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Newcomer Services in the Greater Toronto Area: an Exploration of the Range and Funding Sources of Settlement Services

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WORKING PAPER SERIES

NEWCOMER SERVICES IN THE GREATER TORONTO AREA: AN EXPLORATION OF THE RANGE AND FUNDING SOURCES OF SETTLEMENT SERVICES

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Newcomer Services in the Greater Toronto Area: An Exploration of the Range and Funding Sources of Settlement Services[1]

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ABSTRACT

This paper provides a profile of newcomer services and the agencies which provide them to recent immigrants in the Greater Toronto Area (GTA). It is intended as a resource for researchers, immigrants, agency, community and government organizations. The paper begins by reviewing: the range of newcomer services available, trends in recent immigrant settlement in the Toronto area, and a description of funding sources for newcomer services in the GTA. Next we discuss our research methodology and identify some limitations to the material we present. The bulk of the paper consists of an identification of agencies providing newcomer services in the City of Toronto and Regional Municipalities of Durham, Halton, Peel and York. We cite location, funding source(s), and program offering(s) for each agency. The paper concludes with tabulated summaries of the agencies described.

KEY WORDS: newcomer services; immigrant service agencies; Toronto immigration settlement; newcomer service funding

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[1] This report was completed in September 2003 and parts were updated in December 2004.

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GEOIDE

Citizenship and Immigration Canada Citoyenneté et Immigration Canada

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INTRODUCTION

This report aims to provide an overview about the range of newcomer services in the Greater Toronto Area, the service deliverers in the area, and a brief description of some of their sources of funding. The Greater Toronto Area (GTA) consists of four regional municipalities – Durham, Halton, Peel, York – and the City of Toronto (Figure 1).

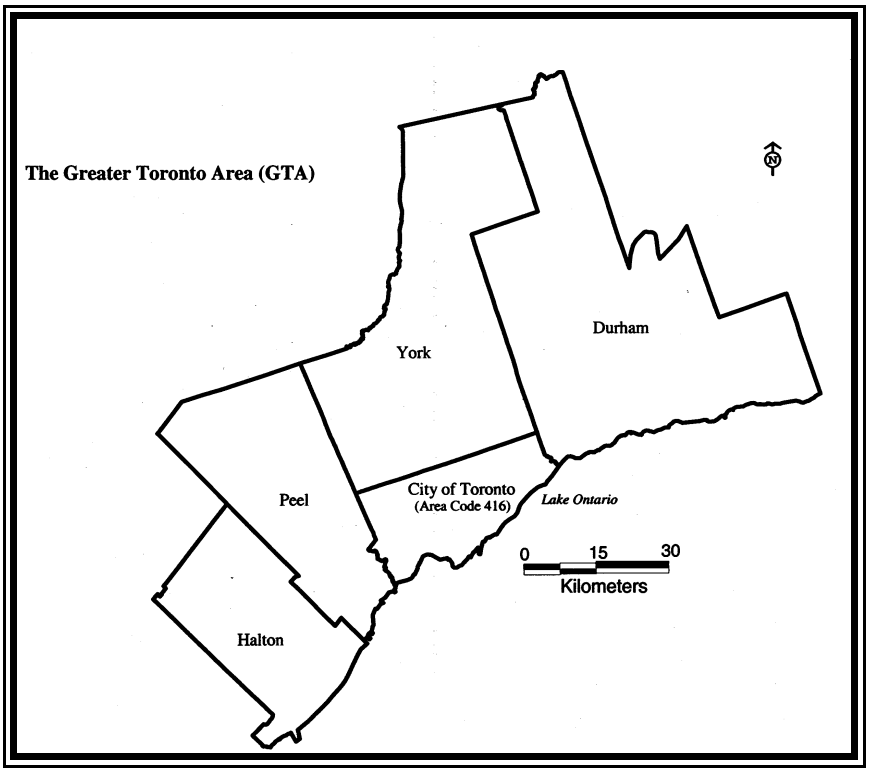


Figure 1

This report begins with a description of the range of settlement services available in the GTA. Next is a brief overview of recent immigrant settlement patterns in the GTA, followed by a review of federal and provincial government funding programs for settlement services in the region. At the federal level, Citizenship and Immigration Canada (CIC) administers three funding programs: Language Instruction for Newcomers to Canada (LINC), Immigrant Settlement and Adaptation Program (ISAP), and the Host Program. In Ontario, the Ministry of Citizenship and Immigration disperses funding for settlement services through the Newcomer Settlement Program (NSP). Next, other funding sources such as foundations and the United Way are briefly discussed. Lastly, research methodology, limitations and challenges are addressed. Appendix 1 alphabetically lists settlement service providers, including their branches, in the City of Toronto. In the same manner, Appendices 2 through 5 list settlement services for Durham Region, Halton Region, Peel Region and York Region, respectively.

All contents of this report were collected via online sources, and augmented through the use of a few individual contacts. Only information about funding programs and settlement service providers that was accessible from the Internet is included in this report. Therefore, this report does not claim to be exhaustive in its presentation of information concerning settlement services and funding in the GTA. Nor is this report an analysis of the state of the immigrant settlement sector in the Toronto area. Our goal here is rather to provide an accessible profile of this critical sector.

THE RANGE OF NEWCOMER SERVICES IN THE GREATER TORONTO AREA

The range of settlement-related needs can be quite broad especially when individualized needs are taken in account. The following issues have been identified as the most common needs:

- Advocacy,
- Counselling and support,
- Education,
- Emergency food services,
- Employment,
- English as a second language (ESL),
- Form filling,
- Health/Medical,
- Housing,
- Information and referral,
- Legal,
- Orientation,
- Recreation, and
- Translation and interpretation

Some settlement services are directed towards specific target groups such as youth, women, and seniors. The following tables provide summaries of these specific settlement services and target groups.

Table 1: Description of key settlement services in the GTA

Services	Description
Advocacy	• Defending newcomers' rights and entitlements concerning various issues such as housing and employment.
Counseling and Support Groups	• Counseling for children, youth, adults, family, married couples, and groups. • Support groups for groups such as seniors, youth, women, men, children, newcomers, single parents, and victims of torture, domestic violence.
Education	• Information regarding schooling for children, youth, and adults; tutoring services/groups and skill building workshops.
Emergency food services	• Food banks and community kitchens.
Employment	• Assistance with resumé writing, computer access, job searching, job skills training and vocational training.
English as a second language (ESL)	• For all ages and levels of competency.
Form filling	• Assistance with all application forms including government forms such as employment insurance, social insurance number, benefits, OHIP, immigration and citizenship, and social assistance. Other forms include school applications.
Health/Medical	• Includes health promotion and awareness programs, educational workshops regarding nutrition and basic health, and information about medical services in the community.
Housing	• Finding immediate housing, applying for subsidized housing, and assisting with basic information about such issues as rent, tenant rights, and landlord obligations.
Information and referral	• Provide links between newcomers and available services in their communities, such as legal, housing, employment, childcare, education, and health.
Legal	• Assistance with immigration applications, refugee claims, tenant issues, court appearances, and any other issues that require legal advice and referral.
Orientation	• Addressing immediate needs for settlement such as buying groceries, public transportation, shelter, orientation to Canadian life and Canadian culture.
Recreation and leisure	• Programs for all ages in a wide range of areas such as sports teams, swimming, cooking classes, art classes, and gardening.
Translation and Interpretation	• Translation of documents such as application and registration forms. • Interpretation may include such issues are cultural contexts, Canadian systems, and documents.

Table 2: Description of services for key target groups in the GTA

Services for Target Groups	
Youth	• Social clubs, homework and tutor programs, religious groups, ESL classes and job searching.
Women	• Support groups for victims and women at-risk of domestic violence, crisis intervention, counselling, health education, employment and vocational counselling, pre-natal and post-natal support, parenting classes, housing, and legal aid.
Seniors	• Support groups, social groups, friendly visitor programs, and other programs for seniors.

IMMIGRANT SETTLEMENT IN THE GREATER TORONTO AREA

The Toronto city-region has become one of the world's leading urban sites of immigrant settlement. Immigrants comprise over 4 in every 10 residents of the GTA (Table 3). In the City of Toronto, half of all residents are immigrants. As of 2001, across the entire GTA, almost one in every ten residents of the Toronto city-region had immigrated to Canada within the previous 5 years. Clearly, the need for effective, accessible newcomer services in the Toronto city-region is great.

Table 3: Immigrants and Recent Immigrants by GTA Municipality, 2001

Municipality	Population	Total Immigrants	Recent Immigrants 1996-2001
Toronto	2,456,800	1,214,630 (49.4%)	280,650 (11.4%)
Peel Region	985,565	424,820 (43.1%)	81,265 (8.2%)
York Region	725,665	283,790 (39.1%)	43,405 (6.0%)
Durham Region	502,900	94,895 (18.9%)	6,515 (1.3%)
Halton Region	372,410	83,245 (22.4%)	8,605 (2.3%)
Entire GTA	5,043,340	2,101,380 (41.7%)	420,440 (8.3%)

Source: Statistics Canada, Catalogue No. 95F0489XCB01001, accessed from www.statcan.ca

The 1990s set a new record for the numbers of immigrants entering Canada in a single decade. A total of 1.8 million immigrants arrived in that decade, with fully 43% settling in the Toronto city-region (Schellenberg 2004). Fully 79% of all immigrants who arrived in the Toronto area during the 1990s were visible minorities – the vast majority from Asia (McIsaac 2003). One distinctive aspect of immigrant settlement in the GTA is its diffusion across different parts of the city-region. Over the past 20 years, newcomer settlement has increased significantly in three distinctive parts of the Toronto area: Toronto's original central city and post-war suburbs of North York and Scarborough (all now amalgamated into the City of Toronto), and the city-region's more recently emergent edge cities (particularly Markham and Vaughan in York Region, Mississauga and Brampton in Peel Region). Settlement services, therefore, have had to respond both to unprecedented numbers of newcomers and a new clustering of immigrant settlement locations – particularly in the Regional Municipalities beyond the City of Toronto.

DESCRIPTION OF FUNDING SOURCES FOR NEWCOMER SERVICES IN THE GREATER TORONTO AREA

The following section describes the various funding sources for settlement services in the GTA. These sources include: three federal government programs (LINC, ISAP and Host); the Ontario government's Newcomer Settlement Program (NSP); support from various charitable foundations; the United Way of Greater Toronto; and other funding sources.

Newcomer Programs Funded by the Federal Government

According to the federal government's newcomer programs, a newcomer is someone who has been in Canada for three years or less, is not a Canadian citizen, but is someone to whom Canada intends to grant permanent resident status. Refugee claimants and Canadian citizens do not qualify as newcomers and, therefore, are ineligible for federally-funded settlement services.

The federal government supports healthy adaptation and settlement for newcomers through the work of Citizenship and Immigration Canada. Federal funds for settlement services are channeled through three programs: Language Instruction for Newcomers to Canada (LINC); the Immigrant Settlement and Adaptation Program (ISAP); and the Host program. The following section provides a more detailed overview of the three funding channels provided by the federal government.

Language Instruction for Newcomers to Canada (LINC)

The purpose of the LINC program is to ensure that adult newcomers have access to basic language training in one of Canada's official languages as soon as possible after arrival. Such language instruction is meant to assist them with their integration into Canadian society. Throughout the GTA, many English-as-a-Second-Language (ESL) classes are funded by LINC and offered through community agencies, school boards, and community centres. Language training through LINC is offered to newcomers on a part-time or full-time basis, and is available to eligible individuals for up to three years.

One of the first steps for newcomers who enrol in a LINC program is to undergo an assessment of their skills in Canada's official languages. The purpose of the assessment is to determine what level of language competency the newcomer possesses so that their subsequent language training can meet their individual needs most appropriately. Assessments are conducted by using the Canadian Language Benchmarks, which are a set of national standards or reference points for ESL programming. Service providers that are eligible to apply for funding through LINC include educational institutions, non-profit organizations, businesses, provincial/territorial or municipal governments, and individuals.

Immigrant Settlement and Adaptation Program (ISAP)

The purpose of ISAP is to fund organizations that act as bridges between newcomers and settlement services in their communities. Projects funded by ISAP are categorized under two streams, A and B. The main difference is that projects in Stream A provide direct services to newcomers, whereas projects in Stream B are indirect services.

Under ISAP, Stream A projects provide services that are essential to newcomers' initial settlement needs. Some examples of such services include:

- **Reception** – such as the "Welcome to Canada" information kit that newcomers are provided with upon arrival at the port of entry;

- **Referral** – services that link newcomers with various resources in the community, such as education, recreation and health facilities;

- **Orientation** – services that assist newcomers in becoming familiar with their community in areas such as public transportation, banking, day care, school registration, shopping, budgeting, food preparation and nutrition; and

- **Interpretation and Translation** - interpreters can aid newcomers in the first stages of adjustment when language skills may not yet be refined. Some examples include the interpretation of Canadian culture, symbols, and systems. Translation services

are often essential in order to understand documents such as applications and forms that are related to many issues such as education, housing, and employment.

Also funded under Stream A in ISAP are pre-departure orientation services in some countries overseas. These services may prepare future newcomers to Canada on what to expect in terms of issues such as culture, food, climate, and the economy.

Stream B ISAP funding is only available for regional or national services. Unlike the agencies funded under Stream A of ISAP, Stream B recipients are not direct service deliverers; but rather organizations involved in projects that are committed to improving the widespread delivery of settlement services. More specifically, regional proposals must meet a particular region's settlement-service priorities, and national proposals must meet more than one region's priorities. All Stream B ISAP proposals must show commitment to contributing towards the improvement of the delivery of settlement services in some way. For example, in the past this funding has supported conferences and seminars, publications and newsletters, and research and audiovisuals (Citizenship and Immigration Canada, 2003). Organizations that are eligible to apply for ISAP funding are non-profit organizations and educational institutions.

Host Program

The Host program provides funding for organizations to recruit and train Canadian volunteers to help newcomers adapt, settle, and integrate into Canadian life. These volunteers are then matched with newcomers and act as hosts to the newcomers in Canada. The purpose of the Host program is to attempt to alleviate the overwhelming stresses of migration by introducing a Canadian friend to each newcomer soon after their arrival. Host volunteers help newcomers adjust to Canadian life by acting as cultural interpreters, helping with language skills, showing newcomers how to access community services, assisting newcomers in finding employment and overall, supporting newcomers as they learn to participate in their community.

Service providers that are eligible to apply for Host funding are businesses, non-profit organizations, non-governmental organizations, community groups, educational institutions, individuals and provincial/territorial or municipal governments. Further information about LINC, ISAP and HOST can be found at Citizenship and Immigration Canada's website: www.cic.gc.ca.

