



NEWCOMER SETTLEMENT SERVICES

LGBTQ+ Newcomer Referral Directory

A referral directory for LGBTQ+ newcomers, refugees, refugee claimants and service providers in Ontario.



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Employment and Education

Organization and program	Contact number	Website
ACCES Employment Employment Services for Newcomers <i>Toronto / GTA</i>	416-921-1800 <i>General contact</i> Contact source	https://accesemployment.ca/
CARE Centre for Internationally Educated Nurses Nursing Career Supports <i>Ontario-wide</i>	416-226-2800 <i>General contact</i> Contact source	https://care4nurses.org/
Collège Boréal Immigration and Language Services <i>Multiple Ontario locations</i>	1-800-361-6673 <i>College main line; ask for immigration services</i> Contact source	https://collegeboreal.ca/en/services/community-services/immigration-services-and-programs/
JVS Toronto Newcomer Employment Services <i>Toronto / York</i>	416-787-1151 <i>General contact</i> Contact source	https://www.jvstoronto.org/find-a-job/newcomer-services/
KEYS Job Centre Employment Services <i>Kingston / Eastern Ontario</i>	613-546-5559 <i>General contact</i> Contact source	https://www.keys.ca/
La Cité Newcomer and Language Services <i>Ottawa / Eastern Ontario</i>	613-742-2475 / 1-800-267-2475 <i>Immigrant language services</i> Contact source	https://www.collegelacite.ca/
Newcomer Women's Services Toronto English and Employment Programs <i>Toronto</i>	437-423-2553 <i>English classes; employment</i> 647-224-1371 Contact source	https://www.newcomerwomen.org/
Ontario Bridge Training Program Career Bridging Directory <i>Ontario-wide</i>	1-800-387-5656 <i>Employment Ontario Contact Centre</i> Contact source	https://www.ontario.ca/page/ontario-bridge-training-program
Pathways Employment Help Centre Employment Services <i>London</i>	519-667-7795 <i>General contact</i> Contact source	https://www.pathwaysehc.ca/
Skills for Change Employment and Settlement <i>Toronto / GTA</i>	416-658-3101 <i>General contact</i> Contact source	https://skillsforchange.org/
The Career Foundation Employment Services <i>Multiple Ontario locations</i>	1-855-223-8231 <i>General contact</i> Contact source	https://careerfoundation.com/
Toronto Region Immigrant Employment Council Career Mentoring and Employer Resources <i>Toronto / GTA</i>	416-944-1946 <i>General contact</i> Contact source	https://triec.ca/
WILL Employment Solutions Employment Services <i>London</i>	519-663-0774 <i>General contact</i> Contact source	https://www.wil.ca/
Windmill Microlending Career Loans <i>Ontario-wide</i>	1-855-423-2262 <i>General contact</i> Contact source	https://windmillmicrolending.org/
WoodGreen Community Services Employment Services <i>Toronto</i>	416-645-6000 <i>General contact</i> Contact source	https://www.woodgreen.org/
World Education Services Credential Evaluation and Resources <i>Ontario-wide</i>	1-800-361-6106 <i>General contact</i> Contact source	https://www.wes.org/ca/

Organization and program	Contact number	Website
World Skills Employment Centre Newcomer Employment Programs <i>Ottawa</i>	613-233-0453 <i>General contact</i> Contact source	https://ottawa-worldskills.org/newcomers/
YMCA Newcomer Information Centre Information and Workshops <i>GTA / online</i>	437-577-0378 <i>Toronto Central office; other locations on website</i> Contact source	https://newcomersincanada.ca/
YMCA of Hamilton/Burlington/Brantford Language Assessment and Newcomer Services <i>Hamilton / Halton / Brant</i>	905-526-8452 <i>Hamilton immigrant services; Brantford 519-752-4568</i> Contact source	https://www.ymcahbb.ca/new-canada
YMCA of Three Rivers Language and Settlement <i>Waterloo Region</i>	519-579-9622 <i>Kitchener and Waterloo; Cambridge 519-621-1621</i> Contact source	https://www.ymcathreerivers.ca/settlement-services

Financial and Basic Needs

Organization and program	Contact number	Website
Benefits Wayfinder Benefits Screening Information <i>Canada-wide</i>	1-877-568-1571 <i>Prosper Canada office; online benefits tool</i> Contact source	https://benefitswayfinder.org/
Canada Revenue Agency Newcomers to Canada – Taxes and Benefits <i>Canada-wide</i>	1-800-959-8281 <i>Individual tax enquiries; benefits 1-800-387-1193</i> Contact source	https://www.canada.ca/en/revenue-agency/services/tax/international-non-residents/individuals-leaving-entering-canada-non-residents/newcomers-canada-immigrants.html
Community Volunteer Income Tax Program Free Tax Clinics Directory <i>Ontario-wide</i>	1-800-959-8281 <i>CRA general tax enquiries; clinics listed online</i> Contact source	https://www.canada.ca/en/revenue-agency/services/tax/individuals/community-volunteer-income-tax-program.html
Daily Bread Food Bank Food Bank Locator <i>Toronto</i>	416-203-0050 ext. 1 <i>Client registration assistance</i> Contact source	https://www.dailybread.ca/need-food/
Feed Ontario Food Bank Finder <i>Ontario-wide</i>	416-656-4100 <i>Organization office; food bank finder online</i> Contact source	https://feedontario.ca/about-us/find-a-food-bank/
Ontario Disability Support Program Income and Employment Supports <i>Ontario-wide</i>	1-888-999-1142 <i>Social Assistance Support Line</i> Contact source	https://www.ontario.ca/page/ontario-disability-support-program
Ontario Works Income and Employment Assistance <i>Ontario-wide</i>	1-888-999-1142 <i>Social Assistance Support Line</i> Contact source	https://www.ontario.ca/page/ontario-works
Prosper Canada Financial Help Resources <i>Ontario-wide</i>	416-665-2828 / 1-877-568-1571 <i>Organization office; financial resources online</i> Contact source	https://prospercanada.org/
The 519 Financial Empowerment / Tax Clinic <i>Toronto</i>	416-392-6874 <i>General contact</i> Contact source	https://www.the519.org/
West Neighbourhood House Financial Empowerment and Tax Services <i>Toronto</i>	416-848-7980 <i>Financial Empowerment</i> Contact source	https://www.westnh.org/
Windmill Microlending Career Financing <i>Ontario-wide</i>	1-855-423-2262 <i>General contact</i> Contact source	https://windmillmicrolending.org/
WoodGreen Community Services Financial Empowerment <i>Toronto</i>	416-645-6000 ext. 1187 <i>Tax clinic; financial counselling ext. 1330</i> Contact source	https://www.woodgreen.org/

