

ONLINE INFORMATION

:: www.211toronto.ca

:: www.toronto.ca/housing/irhc.htm

:: www.toronto.ca/housing/needhelp.htm

:: www.settlement.org

:: www.torontotenants.org

:: www.toronto.ca/immigration

Produced by the Immigrant & Refugee
Housing Committee (IRHC) with the generous
contribution of Findhelp Information Services



Services for Refugee Claimants arriving in Toronto



For a list of FREE settlement and other community
services or referral, you can phone:

211Toronto | phone **211** | 24 hours

FCJ Refugee Centre | 416-469-9754

Red Cross First Contact | 416-771-9540
Monday-Friday | 8:30 am-4:30 pm

Romero House | 416-763-1303

Salvation Army | 416-360-6036

YMCA Newcomer Information Centres:

North York | 416-630-0330 ext 189

Scarborough | 416-609-0218 ext 242

Toronto | 416-928-3362 ext 2165

Ask a settlement worker about ...

SHELTER, HOUSING HELP & DROP-IN SERVICES

Phone **211** for the nearest free housing help and drop-in programs.

Tenant Hotline | 416-921-9494

Central Family Intake:

For family shelters | 416-397-5637

Red Cross First Contact

Toll free 1-866-902-4993 | 24 hours

HEALTH CARE

The Canadian government pays for your **emergency medical care** and for your **Immigration Medical Report**. The assistance is called **Interim Federal Health (IFH)**, which is listed in your brown Immigration Eligibility document or as a separate document.

NOTE: Ask a Settlement Worker to explain the immigration Medical before booking the appointment with a doctor.

Emergency Medical Care

Call **911** for police, fire or ambulance during any emergency where people or property are at risk.

To get help in a language other than English say your language and your country.

LEGAL AID

Legal Aid Ontario may pay a lawyer to help you complete the **Personal Information Form (PIF)** and attend the Immigration and Refugee Board Hearing with you. It also pays for interpretation and translation. Consult a Settlement Worker and/or phone **211** for the address of the Ontario Legal Aid office in the area where you live.

ENGLISH CLASSES & CHILDREN'S SCHOOLS

Ask a Settlement Worker about free English as a Second Language (ESL) classes and schools for children; and to refer you to programs near where you live. You may need to pay for supplies.

WORK PERMIT & SOCIAL INSURANCE NUMBER

You can apply for a **Work Permit** after your **PIF** has been given to the Immigration and Refugee Board and you have completed the Immigration Medical. You must apply for a **Social Insurance Number (SIN)** after you receive your Work Permit. Ask a Settlement Worker for the nearest Service Canada Centre.

To apply for **ONTARIO WORKS (OW)** employment and financial services, phone 416-397-0330, Toronto Social Services Application Centre, Mon-Fri, 8:30 am-4:30 pm. You must have your immigration documents available when you apply. For more information about Toronto Social Services and multilingual access, visit: www.toronto.ca/socialservices.