Newcomer Programs Funded by the Government of Ontario

Newcomer Settlement Program (NSP)

According to the Newcomer Settlement Program, a newcomer is someone who has been in Canada for less than five years. Additionally, a newcomer must qualify as one of the following:

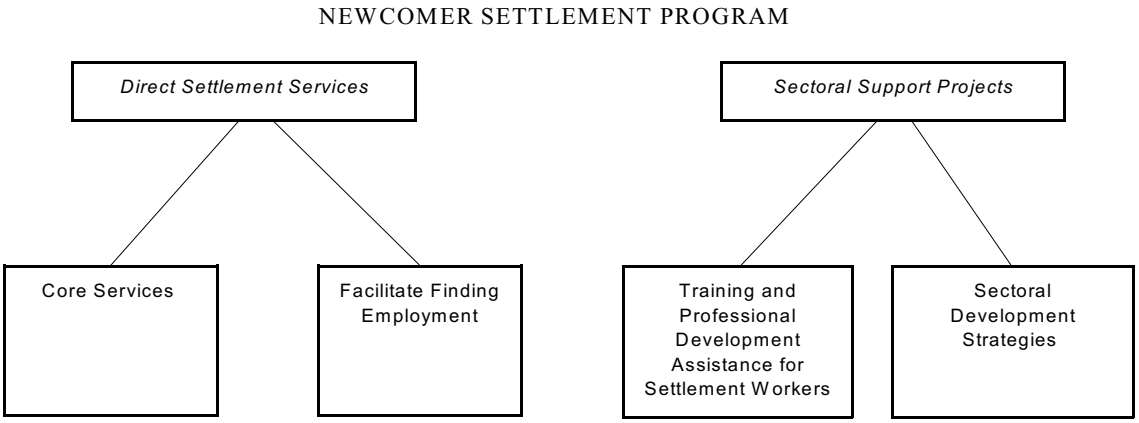
- Minister's Permit holders whom Canada intends to grant permanent resident status;
- permanent residents and citizens of Canada;
- refugees and refugee claimants; OR
- non-immigrant foreign domestic workers in Canada who may apply for permanent resident status from within Canada under the Live-In Caregiver Program.

The purpose of the Newcomer Settlement Program (NSP) is to support the early and effective settlement of newcomers to Ontario. Its main objective is to help newcomers settle, adjust, and contribute to life in Ontario. In order to achieve these ends, the NSP provides funds to support the delivery of settlement services; enhance the ability of the settlement sector to deliver effective services and respond to changing needs; and promote the participation of volunteers in the delivery of settlement services (Ministry of Citizenship and Immigration, 2003).

Organizations may apply for funding under the Newcomer Settlement Program in two streams: Direct Settlement Services and Sectoral Support Projects. Both of these streams are organized into two further sub-categories (see Figure 2).

Direct Settlement Services refer to services that are offered to both individual newcomers and groups of newcomers. Direct Settlement Services are divided into two sub-categories, a) Core Services and b) Facilitate Finding Employment. Settlement services that qualify under Core Services, including information and referral, orientation, and general settlement assistance. As the name suggests, settlement services that qualify for funding under the Facilitate Finding Employment category must be committed to providing in-depth assistance to newcomers in finding employment. This includes job counselling, job training programs, job search strategies, filling out forms, and access to computers.

Figure 2: Government of Ontario Newcomer Settlement Program



Sectoral Support Projects refer to services that are committed to enhancing the settlement service sector in some way. Sectoral Support Projects are further divided into two sub-categories, a) Training and Professional Development Assistance for Settlement Workers and b) Sectoral Development Strategies. The first sub-category grants priority in funding to projects that contribute to the greater effectiveness of settlement workers in the following areas: settlement needs assessment, program outcome measurement, group facilitation and presentation, and settlement service standards (Ministry of Citizenship and Immigration, 2003). The second sub-category grants priority in funding to projects that are committed to expanding the overall capacity of the settlement sector and/or supporting the effective settlement of newcomers in the following areas: partnerships and collaborations, development of standards and outcomes, community needs identification, and quality settlement service delivery (Ministry of Citizenship and Immigration, 2003).

Organizations eligible to apply for funding through the Newcomer Settlement Program must qualify under the following criteria:

- provide or support as a priority the provision of ongoing settlement services;
- have provided the above for at least two years;
- have been incorporated and non-profit for at least two years;
- design their programs and services for residents of Ontario;
- have a board of directors that is democratically elected and representative of the communities and organizations that use their services;

- have bylaws that outline procedures for reporting and accounting to their membership for the organization's operations and performance;
- satisfy the ministry that they can receive, handle and account for public funds in a responsible manner;
- have adequate cash flow management and funds in reserve; and
- provide evidence that their settlement services and programs have other financial support e.g. corporate contributions, United Way, fund-raising.[2]

Foundations

The foundations that are most well known in the settlement service sector for their funding of immigrant settlement agencies are the Ontario Trillium Foundation and the Maytree Foundation. These two foundations will be briefly described here.

The Ontario Trillium Foundation

The Ontario Trillium Foundation is an agency affiliated with the Ontario's Ministry of Culture. At present, it receives $100 million of government funding annually. This funding is generated through Ontario's charity casino initiative. The Ontario Trillium Foundation provides funds to organizations that have local and/or province-wide impact related to one or more of the foundation's four sectors. These four sectors are: Arts and Culture; Environment; Human and Social Services; and Sports and Recreation. The Trillium Foundation seeks and encourages grant proposals from organizations that make an effort to collaborate between and link sectors. Additionally, grant applicants are encouraged to join the Trillium Foundation in achieving its three goals of 1) Building healthy communities and strengthening volunteerism; 2) Increasing accessibility and celebrating Ontario's diversity; and 3) Stimulating economic growth and innovation (Trillium Foundation, 2003).[3]

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[2] Further information about the Newcomer Settlement Program can be found at the Ministry of Citizenship's website: www.gov.on.ca/citizenship/english/citdiv/immigrat/newcomer.htm

[3] Further information about the Ontario Trillium Foundation can be found at their website www.trilliumfoundation.org.

The Maytree Foundation

The Maytree Foundation was founded in 1982 as a private Canadian charitable foundation. Maytree is committed to a mandate of both reducing inequality and poverty in Canada and building strong civic communities. These objectives are fulfilled by "identifying, supporting and funding ideas, leaders, and leading organizations that have the capacity to make change and advance the common good" (Maytree Foundation, 2003).

The two types of Maytree grants offered to immigrant and refugee-serving organizations are capacity-building grants and solution-seeking grants. Capacity-building grants are available for projects that aim to further the participation of refugees and immigrants in Canadian society and improved governance, to foster more sustainable organizational management, and to increase community responsiveness (Maytree Foundation, 2003). Solution-seeking grants are available for projects that address the interests of refugees and immigrants in at least one of the following: convention refugees in limbo; immigrants and employment; exploration of a stronger municipal role in immigrant settlement; and an increased understanding and awareness of the benefits of immigration in building a stronger Canada (Maytree Foundation, 2003).

The Maytree Foundation offers opportunities for grants to registered charities, organizations that have an explicit mandate in advancing the settlement of immigrants and refugees, and lastly, projects in large urban centres with significant populations of immigrants and refugees (Maytree Foundation, 2003).[4]

The United Way of Greater Toronto

Founded in Toronto in 1918, the United Way of Greater Toronto is an incorporated, non-profit charity that funds a network of 200 social- and health-service agencies in Toronto. The United Way of Greater Toronto's annual fundraising campaign is the largest in Canada. In 2003, the United Way of Greater Toronto fundraising campaign reached an all time high of $84.3 million dollars (United Way, 2004).

In January 2003, the United Way announced its commitment of $300,000 to newcomer services in the Greater Toronto Area. The projects that have been awarded this funding are organizations that address the needs of newcomers. This announcement is not their first initiative to help newcomers. United Way has been funding agencies that offer settlement services for many years now.

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[4] For further information about Maytree Foundation, visit their website www.maytree.com.

Other Funding Sources

Other funding sources include various bodies at the national, provincial and local levels that contribute financial support to organizations that are committed to newcomer services in the GTA. Government departments such as the Ontario Ministry of Health and Human Resources Development Canada contribute funds through various programs that support settlement services. Also, many agencies and organizations receive funding for settlement services from charities and fundraising initiatives.

RESEARCH METHODOLOGY

In order to conduct a thorough search for settlement services and their deliverers in the GTA, many avenues were pursued. All information was accessible through the internet. The most comprehensive sources for information about settlement services in the City of Toronto were 211 Toronto (www.211toronto.ca) and Settlement.org (www.settlement.org). Both are very rich sources of information which have been designed for use by both newcomers and settlement service workers. For example, 211 Toronto offers detailed profile listings about organizations and agencies in the City of Toronto that provide settlement services.

Settlement.org is a portal partner of 211 Toronto that provides a database of settlement-service deliverers in the GTA. Settlement.org also provides in-depth, on-line information for newcomers and settlement workers regarding many different settlement issues such as housing, education, English language instruction, and health care. It also allows users of the site to search for settlement services by province, region, or city. Settlement.org was particularly helpful in finding detailed information about settlement services in Peel, Durham, Halton, and York Regions, which do not yet have an in-depth database like 211 Toronto. Since Settlement.org and 211 Toronto are partners, much of their information about services in the City of Toronto overlaps.

In order to search the 211 Toronto database, key words and phrases such as "newcomer services," "immigrants," and "settlement services" were used. The search results produced lists of organizations. From these search results, individual organization profiles were printed and screened for settlement services. If an organization offered settlement services as a strong part of its mandate, it was included in this report.

Many organizations listed on the 211 Toronto search results had satellite offices all over the GTA. For example, COSTI has 8 branches in Toronto. As much as possible, satellite and head offices were recognized individually in the following listings (Appendices 1-5).

The United Way of Greater Toronto agency list was also a very useful tool in finding settlement service deliverers in the GTA. Each region's United Way branches were researched separately. When organization descriptions in this list were absent, each organization was individually researched to screen for settlement services.

As mentioned earlier, a full account of settlement services in the outlying Regional Municipalities was not available on the 211 Toronto database, since its geographic focus is the City of Toronto. Fortunately, other sources could be used to address this problem. For example, settlement services in York Region were identified by using the municipality's search tool Yorklink. Yorklink is an online directory of social services offered in York Region. There is a direct link to the Yorklink database from the York Region website (www.region.york.on.ca).

Settlement services in Peel Region were identified by using the listings on the Multicultural Inter-Agency Group (MIAG) link on Peel Region's website (www.miag-spc.org). Organizations in Peel Region that were not listed on the MIAG were found by in-depth searching through the Municipality of Peel Region, other internet sources, and existing listings.

The sources used to find settlement services in Durham Region were the Durham Region's website (www.region.durham.on.ca) and Inform Durham (www.informdurham.com). Inform Durham is an on-line database of social service and community organizations in Durham region.

Two key information databases for Halton Region were www.hipinfo.info and www.hhcsi.ca. The Halton Region's website was also helpful (www.region.halton.on.ca).

In both Durham and Halton Regions, on-line listings of settlement-service providers were scarce. Therefore, individual emails asking for assistance were sent to leaders in the settlement service sector, as well as to the main newcomer-serving organizations in these two Regional Municipalities.

Several other on-line sources were used to complete the appendices in this report. These included the websites of various organizations such as OCASI (Ontario Council of Agencies Serving Immigrants), the Council of Agencies Serving South Asians (CASSA), and Inform Ontario (www.informontario.on.ca). There were also several very informative on-line sources such as Cultures Canada, Citizenship and Immigration Canada, and Ontario's Ministry of Citizenship and Immigration. Also, many organizations, both broad and ethno-specific, were researched on-line through their websites. This exercise yielded valuable information about both their mandates and programs of services offered.

The search for existing literature (books, journal articles, reports) on immigration and settlement was done through university library catalogues, indexes, and research centre databases. The latter included those associated with the Joint Centre of Excellence for Research in Immigration and Settlement (CERIS) and the Centre for Applied Social

Research (CASR) at the University of Toronto. Also, the Urban Affairs Library branch of the Toronto Public Library, located at Metro Hall, was an extremely valuable source for the location of information on newcomers and settlement services. Lastly, broad searches using key words such as "settlement services Toronto" were performed on search engines such as Google (www.google.ca) and Yahoo (www.yahoo.ca).

Research on Funding Sources

Detailed information about funding sources for settlement services was researched individually for each type of fund. Information about federal government funds (LINC, ISAP and Host) was found at the Citizenship and Immigration Canada website. Similarly, information about the Newcomer Settlement program was obtained from the Province of Ontario's Ministry of Citizenship and Immigration website. Information about additional funding sources such as the United Way of Greater Toronto, the Ontario Trillium Foundation, and the Maytree Foundation were found at each respective website.

LIMITATIONS AND CHALLENGES

There were several limitations in the information-collection process that are noteworthy. These include concerns about the definition of settlement service agencies, the limitations of on-line searches, and the lack of data on funding sources.

Definition of settlement services

The multi-dimensional nature of the definition of a settlement service presented a challenge to the research methodology. Yet, the defining boundaries of settlement services must be determined. For example, some may define settlement services by their sources of funding, while others may define settlement services by their outreach activities and work with newcomers. There are potentially many settlement-service providers in the GTA that do not officially receive funding for their services or that do not officially advertise as settlement service providers. For example, many religious places of worship, especially those serving ethno-specific congregations, are likely to provide some services, such as orientation and information and referral.

Limitations of on-line searching

Many limitations were embedded in the research methods used for this report, which were restricted to on-line searching and a few telephone contacts. Many settlement service providers are not listed on the Internet, but instead do outreach by word of mouth or non-electronic methods, such as directories or advertisements. These "informal" settlement services are not captured in this report. Other methods for collecting information about settlement services could have been employed, such as talking to key informants in ethnic communities and visiting community organizations and places of worship. However, due to time and financial constraints, these methods could not be explored.

Another limitation of on-line research methods is that information posted in this fashion often changes at a rapid pace. Much more information may now be on-line than was available when the research for this report took place.

Funding information

It was challenging to find out the sources from which settlement service providers received their funding. Many organizations do not share funding information publicly for various reasons, such as privacy or unstable and/or short funding cycles. Unless funding information was available through on-line sources, it was not included in this report. Unfortunately, the time limitations associated with this study did not allow for contacting individual organizations.