HIV and Sexual Health

Organization and program	Contact number	Website
AIDS Committee of North Bay & Area HIV Support and Prevention <i>North Bay</i>	705-497-3560 <i>General contact</i> Contact source	https://www.aidsnorthbay.com/
AIDS Committee of Ottawa HIV Support and Prevention <i>Ottawa</i>	613-238-5014 <i>General contact</i> Contact source	https://aco-cso.ca/
AIDS Committee of Toronto HIV Prevention and Support <i>Toronto</i>	Closed; do not use as an active referral Contact source	https://www.actoronto.org/
Alliance for South Asian AIDS Prevention HIV Prevention and Support <i>Toronto</i>	416-599-2727 ext. 227 <i>Peer support and program information</i> Contact source	https://www.asaap.ca/
Asian Community AIDS Services HIV and LGBTQ+ Services <i>Toronto</i>	416-963-4300 <i>General contact</i> Contact source	https://acas.org/
Black Coalition for AIDS Prevention Programs and Services <i>Toronto</i>	416-977-9955 <i>General contact</i> Contact source	https://blackcap.ca/programs-services/
Casey House HIV Health Care <i>Toronto</i>	416-962-7600 <i>General contact</i> Contact source	https://caseyhouse.ca/
CAYR Community Connections HIV and 2SLGBTQ+ Services <i>York Region</i>	905-884-0613 <i>General contact</i> Contact source	https://cayrcc.org/
Elevate NWO HIV, Hepatitis C and 2SLGBTQ+ Support <i>Thunder Bay / Northwestern Ontario</i>	807-345-1516 <i>General contact</i> Contact source	https://elevatenwo.org/
Hassle Free Clinic Sexual Health Clinic <i>Toronto</i>	416-922-0566 <i>General contact</i> Contact source	https://www.hasslefreeclinic.org/
HQ Toronto Sexual Health and Primary Care <i>Toronto</i>	416-521-4445 <i>General contact</i> Contact source	https://hqtoronto.ca/
MAX Ottawa Health and Community Programs <i>Ottawa</i>	613-701-6555 <i>General contact</i> Contact source	https://maxottawa.ca/
PARN – Your Community AIDS Resource Network HIV and Harm Reduction <i>Peterborough / Four Counties</i>	705-749-9110 <i>General contact</i> Contact source	https://parn.ca/
Planned Parenthood Toronto Sexual and Reproductive Health <i>Toronto</i>	416-961-0113 <i>General contact</i> Contact source	https://ppt.on.ca/
Positive Living Niagara HIV Support and Harm Reduction <i>Niagara</i>	905-984-8684 <i>General contact</i> Contact source	https://positivelivingniagara.com/
Pozitive Pathways Community Services HIV Support <i>Windsor-Essex</i>	519-973-0222 <i>General contact</i> Contact source	https://www.pozitivepathways.com/

Organization and program	Contact number	Website
Regional HIV/AIDS Connection HIV Support and Education <i>London / Southwestern Ontario</i>	519-434-1601 <i>General contact</i> Contact source	https://hivaidsconnection.ca/
Réseau ACCESS Network HIV and Harm Reduction <i>Greater Sudbury</i>	705-688-0500 <i>General contact</i> Contact source	https://reseauaccessnetwork.com/
Sanguen Health Centre HIV and Harm Reduction <i>Waterloo Region / Guelph</i>	519-603-0223 <i>General contact</i> Contact source	https://sanguen.com/
Toronto People With AIDS Foundation Practical Support <i>Toronto</i>	416-506-1400 <i>General contact</i> Contact source	https://www.pwatoronto.org/
Trellis HIV & Community Care HIV Support <i>Kingston / Southeastern Ontario</i>	613-545-3698 <i>General contact</i> Contact source	https://trellishiv.ca/
Women's Health in Women's Hands CHC HIV and Primary Care <i>Toronto</i>	416-593-7655 ext. 7 <i>Clinical services</i> Contact source	https://www.whiwh.com/

Health and Gender Care

Organization and program	Contact number	Website
Access Alliance Multicultural Health and Community Services Primary Health Care Toronto	416-324-8677 <i>Downtown office; Danforth</i> 416-693-8677; Jane 416-760-8677 Contact source	https://accessalliance.ca/programs-services/primary-health-care-services/
Centre francophone du Grand Toronto Health Services Toronto	416-922-2672 <i>General contact</i> Contact source	https://centrefranco.org/
Centretown Community Health Centre Trans Health Ottawa	613-233-4443 <i>General contact</i> Contact source	https://www.centretownchc.org/trans-health
Community Health Centres of Northumberland Gender Affirming Care Northumberland County	905-885-2626 <i>General contact</i> Contact source	https://chcnorthumberland.ca/services/gender-affirming-care/
Grand River Community Health Centre Primary and Community Health Brantford	519-754-0777 <i>General contact</i> Contact source	https://grandriverchc.ca/
London InterCommunity Health Centre Refugee Health Clinic London	519-660-0874 <i>Reception; ask for Refugee Health Clinic</i> Contact source	https://lihc.on.ca/programs-services/refugee-health-clinic-formerly-known-as-the-newcomer-clinic/
NorWest Community Health Centres Primary and Community Health Thunder Bay / Northwestern Ontario	807-622-8235 <i>General contact</i> Contact source	https://norwestchc.org/
Ottawa Newcomer Health Centre Newcomer Health Services Ottawa	613-691-0192 <i>General contact</i> Contact source	https://onhc.ca/
Parkdale Queen West Community Health Centre Primary and Community Health Toronto	416-703-8482 ext. 6 <i>New client intake at Queen West; Parkdale 416-537-2455</i> Contact source	https://pqwchc.org/
Prime Care Family Health Team Gender Care Clinic Milton / Halton	905-878-1720 <i>Reception; ask for Gender Care Clinic</i> Contact source	https://primecarefht.ca/gender-care-clinic/
Quest Community Health Centre Primary and Community Health St. Catharines	905-688-2558 <i>General contact</i> Contact source	https://questchc.ca/
Rainbow Health Ontario Service Provider Directory Ontario-wide	416-324-4100 <i>Sherbourne Health reception; ask for RHO</i> Contact source	https://www.rainbowhealthontario.ca/2slgbtq-health/service-provider-directory/
Refuge: Hamilton Centre for Newcomer Health Newcomer Health Clinic Hamilton	905-526-0000 <i>General contact</i> Contact source	https://newcomerhealth.ca/
Sanctuary Refugee Health Centre Refugee Health Care Kitchener	226-336-1321 <i>Clinic contact listed by refugee health network</i> Contact source	https://sanctuaryrefugee.ca/
Seaway Valley Community Health Centre Primary and Community Health Cornwall	613-936-0306 <i>General contact</i> Contact source	https://www.seawayvalleychc.ca/

