



# Housing Tip Sheet

## Emergency Housing Resources

**The Family Navigation Hub** aims to share information and resources with families related to social needs such as stable housing, food and income security, access to childcare and more. For more information contact: [familynavigation@hollandbloorview.ca](mailto:familynavigation@hollandbloorview.ca)

Please note: The information provided in this tip sheet is for reference only. It is not intended as a recommendation or endorsement of organizations, agencies or private businesses, or as a comprehensive resource list.

### Emergency Shelters in Toronto

To get emergency housing help, phone Central Intake. Central Intake is run by the City of Toronto, and is a centralized access system to support people experiencing homelessness in finding shelter.

#### Central Intake

27/7 | 416-338-4766 or 1-877-338-3398 | <https://211central.ca/record/69800103/>

When you phone, you will hear an automated message. If you need interpretation in another language, **PRESS 1**. The automated message will ask if you are calling for an individual (one person) or a family. To speak to an operator about getting access to a family shelter space, **PRESS 3**.

#### Accessibility in Shelters:

During your intake call with a Central Intake worker, they will ask you about any accessibility needs. Some shelters may not meet you or your family's accessibility needs (e.g., too noisy, no elevator access, etc.). Be sure to state any accessibility needs you or your child have on the phone with the Central Intake worker, so they can find a shelter space that will work for you.

#### If You Need to File a Complaint:

To file a complaint about housing services in Toronto, click this website for more information:

#### Holland Bloorview Kids Rehabilitation Hospital

150 Kilgour Road, Toronto ON Canada M4G 1R8 **T** 416 425 6220 **T** 800 363 2440 **F** 416 425 6591 [hollandbloorview.ca](http://hollandbloorview.ca)

A teaching hospital fully affiliated with the University of Toronto.

<https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/staff-directory-divisions-and-customer-service/shelter-support-housing-administration/shelter-support-housing-administration-complaints-compliments/>

## Emergency Shelters Outside of Toronto

To find emergency shelter programs outside of Toronto, you can use the following:

### Shelter Safe

A search engine for finding emergency shelters across Canada. Click the link below, and then select which province you are in.

<https://sheltersafe.ca/get-help/>

### 211

A helpline and website to access information and referrals for community resources including emergency housing, in any Ontario city. To access 211 supports, use the numbers below or visit the website. 211 provides information for many other community resources as well such as food banks, mental health supports, culturally-specific supports, employment services and much more.

<https://211ontario.ca/>

24/7 | Dial 211 | Toll-Free: 1-877-330-3213 | TTY: 855-405-7446

## If You Are Experiencing Abuse

### Assaulted Women's Helpline – Ontario Wide

24/7 | 416-863-0511 | TEXT #SAFE (#7233) | <https://www.awhl.org/home>

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

### Canadian Centre for Men and Families – Canada Wide

1-844-900-2263 | [info@menandfamilies.org](mailto:info@menandfamilies.org) | <https://menandfamilies.org/>

Support for men and their families with a variety of issues, including those experiencing abuse

## COVID-19 Shelter Resources

### How to self-isolate in a shelter:

<https://www.toronto.ca/wp-content/uploads/2020/04/9627-How-to-Self-Isolate-in-Homeless-Services.pdf>

**COVID-19 testing for people living in shelters:**

<https://www.toronto.ca/wp-content/uploads/2022/03/8da9-Info-sheet-for-clients-with-COVID-19-symptomsMarch-22-2022.pdf>

**Help with Evictions and Human Rights**

**Landlord and Tenant Board**

Monday-Friday 8:30am-5pm | 416-645-8080

**Tenant Hotline**

Monday-Friday 8:30am-6:00pm | 416-921-9494

**Centre for Equality Rights in Accommodation**

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

**Steps to Justice**

A step-by-step guide to navigating housing law in Ontario

<https://stepstojustice.ca/legal-topic/housing-law/>



Created May 2022 by Social Work student Victoria Watson, in conjunction with the Family Navigation Hub. For more information, email [familynavigation@hollandbloorview.ca](mailto:familynavigation@hollandbloorview.ca)

