

# A Survival Manual for Workers On Strike or Locked Out In Toronto

This manual contains information about various community and social services in Toronto that can assist union members and their families who are on strike or locked out.

**-2017-**

For more copies or further information, please contact:

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Labour Community Services acknowledges the assistance of  
Findhelp Information Services in the  
development of this manual.

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# **ASSAULTED WOMEN**

The **Assaulted Women's Helpline**

**416- 863-0511, TTY 364-8762**  
**1-866-863-0511 outside 416 area**  
**Text #SAFE (7233)**

P.O. Box 369 Station B  
Toronto, On M5T 2W2

Offers a confidential 24-hour telephone service providing crisis counselling, emotional support, as well as basic information and referrals for:

- Emergency shelters
- Emergency food
- Counselling
- Legal services
- Health services
- Welfare and family benefits
- Cultural resources
- Other community services

Family members, neighbours, professionals or anyone in contact with an assaulted woman may also call.

# BUDGETING

Before being on strike, you may have needed to prepare formal budgets for your household spending. However, now you will probably need to control where every penny is to be spent.

Start by listing all your monthly financial commitments. Put down your monthly income and divide it up according to your commitments.

If you do not have enough money to make ends meet, you may have to start cutting expenses. If you still cannot make ends meet, it's time to ask if you can make special financial arrangements in the following areas – utilities, telephone, taxes, car loans, credit cards, and any other monthly bills you might have.

The key is to talk to your creditors. The worst thing you can do is to hide, to miss payments, not to answer the phone and make promises you cannot keep.

Here are some suggestions for specific items:

**Auto and Home Insurance** – contact the insurance agents and discuss ways to spread out the premiums.

**Car Loans** – try to defer your loan payment, or discuss with the loans officer the possibility of re-financing to reduce the size of payment.

**Credit Cards** – find out what the minimum payments are to keep your account current. Avoid using your credit cards. You may owe money already and it would worsen the situation if you increase your debt load at this time.

**Department Store Accounts** – contact the businesses involved and discuss your situation.

**Home Mortgages** – contact your lender and try to work out a new payment plan, before payment is due.

**Renters** – contact your landlord before rent is due. Try to reduce or defer payment temporarily until you are back to work.

**Property Taxes** – call the taxation office in your municipality to find out if payment can be delayed and how much the penalties will be.

**Utilities** – contact the utility office (electricity, gas, oil, etc.). You may be able to pay part of the bill and spread payments out.

If you are having trouble meeting your financial commitments, seek debt counseling. You do not want to destroy your credit rating for the future.

It may be helpful to enlist the assistance of the following agencies:

**Credit Canada**

**416-228-3328,**  
**Toll free: 1-800-267-2272**  
[www.creditcanada.com](http://www.creditcanada.com)

**Etobicoke Branch**

**647-427-8477**

208 Evans Ave, suite 105  
Toronto, ON M8Z 1J7

**Scarborough town Centre**

**647-427-8478**

55 Town Centre Crt, suite 105  
Toronto, ON M1P 4X4

**Downtown Toronto**

**416-637-8368**

2 CARLTON ST. Suite 1304  
Toronto ON M5B 1J3

**North York**

**416-228-3328**

45 Sheppard Ave. E suite 810  
Toronto, ON M2N 5W9

In person counselling appointments are available in Toronto,  
Scarborough & Mississauga

**416-228-debt**

For more information go to:

**E: [info@creditcanada.com](mailto:info@creditcanada.com)**  
**[www.creditcanada.com](http://www.creditcanada.com)**

**Industry Canada. Office of the Superintendent of Bankruptcy 416-973-6441**

25 St. Claire Ave. E 6th floor  
Toronto, ON M4T 1M2

**Canadian Association of Retired Persons (CARP) 416-363-2277**

30 Jefferson Ave,  
Toronto, ON M6K 1Y4

## **SAMPLE LETTER TO A CREDITOR**

Dear (Name of Creditor):

Due to (explain reason) I am experiencing financial difficulty and am asking you to accept a reduced payment for (give period of time). At that time, I hope to (have my other bills paid – be back at work – have found a part-time job).

I would appreciate your consideration in this matter, as I am not able to meet the regular payment of\_\_\_\_\_. I request that you accept \_\_\_\_\_ per month during this emergency.

Please do not place my account in the hands of a collection agency. I wish to deal with you directly. Would you consider withholding interest on my account? I do not wish to go further in debt. I have been a customer of your organization for \_\_\_\_\_ years and have always paid my bills on time.

I will resume regular payments as soon as possible and will notify you immediately when I find out when this will be.