Organization and program	Contact number	Website
Shelter Health Network Trans Community Health <i>Hamilton</i>	905-526-7137 <i>Reception; ask for Trans Community Health</i> Contact source	https://shelterhealthnetwork.ca/?page_id=713
Sherbourne Health 2SLGBTQ+ Health Programs <i>Toronto</i>	416-324-4180 <i>Health appointments</i> Contact source	https://sherbourne.on.ca/primary-and-family-health-care/2slgbtq-health/
Sumac Creek Family Health Team / Unity Health Toronto LGBTQ+ and Newcomer-affirming Primary Care <i>Toronto</i>	416-864-3022 <i>Sumac Creek Health Centre</i> Contact source	https://www.rainbowhealthontario.ca/service-provider-directory/sumac-creek-site-st-michaels-hospital-family-health-team/
TAIBU Community Health Centre Primary Health Care <i>Scarborough</i>	416-644-3536 <i>Clinic</i> Contact source	https://www.taibuchc.ca/
Trans Wellness Ontario Health and System Navigation <i>Windsor</i>	226-674-4745 <i>General contact</i> Contact source	https://www.transwellness.ca/
Women's College Hospital Crossroads Clinic <i>Toronto</i>	416-323-6031 <i>Crossroads Clinic</i> Contact source	https://www.womenscollegehospital.ca/care-programs/crossroads-clinic/
Women's Health in Women's Hands CHC Primary Health Care <i>Toronto</i>	416-593-7655 ext. 7 <i>Clinical services</i> Contact source	https://www.whiwh.com/

Housing and Shelter

Organization and program	Contact number	Website
Adam House Refugee Shelter <i>Toronto</i>	416-538-2836 <i>General contact</i> Contact source	https://www.adamhouse.org/
Carty House Transitional Housing <i>Ottawa</i>	613-236-8855 <i>General contact</i> Contact source	https://cartyhouse.org/
Chez Marie Refugee Assistance Centre Shelter <i>St. Catharines</i>	905-682-5795 <i>Centre contact listed by 211 and Diocese</i> Contact source	https://www.chezmarie.ca/
Christie Refugee Welcome Centre Emergency Shelter and Settlement <i>Toronto</i>	416-588-9277 <i>General contact</i> Contact source	https://christiestreetcrc.com/
COSTI Immigrant Services Reception Centre / Housing Services <i>Toronto</i>	416-658-1600 <i>General contact</i> Contact source	https://www.costi.org/
Eva's Initiatives Youth Shelter and Housing <i>Toronto</i>	416-364-4716 ext. 236 <i>Coordinated intake</i> Contact source	https://www.evas.ca/
FCJ Refugee Centre Transitional Housing for Women and Children <i>Toronto</i>	416-469-9754 <i>General contact</i> Contact source	https://www.fcjrefugeecentre.org/shelter/
Friends of Ruby Transitional Housing <i>Toronto</i>	416-359-0237 <i>General contact</i> Contact source	https://www.friendsofruby.ca/transitional-housing/
Margaret's Housing and Community Support Services Housing and Mental Health Supports <i>Toronto</i>	416-463-1481 <i>General contact</i> Contact source	https://margarets.ca/
Matthew House Ottawa Refugee Services <i>Ottawa</i>	613-591-6681 ext. 2511 <i>Refugee services</i> Contact source	https://www.matthewhouseottawa.org/
Matthew House Toronto Refugee Reception and Housing <i>Toronto</i>	416-203-7848 <i>General contact</i> Contact source	https://www.matthewhouse.ca/
Matthew House Windsor Refugee Welcome Centre <i>Windsor</i>	519-945-7627 <i>General contact</i> Contact source	https://matthewhousewindsor.org/
Nellie's Shelter and Community Support <i>Toronto</i>	416-461-1084 <i>24 hour crisis line</i> Contact source	https://www.nellies.org/
Ontario Coalition of Service Providers for Refugee Claimants Refugee Houses Directory <i>Ontario-wide</i>	No central phone listed; contact a member agency through the directory Contact source	https://refugeehouses.ca/
Reception House Waterloo Region Refugee Housing and Resettlement <i>Waterloo Region</i>	519-743-0445 <i>General contact</i> Contact source	https://receptionhouse.ca/
Romero House Refugee Support and Housing <i>Toronto</i>	416-763-1303 <i>General contact</i> Contact source	https://romerohouse.org/

Organization and program	Contact number	Website
Sojourn House Refugee Shelter and Transitional Housing Toronto	416-864-0515 <i>General contact</i> Contact source	https://www.sojournhouse.org/
The Redwood Shelter and Housing Support Toronto	416-533-8538 <i>24 hour support</i> Contact source	https://www.theredwood.com/
Toronto Central Intake Emergency Shelter Access Toronto	416-338-4766 / 1-877-338-3398 <i>Shelter intake</i> Contact source	https://www.toronto.ca/community-people/housing-shelter/homeless-help/
WoodGreen Red Door Family Shelter Family Shelter Toronto	416-397-5637 <i>Central Family Intake; shelter office 416-915-5671</i> Contact source	https://www.reddoorsshelter.ca/
YWCA Toronto Housing and Shelter Toronto	416-961-8100 <i>Reception; ask for housing and shelter</i> Contact source	https://www.ywcatoronto.org/