PRELIMINARY RESULTS

With the above caveats clearly in mind, the following snapshot can be provided concerning the nature and extent of the settlement services available in the Greater Toronto Area. Our research identified a total of 238 settlement-service agencies, 20 of which had more than one branch location, in the GTA. In total, the agencies operate at 280 locations throughout the GTA (Table 4). Based on their names, we identified 116 ethno-specific agencies; they represent 48.7% of all in the GTA. **We stress once again that the methods used in this research to identify agencies, their funding sources, and program of services may not have been able to capture all such organizations and their complexities.**

As of 2001, 41.7 per cent of the residents of the Greater Toronto Area were immigrants, and 8.3 per cent of the GTA's population had arrived in Canada since 1996. These immigrants, however, were not evenly distributed throughout the five municipalities within the GTA. The City of Toronto was home to 57.8 per cent of the GTA's total

immigrant population, and 66.8 per cent of its recent (1996-2001) arrivals. Without question, Toronto's share of the GTA's immigrants and recent immigrants has dropped over time. In 1996, for example, the City of Toronto was home to 61.2 per cent of the GTA's total immigrant population and 70.7 per cent of its recent (1991-1996) arrivals.[5] These downward trends are expected to continue well into the future. Nevertheless, settlement-service agencies remain entrenched within the City of Toronto (Table 4), which, according to the data gathered for this report, was home to 82.8 per cent of the agencies identified and 81.4 per cent of all agency locations.

Relative to their share of GTA immigrants, the four Regions of Peel, York, Durham and Halton are significantly under-represented in the location of newcomer service agencies. In 2001, Peel Region had 20.2 per cent of immigrants and 10.5 per cent of the agencies, York Region had 13.5 per cent of immigrants and 3.4 per cent of the agencies, Durham Region had 4.5 per cent of the immigrants and 1.7 per cent of the agencies, and Halton Region had 4.0 per cent of the immigrants and 1.7 per cent of the agencies. On the whole, then, settlement services agencies are relatively concentrated in the City of Toronto and under-represented in the surrounding regional municipalities. A closer balance should emerge over time, but inertia, inter-agency linkages, and government funding constraints to support new agencies may leave newer suburban areas beyond the City of Toronto particularly under-serviced for some time to come (Table 4).

Our research allowed us to identify the funding sources for about 70 per cent of the agencies and agency locations uncovered through the methods described earlier in this report (Table 5). This does not mean that the rest of the settlement-service agencies have no funding sources; rather that such sources simply could not be identified via the means employed here. Interestingly, almost a third of the agencies uncovered by our research listed more than one source of funding. Put another way, of the 166 agencies for whom funding sources could be identified, 76, or 45.8 per cent, listed more than one funder.

Over 20 separate sources of funding for settlement-service agencies operating within the GTA were identified through our research initiatives (Table 6). Other sources may well exist, especially with regard to agencies for whom no funding sources could be identified through our research methodology. Nevertheless, it is obvious from our data that the agencies in some municipalities had access to a greater range of funding opportunities than was true of their counterparts in other jurisdictions. Agencies in the City of Toronto, for example, took advantage of 19 funding sources, followed by those in York Region and Peel Region at 14, Durham Region at 6, and Halton Region at 4.

Given the role of the Federal Government in the determination of immigration and refugee policies in Canada, it is hardly surprising that this level of government was the source of at least some funding for a majority of the settlement-service agencies in the GTA. In all, some 189, or 67.5 per cent of the identified agencies (including branches) listed the

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[5] On the earlier patterns, see Doucet (1999).

federal government as a source of funding. Of the three main federally-sponsored settlement initiatives, LINC funding was received by almost 30 per cent of the agencies, while 25 per cent were in receipt of funds for the ISAP Program. Only seven agencies (2.5 per cent) reported funding in support of the federal Host Program. In addition, some 28 agencies (10 per cent) reported funding from Human Resources Development Canada.

The next most prominent source of funds was the United Way, with 169, or 60.4 per cent of the agencies (including branches) listing this source. This was followed by the Provincial Government, which provided money to some 76 agencies (27.1 per cent) primarily through four ministerial initiatives: Community and Social Services; Health; Training, Colleges, and Universities; and Citizenship and Immigration; the latter, in particular, provides for the Newcomer Settlement Program. Support from foundations was listed by 56 agencies (20 per cent), with the Ontario Trillium Foundation listed by 35 agencies, and the Maytree Foundation by 20. Funding from the Job Search Workshop was listed by 53 agencies (18.9 per cent). Some 31 agencies (11.1 per cent) received some financial support from the municipality in which they were located. A few agencies also listed other funders, including Legal Aid Ontario, the Resettlement Assistance Program, the Settlement and Education Partnership Toronto, the Community Access Program, the Ontario Women's Directorate, and Settlement Workers in Schools, all but the latter of which was exclusive to the City of Toronto. In evaluating these funding sources, it is worth remembering that many agencies, by design or need, draw on multiple sources for their annual budgets.

The range of programs offered by the GTA's settlement-service agencies that could be identified through our research methodology is impressive (Table 7). At least one program type could be identified through sources used in this research for all but 20 of the 280 settlement-service agencies and their branches identified within the GTA. In all, 17 program categories could be defined. All were offered by the group of agencies found in the City of Toronto, while agencies in Peel Region offered 15, with 14 available from the agencies in York Region, 11 in Halton Region and 9 in Durham Region. Of the 17 categories, information and referral services, counseling and support groups and employment services were the most common activities, respectively provided by 166, 162 and 154 agencies and their branches (i.e. over half of all agency locations). These were followed by English-as-a-second-language instruction (108 agencies), translation and interpretation services (106 agencies), orientation services (102 agencies), and housing services (85 agencies); these services were provided in at least 30 per cent of the agency locations. Help with form filling, recreation and leisure, advocacy, and services for youth, women and seniors were available in between a fifth to a quarter of the agencies. The above were the more common programs; the least common was emergency food services which, together with advocacy services, were available only in the City of Toronto. Again it is worth remembering both that many agencies provide more than one category of service and the sources employed may not capture the full range of services offered by individual agencies. The above percentages, therefore, should be taken as "ballpark" figures, rather than as definitive statements.

Table 4: Distribution of settlement-service agencies in the Greater Toronto Area

	City of Toronto	Durham Region	Halton Region	Peel Region	York Region	Total
No. of agencies (% of GTA total)	197 (82.8)	4 (1.7)	4 (1.7)	25 (10.5)	8 (3.4)	238 (100)
No. of agencies with branches (% of GTA total)	15 (75.0)	1 (5.0)		2 (10.0)	2 (10.0)	20 (100)
No. of agency locations	228 (81.4)	5 (1.8)	4 (1.4)	29 (10.4)	14 (5.6)	280 (100)
No. of ethno-specific agencies (% of GTA total) [% in City/Region]	101 (87.1) [51.3]	1 (0.9) [25.0]	2 (1.7) [50.0]	9 (7.8) [36.0]	3 (2.6) [37.5]	116 (100) [48.7]

Notes: (1) Headquarter or main branch of some agency locations in Peel and York Regions are located in the City of Toronto.
(2) Ethno-specific agencies are determined by their names.

Table 5: Funding situation of settlement-service agencies in the Greater Toronto Area

	City of Toronto	Durham Region	Halton Region	Peel Region	York Region	Total
No. of agencies	**197**	**4**	**4**	**25**	**8**	**238**
No. (%) of agencies with funding	141 (71.6%)	3 (75.0%)	2 (50.0%)	17 (68.0%)	3 (37.5%)	166 (69.7%)
No. (%) of agencies with multiple funding sources	62 (31.5%)	2 (50.0%)	1 (25.0%)	10 (40.0%)	1 (12.5%)	76 (31.9%)
No. of agency locations	**228**	**5**	**4**	**29**	**14**	**280**
No. (%) of agency locations with funding	172 (75.4%)	4 (80.0%)	2 (50.0%)	20 (69.0%)	8 (57.1%)	206 (73.6%)
No. (%) of agency locations with multiple funding sources	90 (39.5%)	3 (60.0%)	1 (25.0%)	13 (44.8%)	6 (42.9%)	113 (40.4%)

Table 6: Sources of funding to settlement-service agency locations in the Greater Toronto Area

	City of Toronto	Durham Region	Halton Region	Peel Region	York Region	Total
Federal	**136**	**4**	**3**	**25**	**21**	**189**
Citizenship and Immigration Canada						
HOST	2	1		1	3	7
Immigrant Settlement and Adaptation Program (ISAP)	57			8	6	71
Language Instruction for Newcomers to Canada (LINC)	57	1	2	16	6	82
Heritage Canada			1			1
Human Resources Development Canada (HRDC)	20	2			6	28
Provincial	**55**	**1**		**5**	**15**	**76**
Ministry of Citizenship and Immigration (MCI)	21	1		3	6	31
Ministry of Community and Social Services (MCSS)	13				3	16
Ministry of Health (MOH)	12			1	3	16
Ministry of Justice				1		1
Ministry of Training, Colleges and Universities (MTCU)	9				3	12
Regional/local	**21**	**1**		**6**	**3**	**31**
Foundations	**44**		**1**	**5**	**6**	**56**
Canadian Race Relations				1		1
Maytree	18			2		20
Trillium	26		1	2	6	35
Other	**216**	**2**	**1**	**21**	**18**	**258**
Charities					3	3
Community Access Program (CAP)	1					1
Job Search Workshop (JSW)	38	2		7	6	53
Legal Aid Ontario (LAO)	11					11
Ontario Women's Directorate (OWD)	1					1
Resettlement Assistance Program (RAP)	8					8
Settlement Education Partnership Toronto (SEPT)	7					7
Settlement Workers in Schools (SWIS)				1	3	4
Toronto District School Board (TDSB)	1					1
United Way (UW)	149		1	13	6	169

Table 7: Programs offered by settlement-service agencies in the Greater Toronto Area

	City of Toronto	Durham Region	Halton Region	Peel Region	York Region	Total N	Total %
No. of agency locations	**228**	**5**	**4**	**29**	**14**	**280**	**100**
No. in program							
Advocacy	60					60	21.4
Counseling and Support	136	2	1	17	6	162	57.9
Education	48	1	1	1	2	53	18.9
Emergency food services	13					13	4.6
Employment	125	4	1	16	8	154	55.0
English as a second language	76	1	3	19	9	108	38.6
Form filling	55	2	1	9	5	72	25.7
Health/Medical	32			13	6	51	18.2
Housing	63	2	1	13	6	85	30.4
Information and referral	136	2	2	19	7	166	59.3
Legal	28			8		36	12.9
Orientation	85	2	1	13	1	102	36.4
Recreation and leisure	43			14	6	63	22.5
Translation and interpretation	86	2	1	12	5	106	37.9
Youth services	56		1	11	2	70	25.0
Women's services	54			11	2	67	23.9
Seniors' services	44		1	11	3	59	21.1

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APPENDIX ONE: SETTLEMENT SERVICES IN THE CITY OF TORONTO

NAME OF ORGANIZATION	ADDRESS	FUNDING	PROGRAM DETAILS
Abrigo Centre	Dufferin Mall 900 Dufferin Street, Suite 104 Toronto, Ontario M6H 4A9 Tel. (416) 534-3434 Fax (416) 534-8026	United Way	Counselling and support; education; employment; assistance with form filling; advocacy; information and referral.
Access Alliance Multicultural Community Health Centre	340 College Street, Suite 500 Toronto, Ontario M5T 3A9 Tel. (416) 324-8677 Fax (416) 324-9074	United Way	Counselling and support; women; recreation; health/medical; advocacy; seniors; interpretation.
Accessible Community Counselling and Employment Services (ACCES) Main Branch	489 College Street, Suite 100 Toronto, Ontario M6G 1A5 Tel. (416) 921-1800 Fax (416) 921-3055	United Way, JSW	Access to computer, internet, fax, copier; job search centre; information and referral; resume; job training; vocational counselling; job search workshops.
Accessible Community Counselling and Employment Services (ACCES) Scarborough Branch	2100 Ellesmere Road, Suite 250 Scarborough, Ontario M1H 3B7 Tel. (416) 431-5326 Fax (416) 431-5286	See Main Branch	See Main Branch
Across Boundaries	51 Clarkson Avenue Toronto, Ontario M6E 2T5 Tel. (416) 787-3007 Fax (416) 787-4421	United Way	Counselling and support; literacy program; computer skills training; recreation programs.
Afghan Association of Ontario	29 Pemican Court, Unit 6 North York, Ontario M9M 2Z3 Tel. (416) 744-9289 Fax (416) 744-6671	ISAP, United Way	Orientation; information and referral; translation and interpretation; housing; counselling and support; employment.
Afghan Women's Counselling and Integration Community Support Organization Main Branch	2333 Dundas Street West, Suite 205A Toronto, Ontario M6R 3A6 Tel. (416) 588-3585 Fax (416) 588-4552	LINC, ISAP, Maytree, United Way	Information and referral; advocacy; orientation; translation and orientation; health/medical; literacy; housing; seniors; youth; ESL; counselling and support.

Afghan Women's Counselling and Integration Community Support Organization North York Branch LINC Program Site	747 Don Mills Road North York, Ontario M3C 1T2 Tel. (416) 421-0377	See Main Branch	LINC program; ESL.
Afghan Women's Counselling and Integration Community Support Organization Scarborough Branch LINC Program Site	2555 Eglinton Avenue East, Suite 205, 206, 213 Scarborough, Ontario M1K 5J1 Tel. (416) 266-2936	See Main Branch	LINC program; ESL.
African Refugee and Immigrant Aid Organization	398 Bloor Street West, 2nd Floor Toronto, Ontario M5S 1X4 Tel. (647) 436-7520 Fax (647) 436-0743	United Way	Access to computer; resume; advocacy; information and referral; housing; interpretation and translation; counselling and support; education.
African Training and Employment Centre of Toronto (ATEC)	1440 Bathurst Street, Suite 110 Toronto, Ontario M5R 3J3 Tel. (416) 653-2274 Fax (416) 653-7817	LINC, United Way	ESL; citizenship; job search training; computer access; vocational training.
Albion Neighbourhood Services – Albion Community Services	Albion Centre 1530 Albion Road, Suite 205 Toronto, Ontario M9V 1B4 Tel. (416) 741-1553 Fax (416) 741-1547	United Way	Information and referral; access to computers, fax, copier, internet; assistance with filling out forms; advocacy.
Alexandra Park Community Centre	105 Grange Court Toronto, Ontario M5T 2J6 Tel. (416) 603-9603 Fax (416) 603-8289	United Way	Social, recreation and education programs; information and referral; advocacy; child care; women's programs; community support.
Arab Community Centre of Toronto	5468 Dundas St. W. Suite 324 Etobicoke, Ontario M9B 6E3 Tel. (416) 231-7746 Fax (416) 231-4770	JSW, ISAP	Information and referral; housing; legal; translation and interpretation; counselling; orientation; employment; welfare; job search workshops.
Armenian Community Centre	45 Hallcrown Place Willowdale, Ontario M2J 4Y4 Tel. (416) 495-0644 Fax (416) 495-1729	United Way	Counselling and support; housing; employment; health/medical; education; legal; orientation; welfare; translation and interpretation.