Sincerely,

Name:

Address:

Phone Number:

Credit Account Number:

## **SAMPLE LETTER TO A CREDITOR**

TO: All Creditors

From: UNION \_\_\_\_\_ LOCAL # \_\_\_\_\_

Union/Local \_\_\_\_\_ members, who are workers employed by \_\_\_\_\_ are currently on strike/lockout. As you can imagine, the strike/lockout is causing financial hardship to all of our members.

At present, our members are making every effort to contact creditors to renegotiate monthly mortgage/rent and bill payments until the strike is settled. Once a settlement is reached and our members are back to work, they will make every effort to pay any overdue payments they might have incurred.

It is the Union's hope that, as the creditor of one of our members, you will understand the current difficult situation and allow them to negotiate a payment schedule which is within their means and mutually acceptable.

We appreciate your assistance to our members at this time.

Yours sincerely,

*Suggested signature:*

President of Local  
Staff Representative or  
Chair of Benevolent Committee.



## CHILD CARE

There are two basic forms of childcare for children from birth to 9 years:

- Private home child care
- Child care centres, both nonprofit and commercial

For full information on child care centres, contact:

**Findhelp Information Services**

**211**  
**(Calling from Ontario)**

The City of Toronto provides private home childcare through:

**Toronto Home Child Care**

118 Finch Ave W, Unit 4  
Toronto, ON M3J 3J4

**416-392-3326**  
**E: [thcc@toronto.ca](mailto:thcc@toronto.ca)**

Information on private home childcare in the community is available through:

**Home Child Care Association of Toronto**

**416-392-3317**

55 John St, 10<sup>th</sup> Floor  
Metro Hall, Toronto M5V 3C6

**E: [telccs-headoffice@toronto.ca](mailto:telccs-headoffice@toronto.ca)**

### **Subsidies:**

To be eligible for subsidy, parents must be either working or attending school and must demonstrate financial need. Some subsidies are available for special needs situations.

To be put on the waiting list, contact one of the field offices of the City of Toronto's Children's Services Division, or call **416-392-5437** for a mail-in subsidy application. Please note waiting lists are often long and your child may not be placed right away.

# COMMUNITY INFORMATION CENTRES

The following centres provide free and confidential information and referral on a wide range of community and social services in the voluntary sector and all levels of government.

## **TORONTO**

**Albion Neighbourhood Services** **416-741-1553**

1530 Albion Road, Suite 205  
Etobicoke, ON, M9V 1B4

**Bloor Information & Life Skills Centre** **416-531-4613**

672 Dupont Street, Suite 307  
Toronto, ON M6G 1Z6

**Community Information Fairview** **416-493-0752**

Box 210, 1800 Sheppard Ave. East  
North York, ON M2J 5A7

**Parkdale Community Information Centre** **416-393-7689**

1303 Queen Street West,  
Toronto, ON

**POINT (People & Organizations in North Toronto)** **416-487-2390**

200 Eglinton Avenue West  
Toronto, ON M4R 1A7

**YMCA Ask! Community Information Centre** **416-252-6471**

85 Fifth Street,  
Toronto, ON M8V 2Z5

## **REGIONAL MUNICIPALITY OF DURHAM**

### **Ajax Pickering Information Service**

**905-686-2661**

458 Fairall Street, Unit 4  
Ajax, ON L1S 1R6

### **Brock Information Centre**

**705-432-2636**

1 Cameron Street East, P.O. Box 10  
Cannington, ON L0E 1E0

### **Information Oshawa**

**905-436-3311**

50 Centre Street South  
Oshawa, ON L1H 3Z7

### **Information Scugog**

**905-985-7346**

181 Perry St., PO Box 780,  
Port Perry, ON L9L 1A7

### **Information Uxbridge**

**905-852-0400**

7239 Concession 6,  
Uxbridge, ON

### **Whitby Information Centre**

**905-655-2203**

222 McKinney Dr,  
Whitby, ON L1R 3M

## **REGIONAL MUNICIPALITY OF HALTON**

### **Halton Hills Community Support & Information**

**905-873-2600**

1 Halton Hills Drive,  
Halton Hills, ON, L7G 5G2

**Information Burlington**

**905-335-7600**

426 Brant Street, PO Box 5013  
Burlington, Ontario L7R 3Z6

**Information Oakville**

**905-845-6601**

1225 Trafalgar Road  
Oakville, ON L6H 0H3

**Milton Community Resource Centre**

**905-876-1244**

410 Bronte Street South  
Milton, ON L9T 0H8

**REGIONAL MUNICIPALITY OF PEEL**

**Malton Community Information Service**

**905 677-6270**

3540 Morning Star Drive  
Mississauga, Ontario

# COUNSELLING

Confidential counselling services are available for a variety of the problems of daily living. Some have no fees, however many agencies operate on a sliding fee schedule based on income and financial circumstances. Contact the agency in your area:

**Anishnawbe Health Toronto** **416-920-2605**

A cultural-based health centre, with service available in Cree, English, Mohawk, Odawa and Ojibway.

