

### Accessing Emergency Shelters:

**Central Intake:** 24/7 | 416-338-4766 or 1 (877) 338-3398

**Updates from Shelter Support & Housing Administration unit of City of Toronto on the Shelter System:**

- [www.tdin.ca/announcement.php?id=2127](http://www.tdin.ca/announcement.php?id=2127)
- [www.toronto.ca/home/media-room/news-releases-media-advisories/](http://www.toronto.ca/home/media-room/news-releases-media-advisories/)

### If You Need to Use a Public Washroom / Handwashing Station:

The City of Toronto has set-up portable toilets with hand-washing facilities at the following sites:

- Alexandra Park (275 Bathurst Street)
- Jimmie Simpson Park (872 Queen Street East)
- Regent Park (600 Dundas Street East)
- Wellesley Community Centre (495 Sherbourne Street, outside of the community centre)
- Moss Park (150 Sherbourne Street)
- Sunnyside Park (755 Lake Shore Boulevard West)
- Little Norway Park (689 Queen's Quay West)

**City of Toronto: COVID-19 Affected City Services and Facilities:**

[www.toronto.ca/home/covid-19/affected-city-services/](http://www.toronto.ca/home/covid-19/affected-city-services/)

### LGBTQ2S-positive Housing Help:

**Friends of Ruby (formerly Egale Youth Services) – For LGBTQ2S Youth up to Age 29**

489 Queen Street E, LL01 | [friendsofruby.ca/](http://friendsofruby.ca/) | 416-359-0237 | [info@friendsofruby.ca](mailto:info@friendsofruby.ca)

PHONE / EMAIL SUPPORT ONLY: crisis supports, housing help

**WoodGreen Community Services - Housing and Homelessness Services – For people of all ages**

650 Queen Street East | (416) 645-6000 Ext. 2500

PHONE / IN-PERSON SUPPORT: housing search, rent allowance applications, rent geared to income & alternative housing applications, eviction prevention, referrals, assistance with landlord relationships, advocacy and assistance with housing and landlord issues.

### For Questions About Landlords, Evictions, and Human Rights:

**Steps to Justice: Your Guide to Law in Ontario:** [stepstojustice.ca/covid-19](http://stepstojustice.ca/covid-19)

COVID-19: Updates on the law and legal services (including applying for EI, evictions, etc)

**Progressive Barristers: Rental Housing & COVID-19 (some FAQs)**

<https://www.progressive.law/news/rental-housing-and-covid-19-some-faqs>

**COVID-19: Resources for Workers and Renters – Canadian Centre for Policy Alternatives**

<https://www.policyalternatives.ca/workersrenters>

**Tenant Hotline:** Monday - Friday, 8:30am-6pm | 416-921-9494

**Landlord & Tenant Board:** Monday - Friday, 8:30am-5pm | 416-645-8080

**Centre for Equality Rights in Accommodation (CERA)**

[www.equalityrights.org/](http://www.equalityrights.org/) | 416-944-0087 | [cera@equalityrights.org](mailto:cera@equalityrights.org)

### If You Are Experiencing Abuse:

#### **Assaulted Women's Helpline – For Women, Non-Binary, and Trans folks**

24/7 | 416-863-0511 | TEXT #SAFE (#7233) on your cell phone

Call for access to Violence Against Women (VAW) shelters, counselling, support, and other resources

#### **1 in 6 Men's Helpline Chat – For Men, Non-Binary, and Trans Folks**

24/7 | [1in6.org/helpline/](https://1in6.org/helpline/)

Use the online chat to access counselling, support, and other resources

### Drop-In Centres, Free Meals, and Other Supports:

**Drop-In Programs in Toronto:** Updates from Toronto Drop-In Network on service changes during COVID-19

[www.tdin.ca/announcement.php?id=2128](https://www.tdin.ca/announcement.php?id=2128)

#### **The 519 Community Centre**

519 Church Street | [www.The519.org](https://www.The519.org) | 416-355-6782

Offering take-away meals during COVID-19

Monday-Friday meals served at 1pm and 4pm; Saturday and Sunday meal served at 12:30pm

#### **211 Central**

24/7 | [www.211toronto.ca/](https://www.211toronto.ca/) | TTY 1-888-340-1001

Live Text Chat Support available Monday-Friday 7am-9pm by texting 21166

#### **Chalmers Bot**

24/7 | [chalmers.app/](https://chalmers.app/)

A web / phone app that uses your current location to find the closest free meal, drop-in, clothing resource, etc

### For Seniors:

#### **Friendly Neighbour Hotline**

9am-5pm Monday- Friday | Phone number opening soon; check website for details:

[uhnopenlab.ca/project/hotline/](https://uhnopenlab.ca/project/hotline/)

This provides / delivers essential items for seniors living in Toronto Community Housing

### Financial Assistance:

#### **Government of Canada's COVID-19 Financial Support Options:**

<https://www.canada.ca/en/department-finance/economic-response-plan/covid19-individuals.html>

**Employment Insurance Benefits** - How EI benefits will work during this time

[www.cp24.com/mobile/news/how-ei-benefits-for-covid-19-quarantines-will-work-1.4848908](https://www.cp24.com/mobile/news/how-ei-benefits-for-covid-19-quarantines-will-work-1.4848908)

*How to Apply:* <https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/before-applying.html>

**Toronto Hydro** - For financial assistance with energy bills

[www.torontohydro.com/for-home/financial-assistance](https://www.torontohydro.com/for-home/financial-assistance)

#### **Glad Day Book Shop**

499 Church Street | [www.gladdaybookshop.com](https://www.gladdaybookshop.com) | 416-901-6600

Currently offering an emergency fund for LGBTQ2S artists, tip-based workers, and performers. Apply online