Association of Ghanaians in Toronto	264 Dupont Street Toronto, Ontario M3R 1V7 Tel. (416) 972-6290		Community and cultural centre
Association of Women of India in Canada (AWIC)	3030 Don Mills Road East, Suite LL8A11 North York, Ontario M2J 3C1 Tel. (416) 499-4144 Fax (416) 499-4077	NSP	Employment; counselling and support; ESL; computer access; housing; recreation; information and referral; orientation.
Bangladesh Awami Society, Ontario Canada	3171 Eglinton Avenue East, Suite 902 Scarborough, Ontario M1J 2G8 Tel. (416) 266-7785 Fax (416) 266-7785	United Way	Information and referral; counselling and support.
Bangladeshi-Canadian Community Services	7 Sibley Avenue Toronto, Ontario M4C 5E6 Tel. (416) 699-4484 Fax (416) 699-4434		Information and referral; counseling and support; form filling; housing; employment; education; interpretation and translation; job search.
Barbados Canadian Association	P.O. Box 111, Station B Toronto, Ontario M5T 2T3 Tel. (416) 392-7178		Settlement services for newcomers from Barbados.
Barbra Schlifer Commemorative Clinic	489 College Street, Suite 503 Toronto, Ontario M5G 1A5 Tel. (416) 323-9149 Fax (416) 323-9107	United Way	Interpretation; counselling and support.
Bloor Information and Life Skills Centre	672 Dupont Street, Suite 314 Toronto, Ontario M6G 1Z6 Tel. (416) 531-4613 Fax (416) 531-9088	United Way, ISAP	Assistance filling out forms; counselling and support; women; orientation; housing; information and referral.
Broad African Resource Centre (BARC)	203 Sackville Green, Unit 8 Toronto, Ontario M5A 3H1 Tel. (416) 658-3585 Fax (416) 652-8947	United Way	Computer access; internet access; job search training; youth; women; employment; support; recreation.
Bulgarian Canadian Society of Toronto	1092 Islington Avenue Toronto, Ontario M8Z 4R9 Tel. (416) 239-3051		Organizes social and cultural activities for Bulgarian community.

Canadian African Centre	2625 Danforth Avenue Toronto, Ontario M4C 1L4 Tel. (416) 691-7407, Ext. 234 Fax (416) 691-8466	City of Toronto	Serves all Africans; employment; housing; counselling and support; youth; women; seniors; children; workshops.
Canadian African Newcomer Aid Centre of Toronto	21B Vaughan Road, Suite 114 Toronto, Ontario M5G 2N2 Tel. (416) 658-8030 Fax (416) 658-0746	United Way	Orientation; assistance filling out forms; counselling and support; housing; advocacy; information and referral; job search skills; youth; women.
Canadian Arab Federation Main Branch	1057 McNicoll Avenue Toronto, Ontario M1W 3W6 Tel. (416) 493-8635 Fax (416) 493-9239	JSW, LINC, United Way	Job search workshops; ESL.
Canadian Arab Federation LINC Centre	250 Consumers Road, Suite 201 Toronto, Ontario M2J 4V6 Tel. (416) 490-9464 Fax (416) 490-8442	See Main Branch	LINC program; ESL.
Canadian Cambodian Association of Ontario	1111 Finch Avenue West, Suite 308 North York, Ontario M3J 2E5 Tel. (416) 736-0138 Fax (416) 736-9454		Information and referral; orientation; employment; citizenship; translation and interpretation; counselling and support; women; seniors; children; youth; assistance filling out forms; recreation.
Canadian Centre for Victims of Torture	194 Jarvis Street, 2nd Floor Toronto, Ontario M5B 2B7 Tel. (416) 363-1066 Fax (416) 363-2122	LINC, United Way, ISAP, Maytree	Health/medical; legal; interpretation; counselling and support; information and referral; orientation; ESL.
Canadian Macedonian Place	76 Overlea Boulevard Toronto, Ontario M4H 1C5 Tel. (416) 421-7451		Community center that houses number of Macedonian community and cultural organizations.
Canadian Red Cross Society, Toronto Region	1623 Yonge Street Toronto, Ontario M4T 2A1 Tel. (416) 480-2500 Fax (416) 480-2777	United Way	Orientation; information and referral.

Canadian Refugee and Immigrant Counselling Services (CRICS)	10 Trinity Square Toronto, Ontario M5G 1B1 Tel. (416) 506-1163 Fax (416) 506-1163	United Way	Counselling and support; women; ESL; interpretation and translation
Canadian Serbian Club of Toronto	1900 Sheppard Avenue East Toronto, Ontario M2J 4T4 Tel. (416) 498-6853		Umbrella group coordinating activities for Serbian community in Toronto and Canada.
Canadian Tamil Women's Community Services	2100 Ellesmere Road, Suite 201A Scarborough, Ontario M1H 3B7 Tel. (416) 289-2099 Fax (416) 289-2133	United Way	Counselling and support; women; family; employment; health/medical; welfare; housing; legal; form filling; social assistance; seniors.
Canadian Tibetan Association of Toronto	502 Huron Street Toronto, Ontario M5R 2R3 Tel. (416) 934-0130 Fax (416) 934-0130	United Way	Advocacy; information and referral; orientation; heritage and cultural promotion and preservation.
Canadian Ukrainian Immigrant Aid Society (CUIAS) Main Branch	2150 Bloor Street West, Suite 96 Toronto, Ontario M6S 1M8 Tel. (416) 767-4595 Fax (416) 767-2658	LINC, ISAP, United Way	Orientation; information and referral; employment; housing; translation and interpretation; ESL.
Canadian Ukrainian Immigrant Aid Society (CUIAS) Daisy Avenue Office	68 Daisy Avenue Toronto, Ontario M8W 1S1 Tel. (416) 503-8939 Fax (416) 503-0993	See Main Branch	LINC program; ESL.
Canadian-African Newcomer Aid Centre of Toronto (CANACT)	21B Vaughan Road, Suite 114 Toronto, Ontario M6G 2N2 Tel. (416) 658-8030 Fax (416) 658-0746	United Way	Orientation; form filling; counselling and support; housing; advocacy; information and referral; job search skills; women; youth.
Canadians of Bangladeshi Origin	84 Westhumber Blvd. Rexdale, Ontario M9W 3M6 Tel. (416) 742-9818		Employment; housing; information and referral; interpretation and translation; advocacy.

Career Foundation	700 Lawrence Avenue West, Suite 433 Toronto, Ontario M6A 3B4 Tel. (416) 789-5877 Fax (416) 789-4416		Employment; career planning; workplace training; job search training; vocational counselling.
Caribbean Immigrant Services	1621 Dupont Street Toronto, Ontario M6P 3S8 Tel. (416) 535-4476		Provides services and acts as advocate group for Caribbean immigrants and newcomers.
Catholic Cross-Cultural Services	780 Birchmount Road, Unit 3 Toronto, Ontario M1K 5H4 Tel. (416) 757-7010 Fax (416) 757-7399	LINC, JSW, SEPT, ISAP, United Way	Counselling and support; ESL; education; job search workshops; employment; information and referral; orientation.
Cecil Community Centre	58 Cecil Street Toronto, Ontario M5T 1N6 Tel. (416) 392-1090 Fax (416) 392-1093	United Way	Youth programs; ESL; literacy; seniors programs; recreation; community drop in.
Centennial College of Applied Arts and Technology – Access Programs	1450 Midland Avenue, Suite 300 Scarborough, Ontario M1P 4Z8 Tel. (416) 289-5000, Ext. 7540 Fax (416) 289-6024	LINC	Employment; ESL; job search training; youth.
Centre for Information and Community Services of Ontario	3852 Finch Avenue East, Suite 310 Scarborough, Ontario M1T 3T9 Tel. (416) 292-7510 Fax (416) 292-9120	United Way, JSW, SEPT, NSP, ISAP, LINC, HRDC, Toronto, Trillium, MOH	Information and referral; orientation; translation and interpretation; form filling; ESL; employment; job search workshops; counselling and support; seniors; youth; children; education.
Centre for Spanish Speaking Peoples	2141 Jane Street, Suite 200 Toronto, Ontario M3M 1A2 Tel. (416) 533-8545 Fax (416) 533-5731	United Way, Legal Aid Ontario, ISAP, Trillium	Legal; information and referral; counselling and support; housing; women; youth; employment; translation; interpretation.
Centre francophone du Toronto metropolitain	20 Lower Spadina Avenue Toronto, Ontario M5V 2Z1 Tel. (416) 203-1220 Fax (416) 203-1165	ISAP, United Way, SEPT, JSW	Job search workshops; employment; information and referral; orientation; housing; vocational counselling; recreation.

Chinese Canadian Intercultural Association	112 Huron Street, Suite 86 Toronto, Ontario M5T 2B2 Tel. (416) 591-6347		Serves Chinese immigrants; information and referral; counseling and support; employment; orientation; housing; settlement services.
Chinese Canadian National Council	302 Spadina Avenue, Suite 507 Toronto, Ontario M5T 2E7 Tel. (416) 596-0833 Fax (416) 596-7248	United Way	Advocacy; education; training.
Chinese Family Life Services of Ontario	3330 Midland Avenue, Suite 229 Scarborough, Ontario M1V 5E7 Tel. (416) 979-8299 Fax (416) 979-2743	United Way	Counselling and support; seniors; women; youth; internet access.
College Montrose Children's Place	301 Montrose Avenue, Rm. 111 Toronto, Ontario M6G 3G9 Tel. (416) 532-9485 Fax (416) 532-7653		Assistance filling forms; counselling and support; women; ESL; interpretation and translation; parenting education/workshops.
Community Information Centre for the City of York	2696 Eglinton Avenue West Toronto, Ontario M6M 1T9 Tel. (416) 652-2273 Fax (416) 652-8992	United Way	Information and referral; assistance filling out forms; advocacy; internet access; housing.
Community MicroSkills Development Centre	1 Vulcan Street Rexdale, Ontario M9W 1L3 Tel. (416) 247-7181 Fax (416) 247-1877	JSW, United Way, LINC	Employment; financial assistance; counselling and support; women; children; immigrants; visible minorities; job search workshops; ESL classes.
Community Unity Alliance	4900 Sheppard Avenue East Toronto, Ontario M1S 4A7 Tel. (416) 395-6475		Umbrella organization for new community and cultural groups that helps them to become self-sustaining.
Connect Information Post	1900 Davenport Road Toronto, Ontario M6N 1B7 Tel. (416) 654-0299 Fax (416) 656-1264	United Way	Information and referral; assistance filling out forms; advocacy; counselling and support; orientation; translation and interpretation; housing; internet access; social assistance.

COSTI Main Branch	1710 Dufferin Street Toronto, Ontario M6E 3P2 Tel. (416) 658-1600 Fax (416) 658-8537	United Way, NSP, ISAP, LINC, RAP, JSW, HRDC, Trillium, MOH, MTCU, COMSOC, Toronto, Maytree	Information and referral; orientation; counselling and support; health/medical; housing; recreation; form filling; interpretation and translation; employment; ESL; citizenship; job search workshops; educational and vocational counselling.
COSTI, Etobicoke Branch Centre for Foreign Trained Professionals and Tradespeople	1620 Albion Road, 2nd Floor Etobicoke, Ontario M9V 4B4 Tel. (416) 745-0281 Fax (416) 745-5718	See Main Branch	Assessment of educational and vocational background; career planning; job search; program is in partnership with Humber College Government and Community Relations.
COSTI, Caledonia Branch Centre for Foreign Trained Professionals and Tradespeople	700 Caledonia Road Toronto, Ontario M6B 3X7 Tel. (416) 789-3420, Ext. 244 Fax (416) 789-5397	See Main Branch	See Etobicoke Branch
COSTI, Caledonia Branch LINC Program, Employment Services	700 Caledonia Road Toronto, Ontario M6B 3X7 Tel. (416) 789-7925 Fax (416) 789-3499	See Main Branch	ESL; business and computer classes; LINC program classes; employment counselling; job training; apprenticeships; employment resource centre; access to computer, internet, copier, fax; workshops; resume.
COSTI Family and Mental Health Centre	Sheridan Mall 1700 Wilson Avenue, Suite 105 North York, Ontario M3L 1B2 Tel. (416) 244-7714 Fax (416) 244-7299	See Main Branch	Counselling – individual, marital, family; support groups; health education.
COSTI North York Centre	Sheridan Mall 1700 Wilson Avenue, Suite 114 North York, Ontario M3L 1B2 Tel. (416) 244-0480 Fax (416) 244-0379	See Main Branch	See Main Branch
COSTI, Toronto West Branch Corvetti Education Centre	760 College Street Toronto, Ontario M6G 1C4 Tel. (416) 534-7400 Fax (416) 534-2482	See Main Branch	See Main Branch

COSTI, Toronto West Branch Outreach Leading to Employment and Training (OUTLET)	760 College Street Toronto, Ontario M6G 1C4 Tel. (416) 534-8437 Fax (416) 534-8425	See Main Branch	Job search skills; employment and career counselling; job placement.
Council of Agencies Serving South Asians (CASSA)	2 Carlton Street, Suite 1004 Toronto, Ontario M5B 1J3 Tel. (416) 979-8611 Fax (416) 979-9853	United Way	Umbrella organization for agencies serving South Asian communities; advocacy; counselling and support; information and referrals.
Cross Edge Community Network	2638 Eglinton Avenue West, Suite 202 Toronto, Ontario M6M 1T7 Tel. (416) 652-3636 Fax (416) 652-3636	United Way	Orientation; education; job search; housing; employment; skills training; translation and orientation; assistance filling out forms.
CultureLink	160 Springhurst Avenue, Ste 300 Toronto, Ontario M6K 1C2 Tel. (416) 588-6288 Fax (416) 588-2435	HOST, JSW, SEPT, United Way, ISAP, Maytree	Orientation; youth; internet access; job search workshops; employment; ESL; support.
Cypriot Community of Toronto	6 Thorncliffe Park Drive Toronto, Ontario M4H 1H1 Tel. (416) 696-7400 Fax (416) 696-9465		Information; orientation; assistance with form filling; employment; ESL classes; interpretation; financial assistance, educational, cultural and social services.
Czech and Slovak Association of Canada	740 Spadina Avenue Toronto, Ontario M5S 2J2 Tel. (416) 925-2241 Fax (416) 925-1940	United Way	Counselling and support; employment; housing; information and referral; interpretation and translation; orientation; legal; job search skills.
Davenport Perth Neighbourhood Centre	1900 Davenport Road Toronto, Ontario M6N 1B7 Tel. (416) 656-8025 Fax (416) 656-1264	United Way, JSW, Maytree	Recreation; youth; seniors; women; families; ESL; counselling and support; orientation; information and referral; ESL; food; health/medical; job search workshops.
Dejinta Beesha (Somali Multi-Service Centre)	8 Taber Road Etobicoke, Ontario M9W 3A4 Tel. (416) 743-1286 Fax (416) 743-1233	ISAP, United Way	Counselling and support; information and referral; employment; housing; legal; education; social assistance; translation and interpretation; advocacy; internet access.