225 Queen St E.  
Toronto, ON

**Catholic Children's Aid Society of Toronto**

**416-395-1581**

26 Maitland Street,  
Toronto, ON M4Y 1C6

**Catholic Family Services of Toronto**

**416-921-1163**

Central Toronto Office  
1155 Yonge Street, Suite 200  
Toronto, Ontario, M4T 1W2  
(416) 921-1163

North Toronto Office  
5799 Yonge St, Suite 300  
Toronto Ontario, M2M 3V3Map  
Tel: (416) 222-0048

**Centre Médico-social Communautaire**

**416-922-6624**

22, rue College eau principal  
Toronto, M5G 1K3

**Children's Aid Society of Toronto**

**416-924-4646**

Central Branch  
30 Isabella St., Toronto, Ontario M4Y  
1N1

Scarborough Branch And Moberly  
Residence  
843 Kennedy Rd.  
Toronto, Ontario M1K 2E3

Northwest Site  
20 De Boers Drive  
Toronto, Ontario M3K 2A2

**Chinese Family Services of Ontario** 416-979-8299

3330 Midland Ave., Suite 229  
Scarborough, ON M1V 5E7

**Access Alliance Multicultural Community Services** 416-324-8677

Provides services for immigrants and refugees.  
340 College St., Ste. 500,  
Toronto ON M5T 3A9

**Family Service Toronto**

416-595-9618

**Counselling for individuals, couples and families**

128A Sterling Rd,  
Toronto, ON M6R 2B7

**Jewish Family & Child Service of Toronto**

416-638-7800

**Downtown Branch**

4600 Bathurst Street | 1st Floor  
Toronto, Ontario M2R 3V3

**Native Child & Family Services of Toronto**

416-969-8510

30 College Street  
Toronto ON M5G 1K2

**South Asian Family Support Services**

416-293-9263

1200 Markham Rd,  
Toronto, ON M1H 3C3

**Unison Health & Community Services. Keele-Rogers**

416-653-5400

1651 Keele St,  
Toronto, ON M6M 3W2

For additional information and referral to services, contact:

## SELF HELP

### Self Help Resource Centre of Greater Toronto

1-888-283-8806  
416-487-4355

40 St. Clair Avenue East, Suite 307  
Toronto, Ontario M4T 1M9

**Self Help Resource Centre of Greater Toronto** provides information on self-help groups and organizations in the Greater Toronto area which meet to help members overcome problems and deal with areas of concern in their lives. The Resource Centre has information on groups and organizations dealing with:

- Addictions and compulsions
- Bereavement
- Disabilities
- Health
- Seniors
- Substance use and abuse, and many more

## DISTRESS CENTRES

Telephone hotlines for persons in need of immediate emotional support, crisis intervention or suicide prevention.

### Distress Centre

416-408-4357

(Offers 24 hours service)

10 Trinity Square,  
Toronto, ON M5G 1B1

### Gerstein Centre (24 hours)

Crisis Line (Voice & TTY) 416-929-5200

100 Charles St E,  
Toronto, ON M4Y 1V3

24-hour non-medical crisis intervention for acute psychosocial crises, for the former cities of Toronto and York. Second party, agency or professional referrals can be made by calling **929-9897**.

## **Anduhyaun—Aboriginal Crisis Intervention Program**

**416-920-1492 (ext. 221)**

1296 Weston Rd,  
Toronto, ON M6M 4R3

### **OUTSIDE TORONTO:**

#### **Distress Centre Oakville**

**905-849-4541**

PO Box 48021 Rpo Dundas Sheppard,  
Mississauga, ON L5A 4G8

#### **Distress Centre of Durham Region** (Offers 24 hours service)

**905-430-3511**

306 Brock St. N.,  
Whitby, ON L1N 4H7

#### **Distress Centre Peel**

**905-278-7208,  
TTY: 905-278-4890**

(Offers 24 hours service)

**Toll free: 1-800-363-0971**

10 Peel Centre Drive, Brampton, ON L6T 4B9  
905-278-7208

#### **Mobile Crisis of Peel**

**905 848 7754**

75 Watline Avenue, Unit 103  
Mississauga, ON L4Z 3E5

Immediate and discreet telephone and mobile crisis response service for individuals, their friends, or family members who want assistance with managing current or potential mental health crises.