Immigration and Legal

Organization and program	Contact number	Website
ARCH Disability Law Centre Disability Rights Legal Services <i>Toronto</i>	1-866-482-2724 <i>General contact</i> Contact source	https://archdisabilitylaw.ca/
Barbra Schlifer Commemorative Clinic Legal, Counselling and Interpretation <i>Toronto</i>	416-323-9149, option 1 <i>Intake; legal appointments</i> <i>ext. 233</i> Contact source	https://www.schliferclinic.com/
Community Legal Education Ontario Steps to Justice <i>Ontario-wide</i>	416-408-4420 <i>CLEO office; legal</i> <i>information website</i> Contact source	https://stepstojustice.ca/
FCJ Refugee Centre Immigration and Refugee Protection <i>Toronto</i>	416-469-9754 <i>General contact</i> Contact source	https://www.fcjrefugeecentre.org/immigration-and-refugee-protection/
Hamilton Community Legal Clinic Immigration and Refugee Information / Clinic Services <i>Hamilton</i>	905-527-4572 <i>General contact</i> Contact source	https://hamiltonjustice.ca/en/services/immigration-refugee/
HIV & AIDS Legal Clinic Ontario (HALCO) HIV-related Legal Services <i>Toronto</i>	416-340-7790 <i>General contact</i> Contact source	https://www.halco.org/
Human Rights Legal Support Centre Ontario Human Rights Legal Support <i>Ontario-wide</i>	1-866-625-5179 <i>General contact</i> Contact source	https://hrlsc.on.ca/
JusticeNet Reduced-fee Legal Referral <i>Ontario-wide</i>	1-866-919-3219 <i>General contact</i> Contact source	https://www.justicenet.ca/
Legal Aid Ontario Immigration and Refugee Legal Aid <i>Ontario-wide</i>	1-800-668-8258 <i>Legal aid application line</i> Contact source	https://www.legalaid.on.ca/services/refugee-and-immigration-legal-issues/
Legal Aid Ontario Refugee Law Office – Hamilton <i>Hamilton</i>	905-528-0134 / 1-877-449-4003 <i>Hamilton Refugee Law Office</i> Contact source	https://www.legalaid.on.ca/more/corporate/contact-legal-aid-ontario/refugee-law-office/
Legal Aid Ontario Refugee Law Office – Ottawa <i>Ottawa</i>	613-569-7448 <i>Ottawa Immigration and</i> <i>Refugee Law Office</i> Contact source	https://www.legalaid.on.ca/more/corporate/contact-legal-aid-ontario/refugee-law-office/
Legal Aid Ontario Refugee Law Office – Toronto <i>Toronto</i>	416-977-8111 <i>Toronto Refugee Law Office</i> Contact source	https://www.legalaid.on.ca/more/corporate/contact-legal-aid-ontario/refugee-law-office/
Legal Assistance of Windsor Community Legal Services <i>Windsor</i>	519-256-7831 <i>General contact</i> Contact source	https://www.legalassistanceofwindsor.com/
Newcomer Legal Clinic Immigration, Refugee and Citizenship Law <i>Thunder Bay</i>	807-346-7800 <i>General contact</i> Contact source	https://newcomerlegal.ca/
Ontario Legal Information Centre Free Legal Information Appointment <i>Ontario-wide</i>	1-844-343-7462 <i>General contact</i> Contact source	https://centreinforjudique.ca/en/
The 519 Legal Clinic <i>Toronto</i>	416-392-6874 <i>Legal clinic voicemail</i> Contact source	https://www.the519.org/

Organization and program	Contact number	Website
Workers' Action Centre Employment Rights Support <i>Toronto</i>	416-531-0778 <i>General contact</i> Contact source	https://workersactioncentre.org/

LGBTQ Newcomer Support

Organization and program	Contact number	Website
2-Spirited People of the 1st Nations Community Support <i>Toronto</i>	416-944-9300 <i>General contact</i> Contact source	https://2spirits.org/
Access Alliance Multicultural Health and Community Services Among Friends 2SLGBTQI+ Newcomer Program <i>Toronto</i>	416-693-8677 <i>Among Friends intake</i> Contact source	https://accessalliance.ca/programs-services/lgbtq-programs/
Capital Rainbow Refuge Navigation and Newcomer Support <i>Ottawa</i>	613-716-8024 <i>Navigation contact listed by 211</i> Contact source	https://capitalrainbow.ca/get-help
Centretown Community Health Centre LGBTQIA+ Newcomer Program <i>Ottawa</i>	613-233-4443 <i>General contact</i> Contact source	https://www.centretownchc.org/programs/lgbtqia-%2B-newcomer-program
Egale Canada Legal Information, Advocacy and Inclusion Resources <i>Toronto</i>	416-964-7887 <i>General contact listed by Rainbow Health Ontario</i> Contact source	https://egale.ca/
Fierté Sudbury Pride Community Resources and Connection <i>Greater Sudbury</i>	No current public phone confirmed; use website or social media Contact source	https://sudburypride.com/
FrancoQueer Programs and Community Support <i>Toronto</i>	647-709-2600 <i>General contact</i> Contact source	https://francoqueer.ca/
Friends of Ruby Drop-in, Mental Health and Housing <i>Toronto</i>	416-359-0237 <i>General contact</i> Contact source	https://www.friendsofruby.ca/
Gilbert Centre 2SLGBTQ+ Programs <i>Barrie</i>	705-722-6778 <i>General contact</i> Contact source	https://gilbertcentre.ca/
HQ Toronto GBTQ Men's Health and Community Services <i>Toronto</i>	416-521-4445 <i>General contact</i> Contact source	https://hqtoronto.ca/
JIAS Toronto 2SLGBTQ+ Newcomers <i>Toronto</i>	416-630-6481 <i>General contact</i> Contact source	https://jiastoronto.org/lgbtq-refugees/
Kind Space Community Programs / AIRO <i>Ottawa</i>	613-563-4818 <i>General contact</i> Contact source	https://www.kindspace.ca/
LGBT YouthLine Ontario-wide Peer Support <i>Ontario-wide</i>	647-694-4275 <i>Peer support by text; office</i> 416-962-2232 Contact source	https://www.youthline.ca/
MAX Ottawa Queerspora / Community Programs <i>Ottawa</i>	613-701-6555 <i>General contact</i> Contact source	https://maxottawa.ca/
Metropolitan Community Church of Toronto 2SLGBTQIA+ Refugee Claimant Support <i>Toronto</i>	416-406-6228 <i>General contact</i> Contact source	https://www.mcctoronto.com/queer-trans-refugee-support/