Delta Child Care Network	2721 Jane Street, Unit 14 Toronto, Ontario M3L 1S3 Tel. (416) 747-1172 Fax (416) 747-7415	United Way, JSW	Job search workshops; information and referral; child care; ESL; community support.
Doorsteps Neighbourhood Services Main Branch Chalkfarm Neighbourhood	170 Chalkfarm Drive, Box C North York, Ontario M3L 2H9 Tel. (416) 241-6384 Fax (416) 241-3573	United Way	Information and referral; orientation; employment; nutrition education; counseling and support; recreation programs; senior's programs; newcomer outreach and assistance; access to computers, internet.
Doorsteps Neighbourhood Services Falstaff Neighbourhood	20 Falstaff Avenue, Suite 101 North York, Ontario M6L 2C8 Tel. (416) 241-9430 Fax (416) 241-7131	United Way	Information and referral; support for women; employment; social, cultural, recreation and education programs.
Doorsteps Neighbourhood Services Daystrom Neighbourhood	25 Daystrom Drive, Suite 114 Weston, Ontario M9M 2A8 Tel. (416) 740-0413 Fax (416) 740-0426	United Way	Information and referral; counseling and support; ESL; children's programs; senior's programs; nutrition education.
Dutch Canadian Association of Greater Toronto	207 Newton Drive Toronto, Ontario M2M 2P2 Tel. (416) 229-1753		Umbrella organization for many Dutch cultural and social groups.
East Toronto Community Legal Services	1320 Gerrard Street East Toronto, Ontario M4L 3X1 Tel. (416) 461-8102 Fax (416) 461-7497	Legal Aid Ontario	Legal assistance.
East Toronto Family Community Centre	Address unavailable	NSP, Toronto, MOH, TDSB, United Way	Information and referral; orientation; ESL; citizenship; senior; youth; food bank.
Eastview Neighbourhood Community Centre	86 Blake Street Toronto, Ontario M4J 3C9 Tel. (416) 392-1750 Fax (416) 392-1175	United Way	Citizenship; counselling and support; food bank; ESL; assistance filling out forms; orientation; women; translation; children; seniors; recreation; youth.

Elspeth Heyworth Centre for Women	1280 Finch Avenue West, Ste 301 Toronto, Ontario M3J 3K6 Tel. (416) 663-2978 Fax (416) 663-2980	LINC	ESL; counselling and support; seniors; children; employment; orientation; recreation; information and referral.
Eritrean Canadian Community Centre of Metropolitan Toronto	729 St. Clair Avenue West Toronto, Ontario M6C 1B2 Tel. (416) 658-8580 Fax (416) 658-7442		Translation and interpretation; counselling and support; health; medical; employment; education; advocacy; youth; women.
Ethiopian Association in Toronto	2064 Danforth Avenue Toronto, Ontario M4C 1J8 Tel. (416) 694-1522 Fax (416) 694-8736	LINC, ISAP, United Way	Information and referral; orientation; education; job search; ESL; housing; translation and interpretation; advocacy; youth; women; seniors; recreation.
Federation of Canadian Turkish Associations	253 College Street Toronto, Ontario M5T 1R5 Tel. (416) 597-2026		Umbrella organization for variety of Turkish community groups.
Federation of Trinidad and Tobago Organizations of Canada	24 Mountjoy Avenue Toronto, Ontario M4J 1J6 Tel. (416) 393-0741		Umbrella group for variety of community and social organizations serving Trinidadian community in Toronto and Canada.
Flemingdon Community Legal Services	49 The Donway West, Suite 205 Don Mills, Ontario M3C 3M9 Tel. (416) 441-1764 Fax (416) 441-0269	Legal Aid Ontario	Legal assistance.
Flemingdon Neighbourhood Services	10 Gateway Blvd., Suite 104 Toronto, Ontario M3C 3A1 Tel. (416) 424-2900 Fax (416) 424-3455	United Way	Information and referral; housing; orientation; counselling and support; women; advocacy; assistance filling out forms.
Francophone de l'Ontario	108 Spen Valley Drive North York, Ontario M3L 1Z5 Tel. (416) 623-2822		Franco-Ontarians community organization serving immigrants from northern and eastern Ontario.

Ghanaian Businesses and Professionals of Canada (GBPC)	5010 Steeles Avenue West, Unit 2-611 Toronto, Ontario M9V 5C6 Tel. (416) 744-0342 Fax (416) 744-8262		Information and referral; counselling and support; youth; women; families.
Guatemala Community Network	427 Bloor Street West Toronto, Ontario M5S 1X7 Tel. (416) 929-8601		Umbrella organization for the Guatemalan community.
Guyana Canadian Association	5109 Steeles Avenue West Toronto, Ontario M9L 2X1 Tel. (416) 749-7162		Association devoted to helping Guyanese-Canadian community, including newcomers.
Harriet Tubman Community Organization Inc.	2975 Don Mills Road West North York, Ontario M2J 3B7 Tel. (416) 496-2044 Fax (416) 496-0881	ISAP	Information and referral; orientation.
Heritage Skills Development Centre	2983 Lakeshore Blvd. West Toronto, Ontario M8V 1J8 Tel. (416) 345-1613 Fax (416) 345-8696	JSW, Trillium, United Way	Information and referral; orientation; employment; job search workshops; counselling and support; women; youth; internet training.
Hispanic Community Centre for the City of York	2696 Eglinton Avenue West, 2nd Floor Toronto, Ontario M6M 1T9 Tel. (416) 651-9166 Fax (416) 651-9313		Information and referral; counselling and support; translation and interpretation; form filling; housing; legal; ESL; skills training; employment; youth; women; seniors; recreation.
Hong Fook Mental Health Association Main Branch	260 Spadina Avenue, Suite 408 Toronto, Ontario M5T 2E4 Tel. (416) 493-4242	United Way	Serves Chinese, Vietnamese, Cambodian and Korean communities; ethnospecific counselling and support; housing program; ESL.
Hong Fook Mental Health Association Scarborough Branch	1065 McNicoll Avenue Scarborough, Ontario M1W 3W6 Tel. (416) 493-4242 Fax (416) 493-2214	United Way	See Main Branch

Hungarian Canadian Community Services	4049 Dundas Street West, P2 Toronto, Ontario M6S 4Z5 Tel. (416) 762-3569 Fax (416) 762-0983		Information and referral; translation and interpretation.
Immigrant Women's Health Centre	489 College Street, Suite 200 Toronto, Ontario M6G 1A5 Tel. (416) 323-9986 Fax (416) 323-0447	United Way	Information and referral; counselling and support; ESL.
Immigrant Women's Job Placement Centre	2221 Yonge Street, Suite 201 Toronto, Ontario M4S 3B4 Tel. (416) 488-0084 Fax (416) 488-2527	United Way	Employment; access to computers, internet; advocacy; information and referral; job search.
INTERCEDE for the Rights of Domestic Workers, Caregivers and Newcomers	234 Eglinton Avenue East, Suite 205 Toronto, Ontario M4P 1K5 Tel. (416) 483-4554 Fax (416) 483-9781	JSW, ISAP, United Way	Job search workshops; information and referral; counselling and support; employment; orientation; advocacy; recreation.
Iranian Community Association of Ontario	1315 Lawrence Avenue East, Suite 501A Toronto, Ontario M3A 3R3 Tel. (416) 441-2656		Orientation; information and referral; counselling and support/ housing; education; ESL; translation and interpretation.
Islamic Community of Afghans in Canada	22 Hobson Avenue North York, Ontario M4A 1Y2 Tel. (416) 757-2553 Fax (416) 757-2588		Information and referral; interpretation and translation; orientation; form filling; advocacy; recreation.
Islamic Social Services and Resources Association	2375 St. Clair Avenue West Toronto, Ontario M6N 1K9 Tel. (416) 767-9358 Fax (416) 767-0328	United Way	Information and referral; counselling and support; youth; women; recreation; seniors; education.
Jamaican Canadian Association	995 Arrow Road North York, Ontario M9M 2Z5 Tel. (416) 746-5772 Fax (416) 746-7035	United Way	Employment; education; orientation; housing; form filling; recreation; seniors; counselling and support; women; health/medical; advocacy.

Jane/Finch Community and Family Centre	4400 Jane Street, Unit 108 North York, Ontario M3N 2K4 Tel. (416) 663-2733 Fax (416) 663-3816	United Way	Housing; information and referral; citizenship; form filling; internet access; recreation; women; youth; children.
Japanese Social Services	6 Garamond Court North York, Ontario M3C 1Z5 Tel. (416) 385-9200 Fax (416) 385-7124	United Way	Serves Japanese community; counselling and support; information and referral; interpretation; advocacy.
Jewish Immigrant Aid Services (Toronto)	4600 Bathurst Street, Suite 325 Willowdale, Ontario M2R 3V3 Tel. (416) 630-6481 Fax (416) 630-1376	LINC, ISAP, United Way	Counselling and support; housing; information and referrals; ESL; financial assistance.
Jewish Information Service	4588 Bathurst Street, Suite 214 Toronto, Ontario M2R 1W6 Tel. (416) 635-5600 Fax (416) 636-5813		Information and directory about Jewish life in the GTA; synagogues and temples; day care; preschool programs; schools; heritage schools; camps; adult socials; agencies; organizations.
Job Start	41 Chauncey Avenue Toronto, Ontario M8Z 2Z2 Tel. (416) 231-2295 Fax (416) 253-2700	United Way, Maytree	Vocational training; employment; job skills training.
Jobs, Vision, Success (JVS) Toronto Main Branch	74 Tycos Drive Toronto, Ontario M6B 1V9 Tel. (416) 787-1151, Ext. 238 Fax (416) 785-7529	United Way, JSW	Employment; job search workshops; access to internet, computers, fax, copier; skills training; vocational counselling.
Jobs, Vision, Success (JVS) Toronto JVS North	1280 Finch Avenue West, Suite 607 North York, Ontario M3J 3K6 Tel. (416) 661-3010 Fax (416) 661-5716	See Main Branch	See Main Branch
Kababayan Community Centre	1313 Queen Street West, Suite 133 Toronto, Ontario M6K 1L8 Tel. (416) 532-3888 Fax (416) 532-0037	ISAP, United Way	Information and referral; assistance filling out forms; translation; advocacy; counselling and support; women; seniors; youth; employment; job search skills; orientation; recreation.

Kensington Bellwoods Community Legal Services	489 College Street, Suite 205 Toronto, Ontario M6G 1A5 Tel. (416) 924-4244 Fax (416) 924-5904	Legal Aid Ontario	Legal assistance.
Korean Canadian Association of the GTA	1133 Leslie Street North York, Ontario M3C 2J6 Tel. (416) 383-0777 Fax (416) 383-1113	United Way	Information and referral; orientation; housing; advocacy; employment; counselling and support; youth; women; seniors.
Korean Canadian Women's Association	27 Madison Avenue Toronto, Ontario M5R 2S2 Tel. (416) 340-1234 Fax (416) 340-8114	Trillium, United Way	Interpretation; employment; counselling and support; social assistance; youth; information and referral; education.
Korean Cultural Association of Metro Toronto	20 Mobile Drive Toronto, Ontario M4A 1H9 Tel. (416) 755-9288		Umbrella organization for Korean community organizations in Toronto.
Korean Information and Social Services	720 Ossington Street Toronto, Ontario M6G 3T7 Tel. (416) 531-6701		Rich source of information on community services for the Korean community.
Kosova Community and Information Centre	3416 Dundas Street West, Suite 202 Toronto, Ontario M6S 2S1 Tel. (416) 760-0172 Fax (416) 760-7902	United Way	Information and referral; counselling and support; youth; translation and interpretation.
Lakeshore Area Multiservice Project (LAMP)	185 Fifth Street Toronto, Ontario M8V 2Z5 Tel. (416) 252-6471 Fax (416) 252-4474	United Way, ISAP	Public health/medical; youth; advocacy; food bank; counselling and support; information and referral; interpretation and translation; assistance filling out forms; welfare; legal.
Lao Association of Ontario	956 Wilson Avenue Toronto, Ontario M3K 1E7 Tel. (416) 398-3057 Fax (416) 398-3058	United Way	Information and referral; counselling and support; translation and interpretation; employment; advocacy.
Lao-Chinese Association of Ontario	215 Augusta Avenue Toronto, Ontario M5T 2L4 Tel. (416) 585-2112 Fax (416) 585-2112	United Way	Information and referral; orientation; counselling and support; translation and interpretation; employment; advocacy.

Latin American Community Centre	1280 Finch Avenue West Toronto, Ontario M3J 3K6 Tel. (416) 661-0806		Community center with variety of services for broad Latin American community.
Latino-Canadian Community Association of Scarborough	2190 Warden Avenue, Suite 212 Scarborough, Ontario M1T 1V6 Tel. (416) 492-5128 Fax (416) 492-5128	United Way	Information and referral; translation; internet access; orientation.
Latvian Canadian Cultural Centre	4 Credit Union Drive Toronto, Ontario M4A 2N8 Tel. (416) 759-4900		Cultural centre that hosts cultural activities and gatherings for the community.
Latvian House	491 College Street Toronto, Ontario M6G 1A5 Tel. (416) 922-2931		Houses variety of community and cultural organizations.
Lawrence Heights Community Health Centre	12 Flemington Road Toronto, Ontario M6A 2N4 Tel. (416) 787-1661 Fax (416) 787-3761	Ontario Ministry of Health and Long-Term Care, Community and Health Promotion Branch	Health care; counseling and support; housing; education; interpretation; seniors; women.
Learning Enrichment Foundation	116 Industry Street Toronto, Ontario M6M 4L8 Tel. (416) 769-0830 Fax (416) 769-9912	LINC, United Way	ESL; internet access; job search; information and referral; orientation; employment; vocational counselling.
Legal Aid Ontario	375 University Avenue, Suite 206 Toronto, Ontario M5G 2G1 Tel. (416) 977-8111 Fax (416) 977-5567		Legal assistance.
Lighthouse Community Centre	1008 Bathurst Street Toronto, Ontario M5R 3G7 Tel. (416) 535-6262 Fax (416) 535-3293		Information and referral; advocacy; job search; housing; orientation; vocational counselling; food bank; counselling and support; seniors; children; families.
Malvern Family Resource Centre	1321 Neilson Road Scarborough, Ontario M1B 3C2 Tel. (416) 281-1376 Fax (416) 281-8898	United Way	Serves the Tamil community; counselling and support; child care; youth programs; seniors programs; information and referral.