#### **Spectra Community distress centre** (Offers 24 hours service)

**905-459-7777**

**905 459-8439**

7700 Hurontario Street, Unit 402 (2nd floor)  
Brampton, ON L6Y 4M3Spect



## EMERGENCY SERVICES

For emergency assistance regarding food, clothing and drugs, contact:

**Salvation Army Family & Community Services** **416-467-7664**

107 Cedarvale Ave  
Toronto, ON M4C 4J9

**Scott Mission** **416-923-8872**

502 Spadina Avenue  
Toronto, Ontario M5S 2H1

**Society of St Vincent de Paul** **416-364-5577**

811 Lawrence Ave W,  
Toronto, ON

## EMERGENCY MATERIAL AID

### FOOD AID

**FoodShare:**

**416-363-6441**

90 Croatia St.  
Toronto, ON M6H 1K9

**FoodLink Hotline**

**416-392-6655**

Referral and counselling for those needing food, Mon-Fri 9-4.  
Will refer clients to nearest food bank that is nearest to their residence

**Field to Table**

**416-392-6441**

Bi-weekly low-cost Good Food Box of fresh fruit and vegetables,  
for individuals and families.

90 Croatia St.  
Toronto ON M6H 1K9

**Baby Nutrition**

**416-392-6652**

Education on homemade baby food from fresh affordable food.

**The Stop Community Food Centre**

**416-652-7867**

1884 Davenport Rd.  
Toronto, ON M6H 2E7

**Daily Bread Food Bank**

**416-203-0050**

191 New Toronto St.,  
Toronto ON M8V 2E7

**CLOTHING**

**519 Church Street Community Centre**

**416-392-6874**

519 Church Street,  
Toronto, ON M4Y 2C9

**Cecil Street Community Centre**

**416-392-1090**

58 Cecil St.,  
Toronto, ON M5T 1N6

**Salvation Army Community & Family Services**

**416766 1361 Ext 1**

1100 Weston Road,  
Toronto ON, MG9 3S4

**Good Neighbours Club**

**416- 366-5377**

170 Jarvis St.,  
Toronto ON, M5B 2B7

## GOVERNMENT FINANCIAL ASSISTANCE

The city's Community & Neighbourhood Services' Social Services Division provides financial assistance to meet the basic needs (food, shelter, utilities, medication) of families and single people. But the Ontario Works Act excludes most people who are involved in a labour dispute or on strike.

One-time emergency assistance may be issued in extreme emergencies. Those in need must phone ahead to make an appointment for an application.

In Toronto, contact the main office at **416 392-8623** or the local office in your area.

## GOVERNMENT INFORMATION

Municipal government:

**Access Employment (Toronto)**

**416-921-1800**

100-489 College Street,  
Toronto ON M6G 1A5

Ontario government:

**Citizen Inquiry Bureau**

**1-800-268-7095**

Information on provincial programs and services

**416-327-2422**

Federal government:

**Service Canada**

**1-800-667-3355,**  
**TTY: 1-800-465-7735**  
**1-800-622-6232**

Information on federal programs and services.

Elected government representatives:

For assistance in determining the constituency you live in, your municipal representative, or your provincial or federal Member of Parliament, call:

**Find help Information Services**

**211  
(Calling in Ontario)**

## **HEALTH CARE**

### **COMMUNITY HEALTH CENTRES**

Community health centres provide a variety of health-related services, including medical services, counselling, nutrition and family planning. Most of the centers serve persons living in a particular area. If you are not sure whether or not you meet the residency requirement of a particular centre, call ahead and ask.