Organization and program	Contact number	Website
Out On The Shelf Community Library and Support <i>Guelph</i>	No public phone listed; email info@outontheshelf.com Contact source	https://outontheshelf.com/
Pflag Canada Peer and Family Support <i>Ontario-wide</i>	1-888-530-6777 <i>General contact</i> Contact source	https://pflagcanada.ca/
Positive Space Network Youth Community Programs <i>Halton Region</i>	No current public phone confirmed; use website Contact source	https://positivespacenetwork.ca/
Rainbow Railroad Emergency Resettlement and Crisis Response <i>Toronto</i>	416-583-1557 <i>General office and donations; request help online</i> Contact source	https://www.rainbowrailroad.org/request-help
Sherbourne Health Supporting Our Youth (SOY) <i>Toronto</i>	416-324-5077 <i>Supporting Our Youth</i> Contact source	https://sherbourne.on.ca/community-health-programs/2slgbtq-programs/supporting-our-youth-soy/
SPECTRUM Waterloo Region's Rainbow Community Space 2SLGBTQ+ Immigrant and Refugee Services <i>Kitchener</i>	226-779-9695 <i>General contact</i> Contact source	https://ourspectrum.com/services/newcomers/
The 519 New to Canada <i>Toronto</i>	437-253-7112 <i>Program contact</i> Contact source	https://www.the519.org/programs/category/new-to-canada/
Trans Wellness Ontario Community Support <i>Windsor</i>	226-674-4745 <i>General contact</i> Contact source	https://www.transwellness.ca/
TransCare+ Community and Health Navigation <i>Kingston</i>	Closed; website remains a resource hub Contact source	https://transcareplus.org/
YWCA Hamilton JOIN Program <i>Hamilton</i>	289-556-8059 <i>JOIN contact listed by 211</i> Contact source	https://www.ywcahamilton.org/

Mental Health and Trauma

Organization and program	Contact number	Website
ABRAR Trauma and Mental Health Services Trauma and Mental Health <i>Waterloo Region</i>	365-324-5505 <i>Contact listed by 211 and ABRAR contact page</i> Contact source	https://abrarmh.ca/
Across Boundaries Mental Health and Addictions <i>Toronto</i>	416-787-3007 ext. 221 <i>Reception</i> Contact source	https://acrossboundaries.ca/
BounceBack Ontario Guided Mental Health Self-help <i>Ontario-wide</i>	1-866-345-0224 <i>General contact</i> Contact source	https://bouncebackontario.ca/
Camino Wellbeing + Mental Health Newcomer Wellbeing Program <i>Waterloo Region</i>	519-743-6333 <i>Wayfinding and intake</i> Contact source	https://www.caminowellbeing.ca/services/immigrants-and-refugees-supports
Canadian Centre for Victims of Torture Settlement, Mental Health and Trauma Services <i>Toronto</i>	416-363-1066 <i>General contact</i> Contact source	https://ccvt.org/
Centre for Addiction and Mental Health New Beginnings Clinic / Newcomer Mental Health Resources <i>Toronto</i>	416-535-8501 ext. 31683 <i>New Beginnings team</i> Contact source	https://www.camh.ca/
ConnexOntario Mental Health and Addictions Navigation <i>Ontario-wide</i>	1-866-531-2600 <i>General contact</i> Contact source	https://www.connexontario.ca/
Family Service Toronto Counselling and Community Programs <i>Toronto</i>	416-595-9618 <i>Service Access Unit</i> Contact source	https://familyserVICEToronto.org/
Friends of Ruby Mental Health Services <i>Toronto</i>	416-359-0237 <i>General contact</i> Contact source	https://www.friendsofruby.ca/
Hong Fook Mental Health Association Mental Health Services <i>Toronto / GTA</i>	416-493-4242 <i>General contact</i> Contact source	https://hongfook.ca/
Immigrant Women Services Ottawa Counselling <i>Ottawa</i>	613-729-3145 <i>General contact</i> Contact source	https://www.immigrantwomenservices.com/
Ottawa Community Immigrant Services Organization Clinical Services <i>Ottawa</i>	613-725-0202 <i>General contact</i> Contact source	https://ociso.org/clinical-services/
Sherbourne Health Mental Health Services <i>Toronto</i>	416-324-4100 <i>Reception; ask about mental health intake</i> Contact source	https://sherbourne.on.ca/mental-health-services/
Strides Toronto Mental Health and Youth Services <i>Toronto</i>	416-438-3697 ext. 19055 <i>Intake</i> Contact source	https://stridestoronto.ca/

Safety and GBV

Organization and program	Contact number	Website
Assaulted Women's Helpline 24/7 Helpline Ontario-wide	1-866-863-0511 24 hour helpline Contact source	https://www.awhl.org/
Barbra Schlifer Commemorative Clinic Legal, Counselling and Interpretation Toronto	416-323-9149, option 1 Intake; legal appointments ext. 233 Contact source	https://www.schliferclinic.com/
Canadian Human Trafficking Hotline 24/7 Hotline Canada-wide	1-833-900-1010 24 hour hotline Contact source	https://www.canadianhumantraffickinghotline.ca/
Embrave: Agency to End Violence Shelter and Outreach Peel Region	905-403-0864 / 1-855-676-8515 Crisis and shelter line Contact source	https://embrave.ca/
Faye Peterson House Shelter and Support Thunder Bay	807-345-0450 / 1-800-465-6971 24 hour crisis support Contact source	https://www.fayepeterson.org/
FCJ Refugee Centre Anti-Human Trafficking Program Toronto / Ontario	416-469-9754 General contact Contact source	https://www.fcjrefugeecentre.org/human-trafficking/
Fem'aide Francophone Helpline Ontario-wide	1-877-336-2433 Call or text Contact source	https://femaide.ca/
Guelph-Wellington Women in Crisis Shelter and Sexual Violence Services Guelph-Wellington	519-836-5710 / 1-800-265-7233 24 hour crisis line Contact source	https://gwwomenincrisis.org/
Hiatus House Shelter and Support Windsor-Essex	519-252-7781 / 1-800-265-5142 24 hour help line Contact source	https://hiatushouse.com/
Immigrant Women Services Ottawa Violence Against Women Services Ottawa	613-729-3145 General contact Contact source	https://www.immigrantwomenservices.com/
Kawartha Sexual Assault Centre Sexual Violence Support Peterborough / Kawarthas	705-748-5901 Office; crisis support 1-866-298-7778 Contact source	https://kawarthasexualassaultcentre.com/
La Maison Francophone Shelter Toronto	647-777-6433 Shelter Contact source	https://www.lamaison-toronto.org/
Nova Vita Shelter and Community Counselling Brantford	519-752-1005 Programs; crisis line 519-752-4537 Contact source	https://novavita.org/
Oasis Centre des Femmes French-language Violence Support Toronto	416-591-6565 General contact Contact source	https://www.oasisfemmes.org/
SAVIS of Halton Sexual Violence Support Halton	905-825-3622 Office; 24 hour crisis line 905-875-1555 Contact source	https://www.savisofhalton.org/