Mennonite New Life Centre of Toronto	1774 Queen Street East, Suite 200 Toronto, Ontario M4L 1G7 Tel. (416) 699-4527 Fax (416) 699-2207	LINC, ISAP	Translation and interpretation; ESL; counselling and support; legal; women; computer training; interpretation and translation.
Metro Toronto Chinese & Southeast Asian Legal Clinic	180 Dundas Street West, Suite 1701 Toronto, Ontario M5G 1Z8 Tel. (416) 971-9674 Fax (416) 971-6780	Legal Aid Ontario	Legal assistance; advocacy.
Midaynta Association of Somali Service Agencies	1992 Yonge Street, Suite 203 Toronto, Ontario M4S 1Z8 Tel. (416) 544-1992 Fax (416) 5440-3379	ISAP, JSW, United Way	Form filling; orientation; information and referral; counselling and support; translation and interpretation; employment; housing; job search training.
National AfriCan Integration and Families Association (NAIFA)	42 Charles Street East, 5th Floor Toronto, Ontario M4Y 1T4 Tel. (416) 975-0877 Fax (416) 925-9112		Information and referral; housing; counselling and support; education; advocacy.
National Congress of Italian Canadians Toronto District	756 Ossington Avenue Toronto, Ontario M6G 3T9 Tel. (416) 531-9964 Fax (416) 531-9966		Umbrella organization representing Italian Canadian non-profit groups across the GTA providing advocacy, information and referral services.
National Council of Jewish Women of Canada Toronto Branch	4700 Bathurst Street Toronto, Ontario M2R 1W8 Tel. (416) 633-5100 Fax (416) 366-1956		Advocacy; ESL classes; literacy classes; children's and senior's programs.
Neighbourhood Information Post	269 Gerrard Street East, 2nd Floor Toronto, Ontario M5A 2G3 Tel. (416) 924-2543 Fax (416) 924-5491	United Way	Information and referral; assistance filling out forms; advocacy; internet access; housing; financial assistance.

Nellie's	970 Queen Street East P.O. Box 98118 Toronto, Ontario M4M 1G0 Tel. (416) 461-8903 Fax (416) 461-0970		Counselling and support; information and referral; housing; women; employment
New Experiences for Women	745 Danforth Avenue, Suite 401 Toronto, Ontario M4J 1L4 Tel. (416) 469-0196 Fax (416) 469-3307	LINC, Trillium	ESL; information and referral; employment; education; orientation.
Nigerian Canadian Association	4544 Sheppard Avenue East Toronto, Ontario M1S 1V2 Tel. (416) 298-0502		Organization that leads social, cultural and community activities in Nigerian community.
North York Community House	700 Lawrence Avenue West, Suite 226 Toronto, Ontario M6A 3B4 Tel. (416) 784-0920 Fax (416) 784-2042	United Way, SEPT, LINC, Trillium	Information and referral; counselling and support; women; youth; ESL; food; recreation; orientation.
North York Somali Immigrants and Cultural Supporting Group	3100 Weston Road, Suite 213 Toronto, Ontario M9M 2S7	United Way	Information and referral; employment; housing; resumes; counselling and support; interpretation; crisis intervention; social programs.
Northwood Neighbourhood Services	2528A Jane Street Downsview, Ontario M3L 1S1 Tel. (416) 748-0788 Fax (416) 748-0525	United Way, ISAP	ESL; counselling and support; recreations; seniors; orientation; information and referral.
Oasis Dufferin Community Centre	1219 Dufferin Street Toronto, Ontario M6H 4C2 Tel. (416) 536-3197 Fax (416) 536-0122		Orientation; interpretation and translation; counselling and support; women; seniors; youth; vocational training; job training; food bank; advocacy; recreation.
Ogaden Somali Community Association of Ontario	1575 Lawrence Avenue West, Suite 203 Toronto, Ontario M6L 1C3 Tel. (416) 614-1255 Fax (416) 614-9638	United Way	Information and referral; employment; food bank; translation and interpretation; vocational counselling.

Ontario Council of Agencies Serving Immigrants (OCASI)	110 Eglinton Avenue West, Suite 200 Toronto, Ontario M4R 1A3 Tel. (416) 322-4950 Fax (416) 322-8084	United Way	Umbrella organization for organizations providing service to immigrants and refugees; liaison to government; information exchange.
Oromo Canadian Community Association in Ontario	761 Jane Street, Suite 210 Toronto, Ontario M6N 4B4 Tel. (416) 767-8784 Fax (416) 767-7223	United Way	Translation and interpretation; orientation; referrals.
Pakistan Canada Cultural Association	54 Bartlett Avenue Toronto, Ontario M6H 3E6 Tel. (416) 532-7556		Umbrella organization for urdu-speaking communities and groups.
Parkdale Community Information Centre	1303 Queen Street West Toronto, Ontario M6K 1L6 Tel. (416) 393-7689 Fax (416) 532-6531	United Way	Information and referral; form filling; housing; computer and internet access; translation and interpretation.
Parkdale Community Legal Services	1266 Queen Street West Toronto, Ontario M6K 1L3 Tel. (416) 531-2411 Fax (416) 531-0885	Legal Aid Ontario	Legal
Parkdale Intercultural Association	1257 Queen Street West Toronto, Ontario M6K 1L5 Tel. (416) 536-4420 Fax (416) 538-3931	LINC, United Way	ESL; internet access; orientation; information and referral; recreation.
Polycultural Immigrant and Community Services Main Branch	3363 Bloor Street West Etobicoke, Ontario M8X 1G2 Tel. (416) 233-0055 Fax (416) 233-5141	LINC, ISAP	Orientation; information and referral; counselling and support; youth; families; women; education; advocacy; translation and interpretation; ESL.
Polycultural Immigrant and Community Services Roncesvalles Satellite Office	15 Roncesvalles Avenue, Suite 202 Toronto, Ontario M6R 2K2 Tel. (416) 533-9471 Fax (416) 533-4074	See Main Branch	See Main Branch

Polycultural Immigrant and Community Services Eglinton Satellite Office	3174 Eglinton Avenue East Scarborough, Ontario M1J 2H5 Tel. (416) 261-4901 Fax (416) 261-1175	See Main Branch	See Main Branch
Portuguese Interagency Network 85	85 Glendale Avenue, 2nd Floor Toronto, Ontario M6R 2S8 Tel. (416) 530-6608 Fax (416) 530-6612		Serves Portuguese community; information and referral; community development.
Pothikai Tamil Women's Organization	597 Parliament Street, Suite B3 Toronto, Ontario M4X 1W3 Tel. (416) 961-4691 Fax (416) 961-4691		Information and referral; counselling and support; job training; seniors; women; vocational counselling.
Quaker Committee for Refugees	60 Lowther Avenue Toronto, Ontario M5R 1C7 Tel. (416) 964-9669 Fax (416) 920-5214		Information and referral; housing; welfare; form filling; translation and interpretation.
Rainbow Information and Social Services	720 Ossington Avenue Toronto, Ontario M6G 3T7 Tel. (416) 531-6701 Fax. (416) 531-8390	United Way	Information and referral; interpretation and translation; food bank; counselling and support; orientation.
Refugees and Immigrants Information Centre Toronto	597 Parliament Street, Suite B4 Toronto, Ontario M4X 1W3 Tel. (416) 961-7027 Fax (416) 961-9732	United Way	Information and referral; legal; translation.
Rexdale Community Health Centre	8 Taber Road Etobicoke, Ontario M9W 3A4 Tel. (416) 744-0066 Fax (416) 744-1881		Health/medical; nutrition counselling; counselling and support; women; seniors; youth; advocacy; food bank; vocational counselling.
Rexdale Community Legal Clinic	500 Rexdale Blvd. Etobicoke, Ontario M9W 6K9 Tel. (416) 741-5201 Fax (416) 741-6540	Legal Aid Ontario	Legal assistance.

Rexdale Women's Centre	8 Taber Road, 2nd Floor Etobicoke, Ontario M9W 3A4 Tel. (416) 745-0062 Fax (416) 745-3995	LINC, United Way, SEPT, ISAP	Counselling and support; women; families; employment; health; legal; information and referral; ESL classes; orientation; education; assistance with form filling.
Riverdale Immigrant Women's Centre Main Branch	1326 Gerrard Street East, Suite 100 Toronto, Ontario M4L 1Z1 Tel. (416) 465-6021 Fax (416) 465-3224	NSP, LINC, ISAP, MCSS, HRDC, Toronto, United Way, Trillium	ESL; counselling and support, assistance filling out forms; job search training; translation and interpretation; literacy.
Riverdale Immigrant Women's Centre Bloor Street Location	525 Bloor Street East Toronto, Ontario M4W 1J1 Tel. (416) 927-0527	See Main Branch	See Main Branch
Riverdale Immigrant Women's Centre Danforth Avenue Location	2170 Danforth Avenue Toronto, Ontario M4C 1K3 Tel. (416) 421-0929	See Main Branch	See Main Branch
Riverdale Immigrant Women's Centre Sheppard Avenue Location	4271 Sheppard Avenue East, Unit 21 Scarborough, Ontario M1S 4G4 Tel. (416) 293-9380 Fax (416) 293-0228	See Main Branch	See Main Branch
Salvation Army – Immigrant and Refugee Services Centre	148 Jarvis Street, 2nd Floor Toronto, Ontario M5B 2B5 Tel. (416) 360-6036 Fax (416) 360-8736		Orientation; information and referral; assistance with form filling, advocacy; counselling and support; interpretation; ESL.
Scadding Court Community Centre	707 Dundas Street West Toronto, Ontario M5T 2W6 Tel. (416) 392-0335, Ext. 228 Fax (416) 392-0340	ISAP, United Way	Counselling and support; recreation; information and referral; youth; internet access; women; citizenship; ESL; leisure workshops; housing; education; interpretation and translation; health; social assistance; orientation; assistance with form filling; employment.
Silayan Community Centre	246 Gerard Street East Toronto, Ontario M5A 2G2 Tel. (416) 926-9505 Fax (416) 926-0600	United Way	Information and referral; employment; housing; health/medical; counselling and support; translation and interpretation; orientation; computer skill development.

Skills for Change	791 St. Clair Avenue West Toronto, Ontario M6C 1B9 Tel. (416) 658-3101 Fax (416) 658-6292	United Way, JSW	Orientation; information and referral; vocational training.
Society for the Aid of Ceylon Minorities (SACEM)	5200 Finch Avenue East, Suite 301 Scarborough, Ontario M1S 4Z5 Tel. (416) 291-9972 Fax (416) 291-5590		Information and referral; orientation; counselling and support; women; citizenship; health/medical.
Sojourn House	51 Bond Street Toronto, Ontario M5B 1X1 Tel. (416) 864-0515 Fax (416) 955-0533	United Way	Short term emergency shelter; information and referral; orientation; food; housing.
Somali Canadian Association of Etobicoke	925 Albion Road, Suite 202 Etobicoke, Ontario M9V 1A6 Tel. (416) 742-4601 Fax (416) 742-0062	United Way	Orientation; information and referral; citizenship; counselling and support; youth; seniors; assistance with form filling; translation and interpretation.
Somali Canadian Community Association in Ontario	2009 Lawrence Avenue West, Unit 6 Toronto, Ontario M9N 3V2 Tel. (416) 248-4131 Fax (416) 248-9909	United Way United Way	Interpretation and translation; orientation; information and referral; counselling and support; advocacy.
Somali Immigrant Aid Organization	1778 Weston Road, Suite 105 Toronto, Ontario M9N 1V8 Tel. (416) 243-2903 Fax (416) 243-1988	LINC United Way	Translation and interpretation; job training; health/medical; food bank; housing; legal; counselling and support; youth; families.
Somali Immigrant Women's Association	1735B Kipling Avenue Etobicoke, Ontario M9K 2Y8 Fax (416) 741-8092	United Way	Orientation; information and referral; advocacy; employment; counselling and support.
Somali Islamic Society of Canada	16 Bethridge Road Etobicoke, Ontario M9W 1N1 Tel. (416) 745-2888 Fax (416) 745-9360	United Way	Information and referral; counselling and support; youth; family.

Somali Youth Association of Toronto	2095 Weston Road, Suite 205 Toronto, Ontario M9N 1X7 Tel. (416) 247-6333 Fax (416) 247-5533	United Way	Counselling and support; employment; translation and interpretation; recreation.
Somaliland Canadian Society	2975 Don Mills Road North York, Ontario M2J 3B7 Tel. (416) 496-2588 Fax (416) 496-0881	United Way	Counselling and support; information and referral; orientation; interpretation; housing; employment; education; health; seniors; job search skills; legal; advocacy.
Somaliland Women's Organization	67 Commander Drive, Unit 2 Toronto, Ontario M1S 3M7 Tel. (416) 293-6585 Fax (416) 293-6585	United Way	Information and referral; advocacy; interpretation and translation; counselling and support; youth; family; women.
South African Support and Information Centre	276 Augusta Avenue Toronto, Ontario M5T 2L9 Tel. (416) 966-4059		Organization that leads social and community services for South African immigrants in the GTA.
South Asian Family Support Services Main Branch	1200 Markham Road, Suite 214 Scarborough, Ontario M1H 3C3 Tel. (416) 431-4847 Fax (416) 431-7283	United Way, LINC, JSW, ISAP	Orientation; information and referral; housing; job search; interpretation; advocacy; ESL; internet access; counselling and support; employment; job search workshops; women; children; youth; seniors.
South Asian Family Support Services Morningside Centre (LINC)	1154 Morningside Avenue, Suite 206 Scarborough, Ontario M1B 3A4 Tel. (416) 286-0826 Fax (416) 286-0304	See Main Branch	LINC program; ESL.
South Asian Family Support Services Lawrence Centre (LINC)	4352 Kingston Road, 2nd Floor Scarborough, Ontario M1E 2M8 Tel. (416) 286-3878 Fax (416) 286-7581	See Main Branch	LINC program; ESL.
South Asian Family Support Services Finch Centre (LINC)	5637 Finch Avenue East, Unit 8 Scarborough, Ontario M1B 5K9 Tel. (416) 293-9263 Fax (416) 293-6041	See Main Branch	LINC program; ESL.

