

Financial Service Agencies During COVID-19

Agency Name	Any Operational Changes (Yes/No)	What Services Are Being Offered?	In-person or Virtual?	How Long Is This In Effect For?
North York Community Health (NYCH)	Yes(all offices will be closed, and in person group sessions cancelled) we will be offering services online and working from home to support our clients/ residents	Settlement services and youth group sessions where possible; online tax clinics	Online and by phone	TBD
Don Valley Community Legal Services	Yes - No in person appointments	Legal advice by phone	Phone, virtual and email	TBD
Friendly Neighbour Hotline		City of Toronto and TCHC is working on setting up a hotline number for seniors needing assistance can call, connected to a network of volunteers throughout the city who can help with picking up essentials during this difficult time. Stay tuned on their website: http://uhnopenlab.ca/project/hotline/ 1-855-581-9580	Phone	TBD
Hospice Toronto Creating Caring Communities (CCC) PSA	Yes	All our group activities at the corner are cancelled - We are connecting everyday with all our clients, volunteers and caregivers in the community to support each other remotely - Will continue groups electronically in possible ways	Phone and Virtual	TBD
Parkdale Golden Age Foundation	Yes	Office is closed. Staff answering phone enquiries	Phone (416)536-5344 or email	TBD
Kababayan Multicultural Centre	Yes	Office is closed. Clients can call 416-532-3888. If line is busy please leave name, phone number and date of call.	Phone or email	TBD
CultureLink - Main Office (2340 Dundas Street West, Suite 301)	Yes	Office Closed. Staff members helping clients via phone only (416)588-6288	Phone or email	TBD
Parkdale Intercultural Association	Yes	Office Closed. Staff members helping clients via phone only (204)730-5022. If line is busy please leave name and number. Website: www.piaparkdale.com	Phone or email	TBD
CultureLink - PCIC	Yes	Office Closed.		TBD

The Metis Healthy Babies Healthy Children Program	Yes - Remotely	Keep in mind, we not only support Métis folk but anyone that is expecting all the way to families with children aged 0-6. We can still provide peer counseling, referrals etc, via the telephone. We are also able to buy clients diapers, formulas and wipes and leave them at the door. Lastly, we able to provide gift cards from the most convenient grocery vendor in their location. If anyone is interested in services please contact me via email; alexandrian@metisnation.org or via cell 1-647-615-6724	Phone	TBD
The Arab Community Centre of Toronto (ACCT) - 555 Burnhamthorpe Road, Suite 209 Etobicoke, Ontario M9C 2Y3 Tel: (416)231-7746 Fax: (416)231-4770 E-mail: info@acctonline.ca	Yes	ACCT staff are working from home and providing services by phone and email to clients requiring settlement related information and referral, support counselling, assistance in applying for benefits and others	By phone and email	TBD
Polycultural Immigrant and Community Services	Yes	Services are offered remotely over the phone, zoom, email (all offices are closed, no in-person services) Settlement services in various language groups including orientation, language training, settlement and crisis counseling, employment-related support	Phone or email	TBD
Health Access St. Jamestown	Yes	St. James Community Corner <ul style="list-style-type: none"> • The Corner (St. James Town Community Corner) will be open from 9 a.m - 6 p.m. • All clients, staff and partners coming into The Corner will be screened at the front desk. • There will be no new intakes at this point in time by Health Access Staff • There will be no access to front area services - computer, printing, phone etc. • The only group that will continue in a modified format is the Seniors Day Program. • There will be signage on the door indicating that if anyone has very urgent needs, that they can contact the intake number Precautions: <ul style="list-style-type: none"> • Clients are encouraged to follow standard universal precautions. Handwashing, hand-sanitizing and covering your coughs and sneezes are very important in COVID prevention. 	Phone, virtual and email The intake staff will connect by phone for assessments . if anyone need support services they can call 647-527-6983	TBD
Pro Bono Ontario	Yes	Free Legal Advice Hotline; provides up to 30min of advice/legal services (Mon-Fri; 9:30am-11:30am & 1pm-3:30pm)	Phone: 1-855-255-7256	Indefinitely

East Scarborough Storefront	All staff working from home	Navigation/Application assistance	Phone/Email	End of June
Working Women Community Centre: Victoria Park Hub	Yes; our building is closed and our services are limited and only to existing clients	Settlement supports offered remotely to existing clients. We are also working on putting together some online resources such as Conversation Club or maybe one of our senior's dance classes. Our organization is also offering online supports for our clients at other locations.	By phone, email, facebook and through our website BLOCKEDworkingowmenc[.]o rgBLOCKED	Until further notice.
Catholic Crosscultural Services	Yes; all our service locations are closed for in-person services.	We provide one-on-one settlement services online, via email and phone, as well as assistance for newcomer parents and youth; also online information workshops and group sessions and online English Language Training (LINC) for newcomers.	<u>By phone, email, social media channels and our website</u> BLOCKEDccscan[.]caBLOCKED	Until further notice
Unison Health & Community Services	Yes	Providing services via phone: Mental Health Counselling. Help to apply for income benefits, such as CERB. Help to get food.	Counselling: Call Amanda Costa, Mental Health Outreach Worker at 416-645-7575 ext. 2050 or send an email to amanda.costa@unisonhcs.org Income Supports: Call 416-787-1661 ext. 3240, Monday to Friday 8:30am to 5pm Leave a voice mail message with your name and phone number. Food: Call 416-787-1661 ext. 3341, Monday to Friday 8:30am to 5pm Leave a voice mail message with your name and phone number.	TBD
Family Service Toronto	Yes	Counselling and group-based supports for seniors, women in violent relationships, the LGBTQ+ communities, families going through separation and divorce, general mental health supports and supports for people with developmental disabilities are all being offered by phone. In many cases, video-based supports are also being provided. FST is also operating a virtual "walk in" counselling program, which is open five days a week (Monday to Friday). In many cases (at this time), same day service can be provided.	Virtual	TBD

Literal Change	Yes	We are looking to expand our tutoring services to adults in need of remedial literacy support. If you know of any adults who could benefit from this service, please feel free to get in touch with my colleague, Sujin. Her email address is below. Also, please feel free to forward this email to any service providers you think might be working with adults with low literacy. This service is free for any at-risk individuals in Toronto. All lessons will be conducted online until Covid-19 is under control. We can supply learners with tablets if technology is a barrier for individuals accessing our online sessions. Contact for adult literacy: sujin@literalchange.com	Virtual	TBD
Amadeusz	Yes	Amadeusz is offering free online GED prep classes via Zoom for young people who are recently released from being incarcerated or are vulnerable to violence and crime. Email kim@amadeusz.ca for referrals	Virtual	TBD