**Access Alliance Multicultural Community Health Centre** **416-324-8677**

340 College St., Ste. 500,  
Toronto, ON M5T 3A9

**Anishnawbe Health Toronto** **416-360-0486**

225 Queen St E,  
Toronto, ON

**Anne Johnston Health Station** **416-486-8666**

2398 Young St.,  
Toronto ON M3M 1A4

**Black Creek Community Health Centre** **416-249-8000**

2202 Jane St.,  
Toronto ON M3M 1A4

**Broadview Community Health Clinic (St Michael's Hospital)** **416-360-4000**

80 Bond St.,  
Toronto ON, M5B 1X5

**Central Toronto Community Health Centres** 416-703-8482

168 Bathurst St.,  
Toronto, ON M5V 2R4

**Centre Medico Social Communautaire** 416-922-2672

• **Satellite Clinic** (North York) 416-492-2672

20 Lower Spadina Ave.,  
Toronto ON, M5Y 2Z1

**Davenport Perth Neighbourhood Centre** 416-656-8025

1900 Davenport Rd.,  
Toronto ON, M6N 1B7

**East End Community Health Centre** 416-778-5858

• **Satellite Office** (Kingston Road) 613-364-6378

1619 Queen St. E,  
Toronto, ON M4L 1G4

**Flemingdon Health Centre** 416-429-4991

10 Gateway Blvd.,  
North York ON M3L 3A1

**Four Villages Community Health Centre** 416-604-0640

1700 Bloor St. W,  
Toronto ON MG9 4C3

**Lakeshore Area Multiservice Project Health Service** 416-252-6471

185 Fifth Street,  
Toronto ON M8V 2V7

**Lawrence Heights Unison Health and Community Services** 416-787-1661

12 Flemmington Rd.,

Toronto ON MGA 2N4

**Parkdale Community Health Centre**

**416-537-2455**

1229 Queen W,  
Toronto ON M6K 1L2

**Regent Park Community Health Centre**

**416-364-2261**

465 Dundas St. E,  
Toronto ON M5A 2B2

**Rexdale Community Health Centre**

**416-744-0066**

8 Taber Rd.,  
Etobicoke ON M9W 3A4

**Scarborough Center for Healthy Communities**

**416-642-9445**

629 Markham Road Unit 2,  
Scarborough, ON M1H 2A4

**Planned Parenthood (Toronto)**

**416-961-0113**

36 Prince Arthur Ave.,  
Toronto, ON M5R 1A9

**St James Town Health Centre (St Michael's Hospital)**

**416-864-3096**

410 Sherbourne St.,  
Toronto ON, M5A 2K3

**St Lawrence Health Services (St Michael's Hospital)**

**416-864-6000**

140 the Esplanade, Unit 3  
Toronto, ON M5A 4P5

**South Riverdale Community Health Centre**

**416-461-1925**

955 Queen Street East,  
Toronto, M4M 3P3, ON

**Stonegate Community Health Centre** **416-231-7070**

150 Berry Road  
Toronto, ON M8Y 1W3

**Wellesley Health Centre (St Michael's Hospital)** **416-284-5931**

3545 Kingston Rd  
Scarborough, ON M1M 1R6

**Women's Health in Women's Hands** **416-593-7655**

2 Carlton Street, Suite 500  
Toronto, ON M5B 1J3

**York Community Services** **416-653-5400**

1651 Keele St,  
York, ON M6M 3W2

## **DENTAL**

Free or low-cost dental care is offered through:

**Central Toronto Community Health Centres** **416-703-8482**

168 Bathurst Street  
M5V 2R4 Toronto, Ontario

**George Brown College, WAVE Dental Clinic** **416-415-4547**

P.O. Box 1015, Station B  
Toronto, Ontario M5T 2T9

**Regent Park Community Health Centre** **416-364-2261**

465 Dundas Street East  
Toronto, ON M5A 2B2

**Toronto Public Health, Etobicoke Office** **416-392-2489**  
(Marginal income families)

399 The West Mall, lower level  
Toronto, ON M9C 2Y2

**University of Toronto, Dental Clinic** **416-979-4927**

124 Edward St  
Toronto, ON M5G 1G6

**For other dental services available to children and seniors, call:**

**Findhelp Information Services** **211(Calling from Ontario)**

1650 Yonge St #100,  
Toronto, ON M4T 2A2

**If you need assisting locating a dentist or emergency dental care, call:**

**Dental Emergency Service** **416-485-7121**

970 Lawrence Ave W,  
North York, ON M6A 3B6

**Toronto Academy of Dentistry** **416-967-5649**

600 University Ave,  
Toronto, ON M5G 1X5

***Hospitals offering dental clinics include:***

**Mount Sinai Hospital** **416-596-4200**

600 University Ave,  
Toronto, ON M5G 1X5

**St Joseph's Health Centre** **416-530-6000**

30 The Queensway,  
Toronto, ON M6R 1B5



**Toronto East General & Orthopaedic Hospital** **416-461-8272**

825 Coxwell Ave,  
Toronto, ON M4C 3E7

**Toronto Hospital, General Division** **416-340-3388**

200 Elizabeth Street,  
Toronto, ON M5G 2C4

## **DOCTORS**

If you need help locating a family doctor, contact:

**College of Physicians & Surgeons of Ontario** **416-967-2603**

80 College Street  
Toronto, ON M5G 2E2

**Ontario College of Family Physicians** **416-867-9646**

400 University Ave., Suite 2100  
Toronto ON M5G 1S5

**PUBLIC HEALTH** **416-338-7600**  
**Or call 311**

175 Memorial Park Ave,  
East York, ON M4C 3G2

The City of Toronto's public health department provides health promotion and disease prevention programs and services through its several offices. Services can include family counselling, mental and emotional health counselling, nutrition counselling and many other services.

Public health nurses are sometimes available to visit families and individuals at home, for assessment, information and referral.