South Asian Women's Centre	1332 Bloor Street West Toronto, Ontario M6H 1P2 Tel. (416) 537-2276 Fax (416) 537-9472	JSW, ISAP	Information and referral; translation and interpretation; advocacy; counselling and support; women; social assistance; citizenship; health/medical; seniors; youth; job search workshops; employment; ESL; legal; vocational counselling.
South East Asian Services (SEAS) Centre Main Branch	603 Whiteside Place Toronto, Ontario M5A 1Y7 Tel. (416) 362-1375 Fax (416) 362-4881	Way, LINC	Counselling and support; information and referral; form filling; translation and interpretation; ESL; internet access; advocacy; youth; women; seniors.
South East Asian Services (SEAS) Centre Gerrard Office	639 Gerrard Street East, 2nd Floor Toronto, Ontario M4M 1Y2 Tel. (416) 466-8842	See Main Branch	See Main Branch
South East Asian Services (SEAS) Centre Labatt Office	7 Labatt Avenue, Suite 203 Toronto, Ontario M5A 1Z1 Tel. (416) 362-0433	See Main Branch	See Main Branch
South East Asian Services (SEAS) Centre North York Office	1945B Leslie Street Toronto, Ontario M3B 2M3 Tel. (416) 391-0550 Fax (416) 391-0068	See Main Branch	See Main Branch
South Etobicoke Community Legal Services	5353 Dundas Street West, Suite 210 Etobicoke, Ontario M9B 6H8 Tel. (416) 252-7218 Fax (416) 252-1474	Legal Aid Ontario, United Way	Legal assistance.
St. Christopher House Main Branch	588 Queen Street West, 2nd Floor Toronto, Ontario M6J 1E3 Tel. (416) 532-4828 Fax (416) 532-3047	United Way, Trillium	Counselling and support; recreation; seniors; youth; children; women; employment; orientation; information and referral.
St. Christopher House Settlement, Post-Settlement and Adult Education	248 Ossington Avenue Toronto, Ontario M6J 3A2 Tel. (416) 539-9000 Fax (416) 532-8739	See Main Branch	Information and referral; counselling; ESL; adult literacy and basic math groups.

St. Stephen's Community House	260 Augusta Avenue Toronto, Ontario M5T 2L9 Tel. (416) 964-8747 Fax (416) 966-2178	LINC, United Way, NSP, MTCU, MCSS, MOH, HRDC, Toronto	Housing; ESL; interpretation; advocacy; counselling and support; orientation; information and referral.
Syrian Canadian Cultural Association	265 Dixon Road, #1712 Toronto, Ontario M9R 1R7 Tel. (416) 247-9527		Community services organization for Toronto's Syrian community.
Tamil Eelam Society of Canada Main Branch	861 Broadview Avenue Toronto, Ontario M4K 2P9 Tel. (416) 463-7647 Fax (416) 463-2620	JSW, ISAP, LINC, United Way	ESL; counselling and support; interpretation and translation; housing; job search training; citizenship; women; youth.
Tamil Eelam Society of Canada Lawrence Branch	2130 Lawrence Avenue East, Suite 204 Scarborough, Ontario M1R 3A6 Tel. (416) 757-6043 Fax (416) 757-6851	See Main Branch	See Main Branch
Tamil Eelam Society of Canada Lansdowne Branch	685 Lansdowne Avenue Toronto, Ontario M6H 3Y9 Tel. (416) 536-5678 Fax (416) 536-3878	See Main Branch	See Main Branch
Thorncliffe Neighbourhood Office	18 Thorncliffe Park Drive Toronto, Ontario M4H 1N7 Tel. (416) 421-3054 Fax (416) 421-4269	ISAP, SEPT, Trillium, United Way; LINC	Information and referral; translation; support groups; ESL; job search workshops; access to fax, computers, internet.
Times Change Women's Employment Service	365 Bloor Street East, Suite 1704 Toronto, Ontario M4W 3L4 Tel. (416) 927-1900 Fax (416) 927-7212	United Way, JSW, CAP, HRDC, Trillium, Ontario Women's Directorate	Job search workshops; career planning; access to computers, internet; educational counselling.
Toronto Chinese Community Services Association	310 Spadina Avenue, Suite 301 Toronto, Ontario M5T 2E8 Tel. (416) 977-4026 Fax (416) 351-0510	United Way, LINC, NSP, ISAP, HRDC, Trillium, Toronto	Information and referral; counselling and support; translation and interpretation; ESL; youth; seniors; women; internet access; recreation; citizenship.

Toronto Community and Culture Centre	222 Elm Street, Suite 110 Toronto, Ontario M5T 1K5 Tel. (416) 971-7883 Fax (416) 971-5519	United Way	Counselling and support; employment; job skills workshops; information and referral; recreation.
Toronto Neighbourhood Centres	1900 Davenport Road Toronto, Ontario M6N 1B7 Tel. (416) 656-8025 Fax (416) 656-1264	Maytree	Umbrella group of multiservice neighbourhood centres and settlement houses.
Toronto Tamil Seniors' Association	597 Parliament Street, Suite B5 Toronto, Ontario M4X 1W3 Tel. (416) 323-9086 Fax (416) 323-9086		Information and referral; health/medical; advocacy; education; recreation; counselling and support.
Tropicana Community Services Organization Main Branch	670 Progress Avenue, Unit 14 Scarborough, Ontario M1H 3A4 Tel. (416) 439-9009 Fax (416) 439-2414	United Way, ISAP, JSW	Employment; orientation; information and referral; youth; counselling and support.
Tropicana Community Services Organization Alternative Youth Centre for Employment (AYCE)	2255 Sheppard Avenue East, Suite A-120 Willowdale, Ontario M2J 4Y1 Tel. (416) 491-7000 Fax (416) 491-4669	United Way, JSW	Job search workshops; job connect; access to computers, internet, fax, copiers and telelphones; resumes.
Ukrainian Canadian Committee	2118A Bloor Street West Toronto, Ontario M6S 1M8 Tel. (416) 762-9457		Umbrella organization for Ukrainian-Canadian groups.
Ukrainian Canadian Social Services	2445 Bloor Street West Toronto, Ontario M6S 1P7 Tel. (416) 763-4982 Fax (416) 763-3997	United Way	Information and referral; translation and interpretation; counselling and support; housing; orientation; form filling; advocacy; friendly visiting; community awareness.
Umugenzi for Refugees	2 Carlton Street, Suite 602 Toronto, Ontario M5B 1J3 Tel. (416) 920-5002 Fax (416) 920-5008	United Way	Information and referral; orientation; counselling and support; youth; seniors.

University Settlement Recreation Centre	23 Grange Road Toronto, Ontario M5T 1C3 Tel. (416) 598-3444 Fax (416) 598-4401	United Way, NSP, LINC, HRDC, Toronto, Trillium	Employment; translation and interpretation; ESL; recreation; internet access; citizenship; counselling and support; employment; youth.
Vietnamese Association of Toronto	1364 Dundas Street West Toronto, Ontario M6J 1Y2 Tel. (416) 536-3611 Fax. (416) 536-8364	ISAP	Information and referral; orientation; housing; advocacy; counselling and support; translation and interpretation; assistance filling out forms; employment; ESL; internet access.
Vietnamese, Cambodian, Laos Chinese Services of Ontario	158 Augusta Avenue Toronto, Ontario M5T 2L8 Tel. (416) 593-0803		Organization devoted to responding to unique needs of newcomers from Southeast Asian countries.
Vision Africana 2000	600 Bay Street, Suite 508 Toronto, Ontario M5G 1M6 Tel. (416) 351-7014 Fax (416) 351-7014		Job search training; ESL; counselling and support; housing; information and referral.
Welfare Committee for the Assyrian Community in Canada	964 Albion Road, Suite 102 Rexdale, Ontario M9V 1A7 Tel. (416) 741-8836 Fax (416) 741-8836	United Way	Orientation; information and referral; housing; employment; counselling and support.
West Toronto Community Legal Services	672 Dupont Street, Suite 315 Toronto, Ontario M6G 1Z6 Tel. (416) 531-7376 Fax (416) 531-0032	Legal Aid Ontario, City of Toronto	Legal assistance.
Willowdale Community Legal Services	245 Fairview Mall Drive, Suite 106 Toronto, Ontario M2J 4T1 Tel. (416) 492-2437 Fax (416) 492-6281	Legal Aid Ontario	Legal assistance.
Willowridge Information and Recreation Centre	44 Willowridge Road, Main Floor Etobicoke, Ontario M9R 3Z1 Tel. (416) 241-5259 Fax (416) 241-5284	LINC	ESL; legal; copier and fax; recreation; food programs; youth; support groups.

Women Working with Immigrant Women	489 College Street, Suite 200 Toronto, Ontario M6G 1A5 Tel. (416) 963-4420 Fax (416) 323-0447		Umbrella organization of community-based agencies working with immigrant, refugee and visible minority women; social action; advocacy.
Women's Counselling Referral & Education Centre	489 College Street, Suite 303B Toronto, Ontario M6G 1A5 Tel. (416) 534-8458 Fax (416) 534-1704		Information and referral; counselling and support; training programs.
WoodGreen Community Centre of Toronto	835 Queen Street East Toronto, Ontario M4M 1H9 Tel. (416) 469-5211 Fax (416) 469-0825	United Way, NSP, ISAP, LINC, MOH, HRDC, Toronto	Counselling and support; information and referrals; orientation; ESL; recreation.
Working Group on Refugee Resettlement (WGRR)	2723 St. Clair Avenue East Toronto, Ontario M4B 1M8 Tel. (416) 588-1612 Fax (416) 588-1702	United Way	Information and referral; public awareness of refugee needs; advocacy; promotes and facilitates refugee sponsorship.
Working Skills Centre	350 Queens Quay West, 2nd Floor Toronto, Ontario M5V 3A7 Tel. (416) 703-7770 Fax (416) 703-1610	NSP, HRDC, Trillium, Toronto, United Way, Maytree	Job skills training; employment
Working Women Community Centre	533A Gladstone Avenue Toronto, Ontario M6H 3J1 Tel. (416) 532-2824 Fax (416) 532-1065	United Way, LINC, NSP, ISAP, HRDC, Maytree, Trillium, JSW	Information and referral; orientation; interpretation; counselling and support; social assistance; ESL; employment; advocacy; education; job search training; women; seniors.
YMCA of Greater Toronto – Korean Community Services	604 Bloor Street West, Suite 201 Toronto, Ontario M6G 1K4 Tel. (416) 538-9412 Fax (416) 538-1778	United Way, ISAP	Orientation; counselling and support; information and referral; translation and interpretation; seniors; internet access.
YMCA of Greater Toronto	42 Charles Street East, 3rd Floor Toronto, Ontario M4Y 1T4 Tel. (416) 928-3362 Fax (416) 928-3561	United Way, LINC, ISAP	Information and referral; access to computers, fax, copiers, phone; orientation; employment; job search skills; ESL; housing; health/medical; legal; recreation.

YWCA of Greater Toronto	Bongard House 80 Woodlawn Avenue East, Toronto, Ontario M4T 1C1 Tel. (416) 961-8100 Fax (416) 961-7739	United Way	Housing; counselling and support; employment; vocational counselling; information and referral; orientation.
York Community Services	1651 Keele Street Toronto, Ontario M6M 3W2 Tel. (416) 653-5400 Fax (416) 653-1696	United Way	Counselling and support; information and referral; legal; seniors; women; health/medical; housing.
Yoruba Community Association	1071 King Street West, Suite 324 Toronto, Ontario M6K 3K2 Tel. (416) 979-8364 Fax (416) 979-3422		Information and referral; counselling and support; employment.
Youth Assisting Youth	1992 Yonge Street, Suite 300 Toronto, Ontario M4S 1Z7 Tel. (416) 932-1919 Fax (416) 932-1924	United Way, HOST	Friendship and emotional support for newly arrived immigrant children and youth; support for parents; recreation.

APPENDIX TWO: SETTLEMENT SERVICES IN DURHAM REGION

NAME OF ORGANIZATION	ADDRESS	FUNDING	PROGRAM DETAILS
Ajax South Asian Cultural Center	2 Sharp Crescent Ajax, Ontario L1T 3R1 Tel. (416) 992-2487 Fax (905) 427-4135	Town of Ajax	Information and referral; orientation; form filling; counseling and support; employment; housing, interpretation and translation; job search counseling.
Durham Region Unemployed Help Centre	193 King Street East Oshawa, Ontario L1H 1C2 Tel. (905) 579-1821 Fax (905) 579-1857	JSW, HRDC	Employment; job search workshops
Durham Region Unemployed Help Centre Pickering Branch	1400 Bayly Street, Unit 12 Pickering, Ontario L1W 3W2 Tel. (905) 420-4010 Fax (905) 420-9854	JSW, HRDC	Employment; job search workshops
Multicultural Council of Oshawa Durham	57 Kenneth Avenue Oshawa, Ontario L1G 5N3 Tel. (905) 723-8301		Promotes ethnocultural awareness in Oshawa and district; promotion of appreciation and reception of cultural diversity, help Canadians learn more about each; assist new Canadians.
Social Development Council of Ajax-Pickering	134 Commercial Avenue Ajax, Ontario L1S 2H5 Tel. (905) 686-2661 Fax (905) 686-4157	LINC, HOST, Ministry of Citizenship and Immigration	Information and referral; ESL; employment; legal; housing; education; form filling, translation; counselling and support; job search workshops

APPENDIX THREE: SETTLEMENT SERVICES IN HALTON REGION

NAME OF ORGANIZATION	ADDRESS	FUNDING	PROGRAM DETAILS
Halton LINC – Home Study Program	Classes held in Burlington, Oakville, Milton, and Georgetown. Mailing address: 100 Elm Dr. W, Room 122 Mississauga, Ontario L5B 1L9 Tel. (905) 875-3851, Ext. 247	LINC	ESL distance education courses; correspondence and online courses to accommodate people who cannot attend classroom programs due to maternity, illness, employment schedule and other reasons.
Halton Multicultural Association	635 Fourth Line, Unit 48 Oakville, Ontario L6L 5W4 Tel. (905) 842-2486 Fax (905) 842-8807	LINC, Heritage Canada; United Way; Trillium Foundation	Offices in Oakville, Burlington and Milton. ESL; Translation and interpretation; job search workshops; information and referral; form filling; education; housing; counseling and support
Nile Association of Ontario	1041A North Service Road Oakville, Ontario L6H 1A6 Tel. (905) 410-8580		Organizations that offers social and community services to Toronto's Egyptian and Sudanese communities.
Oakville Chinese Canadian Association	Oaktown Plaza (meeting location) 171 Speers Road Oakville, Ontario L6K 3W8 Tel. (905) 827-6813		ESL; Youth group, Seniors group, information and referral; orientation.