Organization and program	Contact number	Website
Sexual Assault Centre Kingston Sexual Violence Support <i>Kingston</i>	613-545-0762 <i>Office; 24 hour support 1-877-544-6424</i> Contact source	https://sackington.com/
Thunder Bay Sexual Abuse Centre Sexual Violence Support <i>Thunder Bay</i>	807-345-0894 <i>Office; crisis line 807-344-4502</i> Contact source	https://tbsac.ca/
Women's Multicultural Resource and Counselling Centre of Durham Violence and Settlement Support <i>Durham Region</i>	905-427-7849 <i>General contact</i> Contact source	https://wmrcc.org/
Women's Support Network of York Region Sexual Violence Support <i>York Region</i>	905-895-3646 <i>Intake; 24 hour crisis line 905-895-7313</i> Contact source	https://womenssupportnetwork.ca/
YWCA Hamilton Violence Prevention and Support <i>Hamilton</i>	905-645-0271 <i>Safety and Support Hub</i> Contact source	https://www.ywcahamilton.org/

Settlement and Navigation

Organization and program	Contact number	Website
Access Alliance Multicultural Health and Community Services Settlement Services <i>Toronto</i>	416-324-8677 <i>Downtown office; Danforth</i> 416-693-8677; <i>Jane</i> 416-760-8677 Contact source	https://accessalliance.ca/programs-services/settlement-services/
Achēv Newcomer Services <i>Peel / GTA</i>	1-800-668-1179 <i>General contact</i> Contact source	https://achev.ca/
Adult Language and Learning Settlement Services <i>Chatham-Kent</i>	519-354-7424 <i>General contact</i> Contact source	https://www.adultlanguageandlearning.ca/
Association des francophones du Nord-Ouest de l'Ontario Services aux nouveaux arrivants <i>Northwestern Ontario</i>	807-500-1855 <i>General contact</i> Contact source	https://www.afnoo.org/
Bradford Immigrant and Community Services Settlement Services <i>Bradford</i>	905-775-3343 <i>General contact</i> Contact source	https://www.bradfordimmigrant.ca/
Bridges Niagara / Niagara Folk Arts Immigrant and Refugee Services <i>St. Catharines / Niagara</i>	905-685-6589 ext. 225 <i>Settlement services</i> Contact source	https://folk-arts.ca/
Catholic Centre for Immigrants Ottawa Settlement Services <i>Ottawa</i>	613-232-9634 <i>General contact</i> Contact source	https://cciottawa.ca/
Catholic Crosscultural Services Settlement Services <i>Toronto / Peel</i>	416-757-7010 <i>General contact</i> Contact source	https://www.cathcrosscultural.org/
Centre for Immigrant and Community Services Settlement Services <i>Toronto</i>	416-292-7510 <i>General contact</i> Contact source	https://www.cicscanada.com/
Centre francophone du Grand Toronto Services aux nouveaux arrivants <i>Toronto</i>	416-922-2672 ext. 420 <i>Toronto settlement; Peel</i> Halton 437-317-5648 Contact source	https://centrefranco.org/
Community Development Council Durham Immigrant Services <i>Durham Region</i>	905-686-2661 <i>General contact</i> Contact source	https://www.cdcd.org/
Conseil Économique et Social d'Ottawa-Carleton Services d'établissement <i>Ottawa</i>	613-248-1343 ext. 301 <i>General contact</i> Contact source	https://www.cesoc.ca/
COSTI Immigrant Services Settlement Services <i>Toronto</i>	416-534-7400 <i>Toronto settlement office; other locations online</i> Contact source	https://www.costi.org/
CultureLink Settlement and Community Services Settlement Services <i>Toronto</i>	416-588-6288 <i>General contact</i> Contact source	https://www.culturelink.ca/
Dixie Bloor Neighbourhood Centre Newcomer Services <i>Mississauga</i>	905-629-1873 <i>General contact</i> Contact source	https://dixiebloor.ca/

Organization and program	Contact number	Website
FCJ Refugee Centre Settlement and Integration <i>Toronto</i>	416-469-9754 <i>General contact</i> Contact source	https://www.fcjrefugeecentre.org/
Fort Erie Multicultural Centre Settlement Services <i>Fort Erie</i>	905-871-3641 <i>General contact</i> Contact source	https://www.firststepsincanada.com/
HMC Connections Settlement Services <i>Halton</i>	905-842-2486, press 0 <i>Settlement appointments</i> Contact source	https://hmconnections.com/
Immigrant Services Guelph-Wellington Settlement Services <i>Guelph-Wellington</i>	519-836-2222 <i>General contact</i> Contact source	https://www.is-gw.ca/
Immigrant Women Services Ottawa Settlement and Violence Support <i>Ottawa</i>	613-729-3145 <i>General contact</i> Contact source	https://www.immigrantwomenservices.com/
Immigrants Working Centre Settlement Services <i>Hamilton</i>	905-529-5209 <i>General contact</i> Contact source	https://iwchamilton.ca/
Indus Community Services Settlement Services <i>Peel / Halton</i>	905-275-2369 <i>General contact</i> Contact source	https://www.induscs.ca/
Job Skills Newcomer and Employment Services <i>York / Durham / Peel</i>	1-866-592-6278 <i>General contact</i> Contact source	https://www.jobskills.org/
Kawartha Lakes and Haliburton Immigration Partnership / Services Newcomer Navigation <i>Kawartha Lakes / Haliburton</i>	705-212-2345 <i>Immigrant services</i> Contact source	https://www.klhi.ca/
KEYS Job Centre Newcomer Services <i>Kingston / Eastern Ontario</i>	613-546-5559 <i>General contact</i> Contact source	https://www.keys.ca/
Kingston Community Health Centres Immigrant Services Kingston and Area <i>Kingston</i>	613-544-4661 <i>Immigrant Services Kingston and Area</i> Contact source	https://kchc.ca/
Kitchener-Waterloo Multicultural Centre Settlement Services <i>Waterloo Region</i>	519-745-2531 <i>General contact</i> Contact source	https://kwmulticultural.ca/
London Cross Cultural Learner Centre Settlement and Resettlement <i>London</i>	519-432-1133 <i>General contact</i> Contact source	https://www.lccclc.org/
LUSO Community Services Settlement Services <i>London</i>	519-452-1466 <i>General contact</i> Contact source	https://www.lusocentre.org/
Mennonite New Life Centre of Toronto Settlement Services <i>Toronto</i>	647-812-1332 <i>General contact</i> Contact source	https://mnlct.org/
Multicultural Association of Kenora and District Settlement Services <i>Kenora</i>	807-468-7140 <i>General contact</i> Contact source	https://kenoramulticultural.ca/
Multicultural Council of Windsor and Essex County Settlement Services <i>Windsor-Essex</i>	519-255-1127 <i>General contact</i> Contact source	https://themcc.com/