**Toronto Office**  
**Downtown Health Area Office** **392-7415**

277 Victoria St,  
Toronto, ON M5B 2L6

**York Office** **392-2436**

22 Prospect St,  
Newmarket, ON L3Y 3S9

# HOUSING ALTERNATIVES

## **Toronto Social Housing Connections**

**416-981-6111, TTY 969-6045**

Is the one-stop information and access system for people wanting to apply for affordable rental housing in the amalgamated City of Toronto, including, Toronto Community Housing, private nonprofit and cooperatives. Applications and help with applications is also available at many community locations, including the following:

### **Housing Help Centres:**

These centres provide housing registries, homesharing programs, assistance applying for subsidized housing and other services.

#### **East York/Flemingdon Park Housing Help Centre** (Flemingdon Neighbourhood Services)

**416-698-9306**

1350 Danforth Ave.  
Toronto ON M4J 1M9

#### **Etobicoke Housing Help Centre** **Etobicoke Housing Help Centre – Satellite** (Albion Neighbourhood Services)

**416-740-3704**

21 Panorama Ct. Suite 14  
Toronto ON M9V 4E3

#### **North York Housing Help Centre** (COSTI North York Centre)

**416-244-0480**

1700 Wilson Ave.,  
Toronto ON M3L 1B2

#### **Scarborough Housing Help Centre**

**416-285-8070**

2500 Lawrence Ave E,  
Scarborough ON M1P 2R7

#### **York Housing Help Centre** (York Community Services)

**905-508-1877**

10271 Young St. Unit 303,  
Richmond Hill ON L4L 3B5

For the former City of Toronto, housing information is available from the **City of Toronto's Housing Information Service 416-338-0338**.

You can also get information on applying for housing cooperatives through **Cooperative Housing Federation of Toronto 416-465-8688**

## **HUMAN RIGHTS**

The **Ontario Human Rights Commission** **416-326-9511**. TTY 314-6526  
Administers the Human Rights Code of Ontario, which provides everyone with certain rights and freedoms from discrimination on certain grounds.

The **Canadian Human Rights Commission** **1-888-214-1090** TTY: 1-888-643-3304  
Administers and enforces the Canadian Human Rights Act relating to federally regulated areas. (Toll free) 1-888-214-1151

The **Canadian Civil Liberties Association** **416-363-0321**  
Deals with such matters as the relationship of the individual and the state, and the civil rights of accused persons, but does not provide legal advice.

# LEGAL ASSISTANCE

Never ignore an official-looking paper – seek advice from a community legal clinic or a lawyer, so that you can take the right measures.

If you need a lawyer for specific advice, the following service will provide you with the name of a lawyer who will give you one half-hour of free legal advice:

## **Lawyer Referral Service**

**Crisis Line** 1-800-268-8326  
416-419-6959

There is a \$6.00 charge for this service unless you are in a crisis situation.

If you need a lawyer and are unable to afford the cost, you may apply for financial help through:

## **Legal Aid Ontario**

20 Dundas Street West Suite 201  
Toronto M5G2H1

## **To find a location contact**

**416-979-1446**  
**Toll free: 1-800-668-8858**

## **Free Legal Answers**

Established in 1993, this online resource has over 1000 topics in 65 languages with live help as well. **[www.legalline.ca](http://www.legalline.ca)**

## **COMMUNITY LEGAL CLINICS**

Legal Clinics provide information, representation, and advise on various kinds of legal issues, including social assistance, housing, refugee and immigration law, employment law, human rights, workers' compensation, and the Canada Pension Plan. Some legal clinics do not handle all of these issues. If staff at a particular legal clinic can not help you, they can refer you to someone who can. For additional legal services please contact:

**Findhelp Information Services**  
**211**  
**(Calling from Ontario)**

**Aboriginal Legal Services of Toronto** 416-408-3967

211 Young St.,  
Toronto ON M5B 1M4

**African Canadian Legal Clinic** 416-214-4747

250 Dundas St. W Suite 402,  
Toronto ON M5T 2Z5

**Centre for Spanish Speaking Peoples** 416-533-8545

200- 214 Jane Street,  
Toronto ON M3M 1A2

**Community & Legal Services Programme (CLASP)** 416-736-5029

4700 Keele St.,  
Toronto ON M3J 1P3

**Downsview Community Legal Services** 416-635-8388

655 Spadina Ave.,  
Toronto, ON M5S 2H9

**Downtown Legal Services** 416-934-4535

540 Finch Ave W,  
Toronto ON, M2R 1N7

**East Toronto Community Legal Services** 416-461-8102

1320 Gerrard St. E,  
Toronto ON M4L 3X1

<b>Flemingdon Community Legal Services</b>	<b>416-441-1764</b> TTY 441-9156
1 Leaside Park Dr. #1, Toronto, ON M4H 1N9	
<b>Jane/Finch Community Legal Services</b>	<b>416-398-0677</b>
1315 Finch Ave. W, North York ON M3J 2G6	
<b>Kensington-Bellwoods Community Legal Services</b>	<b>416-924-4244</b>
489 College St., Toronto ON M6G 1A5	
<b>Metro Toronto Chinese &amp; Southeast Asian Legal Clinic</b>	<b>416-971-9674</b>
1701-180 Dundas St., W Toronto ON M5G 1Z8	
<b>Neighbourhood Legal Services</b>	<b>416-861-0677</b>
333 Queen St E, Toronto ON M5A 1S9	
<b>Parkdale Community Legal Services</b>	<b>416-531-2411</b>
1266 Queen St. E, Toronto, ON M6K 1L3	
<b>Rexdale Community Legal Clinic</b>	<b>416-741-5201</b>
8 Taber Rd., Etobicoke ON M9W 3A4	
<b>Scarborough Community Legal Services</b>	<b>416-438-7182</b>

695 Markham Rd.  
Scarborough ON M1H 2A7

**South Etobicoke Community Legal Services**

**416-252-7218**

5353 Dundas St. W # 210,  
Toronto ON M9B 6H8

**West Scarborough Community Legal Services**

**416-285-4460**

2425 Eglinton Ave. E Suite 201,  
Scarborough ON M1K 5G8

**West Toronto Community Legal Services**

**416-531-7376**

2333 Dundas St. W # 404,  
Toronto ON M6R 1X6

**Willowdale Community Legal Services**

**416-492-2437**

245 Fairview Mall Dr., Suite 106  
Toronto, ON M2J 4T1

**York Community Services**

**416-653-5400**

1651 Keele St.,  
York ON M6M 3W2

**Services d'aide juridique du CFT**

**416-922-2672**

555, rue Richmond Ouest, bureau 303  
Toronto, ON M5V 3B1

## **RENTING**

Rent is probably the largest single monthly payment you make. While on strike, landlords will usually not defer or reduce your rent. Careful financial planning is essential for you to keep up with your rent.

If you cannot pay your rent, your landlord could:

- Sue you for back rent,
- Give you notice to move,
- Apply to the courts for an eviction.

Explain your situation to your landlady/landlord *before* problems occur.

### **Ontario Rental Housing Tribunal**

**1-888-332-3234**

Deals with landlord and tenant matters under the Tenant Protection Act, including protecting tenants from arbitrary evictions.

Assistance may also be obtained from:

**Federation of Metropolitan Toronto Tenants Associations**

**416-921-9494**

Eviction Hotline:

## **SUBSTANCE USE & ABUSE**

There are many treatment and detox centres, halfway houses and support groups offering assistance in this field. Find out what your union has available – a trained Union Counsellor, Substance Abuse Representatives, Lifeline Program, etc. Many people also choose to speak with their family doctor.

Services for a variety of issues dealing with substance use and abuse are available in the following categories:

- Alcohol & Drug Information
- Alcoholism – Aftercare
- Alcoholism – Day Programs
- Alcoholism – Detoxification Units
- Alcoholism – Ethnocultural and Racial Committee
- Alcoholism – Family Support
- Alcoholism – Native Peoples
- Alcoholism – Residential Treatment
- Alcoholism – Seniors
- Alcoholism – Youth



**Metro Addiction Assessment & Referral Service (MAARS) 416-535-8501**

Assists people in finding the community resources they need to deal with their substance use problems. They provide information about treatment options and do assessments by phone and in person. They also refer people to the appropriate treatment.

Addiction and Mental health issues: call **Ontario Toll - free: 1 800 463 6273**

**Toronto: 416-595-6111**

**Website: [www.camh.net](http://www.camh.net)**

For other information, contact:

**Findhelp Information Services**

**211**

**(calling from Ontario)**

# WORKERS HELPING WORKERS

Working men and women need to stick together in these tough times. We share a common vision for a fair and equal society. Strike action is an example of how working people are prepared to fight for their rights and dignity.

The following lists of organizations are there to help unions, locals and their members in this important struggle.

## The Toronto & York Region Labour Council

**416-441-3663**

15 Gervais Dr,  
North York, ON M3C 1Y8

Is the central labour organization representing working people across Toronto and York Region. The Labour Council works closely with all municipal governments across our communities. There are a number of services provided to affiliates including:

- Organizing strike and campaign support for local unions;
- Communicating information and labour news to unions and the news media;
- Serving as a liaison with coalition partners;
- Making deputations to municipal councils, boards of education and relevant committees;
- Providing labour representatives for various municipal boards, agencies, commissions, and non-governmental organizations;
- Organizing annual events such as the Labour Day parade, Internal Women's Day Lunch, etc.

