info@dorsetpark.com)  
[www.agincourtcommunityservices.com/](http://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](mailto: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](mailto: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  
[settlemetworker@salvationarmyhl.com](mailto:settlemetworker@salvationarmyhl.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](mailto: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

**Settlement.Org**

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

Orientation to Ontario, community resources,  
and useful information

**YWCA Scarborough Employment**

[info@ywcatoronto.org](mailto: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

**COUNSELLING SERVICES**

**Scarborough Women's Centre**

(416) 439-7111 ext. 107

[outreach@scarboroughwomenscentre.ca](mailto:outreach@scarboroughwomenscentre.ca)

[www.scarboroughwomenscentre.ca/](http://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](mailto:info@schcontario.ca)

<https://www.schcontario.ca/>

Multiple locations across Scarborough

Counselling & mental health workshops

**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](mailto: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/](http://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](mailto:info@lao.on.ca)

[www.legalaid.on.ca](http://www.legalaid.on.ca)

Refugee and immigration legal issues

**EMERGENCY SERVICES**

**Assaulted Women's Helpline**

(416) 863-0511 [www.awhl.org](http://www.awhl.org)

Provides health and legal information

24/7 crisis line

**Toronto Rape Crisis Centre**

(416) 597-8808 [www.trccmwar.ca](http://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](mailto: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/](http://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

## **HEALTH SERVICES & CLINICS**

### **Canadian Centre for Refugee & Immigrant HealthCare**

(647) 267-2176

[info@healthequity.ca](mailto: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

<https://settlement.org/news/ontario/refugee-healthline/>

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

### **Scarborough 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-osa.ca](http://www.clb-osa.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](mailto:languages@accessalliance.ca)

[https://accessalliance.ca/access-alliance-](https://accessalliance.ca/access-alliance-language-services/)

[language-services/](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](mailto: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@ywcatoronto.org](mailto:info@ywcatoronto.org)

[https://www.ywcatoronto.org/ourprograms/](https://www.ywcatoronto.org/ourprograms/girlsprogram/ywcagirlscentre)

[girlsprogram/ywcagirlscentre](https://www.ywcatoronto.org/ourprograms/girlsprogram/ywcagirlscentre)

3090 Kingston Road, Suite 101

(McCowan Rd. & Kingston Rd.)

Workshops on childcare and parenting

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

[https://www.toronto.ca/community-](https://www.toronto.ca/community-people/children-parenting/children-programs-activities/licensed-child-care/)

[people/children-parenting/children-](https://www.toronto.ca/community-people/children-parenting/children-programs-activities/licensed-child-care/)

[programs-activities/licensed-child-care/](https://www.toronto.ca/community-people/children-parenting/children-programs-activities/licensed-child-care/)

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](mailto:FoodBank@schcontario.ca)

[www.schcontario.ca/schc-food-bank](http://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](mailto: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](http://www.julliettesplace.org)

(Neilson Rd. & McLevin Ave.)

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

[info@rosaliehall.com](mailto:info@rosaliehall.com)

<https://rosaliehall.com/>

(McCowan Rd & Lawrence Ave E)

Shelter specially for mother and child



SCARBOROUGH  
WOMEN'S  
CENTRE  
**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, 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.