Organization and program	Contact number	Website
New Canadians Centre Peterborough Settlement Services <i>Peterborough</i>	705-743-0882 <i>General contact</i> Contact source	https://nccpeterborough.ca/
New Canadians' Centre of Excellence Settlement Services <i>Windsor-Essex</i>	519-258-4076 <i>General contact</i> Contact source	https://www.ncceinc.org/
Newcomer Women's Services Toronto Settlement and Employment <i>Toronto</i>	647-224-1371 <i>General contact</i> Contact source	https://www.newcomerwomen.org/
North Bay & District Multicultural Centre Settlement Services <i>North Bay</i>	705-495-8931 <i>North Bay office under Northeastern Ontario Multicultural Centre</i> Contact source	https://www.nbdmc.ca/
North York Community House Newcomer Services <i>Toronto</i>	416-784-0920 <i>General contact</i> Contact source	https://www.nych.ca/
Northeastern Ontario Multicultural Centre Settlement Services <i>Timmins / Northeastern Ontario</i>	705-495-8931 <i>General contact</i> Contact source	https://neomulticulturalcentre.ca/
Ottawa Community Immigrant Services Organization Settlement and Clinical Services <i>Ottawa</i>	613-725-0202 <i>General contact</i> Contact source	https://ociso.org/
Peel Multicultural Council Settlement Services <i>Mississauga / Brampton</i>	905-819-1144 ext. 221 <i>General contact</i> Contact source	https://www.peelmc.ca/
Polycultural Immigrant & Community Services Settlement Services <i>Mississauga / Toronto</i>	1-844-493-5839 <i>General contact</i> Contact source	https://www.polycultural.org/
Punjabi Community Health Services Newcomer and Community Services <i>Peel</i>	905-677-0889 <i>General contact</i> Contact source	https://pchs4u.com/
Quinte Immigration Services Settlement Services <i>Belleville / Quinte</i>	613-968-7723 <i>General contact</i> Contact source	https://www.quinteimmigration.ca/
Reception House Waterloo Region Refugee Resettlement <i>Waterloo Region</i>	519-743-0445 <i>General contact</i> Contact source	https://receptionhouse.ca/
Refugee 613 Newcomer Information and Coordination <i>Ottawa</i>	613-404-7923 <i>WhatsApp contact</i> Contact source	https://refugee613.ca/
Sault Community Career Centre Newcomer Services <i>Sault Ste. Marie</i>	705-759-0909 <i>General contact</i> Contact source	https://saultcareercentre.ca/
Somali Centre for Family Services Settlement Services <i>Ottawa</i>	613-526-2075 <i>General contact</i> Contact source	https://scfsottawa.org/
South Essex Community Council Newcomer Services <i>Leamington / Essex</i>	519-326-8629 <i>General contact</i> Contact source	https://www.secc.on.ca/

Organization and program	Contact number	Website
Sudbury Multicultural and Folk Arts Association Settlement Services <i>Greater Sudbury</i>	705-674-4455 <i>General contact</i> Contact source	https://www.sudburymulticultural.org/
Thunder Bay Multicultural Association Newcomer Services <i>Thunder Bay</i>	807-345-0551 <i>General contact</i> Contact source	https://www.thunderbay.org/newcomer-services
TNO – The Neighbourhood Organization Newcomer Services <i>Toronto</i>	416-421-3054 <i>General contact</i> Contact source	https://tno-toronto.org/
Welcome Centre Immigrant Services Regional Hubs <i>York Region</i>	1-877-761-1155 <i>General contact</i> Contact source	https://www.welcomecentre.ca/
Welland Heritage Council and Multicultural Centre Settlement Services <i>Welland / Niagara</i>	905-732-5337 <i>General contact</i> Contact source	https://www.wellandheritagecouncil.com/
Wesley Newcomer Services <i>Hamilton</i>	905-528-5629 <i>General contact</i> Contact source	https://wesley.ca/
WILL Employment Solutions Immigrant Employment and Settlement <i>London</i>	519-663-0774 <i>General contact</i> Contact source	https://www.wil.ca/
WoodGreen Community Services Newcomer Services <i>Toronto</i>	416-645-6000 ext. 2100 <i>Newcomer settlement</i> Contact source	https://www.woodgreen.org/
YMCA Newcomer Information Centre Ottawa Information and Referral <i>Ottawa</i>	613-695-2440 <i>Downtown Ottawa office</i> Contact source	https://www.ymcaottawa-nic.ca/
YMCA of Greater Toronto Newcomer Settlement Programs <i>Toronto / GTA</i>	416-928-9622 <i>General contact</i> Contact source	https://www.ymcagta.org/immigrant-services
YMCA of Northeastern Ontario Immigrant Services <i>Sudbury</i>	705-674-2324 <i>Immigrant services</i> Contact source	https://www.ymcaneo.ca/
YMCA of Simcoe/Muskoka Newcomer Services <i>Barrie / Simcoe-Muskoka</i>	705-241-2501 <i>Settlement services</i> Contact source	https://ymcaofsimcoemuskoka.ca/
YMCA of Southwestern Ontario Immigrant Services <i>London / Sarnia / Windsor</i>	519-645-7553 ext. 1 <i>London newcomer services;</i> <i>Sarnia 519-336-5950;</i> <i>Windsor 519-258-9622</i> Contact source	https://www.ymcaswo.ca/
YMCA of Three Rivers Immigrant Services <i>Waterloo Region</i>	519-579-9622 <i>Kitchener and Waterloo;</i> <i>Cambridge 519-621-1621</i> Contact source	https://www.ymcathreerivers.ca/settlement-services