General meetings of the Labour Council are held on the first Thursday of each month at 7:30 pm in the auditorium of the Ontario Federation of Labour Building, 15 Gervais Drive, Don Mills. All general meetings are open to observers.

For more information please go to: [www.labourcouncil.ca](http://www.labourcouncil.ca)

## **Labour Community Services (LCS)**

**416-445-5819 ext. 21**

15 Gervais Dr,  
North York, ON M3C 1Y8

LCS is a project of the Toronto & York Region Labour Council, in partnership with the United Ways of Toronto and York Region. LCS's Mission Statement is to create a deep and lasting solidarity between labour and community to achieve a just equitable society for all.

### **Labour Community Services offers:**

- A 3 level **Labour Community Advocate (LCA) Training Program**, which trains union members to offer guidance, referral and information to their co-workers and families about problems not addressed by their collective agreements.

**For more information please contact**

**416-445-5819 ext.26**

- Through **United Way Services** in Toronto and York Region, LCS supports and upholds the partnership agreements with the Toronto and York region Labour Council and United Ways of Toronto and York Region by strengthening relationship and assisting the fundraising campaigns. United Ways of Toronto and York Region funds hundreds of social service agencies that provides support to people who are in need.

**For more information on United Way Toronto please contact  
416-445-5819 ext. 27**

**For more information on York Region United Way 416-445-5819  
ext.22**

- **Special Project** works with unions and community groups to identify and address common social issues affecting all members of the community. Some of its goals are to build health communities through union engagement, create opportunity for leadership development, advance equity and support and value the community social service sector.

**For more information please contact**

**416-445-5819 ext.23**

- **Lifeline Service** is a free confidential support service to union members whose unions participate in the program.

**For more information please contact 416-445-5819 ext 25 or 416-977-6888**

- **Labour Community Services** offers a wide variety of customized training services on a fee for services to meet the needs of our members.

**LCS also offers information in the following languages:  
Mandarin, Urdu, Hindi, Amharic and Somali.**

For more information please go to: [www.labourcommunityservices.ca](http://www.labourcommunityservices.ca)

## **Labour Education Centre**

**416-537-6532**

15 Gervais Dr,  
North York, ON M3C 1Y8

**Labour Education** is also a project of the Toronto & York Region Labour Council. The Centre offers the following programs and services to unions:

**Customized Workshops**, which include needs assessment, course design, facilitation, and evaluation.

**Organizational Change Programs** from an equity perspective, using anti-oppression framework that integrates an analysis of race, class, gender and other systems of power and privilege.

**Train the trainer Workshops** to develop skills in planning, designing, facilitating workshops, and enhance the ability of the training staff or department to strategize, organize, and integrate training and education goals into the life and work of their unions.

**Popular Education Workshops** including principles and practices of popular education applied to training and development, as well as applied to other union activities like organizing, political action, and coalition building.

**Union and Equity Programs** to set up and plan for the formation of caucuses for your equity-seeking groups (aboriginal workers, workers of colour, women, gay, lesbian, transgendered, and bisexual workers, workers with disabilities); develop an overall equity framework and strategy that will help shape the unions organizing, bargaining and representation, and coalition-building programs or initiatives.

**Other Equity Workshops** like anti-racism, anti-harassment and discrimination, human rights, women in unions.

For more information please go to: [www.laboureducation.org](http://www.laboureducation.org)

**Workers' Information & Action Centre** **416-531-0778**

The **Workers' Information & Action Centre** provides workers with a walk-in and telephone counselling service to answer questions and provide referrals on a variety of work-related issues.

Other key numbers for working men and women:

**Canadian Labour Congress (Toronto)** **416-441-3710**

15 Gervais Dr,  
North York, ON M3C 1Y8

**Ontario Federation of Labour** **416-441-0722**

15 Gervais Dr,  
North York, ON M3C 1Y8

**Workers Health & Safety Centre** **416-441-1939**

675 Cochrane Drive #710,  
Markham, ON L3R 0B8

**Occupational Health Clinic for Ontario Workers (Toronto)** **416-510-8713**

970 Lawrence Av W,  
North York, ON M6A 3B6

**Toronto Workers Health & Safety Legal Clinic** **416-971-8832**

180 Dundas St W #2000,  
Toronto, ON M5G 1Z8

**LAMP Occupational Health Program** **416-252-6471**

185 Fifth St,

Etobicoke, ON M8V 2Z5, Canada