APPENDIX FOUR: SETTLEMENT SERVICES IN PEEL REGION

NAME	ADDRESS	FUNDING	PROGRAM DETAILS
Afghan Women's Counselling and Integration Community Support Organization	55 Dundas Street East, Suite 205 Mississauga, Ontario L5A 1W1 Tel. (905) 279-3679 Fax (905) 279-4691	LINC	ESL; counselling and support; orientation; information and referral.
African Community Services of Peel	3461 Dixie Road, Suite 504 Mississauga, Ontario L4Y 3X4 Tel. (905) 206-9497 Fax (905) 206-9052	United Way, Maytree	Citizenship; information and referral; counselling and support; employment; interpretation and translation; recreation; housing; health/medical; ESL; legal; seniors; youth; women; family; job training.
Brampton Multicultural Community Centre	150 Central Park Drive, Suite 107 Brampton, Ontario L6T 2T9 Tel. (905) 790-8482 Fax. (905) 790-8488	ISAP, Peel, United Way	Information and referral; health/medical; housing; recreation; form filling; interpretation and translation; employment; ESL; citizenship; counselling and support
Brampton Neighbourhood Resource Centre	50 Kennedy Road South, Unit 24 (Royal Crest Mall) Brampton, Ontario L6W 3R7 Tel. (905) 452-1262 Fax. (905) 452-1365	ISAP, Peel, United Way, LINC	Information and referral; health/medical; housing; recreation; form filling; interpretation and translation; employment; ESL; citizenship; counselling and support
Catholic Cross-Cultural Services Brampton Branch	37 George Street North, Suite 403 Brampton, Ontario L6X 1R5 Tel. (905) 457-7740 Fax (905) 457-7769	ISAP, United Way, JSW, LINC	Information and referral; health/medical; housing; recreation; form filling; interpretation and translation; employment; ESL; citizenship; counselling and support; orientation; job search workshops; women; children; youth; seniors.
Catholic Cross-Cultural Services Mississauga Branch	90 Dundas Street West, Suite 204 Mississauga, Ontario L5B 2T5 Tel. (905) 273-4140 Fax (905) 273-4176	See Brampton Branch	See Brampton Branch
Catholic Family Services of Peel Dufferin	389 Main Street North, Suite 207 Brampton, Ontario L6X 3P1 Tel. (905) 450-1608 Fax (905) 450-8902	United Way	Counselling and support; women; children; families.

Centre for Education and Training, Newcomer Information Centre – Brampton	Brampton Civic Centre 150 Central Park Drive, Ste 200 Brampton, Ontario L6T 1B4 www.tcet.com No phone service		Settlement information and referral; access to computers, internet, fax, copiers; orientation; job searching; adult education and training
Centre for Education and Training, Newcomer Information Centre – Mississauga	100 Elm Drive West Mississauga, Ontario L5B 1L9 No phone service		Settlement information and referral; access to computers, internet, fax, copiers; orientation; job searching; adult education and training.
Centre for Language Training and Assessment	2 Robert Speck Parkway, Suite 310 Mississauga, Ontario L4Z 1H8 Tel. (905) 949-0049 Fax (905) 949-6636	LINC	ESL
Chinese Association of Mississauga	1177 Central Parkway West, Unit 80 Mississauga, Ontario L5C 4P3 Tel. (905) 275-8558 Fax (905) 275-7582		Information and referral; orientation; employment; training programs; housing; ESL; education counselling; health; families; seniors; children; women; youth.
Cultural Interpreter Service of Peel	6981 Millcreek Drive, Suite 29 Mississauga, Ontario L5N 6B8 Tel. (905) 813-6038 Fax (905) 542-1234		Trains interpreters; on-site interpretation service; translation.
Dixie Bloor Neighbourhood Centre	3439 Field Gate Drive Mississauga, Ontario L4X 2J4 Tel. (905) 629-1873 Fax. (905) 629-0791	NSP, ISAP, LINC, MOH, Peel, United Way, JSW	Information and referral; health/medical; housing; recreation; form filling; interpretation and translation; employment; ESL; citizenship; counselling and support
India Rainbow Community Services of Peel Mississauga Branch	3038 Hurontario Street, Suite 206 Mississauga, Ontario L5B 3B9 Tel. (905) 275-2369 Fax. (905) 275-6799	United Way, JSW, ISAP, LINC	Employment counselling; ESL; skills training; counselling and support; women; family; youth; seniors; information and referral;
India Rainbow Community Services of Peel Brampton Branch	499 Main Street South, Suite 211 Brampton, Ontario L6Y 1N6 Tel. (905) 459-4776 Fax (905) 459-4776	See Mississauga Branch	See Mississauga Branch

Inter-Cultural Neighbourhood Social Services (ICNSS)	3050 Confederation Parkway, Mezzanine Level Mississauga, Ontario L5B 3Z6 Tel. (905) 273-4884 Fax. (905) 273-6720	NSP, HOST, SWIS, Trillium, Peel, United Way, LINC	Information and referral; health/medical; housing; recreation; form filling; interpretation and translation; employment; ESL; citizenship; counselling and support
John Paul II Polish Cultural Centre	4300 Cawthra Road Mississauga, Ontario L4Z 1V8 Tel. (905) 306-9900 Fax (905) 306-0044		ESL; citizenship classes; cultural activities.
Malton Neighbourhood Services	7200 Goreway Drive Mississauga, Ontario L4T 2T7 Tel. (905) 677-6270 Fax (905) 677-6281	ISAP, United Way, Peel, JSW, LINC	Information and referral; health/medical; housing; recreation; form filling; interpretation and translation; employment; ESL; legal; counselling and support; women; youth; seniors; citizenship.
Multicultural Inter-Agency Group of Peel (MIAG)	3034 Palstan Road, Suite M3 Mississauga, Ontario L4Y 2Z6 Tel. (905) 270-6252 Fax (905) 270-6263	COSTI, Trillium, Region of Peel, Maytree, Canadian Race Relations Foundation, Dept of Justice; Min of Citizenship, Culture and Recreation	Umbrella organization for community based organization serving the community of Peel
Muslim Community Services	150 Central Park Drive, Suite 107 Brampton, Ontario L6T 2T9 Tel. (905) 790-8484 Fax (905) 790-8488	United Way, LINC	Orientation; form filling; information and referral; health/medical; counselling and support; citizenship; translation and interpretation; job search skills; seniors; women; youth; children; housing; ESL.
Palestine House Educational & Cultural Centre	3195 Erindale Station Road Mississauga, Ontario L5C 1Y5 Tel. (905) 270-3622 Fax (905) 270-3628	LINC	ESL; recreation; counselling and support; citizenship; legal; information and referral; orientation; seniors; youth.

Peel Adult Learning Centre	165 Dundas Street West, Suite 200 Mississauga, Ontario L5B 2N6 Tel. (905) 306-0577 Fax (905) 306-1275	LINC	ESL programs.
Peel Multicultural Council	6630 Turner Valley Road Mississauga, Ontario L5N 2P1 Tel. (905) 819-1144 Fax. (905) 542-3950	United Way, JSW, LINC	Umbrella organization representing ethnocultural groups, service agencies and other organizations across Region of Peel.
Peel Multicultural Housing Authority	4680 Kimbermount Avenue, Unit 115 Mississauga, Ontario L5M 5W8 Tel. (905) 820-8669		Provides information and applications for subsidized housing.
Toronto Chinese Community Services Association	3033 Palstan Road, Suite 210 Mississauga, Ontario L4Y 4E7 Tel. (905) 615-9500 Fax (905) 615-0622	LINC	Information and referral; health/medical; housing; recreation; form filling; interpretation and translation; employment; ESL; counselling and support; citizenship.
United Achievers Community Services (UA)	36 Queen Street East Brampton, Ontario L6Z 1A2 Tel. (905) 455-6789 Fax (905) 455-6162		Orientation; information and referral; job search; housing; youth; seniors; women; counselling and support.
Vietnamese Community Centre	3050 Confederation Parkway Mississauga, Ontario L5B 3Z6 Tel. (905) 275-9143 Fax (905) 275-4682	LINC	Information and referral; recreation; citizenship; ESL; interpretation and translation; counselling and support; women; seniors; youth.
YMCA Mississauga	325 Burnhamthorpe Road Mississauga, Ontario L5B 3R2 Tel. (905) 897-9622		Fitness; health and recreation; swimming; pre-school; educational and social programs for all ages.
YMCA Brampton	20 Union Street Brampton, Ontario L6V 1R2 Tel. (905) 451-9622		See YMCA Mississauga

APPENDIX FIVE: SETTLEMENT SERVICES IN YORK REGION

NAME	ADDRESS	FUNDING	PROGRAM DETAILS
Career Foundation - A-LINC	318-9050 Yonge Street Richmond Hill, Ontario L4C 9S6 Tel. (905) 707-1555 Fax (905) 707-1488	LINC	ESL; ESL assessment.
Carefirst Seniors & Community Services Association	420 Highway 7 East, Unit 104A Richmond Hill, Ontario L4B 3K2 Tel. (905) 771-3300 Fax (905) 764-3718		Serves Chinese senior community; Information and referral; counselling and support; health promotion; friendly visiting; community outreach.
Catholic Community Services of York Region Main Branch	21 Dunlop Street, Unit 15 Richmond Hill, Ontario L4C 2M6 Tel. (905) 770-7040 1-800-263-2075 Fax (905) 770-7064	ISAP, HOST, SWIS, NSP, Trillium, Charities, HRDC, United Way, JSW	Information and referral; counselling and support; health/medical; housing; recreation; form filling; interpreters and translators; employment; ESL; job search workshops.
Catholic Community Services of York Region Markham Branch	7170 Warden Avenue, Unit 15 Markham, Ontario L3R 8B3 Tel. (905) 415-9537 Fax (905) 415-9538	See Main Branch	See Main Branch
Catholic Community Services of York Region Thornhill Branch	7368 Yonge Street, Unit 312 Thornhill, Ontario L4J 8H9 Tel. (905) 709-8181 Fax (905) 709-6348	See Main Branch	See Main Branch
Centre for Information and Community Services of Ontario Kennedy Branch	8360 Kennedy Road, Suite 3 Markham, Ontario L3R 9W4 Tel. (905) 474-4688 Fax (905) 474-1539		Information and referral; counselling and support; health/medical; housing; recreation; form filling; interpreters and translators; employment; ESL; women; seniors; youth.
Centre for Information and Community Services of Ontario Markville Branch	5000 Highway 7, Markville Shopping Centre Markham, Ontario L3K 4M9 Tel. (905) 474-1275 Fax (905) 474-1281		See Kennedy Branch

COSTI – Employment Services Concord Centre	7800 Jane Street, Unit 1 Concord, Ontario L4K 4R6 Tel. (905) 669-5627 Fax (905) 669-1127	LINC, York Region, ISAP, NSP, HRDC, MOH, MTCU, COMSOC, Toronto, Trillium, United Way, JSW	Access to computers, internet, copiers, fax; computer training; employment; job search training; resumes; vocational counselling.
COSTI Markham Employment Resource Centre	4961 Hwy 7, Suite 100 Markham, Ontario L3R 1N1 Tel. (905) 941-0172 Fax (905) 947-0195	See Concord Centre	Access to computers, internet, copiers, fax; computer training; employment; job search training; resumes; vocational counselling.
COSTI Richmond Hill Centre Employment Resource Centre	129 Church Street South Richmond Hill, Ontario L4C 1W4 Tel. (905) 884-5235 Fax (905) 884-4261	See Concord Centre	Access to computers, internet, copiers, fax; computer training; employment; job search training; resumes; vocational counselling.
Housing Help Centre	15120 Yonge Street Aurora, Ontario L5G 1M2 Tel. (905) 713-2696 Fax (905) 713-2695		Aid finding housing; support for landlord/tenant problems.
Korean Community Centre for Multiculturalism	224 Brownridge Drive Thornhill, Ontario L4J 7G1 Tel. (905) 738-5675 Fax (905) 738-7895		English language instruction; heritage classes; tutors for youth; awards and scholarships.
Markham African Caribbean Association	7060 Markham Road Markham, Ontario L3S 4M7 Tel. (905) 294-5033 Fax (905) 492-5033		Educational and recreational programs; language courses; citizenship courses; cultural programs.
Toronto Chinese Community Services Association (TCCSA)	3160 Steeles Avenue East, Unit 5 Markham, Ontario L3R 4G9 Tel. (905) 948-1671 Fax (905) 948-9997	LINC	ESL; information and referral; childcare; orientation to Canadian culture.

CERIS

The Joint Centre of Excellence for Research on Immigration and Settlement - Toronto (CERIS) is one of five Canadian Metropolis centres dedicated to ensuring that scientific expertise contributes to the improvement of migration and diversity policy.

CERIS is a collaboration of Ryerson University, York University, and the University of Toronto, as well as the Ontario Council of Agencies Serving Immigrants, the United Way of Greater Toronto, and the Community Social Planning Council of Toronto.

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Status of Women Canada
Statistics Canada
Human Resources and Skills Development Canada
Atlantic Canada Opportunities Agency
Royal Canadian Mounted Police
Public Safety and Emergency Preparedness Canada
Department of Justice Canada
Public Service Human Resources Management Agency of Canada

For more information about CERIS contact:
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Telephone: (416) 946-3110 Facsimile: (416) 971-3094
http://ceris.metropolis.net

The Metropolis Project

Launched in 1996, the Metropolis Project strives to improve policies for managing migration and diversity by focusing scholarly attention on critical issues. All project initiatives involve policymakers, researchers, and members of non-governmental organizations.

Metropolis Project goals are to:

- **Enhance academic research capacity;**
- **Focus academic research on critical policy issues and policy options;**
- **Develop ways to facilitate the use of research in decision-making.**

The Canadian and international components of the Metropolis Project encourage and facilitate communication between interested stakeholders at the annual national and international conferences and at topical workshops, seminars, and roundtables organized by project members.

For more information about the Metropolis Project
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