Youth Family and Disability

Organization and program	Contact number	Website
ARCH Disability Law Centre Disability Rights Ontario-wide	1-866-482-2724 <i>General contact</i> Contact source	https://archdisabilitylaw.ca/
Canadian Hearing Services Hearing, Employment and Settlement Supports Ontario-wide	1-866-518-0000 ext. 4048; TTY 1-877-215-9530 <i>Settlement and employment services; voice and TTY</i> Contact source	https://www.chs.ca/
CNIB Vision Loss Programs Ontario-wide	1-800-563-2642 <i>General contact</i> Contact source	https://www.cnib.ca/
Community Living Toronto Developmental Services Toronto	647-426-3220 <i>Community Information Line</i> Contact source	https://cltoronto.ca/
Family Service Toronto Families in TRANSition / Counselling Toronto	416-595-9618 <i>Service Access Unit</i> Contact source	https://familyservicetoronto.org/
For Youth Initiative Youth Programs Toronto	416-653-3311 <i>General contact</i> Contact source	https://www.foryouth.ca/
Friends of Ruby Youth Supports Toronto	416-359-0237 <i>General contact</i> Contact source	https://www.friendsofruby.ca/
Justice for Children and Youth Youth Legal Services Toronto / Ontario	416-920-1633 / 1-866-999-5329 <i>Legal intake</i> Contact source	https://jfcy.org/
LGBT YouthLine Peer Support and Resource Navigation Ontario-wide	647-694-4275 <i>Peer support by text; office</i> 416-962-2232 Contact source	https://www.youthline.ca/
March of Dimes Canada Disability Services Ontario-wide	1-800-263-3463 <i>General contact</i> Contact source	https://www.marchofdimes.ca/
Pflag Canada Family and Peer Support Ontario-wide	1-888-530-6777 <i>General contact</i> Contact source	https://pflagcanada.ca/
Senior Pride Network Older 2SLGBTQ+ Adult Network Toronto	No public phone confirmed; email spntoronto@gmail.com Contact source	https://www.seniorpridenetwork.ca/
Silent Voice Deaf and Hard of Hearing Services Toronto / Ontario	416-463-1104; TTY 416-463-3928 <i>Voice and TTY contacts</i> Contact source	https://silentvoice.ca/
The 519 Older 2SLGBTQ+ Adult Programs Toronto	647-888-9591 / 437-348-0084 <i>Program coordinators</i> Contact source	https://www.the519.org/programs/category/older-2slgbtq/
The Teresa Group Family HIV Support Toronto	416-596-7703 <i>General contact</i> Contact source	https://teresagroup.ca/

Service Navigation Support

Organization and program	Contact number	Website
211 Ontario Community and Social Services Navigation <i>Ontario-wide</i>	211 / 1-877-330-3213 <i>Community referral line</i> Contact source	https://211ontario.ca/
Canadian Human Trafficking Hotline Service Navigation <i>Canada-wide</i>	1-833-900-1010 <i>24 hour hotline</i> Contact source	https://www.canadianhumantraffickinghotline.ca/
CLEO Community Legal Clinic Directory <i>Ontario-wide</i>	416-408-4420 <i>CLEO office; directory online</i> Contact source	https://www.cleo.on.ca/en/publications/ontario/all
ConnexOntario Mental Health and Addictions Navigation <i>Ontario-wide</i>	1-866-531-2600 <i>General contact</i> Contact source	https://www.connexontario.ca/
Health811 Ontario Health Advice and Service Navigation <i>Ontario-wide</i>	811 / 1-866-797-0000 <i>Health advice and navigation</i> Contact source	https://health811.ontario.ca/
IRCC Find Free Newcomer Services Near You <i>Ontario-wide</i>	1-888-242-2100 <i>IRCC Client Support Centre; Canada only</i> Contact source	https://ircc.canada.ca/english/newcomers/services/index.asp
Legal Aid Ontario Legal Clinic Finder <i>Ontario-wide</i>	1-800-668-8258 <i>Legal aid application line</i> Contact source	https://www.legalaid.on.ca/legal-clinics/
OCASI Member Agency Directory <i>Ontario-wide</i>	416-322-4950 <i>General contact</i> Contact source	https://ocasi.org/membership/ocasi-members/ocasi-member-agencies-directory
Ontario AIDS Network HIV Service Organization Network <i>Ontario-wide</i>	416-364-4555 <i>General contact</i> Contact source	https://ontarioaidsnetwork.ca/
Ontario Coalition of Service Providers for Refugee Claimants Refugee Housing Directory <i>Ontario-wide</i>	No central phone listed; contact a member agency through the directory Contact source	https://refugeehouses.ca/
Ontario Victim Services Victim Support Line and Local Services <i>Ontario-wide</i>	416-314-2447 / 1-888-579-2888 <i>Victim Support Line</i> Contact source	https://www.ontario.ca/page/victim-services-ontario
Ontario.ca Newcomer Settlement Program <i>Ontario-wide</i>	No direct program phone confirmed; use the service directory Contact source	https://www.ontario.ca/page/getting-settled-ontario
Rainbow Health Ontario Service Provider Directory <i>Ontario-wide</i>	416-324-4100 <i>Sherbourne Health reception; ask for RHO</i> Contact source	https://www.rainbowhealthontario.ca/2slgbtq-health/service-provider-directory/
ServiceOntario Government Services Navigation <i>Ontario-wide</i>	416-326-1234 / 1-800-267-8097 <i>ServiceOntario general enquiries</i> Contact source	https://www.ontario.ca/page/serviceontario
Settlement.Org Newcomer Information and Services Near Me <i>Ontario-wide</i>	No direct phone listed; use the online contact form Contact source	https://settlement.org/